

**GOOD PRACTICES COLLECTION ON
SUSTAINABLE MOBILITY IN RURAL EU
C3, Phase 1**



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GOOD PRACTICES IDENTIFIED, ANALYSED AND EXCHANGED IN "MOVE ON GREEN"								
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Kombibus: How existing public transport capacity in rural areas can be utilized for other services P13-Brandenburg	Wigtownshire Community Transport: vehicle sharing to reduce underutilization of vehicles P5-Shetlans Islands	West-Pannon regional bicycle rental system P10-West Pannon	Short-term electric vehicle rental at bus ticket price in Sagunto P1-Teruel	Shared transport for disabled people in the rural areas of Burgos; different organizations sharing their resources. P2-Burgos	"Owl Night Service" for prevention of traffic accidents in rural areas of the province of Burgos P2-Burgos	"The Mount Pelion Train": Thematic rail transport to enhance cultural identity of rural areas P3-Thessaly	Local Bus Services Redesign in Shetland Islands P5-Shetland	Transport on demand in the province of Burgos P2-Burgos
PIMMS: Several services grouped in the same place P6-Euromontana	Carpooling in Poland P12-Podkarpackie	MTB (MountainBike) Maestrazgo Centre P1-Teruel	Travelling around Gorenjska with an electric vehicle P9-Gorenjska	Social service of adapted transport for disabled people in the rural areas of Aragon P1-Teruel	YouthMobile: improvement of youth mobility in rural areas P13-Brandenburg	Gauja River Tram: Water Bus P11-Vidzeme	Multimodal transportation for the Dipole Larissa-Volos P3-Thessaly	TADOU, service of local transport by taxi on demand P6-Euromontana
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	ZIVI car-share platform P7-Central Transdanubian	CYCLO: Shared Bicycle Utilities in Epirus Region P4-Epirus	Courses on efficient driving of vehicles P1-Teruel	Community Coach P8-Burgenland			Coordinated mobility in Mielec and surrounding areas P12-Podkarpackie	Demand related public transport system for 4 villages in south Burgenl P8-Burgenland
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			Evo Mobile: Sustainable Electric Mobility in a pilot University area. P1-Teruel	The Family Ticket: convincing people to use the public transport P12-Podkarpackie			Tailored access to public information relating to transport services in Shetland P5-Shetland	"GoOpti" Service of transfer from countryside and cities to the airports in several countries and vice versa P9-Gorenjska
				Red Cross: mobility for dependent people P1-Teruel			Cooperation between public & individual transport modes: intermodal system P10-West Pannon	
							Public transport modeling and optimization P11-Vidzeme	

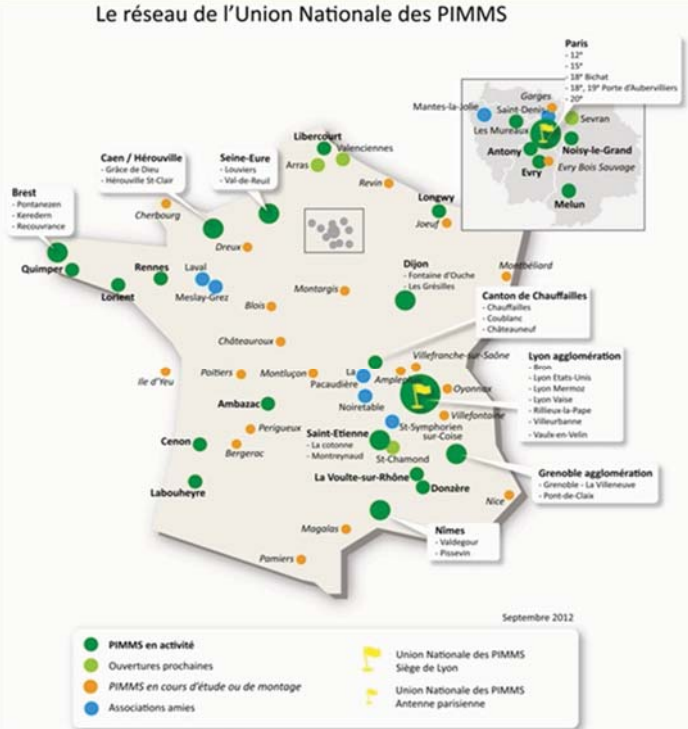
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Good Practices in “Combination of different services for cost reduction”

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	KombiBus: how existing public transport capacity in rural areas can be utilized for other services (P13)
2.	Precise theme/issue tackled by the practice	How existing public transport capacity (depot, staff, vehicles and stop infrastructure) in rural areas can be utilised for other services. In this case how freight transport can be used to stabilise the existing public transport service by additional gains and if applicable to extend the service during off-peak hours.
3.	Objectives of the practice	<ul style="list-style-type: none"> • To stabilise the public transport service in rural areas by new financing options. • To maintain jobs at the transport companies and reduce number of the so called "split shift"- shift that are not equally distributed during the day. • To establish public transport as a part of the regional value chain.
4.	Location	<ul style="list-style-type: none"> - State of Brandenburg - Administrative District of Uckermark
5.	Detailed description of the practice	<p><u>Origin:</u> Administrative District of Uckermark, State of Brandenburg.</p> <p><u>Timescale:</u> October 2010 - August 2011 = Conceptual phase Autumn 2011 = Legal Expertise January 2012 - December 2013 = Implementation</p> <p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> • <i>Regional level:</i> <ul style="list-style-type: none"> - Administrative District of Uckermark. <p>Municipal transport company, Office for regional development of the administrative district of Uckermark, regional business development, regional stakeholders (Amt für Kreisentwicklung des Landkreises Uckermark).</p> <ul style="list-style-type: none"> • <i>State level:</i> <ul style="list-style-type: none"> - State of Brandenburg <p>Ministry for Infrastructure and Agriculture (Ministerium für Infrastruktur und Landwirtschaft, MIL), Ministry of the Interior (Ministerium des Innern, MI), State</p>


	<p>Chancellery (Staatskanzlei), Chamber of Commerce and Industry in Ostbrandenburg (IHK Ostbrandenburg)</p> <ul style="list-style-type: none"> • <i>Federal level:</i> <ul style="list-style-type: none"> - Federal Ministry of the Interior (Bundesministerium des Innern, BMI). • <i>Consultancy team:</i> <ul style="list-style-type: none"> - Interlink GmbH. - Fahrplangesellschaft B&B mbH, raumkom – Institut für Raumentwicklung und Kommunikation. - Functionally and content of the mobility solution. <p>Additionally to the transport of passengers the scheduled service buses will be used as well for the transport of goods, by using the anyway existing luggage space. If low-entry busses are used the freight will be transported in a trailer. The process that has to be designed and organised is complex due to its heterogenic customer structure.</p> <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> • Assessment of Personenbeförderungsgesetz (Public Transport Law) and Güterkraftverkehrsgesetz (Road Haulage Law). • Assessment of the local constitution of the State of Brandenburg. <p><u>Financial framework:</u></p> <p>For the conceptual phase, the legal assessment and the guidance within the implementation roughly 425 thousand Euros has been spend. After the clarification of fundamental issues the implementation in other regions will be possible with considerably lower means.</p> <p><u>Use degree (%): user / total population number (if possible):</u></p> <p>It is not possible to give specific data, since the utilisation of the KombiBus transports are introduced in two steps:</p> <ol style="list-style-type: none"> a) For the commercial consignor. b) For everyone else. <p>When b) is implemented, the transport of goods by KombiBus is at the disposal of principally all the inhabitants of Uckermark.</p>
<p>6.</p>	<p>Evaluation</p>
	<p><u>Possible demonstrated results (through indicators):</u></p> <p>The regular operation starts on 7th September 2013.</p> <p><i>Statistic of consignor, weight of consignment</i></p> <p><u>Possible success factors:</u></p> <p>The most significant success factor is the possibility to offer commercial customers in a difficult market environment a simple and cost efficient distribution.</p>

	<p><u>Difficulties encountered:</u></p> <p>Initiating local communication processes.</p> <p>To develop the field of business in a municipal company, that needs comprehensive coaching for and guidance on their distribution activities to achieve continuity at the implementation of the assignment of tasks.</p>	
7.	Lessons learnt from the practice	<p>Mobility and accessibility are not only cross-cutting issues, but include as well comprehensive regulations and organizational structures. Therefore the main efforts attributed to communication in order to convince a number of stakeholders, decision makers and opinion leaders.</p> <p>The KombiBus is going to utterly redefine the rural logistic infrastructure. Commercial customers who want to optimise their existing logistics are only able to undertake long-term changes in their operation. Therefore the proposed implementation is a long-term one as well, which may only be successful if the legal framework is clarified. Only thereafter companies from the private sector are ready to make long-term investments.</p>
8.	Contact information	<p>Uckermärkische Verkehrsgesellschaft mbH</p> <p><i>Ms Marita Förster</i>, KombiBus-Manager</p> <p>Tel: +49 3984 8595713</p> <p>m.foerster@uvg-online.de</p> <p>www.uvg-online.de</p> <p>Interlink GmbH</p> <p><i>Ms Anja Sylvester</i>, Project Management</p> <p>Tel: +49 30 209 139-72</p> <p>sylvester@interlink-verkehr.de</p> <p>www.kombibus.de</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> - Documents - Media about KombiBus (YouTube) - Flyer to download

NR.	SECTION	DESCRIPTION
0	Photograph	 <p>Le réseau de l'Union Nationale des PIMMS</p> <p>Septembre 2012</p>
1.	Title of the practice	PIMMS: several services grouped in the same place (P6)
2.	Precise theme/issue tackled by the practice	The principle of the PIMMS is to groups at the same place several services, such as providing information on public transport and selling tickets, services with providers of water or energy, etc. There are 49 PIMMS currently in France. The creation of the PIMMS of the Canton de Chauffailles was a solution found to reopen the train station.
3.	Objectives of the practice	The PIMMS gather several services at the same place. This way, consumers must go to only one place to find several services. The running costs are also lower for each service provider. In the case of the Canton de Chauffailles, this solution was adopted as a way to reopen the train station which had been closed several years ago and to offer again to the local inhabitants the possibility to find information and buy train tickets.
4.	Location	The PIMMS presented in this example in located in the Canton de Chauffailles, France. There are currently 49 PIMMS in France, located in urban or rural areas.
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The PIMMS from the Canton de Chauffailles was created under the initiative of the Municipality of Chauffailles that wished to open again its train station. The station had been closed in 1998 and afterwards, tickets could be bought at the tourism office until 2005. The objective was also to offer public services that were so far not available to the inhabitants.</p> <p><u>Timescale:</u></p> <p>The PIMMS in the Chauffailles railway station opened on 5 July 2010. On 1 October</p>

	<p>2010, annex offices were open in 2 neighbouring villages.</p> <p><u>Bodies involved/ implementation:</u></p> <p>Several service providers are involved:</p> <ul style="list-style-type: none"> • National Railway company SNCF • Post service La Poste • Social services (Pôle Emploi, CAF, Mission locale, MSA, MIFE, CPAM, ...) <p>All the partners are the following: SNCF, EDF, VEOLIA eau, POLE EMPLOI, L'Assurance Maladie, Les Allocations Familiales, La MIFE, La MSA, Relais de Services Publics, La CRAM, La Mission Locale, Le Pays Charolais-Brionnais, Le Conseil Régional de Bourgogne, La Poste, La Communauté de Commune et la ville de Chauffailles, Le Ministère de l'Ecologie, de l'Energie, du Développement durable et de l'Aménagement du Territoire.</p> <p><u>Process and detailed content of the practice:</u></p> <p>The Chauffailles PIMMS is open every day. The opening hours are the following:</p> <ul style="list-style-type: none"> • Monday: 6.30 to 11.45; 13.30 to 18.00 • Tuesday to Thursday: 7.30 to 11.45; 13.30 to 18.00 • Friday: 7.30 to 11.45; 13.30 to 18.30 <p>The annex offices are open only half of the day (Monday to Friday: 13.45 to 16.45 in Coublanc and 09.00 to 12.00 in Chateauneuf). However, they offer the same services as in Chauffailles.</p> <p><u>Legal framework:</u></p> <p>The PIMMS concept is developed by an organisation (Union Nationale des PIMMS) which provides a framework, with a contract (<i>Contrat de franchise sociale PIMMS</i>).</p>
<p>6.</p>	<p>Evaluation</p>
	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • The objective of keeping the station open, with an employee available, has been reached. • 6 people are employed in the PIMMS. • A wide range of services provided. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Strong political wish to start the initiative. • There is a PIMMS network that provides information and support to establish new PIMMS. • As the only service of transport ticketing was not profitable enough, the association with other services which would also not have been profitable by themselves. This system is therefore interesting for the service providers, because they can maintain a

	<p>selling and information point at a lower cost and for the customers who still has access in a close place to the services.</p> <ul style="list-style-type: none"> • Discussions and reflection are engaged to enlarge the range of services provided. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • The employees have to be trained on many different services. • Important cost for the municipalities.
7.	<p>Lessons learnt from the practice</p> <ul style="list-style-type: none"> • The issue of mobility and transport is not limited to having a bus or train stop nearby. Access to information on transport is also to take into account. Online information is not enough. Direct contact is still necessary for many users, especially elderly people or less educated people. • Reducing cost can be done by grouping activities.
8.	<p>Contact information</p> <p>Place de la Gare 71170 CHAUFFAILLES Tel : 03 85 24 29 50 Fax : 03 85 26 65 16 Francine DEMESLAY, Directrice Mail: francine.demeslay@pimms.org; pimmscantondechauffailles@pimms.org Website: www.pimms.org http://www.facebook.com/pages/PIMMS-DU-CANTON-DE-CHAUFFAILLES/114456268637510?sk=wall http://rigvi-71.over-blog.fr/article-paysage-du-brionnais-le-pimms-de-chauffailles-53925103.html</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Mobile mail service (P7)
2.	Precise theme/issue tackled by the practice	<p>Country with unfavorable settlement patterns like in Hungary is hardly to found in Europe. 96% of the area of the country is mentioned as rural area. Furthermore the rate of the predominantly rural area is 58.30% in Hungary. The 35.95% of the population of the country live in these areas. It is three times higher than the European average.</p> <p>These declining rural areas have three specific features:</p> <ul style="list-style-type: none"> • Economic crisis. • Underdeveloped living conditions. • Unfavorable demographic processes. <p>The mobile mail service would like to prove the background of the proper living conditions, social services of the countryman in the light of sustainability and cost efficiency.</p>
3.	Objectives of the practice	The mobile mail service would like to prove the background of the proper living conditions, social services of the countryman in the light of sustainability and cost efficiency.
4.	Location	Hungary
5.	Detailed description of the practice	
<p>The mobile mail service is a very environment conscious service. The mobile mail service concerns 945 settlements and 300,000 people. The key of the modernisation of the country is an informational and knowledge-based integrated institution network. The mobile mail service helps to the underdeveloped areas to integrate them into this network.</p> <p>There are 1170 settlements with population under 600. This means 37 % of the whole Hungarian settlements.</p> <p>However the balance of the mobile mail service program is very positive. This positive result shows that now the service is available in 404 very underdeveloped settlements already. The mobile mail service's operational cost is very economical; it is 17 % less, than the fixed post office's operational costs. The number of the provided settlements increased with 74 %. Very important is the establishing of an informational and knowledge-based integrated institution network, because the settlements in the country-areas can't use their socio-economic potential. The underdevelopment of the retrogressive country-areas has 3 reasons. The first reason is the economic decadence. The second reasons are the negative, backward living conditions. This comes with an unfavourable demographic process - the population's ageing. The third reason is the isolation of the small settlements.</p> <p>There is one disadvantage. The post office's communication site is a little undeveloped. It is a necessary, to establish an economical operation. The occurrence of the post office network in</p>		

Hungary is very frequent. The number of the residents belongs to one post office is very low, it means 3,000 person per post office. But the average number in the European Union is not the same. One post office worker serves 6,000 people. The mobile post comes on all workdays according a timetable. The mobile mail service postman goes through the touched settlements on all workdays. The subscribers receive their newspapers on all Saturdays. The postman goes house to house. So the citizens can their letters, their packets, their remittances and their cheques easily.

The mobile post service's operation began in 2003. The first expansion was in 2004. Nowadays, the expansion of the service is in progress.

Origin:

- Problems with the frequency of public transport
- Ageing
- Insufficient infrastructure
- Cost inefficiency
- Sustainability

Timescale:

- 2000 onwards

Bodies involved/ implementation:

- Municipalities
- Post service provider

Process and detailed content of the practice:

Starting date	No. of mobile mail lines	No. of affected municipalities	There was fix post office	There wasn't post office	No. of affected inhabitants
2000	4	22	6	16	4977
2003	120	440	240	200	122046
2004	230	484	296	188	176460
Sum	354	946	542	404	303483

Legal framework:

- The post offices are social meeting points.
- It's one of the most important services of a village.
- It's a symbol of independence.

Financial framework:

- The operation cost is decreased by 17%.
- The number of supplied municipalities are increased by 48,3%.

- Cost/person/settlement is decreased by 50% compared to the previously operated post offices.

Use degree (%): users/total population:

- 322,460 nowadays.

Operation:

The mobile mail service is operating in the settlements with less than 600 inhabitants. The service means a mobile/moving post office. The substance of this initiative that the postman has a car and he visits the settlements base on an everyday schedule. It has basic services, as:

- Delivery and reception of the letters/packages/check/parcels.
- Money board and pension service.
- Cash from credit card.

Additional services, as:

- Lottery tickets/newspapers/ etc. for sale.

In the practice, every household get a table which signs the intention of use the service (the postman car has an own signal). The households have to hang it onto their gates or anywhere, which can be seen from the street. If the postman can't find the family at home, he leaves a reminder in the mailbox three times. If we miss these occasions, we could get or send our packages in the appointed post office. Additionally, the users could give attorney to everyone to receive their packages or pension.

The service doesn't require additional costs or extra payment, because the service has fixed costs independently the location.

6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> - Approx. 1116 municipalities. - 322460 inhabitants affected. - Cost reduction. - Nr. of supplied municipalities with post service are increased. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> - Well organized. - Do not have to pay more for this service. - Frequency. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> - The post offices are social meeting points. - It's one of the most important services of a village. - It's a symbol of independence. <p>The biggest fear of the mayors is that the population retaining power of the settlements is reducing.</p>
7.	Lessons learnt from	<ul style="list-style-type: none"> • The personality of the postman is crucial.


	the practice	<ul style="list-style-type: none"> • Necessity of situational analysis, impact studies and monitoring. • Necessity of systematic and objective studies. • Strengthen the responsibility of the Magyar Posta Zrt. as a public actor.
8.	Contact information	<p>Zoltánné Terecskei Magyar Posta Zrt. Tel: +36-1-333-7777 customer.service@posta.hu</p>
9.	Other possible interesting information	The service could be developed to provide more products (medicine, etc.)

2


Car- Sharing, Car-Pooling and other “sharing” formulas

NR.	SECTION	DESCRIPTION
0	Photographs 	<p><i>Innovatively investing in Europe's Northern Periphery for a sustainable and prosperous future</i></p>
1.	Title of the practice	<p><i>Wigtownshire Community Transport: vehicle sharing to reduce underutilization of vehicles (P5)</i></p>
2.	Precise theme/issue tackled by the practice	<p>Implementation of vehicle sharing across local organizations to reduce underutilization of vehicles.</p>
3.	Objectives of the practice	<ul style="list-style-type: none"> • Development of a sustainable delivery model to facilitate more resource sharing. • To secure efficiency gains both operationally and financially. • To improve quality, accessibility and flexibility of transport in rural areas.
4.	Location	<ul style="list-style-type: none"> - Scotland, UK - Dumfries and Galloway
5.	Detailed description of the practice	<p>The population of Dumfries and Galloway is approximately 148,000 with 50% of the population centered in the eight main towns. Most facilities are also located in these main towns.</p> <p>Transport is an issue for all age groups and prior to the introduction of this scheme it was commissioned by different organizations and delivered by different providers, in an uncoordinated and expensive manner.</p> <p>The project looked at joined up delivery with partnership working across the Council, the transport partnership SWestrans, social work services, the Scottish Ambulance Service, the local National Health Service board and an established community transport provider.</p> <p>The delivery partner was an established community transport operator who delivers local services and some health care and social care trips. They had a booking and scheduling system already in place.</p> <p>Outcomes from this approach included:</p> <ul style="list-style-type: none"> • Implementation of vehicle sharing across partner organizations. • Improve service delivery. • Reduction in staff time for administration. • Reduction in number of single trips.

		<ul style="list-style-type: none"> • Improvement in quality and standardization of provision. • Co-ordination of trip scheduling for rural areas.
6.	Evaluation	<ul style="list-style-type: none"> • 3 vehicles made available. • 1451 journeys. • 18808 passengers. • 38857 miles travelled. • Vehicle usage improved by 20%. • 95% of surveyed passengers found the vehicles and service very satisfactory.
7.	Lessons learnt from the practice	<p>Success has led to an extension of the project and further developments are planned from the results gained.</p> <p>The success of the project rested on good foundations with clear purpose defined at the beginning. Benefits were measured and operational standards maintained, leading to a high level of user acceptance</p>
8.	Contact information	<p>Harry Thomson</p> <p>Dumfries and Galloway Council, Scotland, UK</p>
9.	Other possible interesting information	<p>This project formed a pilot under the Northern Periphery Programme project, Rural Transport Solutions.</p> <p>The video of the project, with English subtitles, can be viewed through the link below:</p> <p>http://www.youtube.com/watch?v=yNA19v5cC-U</p>

NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	Carpooling in Poland (P12)
2.	Precise theme/issue tackled by the practice	<p>People are looking for faster, cheaper connections and more comfortable ways of travel. It is caused by the current situation:</p> <ul style="list-style-type: none"> • Insufficient number of transport links between towns, cities and villages. • Lack of connections on some routes. • High costs of trips. • Modernization of railway tracks (delays).
3.	Objectives of the practice	<ul style="list-style-type: none"> • Possibility to travel faster. • Possibility to save money. • Lower traffic jam. • A reduction of CO₂ and dust emissions.
4.	Location	<ul style="list-style-type: none"> - Country: Poland - Region or district or municipality: Podkarpackie Region
5.	Detailed description of the practice	<ul style="list-style-type: none"> • Coverage area of the GP: 17 844 km² (and more). • N° of municipalities in the area: 160. • N° of inhabitants in the area: 2 102 742. • Days/season of operation: all year. • Public/private stakeholders involved: cars owners, travelers, website owners. • Target groups of users: especially workers and students. • The largest Polish website www.carpooling.pl has tens of thousands of users. • People look for other travelers going in the same direction on websites devoted exclusively to carpooling or social networking sites (eg. Facebook), local authorities sites and announcements pages (eg. Gumtree, www.rzeszowiak.pl). • Costs for users:

		<p>Passenger – fuel contribution Driver – none (costs reduced)</p> <ul style="list-style-type: none"> Methods for pricing: <ul style="list-style-type: none"> Fuel costs + 10% Number of people in the car 																								
6.	Evaluation	<table border="1"> <thead> <tr> <th>Rzeszów – Kraków (about 160 km)</th> <th>Price</th> <th>Travel time</th> </tr> </thead> <tbody> <tr> <td>Train</td> <td>24-30 PLN</td> <td>3 - 4 h</td> </tr> <tr> <td>Bus</td> <td>35 PLN</td> <td>2,5 h</td> </tr> <tr> <td>Carpooling</td> <td>15-20 PLN</td> <td>2,5 h</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Rzeszów – Dębica (about 45 km)</th> <th>Price</th> <th>Travel time</th> </tr> </thead> <tbody> <tr> <td>Train</td> <td>11,20 - 17 PLN</td> <td>31 - 1h 20 min</td> </tr> <tr> <td>Bus</td> <td>38,50 - 17 PLN</td> <td>50 min - 1h</td> </tr> <tr> <td>Carpooling</td> <td>6 PLN</td> <td>50 min - 1h</td> </tr> </tbody> </table>	Rzeszów – Kraków (about 160 km)	Price	Travel time	Train	24-30 PLN	3 - 4 h	Bus	35 PLN	2,5 h	Carpooling	15-20 PLN	2,5 h	Rzeszów – Dębica (about 45 km)	Price	Travel time	Train	11,20 - 17 PLN	31 - 1h 20 min	Bus	38,50 - 17 PLN	50 min - 1h	Carpooling	6 PLN	50 min - 1h
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7.	Lessons learnt from the practice	Same people, especially women, are afraid to use carpooling. There is the idea to organize carpooling only for women (a driver and passengers are women).																								
8.	Contact information	http://www.carpooling.pl/																								
9.	Other possible interesting information	According to the www.carpooling.pl single driver can spend on fuel per year 11,500 PLN (about 2,738 €), while sharing the cost with two passengers reduces this number to 3,800 PLN (about 905 €).																								


NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	FLINC – Utilisation and Promotion of the ride – share system “flinc” in two rural regions in the state of Brandenburg. (P13)
2.	Precise theme/issue tackled by the practice	Low level of service resulting from a gap in the public transport service especially on late afternoons, evenings, nights and weekends.
3.	Objectives of the practice	<ul style="list-style-type: none"> • A supplement to the mobility offered in the rural region. • A reduction of CO₂- Emissions. • An extended community engagement.
4.	Location	<ul style="list-style-type: none"> - State of Brandenburg. - The Sängerstadt region (with the towns Finsterwalde, Doberlug-Kirchhain, Sonnewalde as well as the the communities Elsterland und Kleine Elster) in the administrative district Elbe-Elster. - The Shamrock region (with the towns Kyritz, Gemeinden Wusterhausen/Dosse and Gumtow as well as the community Neustadt (Dosse).
5.	Detailed description of the practice	<p><u>Origin:</u> The service did already exist, but has not been utilised in the regions.</p> <p><u>Timescale:</u></p> <ul style="list-style-type: none"> • Selection of “flinc” as regional ride-share system in January 2012. • Start of promotion summer of 2012. • Signal (official launching) in spring 2013. <p><u>Bodies involved/implementation:</u> Municipalities, administrative districts, transport companies and the youth.</p> <p><u>Process and detailed content of the practice:</u> On www.flinc.org are private ride-sharing contacts are connected. The driver and the passenger must be registered. The driver picks up the passenger at any address (no neutral meeting place is necessary) It is possible, just as with Facebook, to add contacts and create groups. Thus the sense of security will be increased. The registration for private users is free.</p>

		<p>The passenger shares petrol costs with the driver.</p> <p>The awareness raising campaign for the system has been placed in schools, at companies and in associations. Opinion multipliers should use the system and spread the word.</p> <p>Flyers, posters, banners, press articles, television contributions and internet sites for the awareness campaign were produced and used.</p> <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> • Possible within existing legal framework. • Difficulties in the future to incorporate the private ride-sharing system as a part of the public transport pricing scheme. <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> • Merely costs for the awareness rising campaign. <p><u>Use degree (%): users/total utilisation:</u></p> <ul style="list-style-type: none"> • The Shamrockt region: so far about 40 users/total population of about 28,000. • The Sängerstadt region: so far about 30 users/40,000 inhabitants.
6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Click figures of www.flinc.org • Number of registrations • Number of offered rides and requested rides. • Number of rides matched. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Role models that use the system and spreads the word. • Further rising petrol prices as an incentive to share car <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • Fundamental scepticism against ride-share systems. • Scepticism against Internet as an everyday tool. • A desire of having solitude and independence with their own car.

7.	Lessons learnt from the practice	Engaged stakeholders in the region serving as role model are absolutely essential.
8.	Contact information	ContextPlan GmbH Köpenicker Straße 154a/157 DE-10997 Berlin (GERMANY) Tel: +49.30.614.017.44 Fax +49.30.614.017.45 r.hoppe@contextplan-gmbh.de
9.	Other possible interesting information	www.finc.org

NR.	SECTION	DESCRIPTION
0	Photographs	     <p>Innovatively investing in Europe's Northern Periphery for a sustainable and prosperous future</p>
1.	Title of the practice	The Village Bus in Kolsillre: passengers do the timetable via a website; also acts as the driver. (P5)
2.	Precise theme/issue tackled by the practice	Regular forms of public transport were proven to be ineffective, expensive and had a low utilization rate when linking the village of Kolsillre in Vasternorrland, Sweden to facilities and services.
3.	Objectives of the practice	To develop a demand responsive public transport service where the passengers themselves enter their journey requirements via a website and one then acts as the driver to carry out the journey.
4.	Location	- Sweden - Kolsillre
5.	Detailed description of the practice	<ul style="list-style-type: none"> • 9 seater vehicles rented. • Website constructed www.byabussen.se • Service started in September 2010. • Residents can get an account for the website and are able to book a seat on an existing route or create a new one. • Registered drivers can operate the service. • Free of charge due to Swedish legislation.
6.	Evaluation	<ul style="list-style-type: none"> • The village bus is cost effective with average costs per person at 7,26EUR, which equates to 0,61EUR per kilometer. Regular bus lines in the area cost around 2EUR per kilometer. • Evaluation to be given to the Swedish government, via the Transportation Committee, to consider a legislative change to allow for fares to be implemented on village buses in order to fund the service and allow it to continue. • More than 6,500 passengers carried over the two year operation, with 2,600 carried in the last eight months of operation. • National award for "Best Results" in Stockholm in March 2012.
7.	Lessons learnt from the practice	With proven results, there are prospects for changes within national legislation.
8.	Contact information	Henric Fuchs County Council of Vasternorrland, Sweden

9.	Other possible interesting information	<p>This project formed a pilot under the Northern Periphery Programme project, Rural Transport Solutions.</p> <p>The video of the project, with English subtitles, can be viewed through the link below:</p> <p>http://www.youtube.com/watch?v=c6XSSoWxvVU&feature=youtu.be</p>
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NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	ZIVI: Car - Share Platform (P7)
2.	Precise theme/issue tackled by the practice	<p>Nowadays the society has face to up a lot of problems. People generally don't think of it that they injure their environment with almost every action and this carries consequences. Zivi is an environment conscious service in Hungary. Nowadays the environmental protection became one of the main problems. Zivi tries to solve the environmental problems with a modern, cheap service. It has a lot of advantages.</p> <p>This practice is a good initiative to find traveling companions and share the travel costs and reduce the time of the journey.</p> <p>Zivi helps to the drivers and passengers to find each other. The drivers could find easily companions with whom could share their travel costs and the passengers could travel cheaper, more comfortable, and they could reach their destinations quickly</p>
3.	Objectives of the practice	<p>To provide a platform where the travellers can find fellow travellers.</p> <p><u>For the car owners:</u> it helps reduce the petrol costs, and the costs of car maintenance.</p> <p><u>For passengers:</u> more comfortable and quick.</p>
4.	Location	Hungary
5.	Detailed description of the practice	<p><u>Origin:</u></p> <ul style="list-style-type: none"> • Smart travelling • Find travel companions • Share your costs • Save the environment <p><u>Timescale:</u> 13.07.2012 onwards</p> <p><u>Bodies involved/ Implementation:</u> The Trust Worx Kft.</p> <p><u>Process and detailed content of the practice:</u> Platform development (2012)</p> <p><u>Legal framework:</u> The main aspect of the operation to find travel companions and the smart travelling beside cost and air pollution reduction.</p> <p><u>Use degree (%): users/total population:</u> No exact data, but approx. 1,000 people (12,000 fans on Facebook).</p>

Operation in the practice:

Car owners:

- Search: write your departure and arrival points and the departure time (day) into the searching box.
- Choose: choose a likeable passenger. You can check him/her profile on the Facebook and your common friends and his/her previous ranks.
- Add the details: exact address and path, departure time, free seats and the charge.
- Send your offer: you can check again the path of your passenger, change the time and place, and you can write him/her a private e-mail.
- Reconciliation: with your passenger(s). If you have more free seats, your advertisement will be uploaded into the Zivi.
- Evaluation: after the journey you will get the fee, and you have to evaluate your passenger(s).

Passengers:

- Search: write your departure and arrival points and the departure time (day) into the searching box.
- Choose: choose a likeable driver. You can check him/her profile on the Facebook and your common friends and his/her previous ranks.
- See the detailed travel plan: type of the car, path and any other comments. Zivi will offer you a map which contains the nearest and the most comfortable pick-up and drop-off points (you can change this recommended points).
- Reservation: you can check again the path, the recommended pick-up and drop-off points. You can see the reserved seats and profile of the passengers. Book your seats and send your reservation.
- Reconciliation and travel: the driver will get an e-mail regarding your reservation. If the driver accepts your reservation you can reconciliation with him/her about the details.
- Evaluation: after the journey you have to pay and evaluate your driver.


6.	Evaluation	<p><u>Possible demonstrated results:</u></p> <p>A new transport method which is a solution for the existing transport problems.</p> <p><u>Possible success factors:</u></p> <p>The users of the platform can reduce their costs, beside keep the comfortable and lower travel time.</p> <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • Lack of trust. • Fear from the strangers.
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7.	Lessons learnt from the practice	<ul style="list-style-type: none"> • The travelers can be more opened on the new solutions. • Use the world of the internet, PR. • The closed villages should maintain platforms like this.
8.	Contact information	<p>Balázs Haidekker Telephone number: 0620 502 1382 bhaidekker@zivi.hu</p>
9.	Other possible interesting information	<p>Zivi helps:</p> <ul style="list-style-type: none"> • To the drivers and passengers to find each other with a couple of mouse clicks. • To travel smart and environment friendly. • To travel cheap and comfortable. • get to know the passengers or the drivers online • To share our travel information with our friend easily by the way of the community media. <p>Zivi is a cheap and comfortable traveling alternative. Zivi wants to make the world greener and better and reduce the emissions of the exhaust fumes of vehicles.</p> <p>Zivi has a modern, easily usable website. It contains a lot of description about the working of Zivi. Zivi has a Facebook profile with more than 13 000 followers. When somebody wants to know her/his driver or passenger, he/she can search him/her on the Facebook.</p> <p>Zivi has 6 – 6 golden rules for the drivers and passengers.</p> <p>For the drivers:</p> <ul style="list-style-type: none"> • Comfortable boarding place – be careful at regarding the meeting place. This is important, to let your passenger to get in comfortably. • Attention – your car must be clean. • Communication - be responsive and answer the incoming messages and reservations quickly. If there is a change, indicate to the passengers. • Direction – be prepared regarding the direction. • Security – First of all, you should check the passenger. Follow the traffic rules and drive careful. • Rate your passengers – Write a valuation about your passenger after the travelling. That can be very important for the other people. <p>For the passengers:</p> <ul style="list-style-type: none"> • Precise arrival – be as soon as possible / sooner at the

		<p>arrival place.</p> <ul style="list-style-type: none"> • Kindness – be friendly with the driver and with the other passengers. • Communication – be responsive and answer the incoming messages. If you can't go, indicate it to the driver as soon as possible. Tell to the driver, how big pack would you like to bring. • Security – First of all, you should check the driver. Don't get in the car, if the driver is not the real driver. • Accurate payment – Prepare the agreed price. Give the money to the driver at the end of the travel. • Fair rating – rate your driver correctly.
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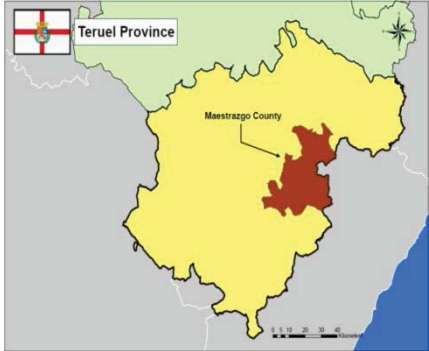
3

Cycling Promotion: Traditional & Electric

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	West - Pannon Regional Bicycle Rental System (P10)
2.	Precise theme/issue tackled by the practice	The main issue intended to tackle by this practice is to increase the number of tourists and local residence using bicycle through enhancing the attractive force of the cycling region.
3.	Objectives of the practice	<p>Overall objective is to improve service conditions of cycling → make cycling more popular.</p> <p><u>Direct objectives:</u></p> <ul style="list-style-type: none"> • Establishing the technical terms of the regional bicycle rental system consisting of 10+1 points. • Establishing the cooperation network of touristic and cycling organisations. • Developing the safe and exemplary informatics system of the rental system. • Carrying out common cycling and touristic promotion activities of the rental system and the Region.
4.	Location	<p>- Country: Hungary</p> <p>- Region/district/municipality: West Transdanubia/Kőszeg sub-region (centre, but sub-centres throughout the region)</p>
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The Region is not as much well-known and popular in the circle of cycling target group as would be appropriate.</p> <ul style="list-style-type: none"> • Touristic destinations are known ↔ only few people take into consideration the cycling opportunities. • Advantages and facilities of cycling throughout the Region needed intensive regional marketing and promotion. <p><u>Timescale:</u></p> <p>01.04.2005 - 30.09.2006 (18 months)</p> <p>First 5 years after the project closure: make possible to take and give back bicycles in different places (among 10 sub-centres) → free of charge.</p> <p><u>Bodies involved/implementation:</u></p> <p>Cycling Association of Kőszeg (project owner)</p> <p>Organisations operating sub-centres → service providers (i.e.</p>

		<p>accommodation, cycling association or club, bicycle shop and servicing).</p> <p><u>Process and detailed content of the practice:</u></p> <ul style="list-style-type: none"> • Project implementation period: <ul style="list-style-type: none"> - Developing the organisation (cooperation network between Cycling Association of Kőszeg (project owner) and organisations operating sub-centres). - Business planning. - Involving subcontractors, partners. - Establishing the technical and ICT background → developing the rental system. - Promoting the region regarding cycling facilities (map of rental places, cycle routes and touristic attractions). • Maintenance period: <ul style="list-style-type: none"> - Promoting cycling opportunities through providing services (renting, guiding, etc.) - First 5 years after the project closure: make possible to take and give back bicycles in different places (among 10 sub-centres) → free of charge. - Nowadays: extra fee for transporting back the bicycle to the point of departure. <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> • Cooperation agreement between the Cycling Association of Kőszeg (project owner) and organisations operating sub-centres. • Setting the organisational and operational rules. • Applying lease contract with users renting a bicycle. <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> • Cost of whole project: 519 116 EUR (EU fund: 467 204 EUR, own contribution: 51 912 EUR) <p><u>Use degree (%): users/total population:</u></p> <p>600-800/year (after the years following the project closure → intensive marketing and usage resulted in investing own bicycle by regular cyclists) → 300-500/year nowadays</p>
6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Technical terms of the regional bicycle rental system

		<p>consisting of 10+1 points</p> <p><i>Environmental impacts:</i></p> <ul style="list-style-type: none"> • Contribution to implementing the principles of sustainability in the field of tourism and everyday life through promoting cycling as a sustainable mode of transport. <p><i>Social-Economic impacts:</i></p> <ul style="list-style-type: none"> • People who like cycling among local residents and tourists get more information on cycling destinations and better cycling services and possibilities (maps, guided tours, renting, servicing). • Increasing demand for services offered by local suppliers (e.g. accommodation). <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Cooperation network of touristic and cycling organisations. • Common cycling and touristic promotion activities of the rental system and the Region. • Improving service conditions of cycling. <p><u>Difficulties encountered:</u></p> <p>Operation depends on the weather circumstances → there is a high season (from the end of March-beginning of October).</p>
7.	Lessons learnt from the practice	<p>Main goal of bicycle rental network: to promote cycling opportunities in the Region.</p> <p>Cycling became more popular and facilitated in the Region → intensive marketing through the bicycle rental network and their services provided.</p> <p>Increasing number of cyclists among tourists and local residents</p> <p>Culture of cycling came into general use due to the promotion</p> <p style="text-align: center;">↓</p> <p>People started using their own bicycles instead of renting</p> <p>Bicycle rental network: keep promoting cycling facilities with offering further services (incomes for operation).</p>
8.	Contact information	<p>Ferenc Stampf</p> <p><i>President of Cycling Association in Kőszeg</i></p> <p>stamy@freemail.hu</p>
9.	Other possible interesting information	<p>Website: www.pannonbike.hu</p>

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	MTB (MountainBike) Maestrazgo Centre (P1)
2.	Precise theme/issue tackled by the practice	Recuperate the heritage of traditional routes and trails, preserving and restoring the natural heritage, encouraging tourist activity and promoting a sustainable development model, based on an activity that is respectful with the environment and local culture.
3.	Objectives of the practice	Promote and recuperate roads and trail, as sustainable pathways, through the practice of traditional mountain biking.
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: Teruel Province. Maestrazgo County. - Population: 3,789 inhabitants - Area: 1,204 km² - Population density: 3.15 ppl/km² 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; background-color: #f08080;">Decrease of economic activity</div> <div style="border: 1px solid black; padding: 5px; background-color: #90ee90;">Descent of tourist attraction in the area</div> </div> <div style="display: flex; justify-content: center; margin: 5px 0;"> <div style="border: 1px solid black; padding: 5px; background-color: #ffff00; border-radius: 10px;">Consequences</div> </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; background-color: #800080;">Progressive loss of routes and traditional trails</div> <div style="border: 1px solid black; padding: 5px; background-color: #00b0f0;">Fewer services and lower investment</div> </div> <p><u>Timescale:</u></p> <ul style="list-style-type: none"> • Start of activity: April 2011. • Length of routes: more than 100 km of routes and trails. • Different degrees of difficulty of route. <p><u>Bodies involved/implementation:</u></p> <p><u>The financing:</u></p> <ul style="list-style-type: none"> • Ministry of Agriculture, Food and Environment of Spain.

- Department of Agriculture, Livestock and Environment, Government of Aragon.
- Maestrazgo County.
- Executed by: Prames S.A.

Aimed at: Anyone who likes cycling and nature.

Development:

An MTB Centre provides free access to practice mountain biking (MTB). The cycling trails start at a reception point, with a tourist office and bicycle services.

MTB Maestrazgo Center offers:

- More than 100 km of marked routes depending on the degree of difficulty
- Two Reception Points (Fortanete and Cuevas de Cañart) that provide bicycle services and also tourist office.
- Additional services to facilitate cycling: bicycle rental, car park, wash points, showers and toilets, etc.
- Several additional Information Points (Cantavieja, Castellote, La Iglesuela del Cid, Mirambel and Molinos) located in tourist offices, which provide users with information about the routes, tourist resources, as well as accommodation offers and restaurant.
- A quality standard. The MTB Centre signage follows the same format parameters as other MTB centers of the country.

TARIFF OF PRICES 2011	
Service	Rate
Rental bike 1/2 days	5 euros
Full day bike rental	10 euros
Helmet rental	2 euros
Individual Accident Insurance	2,5 euros
Waterproof jacket	3 euros

The MTB Centre has ten circuits. These circuits pass through an area of both natural and cultural wealth. The routes are adapted for different levels of difficulty.

Legal framework:

Sustainable Rural Development Programme 2010-2014


- Search for the improvement of living conditions and the promotion and development of the potentialities in rural areas.
- Promoted by the Ministry of Agriculture, Food and Environment.
- Approved by Royal Decree 752/2010, of 4 June.

Financial framework:

The whole project has cost 192,000 Euros, of which:

- 78,880 Euros were earmarked for the company that developed the project (Prames SA).
- The rest has been used to build or renovate the facilities, signaling routes and other costs during project implementation.

	<p><i>Extent of use by the population:</i></p> <p>Their services have had great impact on the population of small municipalities. In addition, public services have been expanded, which has benefited other groups, such as community centers, associations, businesses, neighborhood groups, schools, hospitals, rehabilitation centers, etc...</p>	
6.	Evaluation	
	<p><u>Possible demonstrable results (through indicators):</u></p> <ul style="list-style-type: none"> • It is well-managed tourism that showcases natural resources. Natural resources are not degraded or overexploited. • This measure positively contributes to local economies in rural areas. • It is a way of creating new jobs through sustainable development (green economy). <p><u>Possible success factors:</u></p> <p>There have been several sporting events that have attracted many people from outside the region.</p> <p><u>Difficulties encountered:</u></p> <p>The maintenance and continuous monitoring of routes and signage is very important for this kind of activity.</p>	
7.	Lessons learnt from the practice	It is possible to make a rational and sustainable use of the natural resources at the same time is promoting the economic activity of a region.
8.	Contact information	<p>Centro BTT MAESTRAZGO</p> <p>Phone: + 34 964 18 52 42</p> <p>E-mail: info@centrobtmaestrazgo.com</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Nextbike: bike sharing system in rural territories in Austria (P8)
2.	Precise theme/issue tackled by the practice	In Austria, traffic is mainly responsible for the increasing amount of CO ₂ emissions, so one of the government's aims to protect the climate is the reduction of those emissions by offering alternative means of public transport such as rental bikes to the communities.
3.	Objectives of the practice	<p>The main objective is the reduction of harmful greenhouse gases, especially in rural, low-density areas.</p> <p>To achieve this aim the project nextbike has set itself following goals:</p> <ul style="list-style-type: none"> • To establish a network of bike rental stations at railway or bus stations to offer a possibility for complete public transport chains. • High usability and easy hiring procedure. • Public access and bike availability round the clock. • Cheap rental fee. • Make public transport more attractive by offering a range of bikes to support multimodal mobility.
4.	Location	<ul style="list-style-type: none"> - Austria - Lower Austria and Burgenland <p>In the future, this system is supposed to be extended to all of Austria through Franchise partners.</p>
5.	Detailed description of the practice	
	<p><u>Origin:</u></p> <p>The system nextbike was created 2004 by Ralf Kalupner, General Manager of nextbike GmbH. In Burgenland the bike sharing system started in 2007 with six terminals and 100 bicycles. The project was initiated by the Mobility center of Burgenland within the EU-funded umbrella project "Sustainable transport and tourism". The terminals were mainly</p>	

located at local train stations and in the cities of Eisenstadt and Neusiedl am See. Two years later, Lower Austria started a pilot project and in 2010 the state government obtained a franchise contract in order to establish the system in its territories. The operator, which was hired to implement the plan, is Lower Austria's Energie-und Umweltagentur Betriebs-GmbH.

Timescale:

- Burgenland: after the project start in 2007 the network of nextbike-terminals had been extended year by year. Today the network consists about 40 terminals and 200 bikes.
- Lower Austria: The plan is to establish a network of bike rental stations until the end of the year 2014. After this period the project will be evaluated and the results will determine how the project will be continued.

Bodies involved/implementation:

- Mobilitycenter Burgenland.
- Pro Umwelt GmbH (operator in Lower Austria until the end of 2011), since 2012: NÖ Energie- und Umweltagentur Betriebs GmbH.
- Michael Chibin/ oemobil GmbH: In charge of bike servicing and bike distribution.
- Im-plan-tat: planning office.
- Drachhübler & Socher: graphic office.
- ÖBB – Austrian railway federation.

Process and detailed content of the practice:


- Burgenland: Within the umbrella project "Sustainable transport and tourism", the mobility center started a procurement procedure in which local and international enterprises were asked to develop an automatic bike-rental scheme especially for rural regions. Nextbike, a german start-up which established a rental system in Leipzig a few years earlier, took part on the procurement offered the best solution and won.
- Before choosing nextbike the government of Lower Austria asked to study and compare all available rental bike systems in order to select the most appropriate system considering rural conditions.
- nextbike offered the best solution, thus in 2007 (Burgenland)/ 2009 (Lower Austria) started implementing nextbike.
- In both federal states a network of 320 rental stations has been put up within the last 6/4 years.
- Interested communities can apply for the system. For several communities, the best way to implement this system in rural areas is to join the project in order to establish a network of stations from the start.

Legal framework:

- Burgenland: Nextbike Company operates system together with a local franchise partner.

	<ul style="list-style-type: none"> Lower Austria: operator received a service license from state government to achieve realization of the project. <p><u>Financial framework:</u> Communities or companies pay a defined amount for installing a nextbike – station.</p> <p><u>Use degree (%): users/total population</u> Registrations: 15.000 persons have used nextbike in Austria (Burgenland & Lower Austria) so far.</p>
6.	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> Established traffic system of 320 stations and 1.350 bikes achieved within 6 years. 15.000 registered customers using the bike rental system. Increasing number of bike rentals, 2012 saw a 40% increase in rentals compared to 2011. ÖAMTC valued all European bike rental systems and “nextbike” was rated “good” (B). 35 tons of CO₂ could be avoided in the year 2011. In 2012 the potential savings will be about 67 tons. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> Focus on appropriate location: frequent use of nextbike is more probable at touristic places or in urban areas with higher population density. Combination of bike sharing systems with public transport installing nextbike stations at railway or bus stations. Special offers (tariffs) like “first hour for free” help to stimulate the use of rental bikes. Cooperation with transport companies (e.g. Austrian railway Federation or VOR - transport association Eastern-Region) enable special ticket offers. Communities support promoting the system in their region voluntarily. The most important success factor for a long-lasting project is selling the advertisement fixed on the bikes. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> A balanced distribution of the bikes is one of the biggest challenges. The sale of the advertisement in rural areas is more difficult than in highly frequented cities. These incomes are essential for a long-lasting, economically sustainable business.

7.	Lessons learnt from the practice	A lesson learned is that before implementing a bike sharing system a detailed business plan and a tough calculation are essential.
8.	Contact information	Franchise Partner in Burgenland: OEMOBIL O.G. Michael Chibin Franz Schubertgasse 25 A-3420 Kritzensdorf – Webpage: www.nextbike.at
9.	Other possible interesting information	<ul style="list-style-type: none"> • Evaluation of nextbike Burgenland 2011 • EuroTEST of 40 public bicycle systems in Europe.

NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	Trial of electric bikes in Latvia during mobility week 2012 (P11)
2.	Precise theme/issue tackled by the practice	Zero emission mobility by using electric bikes.
3.	Objectives of the practice	<ul style="list-style-type: none"> • Search for alternative mobility means that would fit best for particular trips. • Lowering costs for mobility. • Environmental aspect – usage of transport means that don't create greenhouse effect.
4.	Location	<p>- Latvia:</p> <ul style="list-style-type: none"> • Liepāja municipality • Ventspils municipality • Valmiera municipality • Saldus municipality • Talsi municipality • Cēsis municipality • Kuldīga municipality • Ministry of Welfare (Riga) • Ministry of Environment and Regional Development (Riga) • TVNET Ltd. (Riga) • Agency «Riga 2014» (Riga) • Jāņa Sēta Ltd. (Riga)
5.	Detailed description of the practice	
<p><u>Origin:</u></p> <ul style="list-style-type: none"> • Completely private initiative by the company «Blue Shock Bike, Ltd. ». • Performed as a targeted trial activity. • Main objective - to raise public awareness of the opportunities to use electric bikes in 		

everyday life and to test their competitive advantages in practice.

- Bikes equipped with special GPS / GSM tracking devices to track mileage travelled.
- Timescale – trial ran for 1 week in September 2012 (with exception for Cēsis and Valmiera municipalities where trial lasted for 5 weeks).

Bodies involved/implementation:

- For the trial – 7 municipalities, 2 ministries, 1 municipal agency and 2 private companies involved. These municipalities may be considered as the flagship centres for the surrounding rural areas and regions.
- Mix of 4 types of stakeholders (local governments, national government, private companies and residents) involved.
- Target groups of users - local government politicians and officials, transport policy makers, entrepreneurs, mass media and urban residents.
- Participants in the trial received the electric bikes (without any charge) for performing daily business activities. Trial had to prove the usefulness and profitability of the electric bikes in the real life.
- 4 stages can be identified within this practice:
 - Introduction stage – informing of the local governments, showing the electric bikes and allowing the test drive.
 - Decision taking stage for the involved parties (it takes longer for public institutions).
 - Implementation stage – 2 weeks in total.
 - Analysis and conclusions – 1 week after the trial.

Legal framework:


- No legal hindrances experienced.
- It just requires some willingness and support for innovative ideas from the representatives of public authorities.
- Technically the process can be arranged on the same legal basis as buying or renting cars for functions of public/private institutions.

Financial framework:

- No financial input requested from trial participants.
- For initiators the direct cost-efficiency was negative because they had to buy electric bikes and adjust them adequately.
- The most costly part for using the electric bikes is purchasing ones. The cost varies from 500-1500 EUR.
- Charging and amortisation costs are relatively low – 6.5 cents/km (charging itself costs just about 1 cent per 10 km).
- In longer run the cost-efficiency may be remarkable if many shorter distance (up to 30 km in 1 direction) trips would be covered by electric bikes. Purely cost wise the use of electric bikes is 4 times cheaper than for an electric car and almost 6 times cheaper than for a regular (combustion engine) car.

<ul style="list-style-type: none"> An efficient solution for companies and public institutions could be long-term rent of the electric bikes that would include also maintenance of this fleet. 		
6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> Environmental impacts: <ul style="list-style-type: none"> Electric bikes have zero carbon emissions (not counting the production process). During the 1 week trial in total 107 kg of CO₂ emissions were saved. Social-Economic impacts: <ul style="list-style-type: none"> During the 1 week trial in total 211.7 EUR were saved covering 764 km. ~28 cents saved per each km if driven by electric bike instead of a regular car. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> Innovation oriented municipal leaders and employees. Interest for cost optimisation. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> Financially problematic start-up due to the logistics and kicking-off the project.
7.	Lessons learnt from the practice	<ul style="list-style-type: none"> Maintenance services should be local. It should be taken into account that education and persuasion of people for using the electric bikes takes more time than expected. It is important to elaborate better visual materials. It may be concluded that electric bike is a great niche solution for improving mobility in Latvia, but we should remember about seasonality (good weather for biking is just around 6 months per year). Since use of electric bikes is a great alternative for trips up to 30 km in one direction, one may conclude that it is a good alternative also for people in rural areas.
8.	Contact information	<p>Neils Kalniņš, SIA „Blue Shock Bike” board member</p> <p>e-mail: neils.kalnins@blushockbike.lv</p> <p>Tel. +371 29105076</p> <p>http://www.blushockbike.lv/</p>
9.	Other possible interesting information	<p>SIA „Blue Shock Bike” presentations (in Latvian):</p> <ul style="list-style-type: none"> „Ilgtspējīga elektrotransporta sistēma, risinājumi un inovācijas” – 2012 „Bezizmešu transporta vīzija Latvijā” – 2012

		<p>MOG presentation in Rzeszow workshop:</p> <ul style="list-style-type: none">• „Trial of Electric Bikes in Latvia During the Mobility Week 2012” – 05.12.2012.
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NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	CYCLO: Shared Bicycle Utilities in Epirus Region (P4)
2.	Precise theme/issue tackled by the practice	Innovative shared bicycle facilities as a means of local transport.
3.	Objectives of the practice	<p>The objective of the practice are:</p> <ul style="list-style-type: none"> • To address the transport issues in a healthy and environmental friendly way. • To provide rural populations with the necessary facilities for the use of public bicycles as a means of transport in order to cover their needs for local transportation.
4.	Location	<ul style="list-style-type: none"> - Greece. - Region of Epirus – Regional Unit of Ioannina.
5.	Detailed description of the practice	
<p><u>Origin:</u></p> <p>RU of Ioannina (as the rest of the Region) is characterized by low population density, mountainous morphology and wide dispersion of settlements (isolation conditions).</p> <p>Territorial mobility is principally consisted of local buses & KTEL long distance service buses (private).</p> <p>Villages & settlements are not served or sparsely served by public transport (KTEL). In some occasions, the closest bus line is dozens of km away. A large share of the population, mainly elderly, practically remains unserved. The weak demand of these areas makes the transport service unfeasible.</p> <p>Municipality of Ioannina and Region of Epirus participated in the project CYCLO, under the MED programme 2007-2013.</p> <p>In the context of the project, all involved territories worked on how to promote cycling as an alternative means of transportation. In certain areas (weak demand) and certain hours (non pick hours) the local public transportation fails to provide its services in a satisfactory level and people turn out to use their private vehicles in order cover their needs. Lack of sufficient demand in certain areas and hours makes bus lines unfeasible to be operated.</p> <p>To this end, the above mentioned entities tried to promote cycling as a response to this issue.</p> <p><u>Timescale:</u></p>		

The new innovative share bicycle facilities were given to public on September 2012.

Bodies involved/implementation:

- Municipality of Ioannina.
- Region of Epirus.

Process and detailed content of the practice:

Municipality of Ioannina established innovative bicycle facilities:

- Phase 1: Design modern bikepath.
- Phase 2: Pilot establishment of Automated Bike Sharing Stations in Igoumenitsa.

This phase foresees the installation of two smart Automated Bike Sharing stations as well as 70 parking slots within the Municipality. Each automated station will have 10 bicycles. Each user will have to make a registration in specific points and will acquire a smart card for the use of the public bicycles. The system will be manageable online.

Currently no cost is imposed for the service (limit for 4 hours maximum use).

A feasibility study showed that with a fee of 0.50€ per 30' the system can be sustainable and feasible.

- Phase 3: Extended information campaign for the promotion of cycling in general and of the new facilities in specific.

Leaflets, maps, tips, events and information material were produced in order to promote cycling as a means for local transportation.

Legal framework:

No specific framework is required.

Financial framework:

The cost for the establishment of the system is 40.000€. Regarding operational costs, a feasibility study showed that a fee of about 1€ per hour can cover the expenses and any depreciations/damage.




There are plans for the expansion of the service in the broader area of the Municipality, since the demand for the service is really encouraging.

Use degree (%): users/total population:

From September 2012 to February 2013, the pilot system counts 300 registered users. This is a fact that gives enough ground for further expansion of the service in the broader area.

6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Increase of the population using bicycle as a means of transport with profound environmental and health benefits. • Increase of the mobility of people in a green way.
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		<ul style="list-style-type: none"> • Awareness rising against private cars. • Alternative options for mobility when public transport fails. • Wide acceptance by the public (large number of registered users). <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Extended information campaign so as to spread the idea that cycling can be a safe and effective way of transport. • Innovative system with on line features and smart card use. • Easy to use and handle. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • Safety and security issues. • Ground morphology does not make cycling utilities ideal for every territory. • The fact that the service is provided with no cost for users may lead to fault results. We remain for the end of the pilot implementation so as to evaluate the service under a minimum fee applied.
7.	Lessons learnt from the practice	<p>Mobility and transport issues can be addressed effectively by combining innovation and technology with traditional and green modes of transport.</p> <p>The popularity of the service encourages us that such initiatives can improve the mobility situation in an environmental friendly and economically feasible way.</p>
8.	Contact information	<p>Mr Dimitriadis +30 2310-829729 (BRAINBOX S.A.)</p> <p>Mr Anastasoulis +30 26510 01035 (Municipality of Ioannina)</p> <p>http://www.ioanninabikes.gr</p>

NR.	SECTION	DESCRIPTION
0	Photograph	  
1.	Title of the practice	<i>“With electric bicycle I can do more” (P9)</i>
2.	Precise theme/issue tackled by the practice	Main theme of the best practice was a promotion of green and socially fair e-biking mobility with the aim to support sustainable development of rural areas, nature protection and equal quality of life of all population groups of Gorenjska region.
3.	Objectives of the practice	<p>There have been following objectives of the practice:</p> <ul style="list-style-type: none"> • To set up a comprehensive “package” of all necessary elements for introducing environmentally friendly mobility of population groups with limited psychical capabilities in pilot areas (e-biking infrastructure, effective promotional activities and sufficient know-how about e-biking). • To raise ecological awareness of local population and touristic visitors in tourist centres and nature protected areas of Gorenjska region. • To promote renewable energies. • To exploit opportunities offered by green transport for other sectors of sustainable development (e.g. green tourism).
4.	Location	<ul style="list-style-type: none"> - Country: Slovenia - Region or district or municipality: Gorenjska region, with majority of activities implemented in communities of central and upper Gorenjska region.
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>In Gorenjska region, where more than 40% of all territory is within Natura 2000 or some other nature protection status, environmental burdens of current forms of transport endanger sensitive Alpine valleys and other Alpine touristic places in rural areas. What is more, such transport trends also endanger quality of life and consequently sustainable rural development.</p> <p>Those beautiful and well preserved nature and rural landscapes of the Gorenjska region are extremely attractive for cycling. This form of green mobility is gradually gaining significance as a mode of transport with health benefits, also among population groups with limited psychical capabilities.</p> <p>Due to the typical sub-alpine landscape, however, members of some of those groups (elders, people with certain health problems and handicaps) may find individual sections</p>

of cycling routes in the Gorenjska region overly demanding for traditional cycling. Consequently, these people tend to set out on trips in the nature protected areas by car, thus depriving themselves of a significant part of leisure and recreation activities

Rapidly technical development and growth in number of electric vehicles, both big (cars) and small ones (bikes, scooters), has brought new opportunities to introduce "green" transport in these nature sensitive areas. Electric bikes offer a solution for a difficult terrain across Gorenjska region as they facilitate a combination of traditional cycling and electrically powered cycling. Electric bikes, which have little environmental impact, enable also physically less capable users to set out on more demanding and longer cycling tours, and enjoy a recreational activity in a green environment.

Timescale: 2011-2012

Bodies involved/implementation:

Project was selected at the 2011 call of Local Action Group (LAG) "Gorenjska košarica" within the LEADER axis of the Rural development programme 2007-2013 and was co-funded by The European Agricultural Fund for Rural Development.

Following private and public bodies were partners in the preparation and implementation of the project:

- Tourism Bohinj d.d. - Lead partner
- Municipality of Preddvor - Partner
- Regional Union of Pensioner Associations of the Gorenjska - Partner
- Centre for Sustainable Rural Development Kranj - External project coordinator

Process and detailed content of the practice:

Project was implemented to promote electro cycling as an environmentally friendly and socially fair recreational activity and mobility mode for all population groups. Furthermore, it was aimed to promote other sustainable development opportunities connected to green mobility, e.g. eco-tourism in Natura 2000...

To achieve all these goals, we designed a user-oriented programme of an e-biking in the countryside of the Gorenjska region and within this pilot project purchased electric bikes with the relevant equipment for 2 selected pilot info points.

As a part of project also a set of promotional, information and educational activities concerning e-cycling was prepared and implemented to raise motivation and awareness on positive consequences that sustainable transport brings for the nature, as well as for the quality of life.

Project had 2 phases, both very important:

Project preparation phase:

- Development of the project idea and formation of the partnership.
- Search for the funding for the project realization, which ended by successful application to the LAG 2011 call.




	<p>Project implementation phase:</p> <ul style="list-style-type: none"> • Defining 5 circular e-Bikes routes around the countryside of Gorenjska region. • Establishment of 2 info points for green e-bike trips in Preddor and Bohinj, and purchase 12 electric bicycles (6 for each of info points). • Implementation of promotional brochure for e-biking in rural areas of Gorenjska in 3 languages (Slovene, English, German). • Organizing meetings/workshops with local development actors and members of target groups to present them e-biking and all new opportunities for recreation and tourism development. • Preparing articles on the project and electro mobility for web-sites of project and local partners. • Creating maps of Circular Cycle Routs in the countryside of Gorenjska (5 maps) • Equipping all tourist information centers within participating municipalities with all necessary information about e-biking (through article and all results available on their web-site, trough brochures available in those centers, by training employees of these centers). <p><u>Legal framework:</u></p> <p>The project was implemented in accordance with the requirements of Local Action Group (LAG) Gorenjska Košarica within the LEADER axis of the Rural development Programme 2007-2013 (European Agricultural Fund for Rural Development).</p> <p><u>Financial framework:</u></p> <p>Total value of the project was 29.200,00 EUR, out of which 60% of eligible costs (VAT excluded) were funded by LEADER, while 40% by project partners.</p> <p><u>Use degree (%): users/total population:</u></p> <p>This best practice was a pilot project and was meant to give useful and comprehensive experiences, results and motives for further wider spread of e-bike mobility to other communities in Gorenjska region and in Slovenia. Therefore degree of usage is still low comparing to total population of the region. But taking into the account increasing share of elders in the region, nature protection awareness and care for healthy life-style on one, and very positive respond of other communities in the region on the other hand, we can aspect rapid extension throughout the region. In fact, a number of additional touristic information centers have bought e-bikes since the project has finished.</p> <p>Such project also means that Gorenjska region is more and more prepared and equipped for a forecasted massive production and use of electric vehicles in following years, and a could become a “electric mobility friendly region”.</p>
6.	<p>Evaluation</p>
	<p><u>Possible demonstrated results (through indicators):</u></p> <p>Project reached all the results planned in the preparation phase:</p> <ul style="list-style-type: none"> • The establishment of 2 marked info points for green e-trips in the countryside (Preddvor, Bohinj). • Purchase of 12 electric bicycles which enables regular implementation of e-bikes

	<p>trips designed within the project.</p> <ul style="list-style-type: none"> • Creation of 1 overall program for active green trips by e-bikes around the countryside in Gorenjska. • 5 new Circular Cycle Routes for e-biking. • 5 maps of Gorenjska green trips with e-bikes. • 2000 copies of promotional brochure in Slovene, 1000 copies in English and 1000 copies in German. • 2 meetings/workshops with local people and development actors to present them e-biking and new opportunities offered by e-bikes. • Over 15 articles in TV, radio, electronic and printing media about e-biking and new opportunities offered by e-bikes for sustainable development and quality of life (eg. recreation, travelling...) for all generations. <p>Project was well accepted within all included communities and touristic actors, as well as among expert public and media. Preparation and implementation of all project activities ran without obstacles and in the planned time frame.</p> <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Competences of the project partners which covered all different areas included in the project (project management, social issue of pensioners, tourism development and promotion ...). • Efficient cooperation among partners based on mutually shared motivation and goals, as well as on previous cooperation. • Well-designed project with clear division of tasks and responsibilities, with clear purpose of every activity for overall project, while all activities were mutually supportive. • Good cooperation with local communities involved in obtaining different permissions, documentations, information... for implementation of activities. Communities also provided necessary co-financing. • Innovative approach of the project helped to gain it a high media attention. <p><u>Difficulties encountered:</u></p> <p>All project activities were carried out without any major difficulties.</p>
<p>7.</p>	<p>Lessons learnt from the practice</p>
	<p>It was very important that all partners involved were enthusiastic, highly competent in their own field of work (technicians, marketing experts, coordinators of activities etc.) and relevant for their part of activities. In such way all important issues were addressed, and significant number of target groups' members was involved either by taking part or by being informed about the activities.</p> <p>Healthy life-style is a very strong promotional element, which can increase people's interest for such issues as green mobility which is usually considered primary as environmentally very important. It is very important to show and prove to each individual that protection nature/environment can also be directly beneficial for him/her (more healthy, more fit ...).</p> <p>E-bikes are often still considered as toys, so special attention was paid to underline their</p>

		<p>potentials not only for recreation, but also for regular daily mobility, especially when combined with classical biking. This can help people to understand and except, currently, much higher prices of e-bikes. These prices are, however, rapidly decreasing.</p> <p>It was also very useful to learn, that elders often tend to be reserved towards e-bikes, even more than younger users. They are afraid that by using e-bikes instead of classical ones, they will somehow admit they are getting old. So it is necessary to underline that e-bikes are there only there to help them on steeper sections and can actually extend the range of their trips and mobility without car.</p>
8.	Contact information	<p>Centre for Sustainable Rural Development Kranj (CSRSD Kranj) Uroš Brankovič (Director) Vlasta Juršak (Project manager) Tel.: +386 4 257 88 28, +386 4 257 88 26 E-mail: info@ctrp-kranj.si Website: www.ctrp-kranj.si</p>
9.	Other possible interesting information	<p>Additional information provided by informant:</p> <ul style="list-style-type: none"> • Various documents (reports, presentations) <ul style="list-style-type: none"> - Presentations: <ul style="list-style-type: none"> www.ctrp-kranj.si info@preddvor-tourism.si www.bohinj.si - Brochure of the project: <ul style="list-style-type: none"> www.ctrp-kranj.si info@preddvor-tourism.si www.bohinj.si - Gorenjska Circular E-bikes Routes: <ul style="list-style-type: none"> www.ctrp-kranj.si info@preddvor-tourism.si www.bohohinj.si • Websites of the partners: <ul style="list-style-type: none"> www.bohohinj.si www.preddvor-tourism.si www.ctrp-kranj.si

4

Energy Efficiency & Environmentally Friendly Attitudes to Mobility

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Short – term electric vehicle rental at bus ticket price in Sagunto (P1)
2.	Precise theme/issue tackled by the practice	Short-term electric vehicle rental without the need for purchase, contributing to sustainable mobility and being respectful with the scarcity of resources (oil, air, space).
3.	Objectives of the practice	Provide sustainable public transport based on the short-term rental of totally electric vehicles.
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: The village of Sagunto in Valencia Region. - Population: 65.595 inhabitants - Area: 6.632 km² - Population density: 496,93 ppl/km² 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>Due to unsustainable emissions, the European Transport Strategy establishes that EU countries should reduce greenhouse emissions by 20% in 2020. Furthermore, European countries should have a 0% combustion of conventional vehicles in 2050 (this means the elimination of petrol and diesel cars).</p> <p><u>Timescale:</u></p> <p>Start of activity: year 2008.</p> <ul style="list-style-type: none"> • Number of registered users (2012): 100. • Main Client Age Group: 25-50 years. • It is a pioneering activity in Spain and one of the first experiences with electric vehicles in Europe. • Fleet of 8 electric cars. • 2 car sharing stations located in different parts of the town.

- Each station has parking capacity for 6 vehicles.
- The car is recharged when it is parked.
- Rates according to the kilometers of the journey and the time of use.
- Economic prices and affordable for population (The hourly rate is 1 € every 15 minutes and the tariff for distance is 0.25 € / km).

Bodies involved/implementation:

- The financing: Ministry of Development of Spain and Valencian Energy Agency (AVEN).
- Collaborates: Municipality of Sagunto.
- Executed by: Movilidad Urbana Sostenible S.L. (MOVUS)
- Aimed to: General public, both frequent and occasional users.

Process and detailed content of the practice:

Development: Registration:

- Step 1: Fill in the online application form.
- Step 2: Your contract will arrive by post. Send us your signed contract along with your signed bank direct debit consent and a photocopy of your driving license and national identity document.
- Step 3: To speed things up, send your documents by fax or e-mail. When your request has been processed and approved, we will contact you.

Vehicle Pick up:

- Step 1: Swipe the card through the reader at the charging station, which will allow you to recharge the vehicle.
- Step 2: Place the user card in the card reader on the left hand side of the windscreen. Keep the card in position and wait until the reader light goes from yellow, reserved, to red, in use.
- Step 3: Enter the car and find the car keys in the side of the driver's door. The onboard computer will confirm your reservation.

Returning back the vehicle:

- Step 1: On returning to the E.sharing station, switch off the lights, disconnect the vehicle and choose RETURN VEHICLE on the onboard computer.
- Step 2: Plug the vehicle into to the socket.
- Step 3: Swipe the card through the reader, checking the car is locked and that the reader light changes from "in use" to "free".

Legal framework:

The collaboration of the Municipality of Sagunto was very important due to:

- Permissions to install charging points.
- Concession to occupy public streets.

The good practice is a measure proposed by the Ministry of Development listed in:

- Plan savings and energy efficiency in transport and housing.

Financial framework:

The whole project has cost around one million Euros, of which:

- Have been financed by the Ministry of Development and the Valencian Energy Agency.
- 270,000 Euros were earmarked for the company that manages the project (Movus).

Some expenses:

- Each charging point costs 4,000 Euros.
- Each vehicle cost about 24,000 Euros.

Use degree (%): users/total population:

100 people have been registered from 2008 to 2012.


6. Evaluation

Possible demonstrable results (through indicators):

- Avoids the need to buy and maintain a private vehicle.
- Rationalizes car use, reducing the amount of kilometers travelled.
- Similar experience in other countries shows that car sharing systems save approximately 4.5 times the cost of an equivalent length journey in a private vehicle.
- Allows for a more intelligent kind of mobility: using the most adequate transport means of each journey.
- Each car sharing vehicle avoids the use of between 6 to 9 privately owned cars.
- Integrates with other sustainable transport types (public transport, walking and bicycle).
- Traffic and associated congestion reduction.
- Less petrol consumption.
- Reduction in CO₂ emissions.

economic and energy savings	foresight 2012
petrol savings in litres	9.450
energy saving (ETP)	7.22
emissions savings (tones CO ₂)	24.6

	<p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Flexibility: Clients use the vehicle for as long as they wish, unlike conventional car rental. • This initiative has received numerous prestigious awards. • Currently the activity is spreading to other areas of the province of Valencia. <p><u>Difficulties encountered:</u></p> <p>A high initial investment is required to make this project feasible.</p>	
7.	Lessons learnt from the practice	Car sharing systems save approximately 4-5 times the cost of an equivalent length journey in a private vehicle.
8.	Contact information	<p>MOVUS - Movilidad Urbana Sostenible, S.L.</p> <p>Phone: + 34 96 135 11 50</p> <p>E-mail: info@movus.es</p>

NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	Travelling around Gorenjska with an electric vehicle (Gorenjska Electric Route) (P9)
2.	Precise theme/issue tackled by the practice	Theme of this best practice was an infrastructural development and promotion of environmentally friendly e-vehicles in tourist centres in nature protected areas.
3.	Objectives of the practice	<ul style="list-style-type: none"> • To create interconnected route for electric vehicles with all infrastructure needed for electric vehicles to travel all around Gorenjska region and potentially also from direction of Austria and Italy. • To raise knowledge, awareness and motivation of both local people and foreign visitors to support and use electric vehicles (both big and small). • To raise knowledge and motivation about green mobility as a sustainable development opportunity.
4.	Location	<ul style="list-style-type: none"> - Country: Slovenia - Region or district or municipality 5 municipalities of Central and Upper Gorenjska: Jezersko, Preddvor, Bled, Bohinj, Kranjska gora.
5.	Detailed description of the practice	
<p><u>Origin:</u></p> <p>In Gorenjska region environmental burdens of current forms of transport and tourism, e.g. noise and greenhouse effect gases, are endangering sensitive alpine valleys and other touristic places in rural areas. Around 40% of all land in rural areas of Gorenjska has Natura 2000 or some other nature protection status. Above mentioned transport trend endangers nature preservation and consequently sustainable rural development. Rapidly developing and growing number of electric vehicles, both big (cars) and small ones (bikes, scooters), offer to Gorenjska an opportunity to introduce "green" transport.</p> <p>In spite of all potentials of electric mobility, electric vehicles have their specific project limitations and requirements. One of the key requirements is recharging infrastructure as average electric car can reach 100-150 km (and bikes 20-30 km) with single battery. In Slovenia only 5 charging stations were installed until spring 2010 and even those stations were set all over Slovenia.</p> <p>What is more, in order to choose new mean of mobility, people need except technical know-how about e-vehicles and finances to buy them, but also motivation and awareness of the positive consequences that sustainable transport can bring for the nature as well as the quality of life.</p>		

Timescale: 2010

Bodies involved / implementation:

Project was selected at the 2010 call of Local Action Group (LAG) Gorenjska Košarica in September 2009 within the LEADER axis of the Rural development programme 2007-2013 and was co-funded by The European Agricultural Fund for Rural Development.

Partners involved in the implementation of the project were:

- Elektro Gorenjska d. d. (the largest company for distribution of electric power in Gorenjska) – Lead partner.
- Centre for Sustainable Rural Development Kranj (development non-profit institute supporting activities for environmentally, economically and socially sustainable rural development of Gorenjska) – Project partner.
- Just-EE d.o.o. (company for development of electric vehicles) – Project partner.
- Municipalities Jezersko, Preddvor, Bled, Bohinj, Kranjska Gora (informal local partners).
- Živomodro (association for the environment welfare which was an external partner in charge of preparation of project's conceptual design and implementation of the promotional activities).

Process and detailed content of the practice:

Project had 2 phases, both very important:

- *Project preparation phase:*
 - Preparation of the project idea and formation of the partnership.
 - Search for the funding for project realization and successful application to the LAG 2010 tender.

- *Project implementation phase:*

Strategic establishment of a regional network of charging stations in Jezersko, Preddvor, Bled, Bohinj and Kranjska gora, which enables travelling all around Gorenjska, simultaneously connecting it with neighboring Italy (via Reteče) and Austria (via Jezersko):

- Defining and planning the route.
- Preparing documentation and permissions for setting up 5 charging stations for recharging electric vehicles.
- Technical implementation (designation, layout of stations, connecting the stations to the grid and testing them). Each station has a three-phase socket (3x16A) for larger and 2 one-phase sockets (16A) for smaller vehicles.
- Organizing Gorenjska Electro Caravan as a major public promotional and educational event where:
 - the owners of electric vehicles were able to test newly opened stations and Gorenjska electric route all the way;
 - The inhabitants and visitors got to know the project and its idea and were offered to take test drives in order to get to know the nature friendly vehicles.
- Information and awareness raising activities for local population/visitors about electric

vehicles, green mobility and the project:

- Preparing and printing information-promotion brochure in 3 languages (Slovene, English and German).
- Organizing 2 meetings/workshops with local development actors and inhabitants.
- Preparing articles on the project and electro mobility for web-sites of project and local partners.
- Creating interactive map of the route for web-sites.
- Project information accessible in tourist information centers in municipalities involved.

Legal framework:

The legal requirements for setting up recharging station for e-vehicles are quite demanding in comparison to the size of the object (building permit etc.). All stations within the project were set on the parcels owned by the lead partner or by local communities and therefore no lease contracts were required.

Partners were in many ways “pioneers” about electric mobility, especially about collecting all documentation and permissions to install recharging stations, and about equipping charging stations for every-day use. Their experiences will smooth the work of new similar projects around Slovenia.

Financial framework:

Total value of the project was 50,500.00 EUR (of which 60% was funded by LEADER, 40% by partners).

Use degree (%): users/total population:

In 2010:

- 2 owners of an electric car in Gorenjska out of 160,000 inhabitants of the region (< 1‰)
- Approximate number of charging (annually): 20


Although number of electric vehicles is still very low, Gorenjska region will be prepared and equipped for a forecasted massive production and use of electric cars in following years as a “electric mobility friendly region”.

Under the influence of the practice one more charging station was set up in Gorenjska in the municipality Naklo, and another one in Austrian municipality of Eisenkappel, therefore realizing the connection between Slovenia and Austria. Some other Slovene regions have expressed their wish to set such network in their own region.

6.	Evaluation
	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • 5 new charging stations for electric vehicles which present the first complete and interconnected route for electric vehicles in Gorenjska and in Slovenia. • 1 Gorenjska Electro Caravan as a promotional and educational event. • 2,000 copies of promotional brochure in Slovene, 1,000 copies in English and 1,000

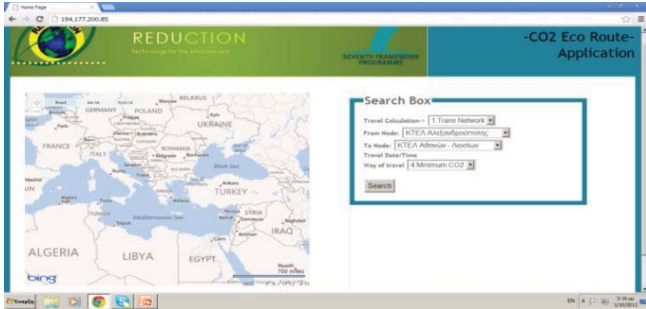
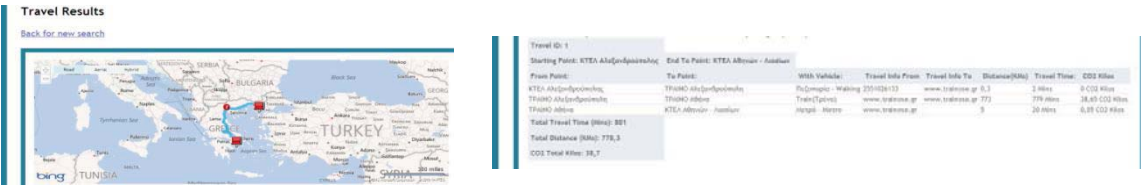
	<p>copies in German.</p> <ul style="list-style-type: none"> • 1 interactive map of Gorenjska Electric route. • 2 meetings/workshops with local people and development actors. • Over 20 articles in TV, radio, electronic and printing media, among which all national, regional and local media. <p>Project was well accepted among all included communities as well as among expert public and media. Preparation and implementation of all project activities ran without obstacles and were completed in the planned time frame.</p> <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Competence and motivation of partners for all major project activities. • Efficient cooperation among partners with clear division of project tasks. • Good conceptual design of the project. • Cooperation of municipalities where activities were implemented (e.g. setting up charging stations). • Innovative approach gained a high media attention. <p>Due to a very good “mixture” of partners of which each had its own part of skills and know-how needed for preparation and implementation of project activities, project run without obstacles. Very important was also high and clear motivation not only among partners, but also among responsible people from all involved local communities who assisted in all activities (e.g. in preparing documentation for permissions, taking part in promotion activities). All made every-day communication and work easier and smooth. Innovative approach of the project - creating first complete and interconnected route for electric vehicles in Gorenjska and in Slovenia - gained to the project a high media attention.</p> <p><u>Difficulties encountered:</u></p> <p>The need for fast execution of the project in order to catch the right moment to draw public and media attention. This was the goal set by project partners themselves as the pace of the implementation could easily be slower, but then the media attention would surely be lower.</p>	
<p>7.</p>	<p>Lessons learnt from the practice</p>	<p>It is very important that all partners involved are enthusiastic, highly competent in their own field of work (technicians, marketing experts, coordinators of activities, etc.) and relevant for their part of activities. Attitude of municipalities involved towards the project can surely be a good indicator whether the practice is going to be a success. It is also necessary to keep in mind the importance of education-awareness rising among general public (especially youth) and local development actors to use potentials of the sustainable transport. As electric mobility is still rather a novelty, people don't understand all of its dimensions and potentials.</p>
<p>8.</p>	<p>Contact information</p>	<p>Centre for Sustainable Rural Development Kranj (CSR D Kranj) Institute for Development</p>

		<p>Uroš Brankovič, director Tel.: +386 4 257 88 28 E-mail: info@ctrp-kranj.si Website: www.ctrp-kranj.si</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by informant • Various documents (reports, presentations) <ul style="list-style-type: none"> - Brochure of the project: http://www.envo.si/zivomodro/images/pdf_doc/09-Gorenjsko%20elektro%20potovanje_zlozenka.pdf - Photographs of the charging stations and the promotional event (at the beginning of this document) - Promotional movie available on YouTube: http://www.youtube.com/watch?v=8b0AL-LdemU http://www.youtube.com/watch?v=6eLovq4jaF0 - Digital map of electric charging stations: http://maps.google.si/maps/ms?hl=sl&ie=UTF8&msa=0&msid=113629456765023233860.000489c19c23902f93604&z=11 • Websites of the partners: www.ctrp-kranj.si www.elektro-gorenjska.si




NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Electric vehicle charging infrastructure around Lake Balaton (P7)
2.	Precise theme/issue tackled by the practice	<p>The European Union expects that the members should reduce the using of conventional fuel cars to 50% till 2030. And to 2050, we have to reduce the total number of these vehicles (White Paper).</p> <p>Most vehicles run on petrol or gas. Recently car manufacturers have launched cars operating with electricity. There is research going on how other energy sources, such as solar energy and water, or electricity could be used for running vehicles.</p> <p>EON has started its good practice to install electric charging stations in Hungary. EON wants to initiate the terms of the electric traffic with a zero CO emission. Due to the rising oil prices, the vehicles with electric drive became more and more famous. An electric vehicle has a very high efficiency. The cost efficiencies are: cheaper fuel, less maintenance.</p> <p>The usage of an electric vehicle can help to strengthening the sustainable urban policies and reducing the CO emission. The number of electric or hybrid-cars are very small in Hungary. But the state would like to support this proposal.</p> <p>State support opportunities:</p> <ul style="list-style-type: none"> - Permission for the usage of bus lane, free parking in the cities, tax reliefs. <p>Currently this is expensive. But with a right support and quantity production it can be very economical.</p>
3.	Objectives of the practice	The conditions of the electric mobility would be provided by the renewable energy production.
4.	Location	<ul style="list-style-type: none"> - Central Hungary - Central Transdanubia - Western Transdanubia
5.	Detailed description of the practice	<p><u>Origin:</u></p> <ul style="list-style-type: none"> • Reduce the using of conventional fuel cars. • Promote the new transport methods. <p><u>Timescale:</u> 2011-2012</p>

		<p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> • Eon Energy Service Ltd. • Fullsopron Ltd. • EH-SZER Ltd. • Hotel Kempinski • Hotel Normafa • Old Lake Golf Hotel • Jókai Parking House • Hotel Corvina • Hotel Azúr • Festetics Castle • Torony Restaurant • Hotel Jancsár • Hotel Flamingó • Council of Győr <p><u>Process and detailed content of the practice:</u></p> <ul style="list-style-type: none"> • Kempinski Hotel-Budapest: 2011.10 • Tata-Győr-Mosonmagyaróvár: 2012.04 • E-route around the Balaton: Siófok-Fonyód-Keszthely-Balatonfüred-Székesfehérvár (2012.08) <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> • The main aspect of the installation: touristic area. • The installation was oriented mainly to the west part of the country (and Budapest), regarding the possible and systematic touristic habits. <p><u>Financial framework:</u></p> <p>Approximately 72,000 Euros (with PR costs)</p>
6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • 13 charging stations. • It's a good dissemination of the environmental friendly transport methods. • Free of charge. • It addresses the potential tourists and the most popular areas of the country. • It is a zero CO emission transport option. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • It was just an infrastructural investment. We will be able to measure the success in the rising nr. of electric users and from environmental perspective.

		<p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • The number of electric or hybrid cars are not too much in Hungary. • These transport methods will be most significant in the future. • The coverage of the network is incomplete. <p>The evaluation and maintain the system has three core components. First of the charger, second is the installation and maintenance, and the last is the renewable energy production. The supplier (in this case the EON) provides all these tasks.</p>
7.	Lessons learnt from the practice	Unfortunately the demand is not too big, and these days the most hybrid or electric cars are too expensive, so these charging stations are unused.
8.	Contact information	<p>Balázs Nyögér</p> <p>Phone: +36-96/521-733</p> <p>balazs.nyoger@ehszer.hu</p>
9.	Other possible interesting information	<p>The electric vehicles have advantages and disadvantages too, these are the follows:</p> <p><i>Disadvantages:</i></p> <ul style="list-style-type: none"> • The number of the electric charging stations is not too much. • The electric charging stations are far from each other. <p><i>Advantages:</i></p> <ul style="list-style-type: none"> • Environmental friendly. • Cheap fuel. • That can be the future of the world. • A lot of state support opportunities. • The electric vehicles are so quick, just like the petrol or gas vehicles.

NR.	SECTION	DESCRIPTION
0	Photographs <ul style="list-style-type: none"> Set travelling preferences: 	 <ul style="list-style-type: none"> Getting travelling results and CO₂ emissions: 
1.	Title of the practice	"Reduction of the environmental footprint in Thessaly" (P3)
2.	Precise theme/issue tackled by the practice	The scope is the entire Region of Thessaly to be served not only by the transport means that are located in the region, but also by transport means (i.e. Interurban Buses) that are passing through the Region, having their origin and destinations in other regions.
3.	Objectives of the practice	<ul style="list-style-type: none"> To activate the idea of mobility via the internet for the whole of the Region. Reduction of the CO₂ emissions by better travel scheduling and improved user information.
4.	Location	<ul style="list-style-type: none"> Country: Greece Region of Thessaly
5.	Detailed description of the practice	<p><u>Origin:</u></p> <ul style="list-style-type: none"> To provide transportation services to the whole of the region, independently of the origin-destination of the route. Transportation services must be client and environmental friendly oriented. <p><u>Timescale:</u></p> <ul style="list-style-type: none"> The application will be completed by June 2013 (at present it is completed up to 90%). <p><u>Bodies involved/implementation:</u></p> <ul style="list-style-type: none"> Trains (OSE, TRAINOSE). Private Interurban Buses. Private Urban Buses.

		<ul style="list-style-type: none"> • Private Taxi Drivers. • Municipalities. <p><u>Process and detailed content of the practice:</u></p> <p>The user defines the start and end point of his travel and gets back all travelling options and the best travelling schedule. Travelling options consist of all Public Transport Means. The users can be all residents of the Region which have a travel destination outside the Region.</p> <p><u>Legal framework:</u></p> <p>Legally established monopoly of Interurban Buses in intercity transportation until the end of 2019 is an issue. However, the creation of win-win partnerships can overcome the legal obstacle.</p>
6.	Contact information	<p>Athanasios Lois</p> <p>athanasioslois@gmail.com</p>
7.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by informant • Various documents (reports, presentations)

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Courses on efficient driving of vehicles (P1)
2.	Precise theme/issue tackled by the practice	Economic and social development has generated a considerable increase in car use. This is associated with an increase in pollution and traffic congestion. These courses aim to reduce these negative impacts and promote more efficient and sustainable transport.
3.	Objectives of the practice	The aim of the course is to encourage a new way of driving passenger vehicles. Reductions in fuel consumption of close to 15% with respect to conventional driving can be obtained through this new way of driving.
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: throughout the Region of Aragon - Population: 1,346,293 inhabitants - Area: 47,719 km² - Population density: 28.21 ppl/km² 
5.	Detailed description of the practice	
	<p><u>Origin:</u></p> <ul style="list-style-type: none"> • Families are directly responsible for 30% of the energy consumed in Spain. This consumption is shared equally between housing and cars. • Although private cars provide users with independence and freedom of movement, it should be noted that cars account for 15% of total final energy consumption in Spain. For every litre of diesel and petrol, 2.64 and 2.35 kg of CO₂ are emitted into the atmosphere, respectively. • Therefore, to meet the Kyoto Protocol agreements and achieve the objectives defined in European policies, the rational and efficient use of private vehicles is of vital importance. <p><u>Timescale:</u></p> <ul style="list-style-type: none"> • The driving courses were taught from October 2010 until August 2012. • A total of 731 courses on efficient driving have been scheduled. Around 2,400 students have been trained in the provinces of Zaragoza, Huesca and Teruel in 2011-2012. 	

- These courses have been organized within the framework of the Action Plan of the Energy Saving and Efficiency Strategy in Spain (PAE4 +) and the Energy Plan of the Government of Aragon 2005 - 2012 through the Institute for Energy Diversification and Saving (IDEA) and the Department of Economy and Employment of the Government of Aragon, in collaboration with CIRCE.

Bodies involved/implementation:

- Organized by: Ministry of Industry, Energy and Tourism of Spain and Department of Industry and Innovation, Government of Aragon.
- Collaborates: Research Center of Energy Resources and Consumption (CIRCE).
- Aimed at: General public with a driving license, concerned about the irresponsible consumption of energy and sustainable development.

Process and detailed content of the practice:

All driving courses are free. It is possible access them by contacting the CIRCE foundation or the Government of Aragon.

Each course lasts about four hours and three participants take part in each course. The course consists of several phases:

1. Welcome (10 minutes).
2. First round driving: Each student will drive the vehicle according to his or her own style. The instructor will accompany students (1 hour and 5 minutes).
3. A theory class will be given (1 hour). The instructor will explain the benefits of efficient driving versus conventional driving, the energy savings and the pollution reductions.

Furthermore, the theoretical concepts and the ten keys to drive the car efficiently will be presented:

- Start the car without touching the accelerator.
 - Do not use first gear for more than 2 seconds.
 - Do not exceed 2000 r.p.m.
 - To use high gears as much as possible when driving.
 - Maintaining a uniform speed.
 - Attempt to stop smoothly.
 - Whenever possible, stop the car without downshifting.
 - In prolonged stoppages, it is advisable to switch off the engine.
 - Always keep an adequate safety distance.
 - Try to maintain proper tyre pressure.
4. There will be a practical demonstration by the instructor using efficient driving techniques (20 minutes).
 5. Second round driving: Each student will drive applying the new techniques that have been taught during the course (1 hour and 5 minutes).
 6. Analysis and opinion (20 minutes).

Legal framework:

There are two legal frameworks that propose this energy saving and energy efficiency measure.

- National level: 2008-2012 Action Plan for the Energy Saving and Efficiency Strategy of Spain (PAE4+). In July 2007, the Council of Ministers approved the Action Plan for the period 2008-2012. It aims to generate savings of 87.9 million tons of oil equivalent (equivalent to 60% of primary energy consumption in Spain in 2006) and it allows a reduction of CO₂ emissions to the atmosphere of 238 million tons.
- Regional level: Energetic Plan of the Government of Aragon 2005-2012. This Plan aims to ensure a quality energy supply, the competitiveness and the compatibility with environmental preservation. The promotion of renewable energy and energy improvement can contribute to economic and social development.

Financial framework:

2008-2012 Action Plan for the Energy Saving and Efficiency Strategy of Spain allocated 713,000 Euros to CIRCE to perform a series of activities, which include this good practice.

SUBSIDIZED ACTIVITIES:

Agriculture and Fisheries Sector.

1. Campaign promotion, training and improved techniques for efficient use of energy in agriculture through 60 training classroom courses located throughout the region.

Transport Sector.

1. Training courses mobility managers.
2. Courses efficient fleet management.
- ➔ **3-A. Courses on efficient driving of vehicles.**
- 3-B. Efficient driving of commercial vehicles, buses and trucks.

Public services.

1. Energy training courses for municipal technicians that enable energy improvement of municipal facilities.

Use degree (%): users/total population:


Around 2,400 students have been trained in the provinces of Zaragoza, Huesca and Teruel in 2011 and 2012.

6. Evaluation

Possible demonstrated results (through indicators):

- Efficient driving permits achieving average fuel savings and CO₂ emissions reductions of around 15%.
- While driving, using higher gears considerably reduces fuel consumption.
- A single car at 4.000 r.p.m. makes the same noise as 32 cars at 2.000 r.p.m.
- A vehicle with higher cylinder capacity consumes more fuel.
- Fuel consumption increases significantly with increasing speed.
- Other factors that increase fuel consumption: the addition of external vehicle accessories, using air conditioning, driving with the windows down, 100 kg of extra

	<ul style="list-style-type: none"> • Weight and lack of pressure in the tires. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Significant reduction of pollutant emissions associated with transport. • The courses have been very successful in driving schools or private companies (General Motors). <p><u>Difficulties encountered:</u></p> <p>The capacity of each course is very limited (3 students), so the courses are expensive and are difficult to deliver to a lot of people.</p>
7.	<p>Lessons learnt from the practice</p> <p>With simple recommendations it is possible to achieve a significant decrease in fuel consumption and a reduction of pollution.</p>
8.	<p>Contact information</p> <p>Elisa Domínguez Phone: + 34 976 761 863 E-mail: infoaee4@unizar.es</p>

NR.	SECTION	DESCRIPTION
0	Photographs 	
1.	Title of the practice	<i>“Soft mobility in Bohinj area” (P9)</i>
2.	Precise theme/issue tackled by the practice	The main reason for developing this GP was the issue of preservation of protected areas and to promote/ improve sustainable green mobility and green tourism in Bohinj area.
3.	Objectives of the practice	The general objective was to promote, develop and improve the sustainable transport solutions for the micro touristic region Bohinj and to connect green mobility solutions with green tourism in protected area.
4.	Location	- Bohinj local community.
5.	Detailed description of the practice	
	<p><u>Origin:</u></p> <p>Green card was developed in year 2000 through initial idea offered to tourist providers in the area by Local tourist board. Green card promotes sustainable green transport solutions and offer different discounts to visitors.</p> <p>Green weekend: the director of sustainability-focused Bohinj ECO Park Hotel, Mr Anže Čokl, has come to an idea of a unique cleaning campaign in Bohinj in which participants can enjoy in free accommodation in nearby hotels and apartments and use sustainable transport. In order to preserve green tourist destination Bohinj, the hotel has also received additional support from other accommodation providers and Tourism Bohinj, tourism promotion organisation. The idea came to life in 2010 and is successfully implemented yearly.</p> <p>Flower festival: the main aim of the Wild Flower Festival is “To build a sustainable future for people and nature”. The festival provides a range of events, trips that show how rich the alpine wild flowers are and the variety of habitats in Bohinj (e.g. meadows, hills, mountains, lakes and rivers). One of the primary purposes of the festival is to extend the tourist season into an otherwise quiet period while also providing a range of events and activities for both local people and visitors. These events aim to raise awareness of the wide range of environmental and cultural assets in the area and promote a feeling of pride in the alpine farming heritage and the high quality of our environment. The activities of the festival are connected to topics; wild flowers in arts, home and science.</p>	

Timescale:

Green card 2000 onwards, green weekend 2010 onwards, flower festival 2007 onwards.

Bodies involved/implementation:

- Tourism Bohinj (public institute founded by Bohinj Municipality for tourism development).
- Providers (private and public): train, Bus Company, museums, restaurants, accommodation providers (hotels, apartments etc.), sport centres, natural sights, etc.

Process and detailed content of the practice:

Bohinj Guest Card offer:

- 50% discount for electric bicycles rental.
- 10% discount - bus tickets from Bohinj to Gorenjska region and to Ljubljana – Capital city (Alpetour Bus Company) and visa verse.
- Up to 50% discount – boat tickets (lake).
- Up to 20% discount – rent of bicycles.
- Discounts on admissions to natural and cultural attractions, sport activities, food, drinks, cable car tickets in Gorenjska and Ljubljana.
- Free parking and reserved parking places.

Green Weekend in Bohinj offer:

One weekend in Bohinj in spring with activities connected to cleaning campaign of protected area. Each participant that take part in cleaning campaign in Bohinj;

- Can come to Bohinj with public transport (bus, train discounts)
- Receive work tools, lunch and drinks.
- Is able to spend free nights in hotels and apartments (upon prior arrangement), if they arrive to Bohinj by public transport.

“Regarding the success of the original idea of Green Weekend Mr Anže Čokl said: “Green Weekend is a superb example of a successful connection between tourist services providers on a local and wider destination level. The protection of the environment has a tradition in Slovenian history, since we have an invaluable, collective motivation and concern for sustainable development. Whoever says that Slovenians do not know how to stick together, should come to Bohinj on 21 April”.




Klemen Langus, the director of Tourism Bohinj organisation, added: “The initiative of Bohinj Eco Park hotel has been accepted and supported with open arms. Bohinj as a tourist destination is taking small but certain steps to realise the postulates of sustainable development and sets an admirable example on the international level of tourism development.”

Flower festival offer:

- Different workshops, educational events, green trips connected to

	<p>biodiversity in protected area (Natura 2000).</p> <p><u>Legal framework:</u> For events, no legislation, following the legislation regarding events.</p> <p><u>Financial framework:</u> Supported by Local tourist organisation (supported by local community and companies).</p>	
<p>6.</p>	<p>Evaluation</p>	
	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Volume of users: <ul style="list-style-type: none"> - Bohinj Guest Card: cca. 2530/year (955 family + 1575 individual guests). - Green Weekend: cca. 110 guests (per weekend). - Flower festival 7000 visitors in 2013. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Well-targeted programs with good results. • Low cost initiative, growing number of users and providers included in the network. • Growing understanding of big importance of biodiversity, green mobility and green products as the key precondition for development of green tourism offer • Environmental impacts: higher awareness on the use of public transport and nature friendly mobility. • Social-Economic impacts: <ul style="list-style-type: none"> - Recognition of Bohinj as sustainable/green destination. - Number of tourists is rising – 13% increase from 2010 – 2011 therefore also income of tourist providers in Bohinj is rising and new employment opportunities for local population took place. <p><u>Difficulties encountered:</u> Programs demands good cooperation, coordination of stakeholders and “proactive” approach of all stakeholders. It depends on local “devoted” stakeholders and experts who “are devoted” and “strongly believe” in success of the practice.</p>	
<p>7.</p>	<p>Lessons learnt from the practice</p>	<p>It is a well-targeted programme that brings good results (low costs, efficient, no of users and providers in the network is growing. The good results are reached due to local ownership (content and financial wise) of the practice (public and private sector). The practice was developed and put in force in time when such services were not available on the market.</p>

8.	Contact information	Local tourist board Bohinj Triglavska cesta 30, Bohinjska Bistrica Contact person: Klemen Langus Web page: www.bohinj.si
9.	Other possible interesting information	Flower festival: http://www.bohinj.si/alpskocvetje/eng/

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Evo Mobile: Sustainable electric mobility in a pilot university area (P1)
2.	Precise theme/issue tackled by the practice	Propose a model of sustainable electric mobility for the user community of the University of Valencia. Study the possibilities offered by electric vehicles as a new form of business. Transfer potential to specific territorial areas of a certain similar dimension.
3.	Objectives of the good practice	Promote the use of electric vehicles as a sustainable mode of transport at the University of Valencia (about 70,000 users across three campuses: Blasco Ibañez, Tarongers and Burjassot-Paterna).
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: Valencia Province. City of Valencia - Population: 797,028 inhabitants - Area: 135 km² - Population density: 5,919.26 ppl/km² 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The university community has a large number of students, about 70,000. Due to the dispersion of the universities and distance to the city centre, this generates a large amount of travel that produces high congestion and environmental pollution caused by the high use of private vehicles.</p> <p>Another problem is the difficulty of finding places to park within the university, due to the large mass of vehicles.</p> <p><u>Timescale:</u></p> <p>The project starts in January 2012 when the different implementation stages were developed. In 2012, these implementation stages were:</p>

FASE / mes	1	2	3	4	5	6	7	8	9	10	11
1 - Planificación estrategia											
2 - Promoción usuarios											
3 - Acuerdos con automoción											
4 - Red puntos de recarga											
5 - Ejecución											
6 - Análisis / Modelización											
7 - Difusión resultados											

In 2013 the program is continuing with the inclusion of electric mobility at the University of Valencia.

Bodies involved/implementation:



Process and detailed content of the practice:

This initiative includes a series of actions to promote new forms of sustainable travel between the buildings of the University of Valencia.

It is intended, on the one hand, to reduce the use of internal combustion vehicles at the different campuses of the University of Valencia and on the other hand, to explore possible models of sustainable electric mobility for its use.

The project includes the establishment of a network of recharging points for electric vehicles distributed by the three campuses of the UV (Blasco Ibañez, Tarongers and Burjassot-Paterna).

The project aims to provide the university community with a number of test vehicles (car, motorcycle and bicycle) in order to:

- Assess the viability of this type of transport.
- Serve as 'proof of concept' of different electric vehicles and the technologies associated with charging points.
- Assessing the social impact that such a measure can produce.
- Act as a pilot experience.

Legal framework:



The project is framed within the University's "Sustainable Campus" Strategy Plan (<http://www.uv.es/campus-sostenible>) and it has been co-financed by the AVEN (Valencian Energy Agency).


Regarding the installation of recharging points, this has not required any special

	<p>permission because the stations have been installed in areas of the University campus.</p> <p><u>Financial framework:</u></p> <p>Moreover, the participating companies have collaborated by providing electric vehicles and helping with the survey platform and the online bookings.</p> <p><u>Use degree (%): users/total population:</u></p> <p>There are many university students who are using electric vehicles. Greater acceptance by the university community.</p>	
6.	Evaluation	
	<p><u>Possible demonstrated results (through indicators):</u></p> <p>The expected results of this project are:</p> <ul style="list-style-type: none"> • The promotion of pollution-free transport in the university community. • The creation of a basic infrastructure that enables it to be used as a network of recharging points at the university. • The acquisition of new knowledge to manage pioneering infrastructures. • The collection of data to carry out awareness-raising campaigns. Disseminate the results of the experiment. • The gradual replacement of transport used in the city. <p><u>Possible success factors:</u></p> <p>The use of electric vehicles is spreading. These vehicles are intended to be incorporated into all university services such as the cleaning service and the security service.</p> <p><u>Difficulties encountered:</u></p> <p>High initial investments are required because this technology is expensive.</p>	
7.	Lessons learnt from the practice	Sustainable and efficient transport within the university community is possible. Due to the large number of students this type of transportation will produce a considerable reduction in pollution.
8.	Contact information	<p>Project EVOMOBILE</p> <p>Phone: + 34 963 54 39 95</p> <p>E-mail: evomobile@uv.es</p>


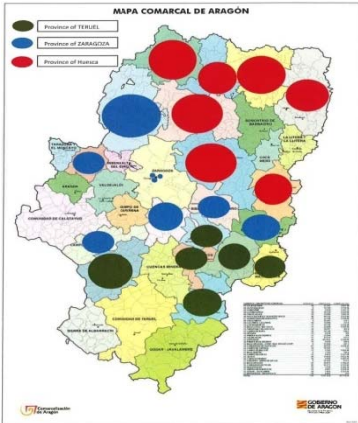
5

Dedicated Mobility Initiatives: Social

NR.	SECTION	DESCRIPTION
0.	Photographs	
1.	Title of the Practice	<p>Shared transport for disabled people in the rural areas of Burgos; different organizations sharing their resources. (P2)</p>
2.	Precise theme/issue tackled by the practice	<p>Shared social transport on own initiative of different associations work with dependent people in the region of Burgos, region of Merindades.</p>
3.	<p>Objectives of the good practice:</p> <ul style="list-style-type: none"> • To guarantee access to services of all disabled people who live in different centres of population to the places where their care centres and/or training centres are located. • Promote the use of the area' social resources by the largest number of beneficiaries possible. • Foster mutual support between the different social entities. • Avoid dropouts from day centres and activities that the beneficiaries of the territory regularly attend. 	
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or municipality: - Region of Merindades (province of Burgos) 
5.	<p>Detailed description of the experience:</p> <p><u>Origin:</u></p> <p>In October 2010, AFAMAR (Association of Families of People with Alzheimer's Disease of Merindades) requested ASAMIMER (Association of Aid to People with Intellectual Disability of Merindades) to transport a user from Villasana de Mena to Villarcayo, taking advantage of the fact that their route passed through Mena.</p> <p>It was the start of a collaboration that would gradually increase.</p> <p><u>Timescale:</u></p> <p>The first collaboration took place in October 2010 and this collaboration between AFAMER and ASAMIMER was normalised from then onwards; a third Association, PROSAME MERINDADES (Pro-Mental Health Association of Burgos) entered this</p>	

	<p><u>Bodies involved/implementation:</u></p> <ul style="list-style-type: none"> • AFAMER (Association of Families of People with Alzheimer's disease from Merindades). • ASAMIMER (Association of Aid to People with Intellectual Disability of Merindades). • PROSAME MERINDADES (Pro Mental Health Association of Burgos). <p><u>Process and detailed content of the practice:</u></p> <p>There are different reasons why this support process between the different social entities in the rural world started: through collaboration, it is possible to reduce transport costs for users; there are associations that have their own vehicles whilst there are other associations that do not have this resource, so several options are open to be explored to pool their use.</p> <p>The different associations of the Merindades territory - within the province of Burgos - have reached an agreement concerning timetables and amount and conditions of the service so that the actual users of each association can make use of the transport means owned by the other associations.</p>  <p>Furthermore, the collaboration has been extended, in such a way that users can utilise the vehicles to access other community resources too, such as swimming pools or attending other scheduled leisure activities in the area.</p> <p>The routes are adapted to the needs of the people who benefit from the services and/or receive support.</p> <p>There are currently 7 routes: 5 do a return trip every day.</p> <p><u>Financial framework:</u></p> <p>There is a fixed amount per kilometre; once the route has been established the calculation is made and at the end of the month the association carrying out the transport service issues an invoice to the association making use of it for the services carried out.</p> <p><u>Use degree (%): users/total population:</u></p> <p>Apart from sporadic users, there are currently permanent users that benefit from this fruitful collaboration.</p>
<p>6.</p>	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <p>There are currently 7 routes in operation which are opened to different possibilities of collaboration.</p> <p>There are users from all the associations.</p> <p>The initial use - transport for attending social resources in the territory- has been</p>

	<p>increased; nowadays the shared use of vehicles has been extended to access other resources- not exclusively healthcare resources- provided by each association, including leisure resources such as going to the swimming pool or to other scheduled events for example.</p> <p><u>Possible success factors:</u></p> <p>We believe that the main success factor is the availability and good disposition on the part of the entities of the area.</p> <p>This availability to cooperate enables the different users to continue participating in the day centres and other social resources despite the transport-related disadvantages in the rural territory.</p> <p><u>Difficulties encountered:</u></p> <p>The only disadvantage encountered is of administrative type: the different office hours in the three entities involved; but this is a minor difficulty anyway and it is solved on a day-to-day basis.</p>
7.	<p>Lessons learned from the practice</p> <p>The associations involved have learnt that taking advantage of shared transport resources means:</p> <ul style="list-style-type: none"> • More economical transport • More ecological transport. • More social transport.
8.	<p>Contact information</p> <p>prosamemerindades@gmail.com</p>

NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	<p>Social Service of adapted transport for disabled people in the rural areas of Aragon (P1)</p>
2.	Precise theme/issue tackled by the practice	<p>This service is aimed at disabled people for their transport and accompaniment in rural areas of Aragon.</p>
3.	Objectives of the practice	<p>Transfer of persons with physical or mental disabilities in situations of dependency and at risk of social exclusion. These people live in rural areas of the province of Teruel and they have the need to travel to different social resources: nursing homes, day centres, podiatrist, retirement home, basic social services and other resources.</p>
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: Region of Aragon; it is implemented in 20 districts. <ul style="list-style-type: none"> • 7 counties of the province of Huesca - La Jacetania, La Ribagorza, Sobrarbe, Hoya de Huesca, Los Monegros, Alto Gállego and Bajo Cinca. • 7 counties of the province of Zaragoza and 3 commonwealth - Cinco Villas, Tarazona and El Moncayo, Campo de Borja, Campo de Daroca, Ribera Baja del Ebro, Bajo Aragón Caspe and Campo Belchite plus the following commonwealths: Mancomunidad Ribera Bajo Huerva, Mancomunidad Bajo Gállego, Mancomunidad Ribera Izquierda del Ebro. • 6 counties of the province of Teruel - Bajo Martín, Jiloca, Andorra-Sierra de Arcos, Bajo Aragón, Maestrazgo and Matarraña. 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The ISEAL programme has existed since 2000, although the objective of this programme is not the same as it was originally.</p> <p>The ISEAL programme began in 2000 within the framework of European support for development and employment (Human Resource Plan of Aragon. Objective 3. European Social Fund ESF). This plan aims to harness the potential of employment creation at the local level and in the social economy in rural areas of the region of Aragon.</p>

In 2007, the services that these funds covered were amended. These funds were earmarked to cover the transport of dependent people (elderly physically and mentally disabled and socially excluded people) in rural areas. These population groups have difficulty in accessing social services, although several private entities had their own transport services.

Until 2007 there was no previous experience of this type of transport. The Aragon Institute of Social Services and the local authorities identified these population needs. Prior to this, some districts had begun to carry out some actions to solve the problem.

Timescale:

The ISEAL project is expected to continue until 2014.

The scenario began in the previous ESF programme (2007 - 2008) and it will continue until 2013. The programme may also be extended until 2014. Beginning in 2014, the continuation of the plan will depend on the funds received and the degree of co-financing by the various entities involved.

In the first call, agreements were established with all of the local beneficiaries. In subsequent years, the existing service has remained.

Bodies involved/implementation:

Promoter: Aragon Institute of Social Services / European Funds Service.

Applicant: Regional Entities / Local Entities

The implementation is carried out by the local authorities, the funds are transferred to local authorities and they are used for social services.

Process and detailed content of the practice:


- The ISEAL programme was offered by the Aragon Institute of Social Services to all interested counties and local entities.
- The entities that have been awarded the project are responsible for the self-management of the programme.
- Each local authority is the coordinator of adapted transport service. A social worker is the technical expert of reference, who is supported by an administration that is responsible for economic and organisational issues.
- The social worker determines and prescribes the service. A user cannot use the service freely but he / she may request it.
- The routes will be drawn up depending on the number of beneficiaries and the number of resources that can be coordinated. The design of routes is "on request"; each area is different, with different needs.

The Aragon Institute of Social Services does not establish guidelines to perform the service; the only requirement is that they can only provide transport in those places that have social services centres.

- A social worker, a clerk, one or two drivers and an accompanying monitor are required to develop the activity. The Aragon Institute of Social Services does not set limitations for recruitment. This programme has created **68 new jobs in the regions**. The vehicles used are vans. They have 10-12 seats and they have been acquired through leasing.


	<ul style="list-style-type: none"> • Every year a meeting is held, sponsored by the IASS. All social workers involved in the ISEAL programme get together to share experiences, problems and solutions. <p><u>Legal framework:</u></p> <p>In 2000-2006, the Human Resources Plan of Aragon (Objective 3) registered actions in human resources. The ISEAL Programme provides a set of actions aimed at improving human resources as part of Objective 3.</p> <p>The Department of Health, Consumer Affairs and Human Services of the Government of Aragon is responsible for coordinating, monitoring and implementing some of the programmes and projects financed through EU funds, in particular, the implementation of measures 8.1.1.</p> <p>This particular action (adapted transport service), is framed within the following context of the Community programme:</p> <ul style="list-style-type: none"> • Axis: 8. Encouragement and support for local development initiatives. • Measure: 8.1. Support local initiatives that contribute to the generation of employment. • Action: 8.1.1. Pilot projects of local employment initiatives. <p>Cooperation agreements have been reached within the ISEAL programme between the Department of Health, Consumer Affairs and Human Services of the Government of Aragon and the Regions. These agreements have established the financial participation of each party to contribute to the implementation of the Programme.</p> <p><u>Financial framework:</u></p> <p>Subsidies linked to Counties / Local entities. The annual grants are agreed upon by the IASS; these grants fund up to a maximum of 80% of each project (vehicle maintenance, hiring the necessary staff, fuel costs, media, etc.)</p> <p>This service is financially maintained by IASS and the counties, with support from the European Social Fund. The service could be funded at 100%, but the IASS believed that it is better to share the costs with local entities. This is because they are looking for a compromise and sustainability in the future in the event that the subsidy should disappear. Generally speaking, local authorities often contribute more than 20%.</p> <p><u>Use degree (%): users/total population:</u></p> <p>About 600 people / year use the service regularly. Between 25 and 30 people per region.</p>
<p>6. Evaluation</p>	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Adapted transport service is implemented in 20 of the 33 counties in Aragon. • A total of 68 new jobs have been created in these counties since 2008. • 600 people with mobility problems use the service annually, about 25 to 30 people per county. <p><u>Possible success factors:</u></p>

		<p>After signing the agreement, the Department of Health, Consumer Affairs and Human Services of the Government of Aragon and the county have set up a Joint Commission to monitor the programme. This commission is responsible for monitoring the agreement, for studying the degree of development and implementation of the commitments and objectives for the proper execution of the programme.</p> <p>The project is established for a specific area with the population and needs of the territory.</p> <p>Social services are the key to the success of the project. They were the first to identify the need for this service and they are the ones who prescribe the service. The service is highly valued by users and their families.</p> <p><u>Difficulties encountered:</u></p> <p>The economic justifications for determining which expenses are eligible and which are not. The implementation of the programme itself. The difficulty of financing the project beyond 2014.</p>
7.	Lessons learnt from the practice	Importance of the involvement of local authorities in the initiatives promoted by the Regional Government. High level of commitment from several administrations.
8.	Contact information	<p>Laura VELASCO</p> <p>Aragonese Institute of Social Services</p> <p>Area Director of Social Services</p> <p>Phone: + 34 976 714.160</p> <p>E-mail: lvelasco@aragon.es</p>

NR.	SECTION	DESCRIPTION
0	Photograph	 <p>http://www.kamond.hu/page.php?37</p>
1.	Title of the practice	Village Caretaker Service (P7)
2.	Precise theme/issue tackled by the practice	<p><u>Direct personal services:</u></p> <ul style="list-style-type: none"> • Participation in the catering. • Contributing to providing home care. • Participation in community and social information service. • Contributing to access other basic services. • The promotion of access to health care. • Children, preschoolers, school children and young people transportation. <p><u>Direct, personal services within the additional tasks:</u></p> <ul style="list-style-type: none"> • Help in the organization of community, cultural, sporting and recreational events. • Help in the personal official matters, residential demand transmission. • Assist in ensuring other residential services. <p><u>Indirect services in the municipal tasks:</u></p> <ul style="list-style-type: none"> • Food delivery. • Logistics. • Information transmission from the council to the population. <p>Other services</p>
3.	Objectives of the practice	<ul style="list-style-type: none"> • Increase the equality of opportunity of the farms and small settlements with lack of services. • Expansion of service functions. • Achieve a better live quality.
4.	Location	Hungary
5.	Detailed description of the practice	<ul style="list-style-type: none"> • It comes from the problems of the small and separated villages that can't solve their basic social needs themselves.

		<ul style="list-style-type: none"> • 1989 onwards. • Municipalities, government. • We can't determine the process, because a municipality decides in a regulation about it. • Population less than 600, regulation, license is needed. • Normative (approx.: 7,700 Euros/year). • No data, and very difficult to determine, because it is used by the retired people, school children and every inhabitant casually.
6.	Evaluation	<ul style="list-style-type: none"> • Approx. 1,300 villages. <p>The village caretaker service depends on the community, the operator and on the personality of the driver. The most important is that the village trustee is appointed by the inhabitants. The candidates have to participate on a training where they can gain knowledge about the following topics:</p> <ul style="list-style-type: none"> - village trustee skills - social and community knowledge - health knowledge - Learning methodology – how to learn? - man and his environment <p>The trustee has to spend 180 hours with thematic lessons and 80 hours with practice (sum. 260 hours). The training is fee-paid. The trustee has to be participated on further training which is 5 years long (in this case the employer has to pay the fee of the training, and give additional holidays to the employee on the training days).</p> <p>One settlement has one trustee. This is the basis of trust from the users, and the origin of the hard work.</p> <p>The service has been supported by normative since the government regulation in 1999 (the first village care taker service was established in 1989 without normative). The village care taker service is operated by the municipalities, and they have maintenance tasks too (financial). The areas of the activity are determined by regulation of the council.</p> <p>The clerk of the municipality checks the operation once in every year.</p>
7.	Lessons learnt from the practice	<ul style="list-style-type: none"> • The well-organized service and the person of the driver are essential. • Too much tasks and requirements, lack of proper funding. <p>Resources and governmental support. That would be great if the service operated as supplier to the retailers. The government should support these initiatives more.</p>
8.	Contact information	<p>Erélyi Valéria, László Bikádi – mayor</p> <p>06/88/459-150</p>

		solyert@gmail.com
9.	Other possible interesting information	<p>Village caretaker service is a social form of ultimate care and the operation requires licence.</p> <p>Terms to get an operational license:</p> <ul style="list-style-type: none"> • Local government regulation. • To have the village caretaker service’s professional program. • To have a car in a good condition. • To have a valid car registration certificate, this is valid for more than 6 months. • The village caretaker service car must have an obligatory car insurance and CASCO. • To employ the right person with a right driving-license. <p>The village caretaker person must have a village caretaker service training exam</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Village Bus (P10)
2.	Precise theme/issue tackled by the practice	The main reason for developing this GP was the insufficient and unsatisfactory public transport service for the micro region's population, because they had almost no access to school, health care system, public administration and shopping.
3.	Objectives of the practice	The general objective of the country-wide 'village bus' programme was to improve the transport solutions for the micro regions. <ul style="list-style-type: none"> • To improve the mobility situation of rural people without car. • To improve equality of disadvantaged micro settlements. • To enhance life quality. • To facilitate access to public services. • To facilitate access to basic social services.
4.	Location	Hungary – County Vas – Vasvár district – Municipality of Gersekarát.
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The general objective of the country-wide 'village bus' programme was to improve the transport solutions for micro regions.</p> <p><u>Timescale:</u></p> <p>The call for 'village bus' application was launched within the framework of New Hungary Rural Development Program 2007-2013 for the development for the improvement of transport solutions for micro regions.</p> <p>The New Hungary Rural Development Program 2007-2013 (Új Magyarország Vidékfejlesztési Program - ÚMVP) is the National Rural Development Programme prepared for the 2007-2013 period.</p> <p>Application period was between 14/01/2008 and 26/11/2008.</p> <p>According to the decision made by the end of 2008, 1,086 applications were approved in the whole country (total sum of grants: 8.5 billion HUF ~ approx. € 28.3 million)</p> <p>In County Vas the application of 63 settlements were approved.</p> <p>The Municipality of Gersekarát has purchased two buses in 2009; they are in service as</p>

'village buses'.

Bodies involved/implementation:

Municipality of Gersekarát.

Process and detailed content of the practice:

The 'village bus' operates within the framework of 'village caretaker service'.

Village caretaker service:

- In settlements with population below 600 and lacking public services.
- Can be carried out by the municipality or by a civil organisation.
- The tasks are defined by the municipality.
- Based on the activity of a full-time employee as civil servant and a vehicle.
- The licence for 'village caretaker' is issued by the notary of competent local government.

The concrete tasks of the village caretaker:

- Transporting elder people to doctor, health treatment, medical check, etc.
- Collecting medicine demand in the settlement, delivering medicine from the town to the village, distributing the medicine.
- Delivering cooked meal to the elder people.
- Shopping of durable goods for the elder population, taking the local population's household appliances to the town for repair and transporting small pieces of furniture or animal feed.
- Transport of local residents to the regional centre for administration.
- Purchase for the municipality.
- Occasional transport of kindergartners, schoolchildren to excursions, school competitions.
- Delivering information between municipality and the local population.
- Transport of the local cultural associations (e.g. folk dance groups) to performances.
- Transport of the local sport teams to sport events.
- Maintenance of football field and other public places.

Daily service of the bus:

- It collects kindergartners and schoolchildren from 3 villages (Gersekarát, Andrásfa, Telekes) and delivers them to kindergarten and school. It is a safe transport method, since children are often carried home.

Every 1-2 week:

- Transport of patients to health care services: not individually, but in a group to nearby bigger settlements (Körmend, Szombathely).
- Nevertheless, if someone needs onetime special treatment, individual transport is

also possible.

Occasionally:

- For special occasions the bus delivers the locals to mass to neighbouring settlements, e.g. once a month to the Csehimindszent settlement.
- Locals (elder and most deprived persons) are transported to local events. E.g.: otherwise those people would not be able to attend 'senior citizens day's event'.
- Yearly school excursion or the transport to kindergarten or school events.
- Excursions, transport to community or cultural events for all age groups of the local society.
- The bus takes the local unemployed people to training courses, information forums for free.
- The bus can be also rented by externals at market price, even for trips abroad.

Schoolchildren, kindergarteners, elder and invalid people use the 'village bus' free of charge.

Local civil organisations can use the 'village bus' free of charge for a total distance of 150 km a year.

For renting by externals:

- 1) 22 seater IVECO → 180 Ft/km (approx. € 0.60/km)
- 2) 9 seater FORD → 110 Ft/km (approx. € 0.36/km)

Legal framework:

Decree Nr. 9/2008 (I.24.) of the Minister of Agriculture and Rural Development → on the EAFRD supports to the basic services for the rural economy and population for the enhancement of micro-regional transport solutions Section 4 of the decree: 'The maximum amount of the grant is a sum equivalent to € 40,000.'

The net price of the vehicle was covered by the grant, the VAT (20%) had to be paid as own contribution by the applicant.

The buses can be rented by externals. It covers a part of maintenance costs.

Financial framework:

1) Price of IVECO Daily 50 C 15 V 22 seater bus: 10,970,000 HUF (approx. € 36,566) + 2,742,500 HUF VAT (approx. € 9,142) = 13,712,500 HUF (approx. € 45,708)

2) Price of FORD Transit 9-seater bus: 1,700,000 HUF (approx. € 5,666)

Total sum: 15,412,500 HUF (approx. € 51,375)

Grant received by the Municipality of Gersekarát: 8,847,000 HUF (approx. € 29,490)

The rest of the purchase price was paid by the municipality.

Regular costs:

- Salary of bus driver (village caretaker)
- Fuel costs
- Maintenance costs

The 'village bus' service's costs can be covered by 'normative state contribution' received for the students transported from neighbouring settlements to school. A further financial resource



is bus renting to externals.

Use degree (%): users/total population:


Total number of inhabitants: 730.

The ratio of daily users of 'village bus': 10%.

6.	Evaluation	
	<p><u>Possible demonstrated results (through indicators):</u></p> <p>Number of inhabitants of Gersekarát settlement: 730.</p> <p>The ratio of daily users of 'village bus': 10%.</p> <p>Possible users: total population of Gersekarát and the inhabitants of neighbouring settlements.</p> <p>109 children attend the school of Gersekarát, of which 47 children travel daily by 'village bus' (43% of all school children)</p> <p>4 kindergartener travel each day by 'village bus'.</p> <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Well-targeted programme on national level. • Committed, pro-active municipality. • Well-operating 'village caretaker' service in the settlement. <p><u>Difficulties encountered:</u></p> <p>In case of a serious breakdown of the bus, the cost coverage of repair would be difficult. The same applies for an eventual change of the bus (due to amortisation).</p> <p>Unfortunately, there is no continuation of the programme foreseen. Therefore, the sustainability is the biggest challenge for this programme.</p>	
7.	Lessons learnt from the practice	<p>It is difficult to provide alternative transport solutions for rural areas without the support of national or EU grants.</p> <p>However, well targeted programmes can achieve to enhance transport solutions in rural areas. In Hungary the 'village caretaker service' has been operating since decades with great success. It can provide the suitable framework for operating the 'village bus' together with EU / national grants.</p>
8.	Contact information	<p>Ms. Gabriella Szöllősy, Notary of the municipality.</p> <p>Address: 9813 Gersekarát, Béke u. 12.</p> <p>Phone: +36-94/574-019</p>
9.	Other possible interesting information	<p>Homepage of the Municipality of Gersekarát</p> <p>http://gersekarat.hu/kozigazgatas/onkormanyzat/szolgaltatask</p>

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	"Community - Coach" (P8)
2.	Precise theme/issue tackled by the practice	Mostly very young and older people without car have only limited access to mobility. Public means of transport are more and more reduced so new solutions have been necessary to improve mobility of these people. On the one hand, the village Purbach has living-areas far away from the centre and on the other hand, supermarkets that are situated on the edge of the village.
3.	Objectives of the practice	<ul style="list-style-type: none"> • Improvement of mobility of people without a car, so it is easy possible for them to participate on the social life of the community and to cover their needs (food, medical services, education, social life ...). • Environmental concerns. • Service for tourists.
4.	Location	- Village
5.	Detailed description of the practice	<p><u>Origin:</u> Started as part of the project "Environmentally sustainable transport and tourism in sensitive areas - Lake Neusiedl Region Fertő-Tó" 2006.</p> <p><u>Timescale:</u> Monday to Friday 05:30 -19:30 Saturday 05:30 – 13:00</p> <p><u>Bodies involved/implementation:</u></p> <ul style="list-style-type: none"> - The municipality. - The regional government of the Burgenland. - Austrian Federal Economic Chamber. <p><u>Process and detailed content of the practice:</u></p> <p>The coach-service works within the village without fixed time-schedule or bus-stops. People call the bus, which meets them at their home-address.</p> <p>Single tickets: € 1.50 (day-ticket € 3.00) Year ticket: € 150.00</p>

		<p>4 bus-drivers (20 hours-employees of the municipality) share the operation of the service.</p> <p><u>Legal framework:</u> Trade-juridical association founded, the manager has the right for taxi services (necessary in Austria). The major is director of the association.</p> <p><u>Financial framework:</u> Cost per year: ev 105,000 Revenue from tickets: ev. 15,000 Supp. from municipality: ev 30,000 EU-Projects: ev 60,000</p> <p><u>Use degree (%): users/total population:</u> Population Purbach: 2,701 (01.01.2012) An average of 100 coach-trips per day; User's age: 13%: 6 - 15 years 33%: 15 - 64 years 54%: > 64 years</p>
6.	Evaluation	<p><u>Possible demonstrated results:</u> Feasibility study Purbach: analyses and development potential of the "Gmoa-Bus" 2010.</p> <p><u>Possible success factors:</u> Personal service: well-known driver from the village. Easy organization: call 10 minutes before start of the trip. Costs for users: very reasonable.</p> <p><u>Difficulties encountered:</u> New finance possibilities have to be found: new projects, incomes trough ads on the bus, slightly increasing of the ticket rates.</p>
7.	Contact information	<p>Mayor Richard Hermann Stadtgemeinde Purbach Hauptgasse 38 7083 Purbach am See Tel: 02683/5116-10 Fax: 02683/5116-15 stadtgemeinde@purbach.at www.purbach.at</p>
8.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by informant. • Various documents (reports, presentations).

NR.	SECTION	DESCRIPTION
0	Photographs 	
1.	Title of the practice	Local Government Relief for Mobility (P12)
2.	Precise theme/issue tackled by the practice	<p>Local government reliefs were provided to support specific social groups and workers in their daily execution of life responsibilities.</p> <p>Local government reliefs were provided the chance of fast social-economic development (civilization) for the specific social groups in the long term.</p>
3.	Objectives of the practice	<ul style="list-style-type: none"> • Aim: social help. • Local government reliefs are established: <ul style="list-style-type: none"> - To provide specific social groups the access to discount tickets. - To encourage specific social groups to be more active, as the attempt to eliminate distance barriers in access to the potential resources and development of Rzeszów – the capital of the Podkarpackie Region (the access to schools, universities, cultural institutions, labor market, health care centers, entertainment centres). - To eliminate the phenomenon of the social exclusion (eg. due to age or disability).
4.	Location	<p>Coverage area of the GP:</p> <ul style="list-style-type: none"> • Communes of Podkarpackie Region: Boguchwała Commune, Chmielnik Commune, Czarna Commune, Głogów Małopolski Commune, Trzebownisko Commune, Rzeszów Town • N° of municipalities in the area: 6 • N° of inhabitants in the area: 86 312 • Days/season of operation (if applies): all year
5.	Detailed description of the practice	
<p>The system of local reliefs is established by the act of the local governments.</p> <p>Thanks to the local law:</p>		

- People with severe disability, unable to live independently and unable to work.
- Disabled people with a judgment determining the moderate of disability or total disability.
- Blind with a guide.
- Handicapped children with an attendant.
- People who completed 70 years.
- Meritorious blood donors who gave at least 20 liters of blood.
- Children aged 4 years until they start to attend a school.
- Deaf.
- Pensioners.
- People receiving social pension.
- People receiving family pension.

Can travel with half-price ticket or with the ticket with another relief.

- *Public/private stakeholders involved.*

Local governments, associations of municipalities, people for who local reliefs are dedicated.

- *Target groups of users*

All residents – especially these who work or study in Rzeszów town and people who are employed in companies located in the economic zones.

- *Volume of users (n° users/year, n° users/month)*

Regarding to data received from the Association of Municipalities “Podkarpacka Car Communication” monthly allowance scheme used by communes concerns about 100 000 individual runs and 800 monthly tickets.

Legal framework:

Local government act.

Relevant aspects/obstacles to be taken into account:


- Unstable law:




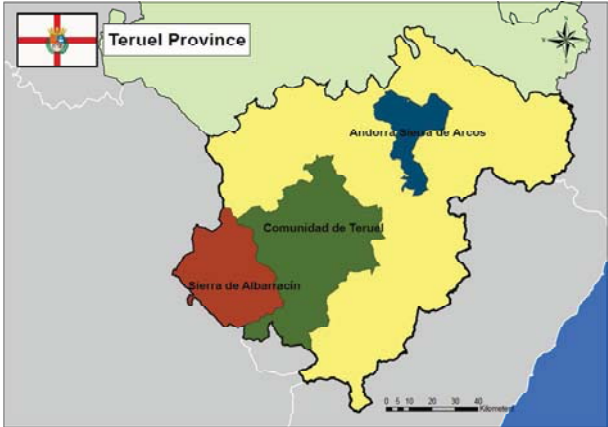
New law regulations like new Polish Public Transport Act introduces difficulties in freely conducting the surcharges to reliefs by the associations of municipalities.

Financial framework: (data from the Association of Municipalities “Podkarpacka Car Communication”)

- Cost of whole project:
 - 4 million PLN annually (about 952,380.00 Euros)
- Methods for pricing:
 - Relief is a certain percentage of the market price of service

<ul style="list-style-type: none"> • Cost for the user: <ul style="list-style-type: none"> - About 1 PLN for each individual run (for passenger who is entitled to relief) • Days of operation: all year, daily 		
6.	Evaluation	Local Government Relief for Mobility involves high expenses from municipalities' budgets.
7.	Lessons learnt from the practice	Funds invested from the municipal budgets in the system of subsidies for discount tickets are recovered in the form of higher tax revenues and lower spending on social services.
8.	Contact information	Związek Gmin "Podkarpacka Komunikacja Samochodowa" al. Wyzwolenia 6 35-959 Rzeszów, POLAND Tel. +48 17 86 03 203 Fax. + 48 17 86 03 205 E-mail: biuro@zgpk.s.rzeszow.pl
9.	Other possible interesting information	Every local government in Poland is authorized by law to enact reliefs for some groups of the inhabitants and provide them cheaper public transport. Funds invested from the municipal budgets in the system of subsidies for concessionary tickets are recovered in the form of higher tax revenues and lower spending on social services.

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	The Family Ticket: convincing people to use the public transport (P12)
2.	Precise theme/issue tackled by the practice	The dependence on the private cars made the public transport uneconomic. It caused closing down the unprofitable public transport connections. As a result we can notice even greater dependence of the residents on their own cars.
3.	Objectives of the practice	The goal of the family ticket is to convince the people of the region (in that solution-the families) to use the public transport.
4.	Location	<p>- Country: Poland</p> <p>- Region or district or municipality: 5 municipalities in the Podkarpackie Region:</p> <ul style="list-style-type: none"> • Boguchwała Commune • Chmielnik Commune • Czarna Commune • Głógów Małopolski Commune • Trzebownisko Commune
5.	Detailed description of the practice	The family ticket holder can travel by public transport buses without restrictions. The same ticket allows the family ticket's holder to travel together with members of her/his immediate family (spouse and children) – free of charge – from Monday to Friday from 17:00 and on Saturdays, Sundays and public holidays around the clock without time limit. Members of the immediate family should be reported at the time of the family ticket purchase.
6.	Evaluation	<ul style="list-style-type: none"> • The travelers can be more opened on the new solutions. • The idea is good however it should be considered if it will not be better to change hours when we can use the family ticket, eg. not from 17 p.m. but from 16 p.m.
7.	Lessons learnt from the practice	The ticket price and appropriately designated hours during weekdays, when relatives can use the family ticket, determine the success of the project.
8.	Contact information	<p>Związek Gmin "Podkarpacka Komunikacja Samochodowa"</p> <p>al. Wyzwolenia 6 35-959 Rzeszów, POLAND</p> <p>Tel. +48 17 86 03 203 Fax. + 48 17 86 03 205</p> <p>E-mail: biuro@zgpkz.rzeszow.pl</p>

NR.	SECTION	DESCRIPTION
0	Photograph	 
1.	Title of the practice	Red Cross: mobility for dependent people (P1)
2.	Precise theme/issue tackled by the practice	In rural areas of the province of Teruel, there is insufficient supply of public transport. Moreover, this problem has increased due to a limited supply of adapted transport for dependent people.
3.	Objectives of the practice	Providing public transport in rural areas of the province of Teruel. This transport is adapted for persons with reduced mobility.
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: Commonwealth of the Community of Teruel, Commonwealth of Andorra Sierra de Arcos and Commonwealth of Sierra of Albarracin. - Population: 59,660 inhabitants - Area: 3,919.40 km² - Population density: 15.22 ppl/km²  
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>This idea has been guided and motivated by Spanish Red Cross and supported by some counties of the province of Teruel. Spanish Red Cross (Spanish acronym CRE) is an institution that carries out voluntary humanitarian activities. This institution has developed a series of initiatives to enhance the territory and help the most disadvantaged people.</p> <p>This service is a result of the needs of people in rural areas of the province of Teruel. They are older people with needs such as travelling to the capital or other municipalities.</p> <p>With this adapted transport means, people with disabilities are provided with greater autonomy and independence.</p>

Timescale:

- Start of activity: Year 2003. Andorra County and Albarracin County.
- Increase of service due to the good results: Year 2012. Teruel County.
- Daily service. From Monday to Friday.

Bodies involved/implementation:

- Organized by: Spanish Red Cross
- Collaborates: Teruel County, Andorra County and Albarracin County.
- Aimed at: General public with difficulty getting around in rural areas.

Process and detailed content of the practice:

Spanish Red Cross collects information, collects data and establishes the frequency and routes. In addition, this institution has a series of adapted vehicles and volunteer service.

The activity involves the transport of dependent people, to places such as health centres, hospitals, day centres, as well as those displacements that are part of everyday life.

This service is completely free to those people who really need it. Furthermore it is important to highlight the great work done by the Spanish Red Cross volunteers. They give special dedication and attention to dependent persons.

Legal framework:

This project was launched after a series of meetings in which several entities and associations took part, as well as the Red Cross institution.

Furthermore, the Red Cross has a policy framework with a number of statutes and regulations. These regulations were adopted by the General Meeting of the Red Cross and establish how the institution has to operate in the territory.

Financial framework:

This transport of dependent people is funded by the institution and county covenants, as well as aid in the territories in which it provides service.

The funds of the institution are based on Red Cross donations, from either public or private entities, associations, businesses and anyone who wants to collaborate with the institution.



Use degree (%): users/total population:

Their services are highly demanded. Currently around 600 people/ year are transported. As it is well accepted by the population, an extension of the service provided is being considered.

<p>6.</p>	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <p>The results of this service are:</p> <ul style="list-style-type: none"> • Increasing the transport supply in rural areas. Improved accessibility, competitiveness and quality of life. • Helping disadvantaged population groups. • Adapted transport system is essential for people with disabilities and regular public transport does not have this type of service. <p><u>Possible success factors:</u></p> <p>It has been very well accepted in the municipalities of Teruel. This transport is well adapted to the needs of dependent people.</p> <p><u>Difficulties encountered:</u></p> <p>To serve the maximum number of people who need the service.</p>
<p>7.</p>	<p>Lessons learnt from the practice</p> <p>Through collaboration of individuals, organizations and institutions via donations or contracts, it is possible to maintain a sustainable and efficient transport within the province of Teruel. This transport is for people who really need it and have mobility problems.</p>
<p>8.</p>	<p>Contact information</p> <p>Susana Muñoz Izquierdo Phone: + 34 963 54 39 95 E-mail: sumuiz@cruzroja.es</p>

6

Dedicated Mobility Initiatives: Leisure

NR.	SECTION	DESCRIPTION
0.	Photograph	
1.	Title of the practice	<i>“Owl Night Service” for prevention of traffic accidents in rural areas of the province of Burgos (P2)</i>
2.	Precise theme/issue tackled by the practice	Nocturnal public transport service between nearby municipalities where different festivities are held, so that young people attending do not drive their own vehicles.
3.	Objectives of the practice	<ul style="list-style-type: none"> • To facilitate the movements of young people so that they can stop driving their own vehicles when attending festivities' nights as they are provided with free public transport. • To reduce traffic accidents associated with the consumption of alcohol and other drugs. • To foster the use of public transport and the subsequent reduction of air pollution. • To involve the public administration and civil society in local prevention plans associated with the consumption of alcohol and other drugs.
4.	Location	<p>- Country: Spain</p> <p>- Region: Castilla-Leon</p> <p>- District or municipality: Province of Burgos</p> 
5.	Detailed description of the practice	<p><u>Origin:</u> The significant number of road traffic accidents happening when youngsters are travelling to nearby villages' celebrations, alcohol and other drugs being consumed.</p> <p><u>Timescale:</u> Project carried out in the months of June, July, August and September of the years</p>

2009, 2010, 2011 and 2012.

Bodies involved/implementation:

- *Promoter:* Provincial Institute for Sport and Youth.
- *Applicants:* Town councils of Alfoz de Quintanadueñas, Belorado, Ibeas de Juarros, Melgar de Fernamental, Poza de la Sal, Quintana Martín Galíndez, Quintanar de la Sierra and Roa de Duero.
- *Other key groups:* Other town councils, parents' associations and youth associations.

Process and detailed content of the practice:

- The project is promoted in areas where secondary roads are the only chance to travel from one village to another.
- The locations participating in the programme are scarcely populated villages attracting a lot of young people from the area due to local celebrations.
- The dates of the festivities are known in advance and they mainly occur throughout the whole of summer so that the programme is developed in this time frame.
- There would be no other alternative transport means, apart from private vehicle.
- The town councils collaborate in the programme announcing its development in the locations that the bus passes through, and they also partially finance the project.

Legal framework:

- Law 3/1994 on Prevention, Social Assistance and Integration of drug addicts of Castilla-Leon, amended by Law 3/2007, 7 March.
- V Provincial Plan on Drug addiction.
- III Youth Plan of Castilla-Leon.

Financial framework:

The total budget of the programme in the municipalities where it has been developed has amounted to €18,000 per season.

In 2009 and 2010 it was totally funded by the Provincial Government of Burgos; from 2011 onwards the funding has been provided equally between the Provincial Government and the Town Councils involved.


Use degree (%): users/total population:

Very satisfactory both for young people and their families, as they do not have to use private cars.

According to the reports provided by the bus companies and the town councils, the buses are usually full.



Another detail reflects the degree of satisfaction with the programme: town councils participating for the first time repeat.

6.	Evaluation																																																																													
	Possible demonstrated results (through indicators):																																																																													
	<table border="1"> <thead> <tr> <th>YEAR</th> <th>FINANCING</th> <th>LOCATIONS</th> <th>ROUTES</th> <th>DAYS</th> <th>USERS</th> </tr> </thead> <tbody> <tr> <td rowspan="3">2009</td> <td rowspan="3">100%</td> <td>Belorado</td> <td>6</td> <td>2</td> <td>410</td> </tr> <tr> <td>Roa de Duero</td> <td>3</td> <td>2</td> <td>250</td> </tr> <tr> <td>Melgar de Fernamental</td> <td>1</td> <td>2</td> <td>100</td> </tr> <tr> <td rowspan="6">2010</td> <td rowspan="6">100%</td> <td>Alfoz de Quintanadueñas</td> <td>1</td> <td>2</td> <td>120</td> </tr> <tr> <td>Roa de Duero</td> <td>8</td> <td>2</td> <td>450</td> </tr> <tr> <td>Belorado</td> <td>14</td> <td>4</td> <td>784</td> </tr> <tr> <td>Ibeas de Juarros</td> <td>1</td> <td>2</td> <td>100</td> </tr> <tr> <td>Quintana Martin Galindez</td> <td>3</td> <td>3</td> <td>270</td> </tr> <tr> <td>Melgar de Fernamental</td> <td>1</td> <td>2</td> <td>100</td> </tr> <tr> <td rowspan="7">2011</td> <td rowspan="7">50%</td> <td>Alfoz de Quintanadueñas</td> <td>1</td> <td>2</td> <td>96</td> </tr> <tr> <td>Roa de Duero</td> <td>4</td> <td>1</td> <td>200</td> </tr> <tr> <td>Belorado</td> <td>16</td> <td>3</td> <td>840</td> </tr> <tr> <td>Ibeas de Juarros</td> <td>1</td> <td>1</td> <td>60</td> </tr> <tr> <td>Melgar de Fernamental</td> <td>1</td> <td>1</td> <td>58</td> </tr> <tr> <td>Quintana Martin Galindez</td> <td>6</td> <td>4</td> <td>380</td> </tr> <tr> <td>Poza de Sal</td> <td>3</td> <td>1</td> <td>150</td> </tr> </tbody> </table>		YEAR	FINANCING	LOCATIONS	ROUTES	DAYS	USERS	2009	100%	Belorado	6	2	410	Roa de Duero	3	2	250	Melgar de Fernamental	1	2	100	2010	100%	Alfoz de Quintanadueñas	1	2	120	Roa de Duero	8	2	450	Belorado	14	4	784	Ibeas de Juarros	1	2	100	Quintana Martin Galindez	3	3	270	Melgar de Fernamental	1	2	100	2011	50%	Alfoz de Quintanadueñas	1	2	96	Roa de Duero	4	1	200	Belorado	16	3	840	Ibeas de Juarros	1	1	60	Melgar de Fernamental	1	1	58	Quintana Martin Galindez	6	4	380	Poza de Sal	3	1	150
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	<ul style="list-style-type: none"> • The accident rate associated with the consumption of drugs and alcohol during festivities has been reduced. • Young people's families feel a lot better because they are not using their private cars when they go out. • Young people from nearby villages meet each other on the routes, which is socially positive. • The number of cars on the road on key dates has been reduced so there is less traffic congestion when there are festivities in nearby villages and also less parking problems in destination places, which did occur before the Night Owl (Buho) Bus was implemented. • Reduction of pollution. 																																																																													
8.	Contact information	ldj@diputaciondeburgos.es																																																																												

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	YouthMobile: improvement of youth mobility in rural areas (P13)
2.	Precise theme/issue tackled by the practice	<ul style="list-style-type: none"> • Lack of attention of the youth's interests. • No adequate accessibility of recreational destinations (average distance in rural areas to a nightclub is 20km). • No public transport service. • Road accidents (so called disco accidents, <i>Discounfälle</i>).
3.	Objectives of the practice	<ul style="list-style-type: none"> • To improve the accessibility of recreational destinations. • Support young peoples' initiatives and willingness to participate. • Problem-solving by letting the youth decide. • Support the bound to the home region. • Reduction of road accidents involving young people.
4.	Location	<ul style="list-style-type: none"> • State level: State of Brandenburg, Germany • Regional level: The middle area Spreewalddreieck (about 100km south of Berlin and 100km north of Dresden) • The administrative District of Oberspreewald-Lausitz and the towns Lützenau, Vetschau and Calau.
5.	Detailed description of the practice	
	<p><u>Origin:</u> Poor accessibility of nightclubs has been an issue for the youth for some time; Idea and initiative of the youth parliament of Lützenau; order to the regional "Netzwerk Mobilität" ("Network Mobility").</p> <p><u>Timescale:</u> February 2012 started the survey on potential users; Questionnaire campaign at the nightclub; Consulting young people for timetable and route proposal; support by traffic experts; large time investments in numerous organisational measurements; November</p>	

	<p>2012 start of the ticket sales by the youth; first trip on the 17th November 2012; February and May 2013 second and third trip; May 2013 scheduling of further trips.</p> <p><u>Bodies involved/implementation:</u></p> <p>The youth, municipalities, transport companies, club owner and consulting expertise among other.</p> <ul style="list-style-type: none"> The operation and the content of the mobility solution: Pick-up at 22 p.m., Drop-off at 2 a.m. and 4 a.m.; 4 intermediate stops; Ticket price 5.00 €; in addition a 50% discount on entrance fee for Discobus riders; Accompany by security personnel; Capacity of 65 Persons per trip; Bus provided by transport company; Transportation contract with the municipality. <p><u>Legal framework:</u></p> <p>Civil law, general administrative law, public transport law, passenger transportation law.</p> <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> Cost about 7,000 € per year (bus rental, security personnel, about 8 trips per year). Revenues about 2,500 €. Deficit about 4,500 € (Start-up funding from the municipality). <p><u>Use degree (%): users total population:</u></p> <ul style="list-style-type: none"> About 6%. Capacity of the bus utilised to 100% (demand was much higher). Potential users about 2,000 (16 to 24 year olds). Population in middle area is about 33,000, from which about 250 per every year cohort are young people (the number is decreasing rapidly).
<p>6.</p>	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <p>Significant factors for success:</p> <ul style="list-style-type: none"> Above mentioned goals were achieved (three trial runs and probably more trips for the Discobus). Safe transportation of app 200 young people during the test phase (65 people per trip). Experience of the youth that they themselves can bring up improvements. Adoption planned in two other regions <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> Long-term participation of young people (new cohort

		<p>involved every year).</p> <ul style="list-style-type: none"> No long-term funding of the deficit so far.
7.	Lessons learnt from the practice	<ul style="list-style-type: none"> To engage young people, already existing and functioning youth organisations should be addressed (for example the Youth Parliament) – if possible. The preparation time should be limited – if possible to three or four months. Financial involvement of the municipality and companies should be demanded.
8.	Contact information	<p>ContextPlan GmbH Herr Hoppe Köpenicker Straße 154a/157 DE-10997 Berlin Germany r.hoppe@contextplan-gmbh.de +49 (0)30 614 017 44 Stadt Lübbenau/Spreewald Herr Peter Brandt Kirchplatz 1 DE-03222 Lübbenau/Spreewald pbrandt@luebbenau-spreewald.de +49 (0)3542 85 440</p>
9.	Other possible interesting information	<p>The organisation of non-scheduled services is not a new idea, but quite common in many rural areas in Europe. The challenge is the adaption of the strategies to the region in question.</p> <p>(More information on the website of the Federal Ministry of the Interior (Bundesministerium des Innern, BMI), or Ministry for Infrastructure and Agriculture (Ministerium für Infrastruktur und Landwirtschaft, MIL)).</p>

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	"Disco-Bus" Burgenland (P8)
2.	Precise theme/issue tackled by the practice	<p>In rural areas for young people having no access to a private car it is a problem to go out at weekends.</p> <p>Until the start of the "Disco-Bus", parents had either to worry about the safety of their kids – (does the person, who is supposed to bring them home, really not drink any alcohol) or meet them in the middle of the night at the disco...</p>
3.	Objectives of the practice	The objective is to enable young people cheap (return ticket: € 2.00) and save to go out at weekends.
4.	Location	- Burgenland (118 out of 171 communities take part).
5.	Detailed description of the practice	<p><u>Origin /Timescale:</u></p> <p>Started as a project of one village "Frauenkirchen" in 1993. As further more villages wanted to take part finally in 2004 the non-profit association "Discobus" was founded.</p> <p><u>Bodies involved/implementation:</u></p> <p>The association "Discobus" works together with the main public bus company (Postbus GmbH) in Austria.</p> <p>The Regional Government of the Burgenland owns the role of a kind of mentor of this project.</p> <p>Postbus has contracts with all participating 118 villages/communities of the Burgenland. Villages have to pay a certain amount to be on the routes of the different "Discobus-Tracks". From 2007 it has been possible for the villages to be funded up to 79 percent of their costs. Persons (15-25 years), who want to use the service are supposed to have a membership-card to be allowed to get the cheap ticket for 2 € (round trip) instead of 5 €.</p> <p><u>Process and detailed content of the practice:</u></p> <p>18 different "Discobus-Lines" work in the night from Saturday to Sunday from the very north to the south of the Burgenland and have their stops in 118 villages. The lines have traditionally two early evening tracks to the event-locations (between 8 and 10 p.m.) and two or three "home-tracks" (starting from midnight until 4 – 5 a.m.) Discobus also runs for special events as shuttle-service.</p> <p><u>Legal framework:</u></p> <p>"Discobus" is a non-profit association founded in 2004; the chairman of the association is Mr. Illedits, who is member of the regional parliament. The association has also an operational</p>

manager.

Financial framework:

The villages who participate have to pay the delta between the bus-costs and the incomes.

The national government of Austria funds “nightbusses” to a certain degree.

The association Disco-Bus is always busy trying to find funding possibilities.




There are also some companies that do some sponsoring.

Until June 2012, 2.5 Million users were counted.


6.	Evaluation	An Austrian wide survey shows, that the future trend for injured or death people aged 15 to 25 shows much better figures in Burgenland than in the rest of Austria.
7.	Lessons learnt from the practice	An institution like this is necessary in all rural areas with young people.
8.	Contact information	Disco-Bus Christian Illedits Permayerstraße A-7000 Eisenstadt office@discobus.at www.discobus.at
9.	Other possible interesting information	Survey from the “Kuratorium für Verkehrssicherheit”

7

Dedicated Mobility Initiatives: Tourism


NR.	SECTION	DESCRIPTION
0	Photographs   	
1.	Title of the practice	<i>"The Mount Pelion Train": Thematic rail transport to enhance cultural identity of rural areas (P3)</i>
2.	Precise theme/issue tackled by the practice	To offer a true historical-cultural experience to Greek and international visitors through a traditional train ride.
3.	Objectives of the practice	<ul style="list-style-type: none"> To increase the added value of the tourism product offered. To strengthen local and regional identity towards sustainable development.
4.	Location	<ul style="list-style-type: none"> Country: Greece. Region of Thessaly, Regional Unit of Magnesia, Municipality of South Pelion & Municipality of Volos.
5.	Detailed description of the practice	<p><u>Origin / Timescale:</u></p> <p>It is already in use, with seasonal operation (April-October) whereas during the rest of the year it can be operated after relevant agreement.</p> <p><u>Bodies involved / implementation:</u></p> <p>All tourism related players, municipalities, farmers' and women cooperatives, development agencies, NGOs, University of Thessaly, etc.</p> <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> Limitations in use of available trains. Limitations in private-public sector cooperation on rail related fields. Limitations in issues related to the opening of the market as regards visitor's transportation. <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> Train Operating Costs (by TRAINOSE, the Greek railway operator). Rail stations and lines maintenance (by OSE, the infrastructure

		<p>administrator).</p> <ul style="list-style-type: none"> • Private investments (the cost for related elements, dissemination material and investments for tourism related facilities). • Exploitation of new financing tools (i.e. JESSICA). <p><u>Use degree (%) users/total population:</u></p> <p>14.8% users/total population (but it needs to be stressed that it is mainly for touristic purposes).</p>
6.	Evaluation	<p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • Legal framework difficulties. • Financial difficulties.
7.	Lessons learnt from the practice	<ul style="list-style-type: none"> • Exploitation of Pelion Train can be used as a backbone of a regional tourism strategy that can enhance efforts for sustainable transport. • The transportation legal framework is really tight for visitors' transportation is really tight.
8.	Contact information	<p>Vaggelis Katsaros</p> <p>ekatsaro@gmail.com</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by informant. • Various documents (reports, presentations).

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Gauja River Tram: Water Bus (P11)
2.	Precise theme / issue of the practice	"Dedicated" mobility initiatives: social, leisure, tourism.
3.	Objectives of the practice	To offer a chance for the residents of Valmiera and tourists to move in an interesting and attractive way – to take a drive by Gauja river with Gauja tram and look at the most beautiful sights of Valmiera.
4.	Location	<ul style="list-style-type: none"> - Country: Latvia - Area or district, or municipal territory: Valmiera
5.	Detailed description of the practice	
<p><u>Origin:</u> The project is realized by private initiative. Its developer - Active Tourism Centre „Ezi” Ltd.</p> <p><u>Timescale:</u> Chance to go for a drive by Gauja river with Gauja tram was offered on 12th of May, 2012. Journeys take place from May to September.</p> <p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> • Active tourism Centre „Ezi” Ltd • Valmiera City Council <p><u>Process and detailed content of the practice:</u> With the opening of summer tourism season in Valmiera in May 12, the first water tram line in Latvia starts to run by Gauja river in the heart of the city. Gauja tram runs in the city center at certain times, allowing both city dwellers and guests of the city to explore notable sights of Valmiera from Gauja. One journey takes 30-40 minutes.</p> <p>Tram was not bought abroad, but thanks to Valmieras manufacturing companies, made right here in Valmiera. Tram is modern, eco-friendly, accessible to people with disabilities. This mode significantly facilitates movement for guests, who are able to get to the various attractions and tourist sites easily and quickly.</p>		

	<p><u>Legal framework:</u></p> <p>Project has been implemented, obtaining all necessary approvals in Valmiera City Council and the Nature Conservation organisations.</p> <p><u>Financial conditions:</u></p> <p>Project has been implemented on the basis of private initiatives for private funds. The extent use of results (%):</p> <ul style="list-style-type: none"> • Users of the total population (if is it possible) 4678 persons including 73 groups (20 persons per group) have used Gauja tram in 2012. • 50% of the individual passengers used it in various events in Valmiera but others just on the weekends. 	
6.	<p>Evaluation</p>	<p><u>Possible demonstrated results (through indicators):</u></p> <p>The project has justified itself. Gauja tram is in one of the top 3 most visited tourism sites in 2012. A great benefit is the name of the city, as a tourist destination, promotion.</p> <p><u>Possible success factors:</u></p> <p>This is the first river tram in Latvia. With its uniqueness and appeal it attracts tourists in Valmiera. By implementation of the project Gauja, that is located in the heart of Valmiera, was not available in an interesting way to city dwellers and visitors. Gauja tram lets to look at the city from a different perspective. One of the biggest success factors - the title contains the word TRAM.</p> <p><u>Difficulties encountered:</u></p> <p>The relatively short season - from May to September.</p> <p>Variable weather.</p> <p>Journeys are possible just outside Gauja NP, because, in order to move against the stream, the engine is used and in the Gauja NP area that is prohibited.</p>
7.	<p>Lessons learnt from te practice</p>	<p>Spontaneous idea with a unique vision can become a top item and a "hit", and start new traditions.</p>
8.	<p>Contact information</p>	<p>Active Tourism Centre "Ezi" Ltd VAT number: LV 44103021242 Address: Beate street 30a Valmiera, LV – 4201 Phone: + 371 64207263 Fax: + 371 64281763 E- mail: ezi@ezi.lv</p>

9.	More interesting information	<ul style="list-style-type: none">• Additional information provided by the respondent http://www.valmiera24.lv/zinas/48/136526 http://www.ezi.lv/lv/notikumi/saturs/gaujas-tramvajs?page=lv/notikumi/saturs/gaujas-tramvajs• Various documents (reports, presentations)
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NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Narrow - gauge railway in Aluksne – Gulbene (P11)
2.	Precise theme / issue of the practice	“Dedicated” mobility initiatives: social, leisure, tourism.
3.	Objectives of the practice	To offer Vidzeme region dwellers a way to move in daily life, as well as interested parties who want to enjoy the ride, looking at Vidzeme’s most scenic places. Gulbene - Aluksne railway is a popular tourist attraction; it is also a fascinating trip through Vidzeme and a travel in time. Gulbene - Aluksne railway is the only narrow-gauge railway in the Baltics. The Vidzeme Banitis or Gulbene – Aluksne railway is the only railway in Latvia which has been declared as a national cultural monument.
4.	Location	<ul style="list-style-type: none"> - Country: Latvia - Region or district, or municipality: Vidzeme region – Gulbene and Aluksne amalgamated municipalities
5.	Detailed description of practice	<p><u>Origin:</u></p> <p>Operating company “Gulbene–Aluksne Banitis” Ltd founded by enthusiasts and local municipalities on 21st century. "Gulbene - Aluksne Banitis" Ltd, which operates Gulbene–Aluksne narrow gauge railway, is a private train company founded on 20th of February, 2001. The company’s founders are Gulbene, Aluksne and Stāmeriene local governments, Latvian Railwaymen Society and six individuals. "Gulbene - Aluksne Banitis" Ltd was registered in the Register of Enterprises on 20th of April, 2001 and re-registered in the Commercial Register on 15th of December 2004.</p> <p><u>Timescale:</u></p> <p>The first information about Gulbene – Aluksne narrow gauge railway appears in 1890. The project is being implemented currently (periodically the Gulbene-Aluksne gauge railway infrastructure and operation are being improved).</p> <p><u>Bodies involved / implementation:</u></p> <p>Municipalities of Aluksne and Gulbene, LR Ministry of Transport, state joint stock company and Latvian railway (Vas „Latvijas dzelzceļš”), LDZ rolling stock service” Ltd (SIA „LDZ Ritošā sastāva serviss”), „LDZ Cargo”. Ltd „Rīga varnish and paint factory”.</p> <p><u>Process and detailed content of the practice:</u></p> <p>„Gulbene-Aluksne Banitis” Ltd offers tours or leisure trips as part of scheduled daily trips twice a day, and a special train trip can be ordered at the desired time. It’s possible to complete a</p>

special composition of the train according to customer needs in terms of the number of wagons and of the design, as long as it does not conflict with the Railway Technical operating rules.

Can provide the following on the regular and special trains:

- Guided tour on the board of train.
- Improvised performance with train robbery or gypsies.
- Activities for wedding party in the decorated train.
- Catering in the open air at the specific locations or in bar carriage during the journey.
- Soviet stile services of „ bufetcitsa”.
- Transportation of bikes for cyclists (up to 40 persons), by prior arrangement.

There is a possibility to visit Gulbene depot. It is typical for the first half of the 20th century with broad and narrow gauge tracks, as well as repair shops.

Visitors can order:

- A tour of the depot, including demonstration of turntable.
- Riding by hand driven or motor trolley.
- Accomodation in quest house „Depo”

Legal framework:

Law On Public Transport Services, Cabinet Regulations and “Gulbene – Aluksne Banitis” Ltd Statute.

Financial framework:

- Project funded by the revenues, Ministry of Transport grants, local government and private financial investments, co-financing from various funds for projects implemented.
- The exent use of results (%): Users of the total population (if it is possible).

Accurate statistics are not carried out.

6. Evaluation

Possible demonstranted results (through indicators):

At the moment one railway station (Gulbene) and 9 railway stops are officialy approved for the operation on the Gulbene – Aluksne line. Most significant of them are Kalniena, Stameriene, Papatde, Umernieki and Aluksne where historical station buildings have been preserved. Railway stop Birze was erected between railway stops Gulbene and Stameriene after World War Two, but railway stops Purini, Dunduri, Vejini were erected from 1970 to 1980, installed small waiting sheds for passengers.

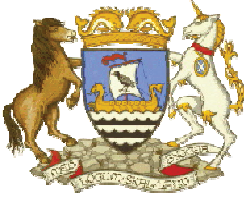


Possible success factors:

- On March, 2007 changes were made to the structure of the capital for the benefit of private capital - "Gulbenes - Aluksne banitis" private shareholders increased to eight individuals.
- "Gulbene - Aluksne banitis" Ltd was the first Latvian train operating company that received the new European Union Safety Certificate in 2008.

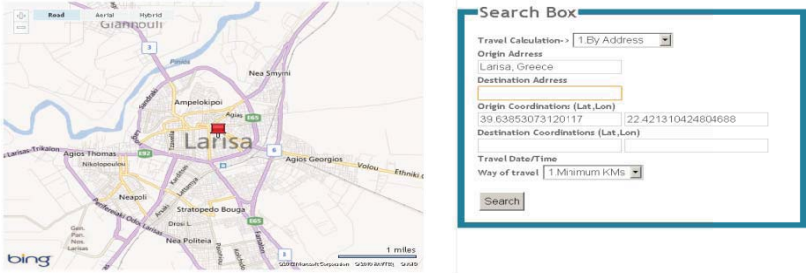
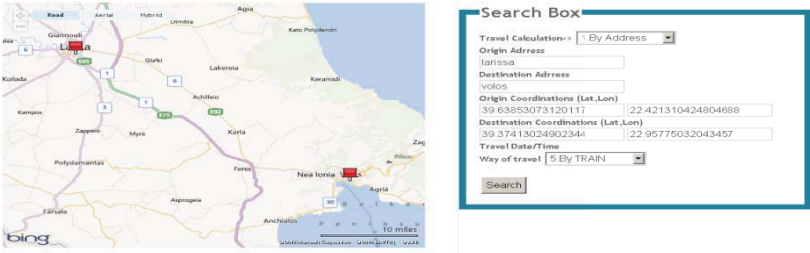
	<ul style="list-style-type: none"> • Gulbene - Aluksne narrow gauge railway has been preserved as a historical evidence of the Latvian Railway and an attractive railway-museum has been created. • Allows to explore the railway's history and traditions, to promote railway's historical and industrial heritage. • Rises interest of the public, especially young people in railway, creating the opportunity to participate in the railway industry processes. <p><u>Difficulties encountered:</u></p> <p>Public transport planning has not got a single methodical and economically reasonable normative basis.</p>	
7.	Lessons learnt from the practice	<p>„Banitis” is very popular between the tourists, as to the railway is a scenic landscape, as well as interesting natural and historical objects. Railway operators host a variety of events such as holiday trips - Easter and Christmas trips and Annual Narrow Gauge Railway Festival. „Banitis” demonstrates that in addition to traditional mobility and with a relatively small investment, it is possible to make attractive travel by train, attract tourists, thinking about clean and safe environment.</p>
8.	Contact information	<p>"Gulbene - Aluksne banitis" Ltd Address: Viestura street 16G, Gulbene Gulbene district, LV-4401 Phone / Fax: 64473037 Mobile phone: 20228884 E-mail: info@banitis.lv</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by the respondent www.banitis.lv • Various documents (reports, presentations)

8


Governance & Coordination in the mobility field

NR.	SECTION	DESCRIPTION
0	Photograph   	
1.	Title of the practice	Local Bus Services Redesign in Shetland Islands (P5)
2.	Precise theme/issue tackled by the practice	Construction of and tendering of a fair and equitable network of public bus services in Shetland.
3.	Objectives of the practice	<ul style="list-style-type: none"> • Addressing inequalities in service levels. • Improve integration of services. • Increase accessibility levels. • Identify efficiency savings. • Sustainability: socially, financially and environmentally.
4.	Location	- Shetland Islands, UK
5.	Detailed description of the practice	<ul style="list-style-type: none"> • Identification and prioritisation of local travel needs factors: <ul style="list-style-type: none"> - Employment - Education - Access to health care - Access to shops - Social and leisure opportunities - External transport links - Tourism • Traditional method of contracting services examined and analysed: <ul style="list-style-type: none"> - Tendering process established. - All contracts to be tendered at once for greater levels of efficiency. - Detailed assessment of options and appraisal of tender prices included. - Lead in time provided for vehicle purchase. • Consideration of vehicle specification. • Full fares review. • Simplification of public information: <ul style="list-style-type: none"> - Service maps - Timetable format. • 2011-2014

	<ul style="list-style-type: none"> • Shetland Islands Council and ZetTrans, Shetland's Transport Partnership. • All services are subsidized by Council. • 100% of Shetland's population.
6.	<p>Evaluation</p> <p>Can be completed following tender return.</p>
7.	<p>Lessons learnt from the practice</p> <p>It is a lengthy and detailed process, however the public and the Council appreciate that the exercise has been carried out correctly, which gives confidence in the project.</p>
8.	<p>Contact information</p> <p>Elaine Park Transport Strategy Officer Shetland Islands Council 8 North Ness Business Park, Lerwick, Shetland Telephone number: +44 1595 743957 elaine.park@shetland.gov.uk</p>
9.	<p>Other possible interesting information</p> <p>This project formed a pilot under the Northern Periphery Programme project, Rural Transport Solutions</p>

NR.	SECTION	DESCRIPTION
0	Photographs <ul style="list-style-type: none"> Set origin, destination  <ul style="list-style-type: none"> Set way of travel: 	
1.	Title of the practice	Multimodal Transportation for the Dipole Larissa-Volos (P3)
2.	Precise theme/issue tackled by the practice	Providing knowledge to the users of the possible integrated mobility options between the two cities and regional units. Both regional units have Urban Busses Network and are being served by the railway.
3.	Objectives of the practice	Activation of the idea of mobility via the internet for the Larissa-Volos cities and municipalities.
4.	Location	<ul style="list-style-type: none"> Country: Greece Thessaly Region, Regional Units of Larissa and Volos
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The lack of knowledge of the integrated mobility options for travelling from one city to another.</p> <p><u>Timescale:</u></p> <ul style="list-style-type: none"> Web application implementation: December 2012 Data gathering, concerning transportation means and network: starting March 2013 Web Application Pilot: May 2013 Product Delivery: July 2013 <p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> Municipalities' Authorities. TRAI NOSE.

		<ul style="list-style-type: none"> • TRAINOSE. • Private Urban Buses. <p><u>Process and detailed content of the practice:</u></p> <p>The user defines the start and end point of his travel and gets back all travelling options and the best travelling schedule. Travelling options consisting of train, bus and walking in the cities of Larissa and Volos.</p>
6.	Contact information	<p>Athanasios Lois</p> <p>athanasioslois@gmail.com</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Coordination of the authorities organising transport in neighbouring territories, Auvergne (France) (P6)
2.	Precise theme/issue tackled by the practice	There are 13 Authorities Organising Transport (AOT) in the region Auvergne, each of them covering a different territory with possible overlaps. Since 2008, a process to better coordinate the 13 AOTs is implemented.
3.	Objectives of the practice	The 13 AOTs of Auvergne organise public transport services on the whole territory of the Auvergne region. They are diverse in the type of transport used (train, bus), in the size and type of territory covered (Urban area of Clermont-Ferrand or rural Communities of communes), because of this diversity and of the numerous AOTs playing a role on the territory, the Regional Council proposed to start a coordination process with the objectives of: <ul style="list-style-type: none"> • Coordinating the offer of public transport. • Simplifying the access to the network of public transport.
4.	Location	- Region Auvergne, France
5.	Detailed description of the practice	
<p><u>Origin:</u></p> <p>Transport constitutes 1/3 of the energy consumption and almost half of the greenhouse gas emission in Auvergne (2005 figures). To improve those figures, there is a need to improve the offer of public transport. Moreover, each region in France must set up a Regional scheme of infrastructures and transports (<i>Schéma régional des infrastructures et des transports</i>) and a Regional Scheme for territorial planning (<i>Schéma régional d'aménagement du territoire</i>). In this framework, it appeared interesting to work on the issue of transport at the regional scale.</p> <p>There are 13 authorities organising transport (AOTs) in Auvergne. Each of them is responsible of organising transport on its territory. However, some of those AOTs work on overlapping territories: the Communities of Communes are included in the <i>Départements</i>, and the <i>Départements</i> are part of the region Auvergne. It is therefore relevant to work on the coordination of the transport actions done on each territory by the AOTs.</p> <p><u>Timescale:</u></p> <p>The process started in 2008: the idea of coordinating the various AOTs of Auvergne was launched during a Conference of the Territories (October 2008). This conference was an opportunity to collect the expectations and needs of the citizens (especially as regards the coordination of schedules, multi-modal information, etc.). Following the conference, a preparatory work was conducted to make the idea of coordinating the AOTs concrete. This work lasted one year and on 15 October 2009, a common agreement for the development of intermodality in public transports in Auvergne was signed by the 13 AOTs of the region (<i>Protocole d'accord "pour le développement de l'intermodalité dans les transports publics en Auvergne"</i>). All the AOTs have been involved since the beginning (although with various level</p>		

of participation).

The process is on-going since then, with several actions carried out. There is no ending date to the process defined at this stage.

Bodies involved / implementation:

The **13 AOTs of Auvergne** are signatories of the agreement

- Regional council of Auvergne.
- Councils of the 4 Departments of Auvergne – Puy-de-Dôme, Allier, Cantal, Haute-Loire.

Communities of Communes and local syndicates: Agglomération de Montluçon, Agglomération de Moulins Communauté, Agglomération de Vichy Val d'Allier, Agglomération du Bassin d'Aurillac, Agglomération du Puy-en-Velay, Riom Communauté, Syndicat Intercommunal des Transports en Commun de l'Agglomération de Thiers et Peschadoires; Syndicat mixte des transports en commun de l'agglomération clermontoise.

The **animation of the process is led by the Auvergne Region**. Two bodies have been created:

- **Steering committee:** all signatories of the agreement are members of this committee which aims at ensuring the implementation of the objectives of the agreement
- **Technical committee:** members of the services of the AOTs are members to propose an action plan to reach the objectives of the agreement.

In addition, **external enterprises** can be contracted for specific tasks. E.g. a local IT company is in charge of realising the inter-modal trip calculator online platform.

Process and detailed content of the practice:

The following objectives are described in the agreement:

1. Coordinating the offer of public transport

- **Building an attractive offer of public transport** to improve the coherence between transport networks and to improve the complementarities between networks, with optimisation of schedules and of connections.
- **Developing intermodality between networks of public transport**, especially to improve the development of Intermodal Exchanges Platforms (*poles d'échanges intermodaux*), with the set-up of platforms committees.
- **Covering all the territory of Auvergne with adapted transport offer.**

2. Simplifying the access to the network of public transport

- **Extending multi-modal pricing** by extending already-existing system (multi-modal prices for train and public transport in the urban area of Clermont-Ferrand) to other areas.
- **Developing common ticket system**, with chip card system
- **Implementing multi-modal information** so that users get information on its trip on the whole length, whatever the mean of transport is or the AOT used.

Generally, each AOT participate to the discussions on each topic. However, when necessary or relevant, *ad-hoc* working groups are constituted. For instance, a working group had been

running for some months to collect and exchange information on the systems of transport-on-demand implemented in the Region.

Legal framework:

There is no legal obligation to start such coordination process in a region, although the preparation of a Regional scheme of infrastructures and transports (*Schéma régional des infrastructures et des transports*) and a Regional Scheme for territorial planning (*Schéma régional d'aménagement du territoire*) is compulsory in every region, the initiative is a voluntary approach. However, the framework of the coordination work is formalised in the agreement which has been formally signed by the president of all the AOTs.

Generally speaking, the **French legal framework as regards competences on transport is currently a break for coordination actions** such as the one realised in Auvergne: all local authorities have the competence to work on transport on their territory. But there is no attribution to a competence to coordinate the actions for sustainable transport. This coordination action is often voluntarily undertaken at regional level (such as the coordination process started by Auvergne), but it could as well be realised by big cities. It is expected that a law that clarifies those aspects will be voted in the next months.

In the same way, there are expectations regarding the implementation of a new law with impact on "Intermodal Exchanges Platforms". Therefore, some AOTs that had started acting on this field prefer now to wait instead of progressing.

Financial framework:

General costs for the running of the coordination process:

- **Staff time:** the coordination process requires staff time from each AOT. Each of them invests some time from its staff in the process, with a share that depends on the global means of every AOT (some AOTs also have one person working only partly on the organisation of the transport in the territory).

The other main costs are **travel expenses to participate to the meetings expenses for the organisation of the meetings.**

- **Specific costs for the establishment of the inter-modal trip calculator online platform.** A private enterprise has been contracted for 4 years to realise the platform and to ensure it is running during 3 years after its launching. The investment costs are fully covered by the Region Auvergne. The running costs are shared between the 13 AOTs depending on the type of AOT (1/3 paid by the Region, 1/3 paid by the 4 Départements, 1/3 paid by the Communities of Communes) and on the population living on the territory of each AOT. The sharing of the costs is detailed in the table below:

Part (%)	Collectivités	Population	Part (%)	Mise en œuvre en € TTC mars 2011 à août 2012	Exploitation en € TTC année 1 sept 2012 à sept 2013	Exploitation en € TTC année 2 sept 2013 à sept 2014	Exploitation en € TTC année 3 sept 2014 à sept 2015	Total exploitation en € TTC	Total global en € TTC
33,33%	Region Auvergne	1 382 000	33,34%	214 084 €	8 825,59 €	8 825,59 €	8 825,59 €	26 476,76 €	240 560,76 €
	CG 63	644 000	15,53%	0 €	4 111,02 €	4 111,02 €	4 111,02 €	12 333,06 €	12 333,06 €
	CG 03	354 000	8,54%	0 €	2 260,66 €	2 260,66 €	2 260,66 €	6 781,99 €	6 781,99 €
	CG 15	155 000	3,74%	0 €	990,03 €	990,03 €	990,03 €	2 970,10 €	2 970,10 €
33,33%	CG 43	229 000	5,52%	0 €	1 461,22 €	1 461,22 €	1 461,22 €	4 383,67 €	4 383,67 €
33,33%	SMTC de l'agglomération clermontoise	280 000	14,74%	0 €	3 901,89 €	3 901,89 €	3 901,89 €	11 705,68 €	11 705,68 €
	Riom Communauté	32 000	1,69%	0 €	447,37 €	447,37 €	447,37 €	1 342,10 €	1 342,10 €
	SITCA de Thiers-Peschadoires	15 000	0,79%	0 €	209,12 €	209,12 €	209,12 €	627,37 €	627,37 €
	CA Montluçonnaise	63 000	3,32%	0 €	878,85 €	878,85 €	878,85 €	2 636,56 €	2 636,56 €
	Moulins Communauté	56 000	2,95%	0 €	780,91 €	780,91 €	780,91 €	2 342,72 €	2 342,72 €
	Vichy Val d'Allier	75 000	3,95%	0 €	1 045,62 €	1 045,62 €	1 045,62 €	3 136,87 €	3 136,87 €
	CA du Bassin d'Aurillac	54 000	2,84%	0 €	751,79 €	751,79 €	751,79 €	2 255,37 €	2 255,37 €
	CA du Puy en Velay	58 000	3,05%	0 €	807,38 €	807,38 €	807,38 €	2 422,14 €	2 422,14 €
100%			100%					79 414,40 €	293 498,40 €

Subsidies have been obtained to support the investment costs from ADEME (17,900 €) and ERDF (58,533 €).

Costs for the **communication campaign** to promote the online plat-form: 65,000 € (5,000 € per AOT). The campaign will be relayed by all local authorities for a bigger impact.

6. Evaluation

Possible demonstrated results (through indicators):

The **coordination process is on-going**. There are already some achievements as regards some of the objectives defined in the agreement, but the work continues on other more complicated aspects.

- Objective of coordinating the offer of public transport:

It was found during the process that the transport **offer was already well coordinated on the territory**. Although some overlaps exist between the AOTs, they provide complementary offers (e.g. bus and train or complementarity on schedules). It is very rare that several transport solutions are offered on the same territory in an irrelevant way. However, **improvements to coordinate the transport offer could be made in a few cases** in the north of the region (e.g. with the pooling of systems of transport on demand). Improvements are still to be made in some areas, especially in Puy-de-Dôme.

- **Simplifying the access to the network of public transport**

The third sub-objective will soon be reach (**preparation of an inter-modal trip calculator online platform, to facilitate the access to information by the users**). The AOTs have decided to set up a regional tool that will propose online solutions to travel from one place of the territory to another. The specificity of this inter-modal trip calculator is that it will **include solutions of transport on demand**. A specific work of analysis of the transport on demand solutions in Auvergne has therefore been conducted. An enterprise has been contracted to realise a multi-modal information online platform. The website will be launched on 6 December 2012 and a communication campaign will be launched in January 2013. Applications for smartphones will be developed in a second stage.

As regards the sub-objectives "**extending multi-modal pricing**" and "**developing common ticket system**", an exploratory study has been conducted by an external

agency.

Possible success factors:

- **Strong political will from the Region, translated in a financial engagement**

The project was initiated by the region, which has a strong engagement to implement it: an officer has been recruited to work full time on the process, and the region has committed financially to support the biggest share of the cost of the online platform. This leadership has been a key to encourage other local authorities to participate in the process.

- **Involvement of all AOTs from the beginning.**

The process is voluntary so it depends on the will of each authority to engage in the process and on the availability of the staff. In the case of Auvergne, all the AOTs have accepted to engage in the process.

- **Use of open source technology for more flexibility of the AOTs and a better management in the long-run**

The online platform is designed with open source technology. The advantage is that the enterprise that has created the platform is not the owner of the platform. Thus, if at the end of the contract with this company, the AOTs have some flexibility to make decision: they can select the same company or another one for the maintenance of the platform or they can decide to hire someone who is able to maintain and upgrade the platform. This advantage is however limited as there is always the need to find another company who have knowledge on the specific technology used.

Difficulties encountered:

- **Difficulties for some AOTs to be fully involved in the process.**

Some AOTs have only very little staff time to function and cannot dedicate much time to the process. In some cases, the size of the territory of Auvergne is another difficulty: coming to Clermont-Ferrand requires up to 2,5 hours drive from the most remote AOTs offices. It is therefore not possible for the staff members of some AOTs to participate regularly in the meetings. However, this problem is partly solved with phone or video conferences.

- **Underestimation of the workload to realise and to maintain the inter-modal trip calculator online platform.**



The **launch of the inter-modal trip calculator online platform was delayed by one year.** The system is very complex to design and it also required collecting much information from all AOTs. A huge work had to be done to harmonise the data format in order that it could be used by the system. As the system integrates transport on demand offer, information (sometimes not digital) had to be collected from the municipalities.

It is expected that similar problems will also arise during the running phase of the website and will require more intervention from the AOTs' staff than wanted.

- **Abandon/postponing of some ideas.**

It was envisaged to group the booking systems for the various transports on demand services. This idea was given up because it was deemed not interesting to set up. In many cases, it is a local staff member who is in charge of booking the demand for transport. This person has become a reference for the users, and knows well the

	<p>territory. It would also be more costly to externalise the booking, whereas it is currently only a part-time activity for the staff member in charge of it.</p> <p>An integrated ticketing system requires many conditions. All companies must harmonise their price system. E.g. the definition of an "infant" or a "student" must be the same for all in order that the same regime of reduced fees can be used by all companies. The companies should also all use the same format of ticket. Finally, the implementation of an integrated system can be costly: if two prices are used by different companies, the harmonisation will be in direction of the lowest price. This will require that compensation is given to the company that used to ask for a higher price. Because of the complexity of the project, it is expected that it will be applied first in the area around Clermont-Ferrand, with the possibility of being extended to other AOTs afterwards.</p>	
7.	<p>Lessons learnt from the practice</p>	<ul style="list-style-type: none"> • Online services are only tools. They cannot fully replace human contact. For instance, it has been observed that many elderly people like to phone the booking service in order to obtain the confirmation of the information found on the Internet. • Such ambitious process of coordination is very long. One should be aware from the beginning that discussions will last several months or years.
8.	<p>Contact information</p>	<p>Damien DEROUET Chargé de mission mobilité durable Service mobilité et transports Direction Générale Adjointe Aménagement Durable des Territoires Conseil Régional d'Auvergne 00 (33) 4.73.31.93.67 / d.derouet@cr-auvergne.fr</p>
9.	<p>Other possible interesting information</p>	<p>Website of the inter-modal trip calculator online platform: auvergne-mobilite.fr auvergnemobilite.fr auvergne-mobilite.com auvergnemobilite.com</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Alpine Bus: Bus Service in tourist area with no public transport offer. Switzerland (P6)
2.	Precise theme/issue tackled by the practice	The Alpine bus is a service of bus in tourist areas where there is little or no other public transport offer. Services are developed locally by local authorities and local enterprises, with the support of the Alpine bus association.
3.	Objectives of the practice	<p>The Alpine buses aim to offer common transport where there is no public offer but where there is a demand especially for tourism purpose. The objective of the association is to provoke a modal shift of transport: where people used to take their private car, they now have the possibility to use common transport instead. The environmental objective is therefore a priority to create new bus lines under the Alpine bus brand.</p> <p>Local partnerships are set up, including with local enterprises</p>
4.	Location	<p>The Alpine bus works in 10 areas of Switzerland:</p> <ul style="list-style-type: none"> • Region Alp Flix • Région Bergün • Parc régional Binntal • Parcrégional Chasseral • Parc régional Gantrisch • Région Greina • Région Huttwil • Région Moosalp • Parc Jura vaudois • Parc régional Thal 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>Although public transport is of good quality in Switzerland, there are gaps in some mountain regions: the cantons and the confederation fund public transport if there are at least 100 inhabitants. Therefore, in areas with almost no population but where there is road traffic generated by leisure activities, there is no subsidies for public transport.</p> <p>A pilot initiative was therefore developed by several organisations (SAB – Swiss Group for mountain regions; ATE - Association Transport and Environment; CAS – Swiss Alpine</p>

Club; CarPostal Suisse S.A.).

Timescale:

The pilot project “buses from alpine valleys/ alpine bus” was carried out in 2006-2007 with 4 regions involved (Binntal VS, Gantrisch BE, Greina GR et Moosalp VS). Following the positive results, the experience was continued and was developed in other areas. In 2012, there were 10 areas involved, where bus lines had already been created. Other regions have also made a demand to develop new lines of Alpine buses and are in the process of developing a bus line.

The development process to develop a new bus line lasts about one year and a half, from the development of the idea and of the partnership until the line is running, with (in most cases) the schedule published also on the railway web portal (www.cff.ch).

Bodies involved / implementation:

Alpine bus association, with one employee.

At regions level: a regional partnership. Its composition depends on the regions. It always includes local authorities. Other members can be tourism offices and agencies, regional Parks, local enterprises (e.g. restaurants, hotels).

Process and detailed content of the practice:

The organisation has two folds:

The **Alpine bus association** supports the initiation of new projects of Alpine buses in new regions. They bring a methodological support:

- Counselling and support to project partners.
- Counselling for the offer of public transport and how to run it.
- Counselling and support in the marketing.

The Alpine bus also brings its brand, supports marketing at national level and is a networking opportunity (especially providing information on the experiences of other Alpine bus lines in other regions). This support is brought through documents and through on-site visits (1 to 3 visits per year for existing lines, in order to improve them, and generally at least 3 participations to meetings to create new lines).

Local level: the design of a new line requires several steps:



- Establishment of local partnership.
- Designing of several scenarios for the bus lines, with proposal of route, schedule (which can change depending on the season) and simulation of costs.
- Selection of the final scenario but the partnership.
- Implementation phase, ending (in most cases) with the publication of the bus line schedule and its publicity, including in the national railway information (www.cff.ch).

For all phases, the Alpine bus association brings its support.

Once a new line is created, there are every year visits from the employee of the Alpine bus association to analyse the results and discuss about possible improvements and changes.



	<p><u>Legal framework:</u></p> <p>The Alpine bus is an offer developed under the leadership of local authorities in areas where there are no national subsidies for public transport, although there is traffic due to the visit of tourists mainly.</p> <p><u>Financial framework:</u></p> <p>Alpine bus association budget: 40000 CHF/year. Funded by SAB, ATE, CAS, CarPostal Suisse. Each participating region also pays a fee of 2000 CHF/ year. The association also receives sponsorship from national associations such as Pronatura. They redistribute a share of the amount received to the Alpine bus regions (1000 CHF/region).</p> <p>In each region: the costs to run the buses depend on the areas (number of lines, length of the lines, frequency). They are comprised between 20 000 CHF and 70 000 CHF.</p> <p>The fees collected in the bus from the people transported cover between 30 to 95% of the costs. The rest is covered by local authorities, park authorities, private enterprises. The contribution can be with money or in kind (e.g. with the realisation of a flyer).</p>																																																																																																																																
6.	Evaluation																																																																																																																																
	<p><u>Possible demonstrated results (through indicators):</u></p> <p>Since the end of the pilot project in 2006, where 4 regions were involved, other areas have join the Alpine bus and develop local offers of common transport. In 2011, about 24000 persons have been transported in 7 different areas. However, it is to be taken into account that the number of passengers varies a lot depending on the region, as shown in the table hereafter.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Fahrgastzahlen</th> <th>Alp Flix GR</th> <th>Binntal VS</th> <th>Chasseral BE/NE</th> <th>Gantrisch BE</th> <th>Greina und Bleniotal GR/TI*</th> <th>Moosalp VS</th> <th>Thal SO</th> <th>Total pro Saison</th> </tr> </thead> <tbody> <tr> <td>Winter 2005/2006</td> <td><i>Eröffnung am 6.6.2009</i></td> <td></td> <td></td> <td>2'552</td> <td></td> <td></td> <td><i>Eröffnung am 1.5.2009</i></td> <td>2'552</td> </tr> <tr> <td>Sommer 2006</td> <td></td> <td>6'735</td> <td></td> <td>151</td> <td>6'433</td> <td></td> <td></td> <td>13'319</td> </tr> <tr> <td>Winter 2006/2007</td> <td></td> <td></td> <td></td> <td>214</td> <td></td> <td>106</td> <td></td> <td>320</td> </tr> <tr> <td>Sommer 2007</td> <td></td> <td>5'688</td> <td></td> <td>273</td> <td>6'682</td> <td>29</td> <td></td> <td>12'672</td> </tr> <tr> <td>Winter 2007/2008</td> <td></td> <td></td> <td>1'419</td> <td>1'218</td> <td></td> <td>200</td> <td></td> <td>2'837</td> </tr> <tr> <td>Sommer 2008</td> <td></td> <td>6'400</td> <td>600</td> <td>363</td> <td>7'306</td> <td>644</td> <td></td> <td>15'313</td> </tr> <tr> <td>Winter 2008/2009</td> <td></td> <td></td> <td>1'500</td> <td>2'494</td> <td></td> <td>131</td> <td></td> <td>4'125</td> </tr> <tr> <td>Sommer 2009</td> <td>2'406</td> <td>10'263</td> <td>760</td> <td>302</td> <td>8'564</td> <td>486</td> <td>865</td> <td>23'646</td> </tr> <tr> <td>Winter 2009/2010</td> <td></td> <td></td> <td>1'472</td> <td>2'393</td> <td></td> <td>70</td> <td></td> <td>3'935</td> </tr> <tr> <td>Sommer 2010</td> <td>2'211</td> <td>11'726</td> <td>1'043</td> <td>389</td> <td>7'662</td> <td>249</td> <td>811</td> <td>24'092</td> </tr> <tr> <td>Winter 2010/2011</td> <td></td> <td></td> <td>258</td> <td>1'605</td> <td></td> <td>790**</td> <td></td> <td>2'653</td> </tr> <tr> <td>Sommer 2011</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total pro Region</td> <td>4'617</td> <td>40'812</td> <td>7'052</td> <td>11'954</td> <td>36'647</td> <td>2'705</td> <td>1'677</td> <td></td> </tr> </tbody> </table> <p style="font-size: 0.8em; margin-top: 5px;">* Zwei Regionen mit gemeinsamem Angebot, ** mit neuem Angebot zur Brandalp</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 80%;">Total Verein Bus alpin</td> <td style="text-align: right;">105'464</td> </tr> </table> <p style="text-align: center; font-size: 0.8em; margin-top: 10px;"><i>Number of passengers using the alpine bus in the 7 regions having developed the service until 2011</i></p> <p style="text-align: center; font-size: 0.8em; margin-top: 5px;"><i>Source : http://www.busalpin.ch/site/downloads/zusammenfassung_fahrgastfrequenzen_110325.pdf</i></p> <p>In 2012, 10 regions were proposing Alpine bus lines. Other regions are currently candidate to become also Alpine bus regions and to develop new bus lines.</p> <p><u>Possible success factors:</u></p> <p>The Alpine bus exists where no other offer of public transport already exist. However, there is a demand because of the number of tourists visiting the region</p>	Fahrgastzahlen	Alp Flix GR	Binntal VS	Chasseral BE/NE	Gantrisch BE	Greina und Bleniotal GR/TI*	Moosalp VS	Thal SO	Total pro Saison	Winter 2005/2006	<i>Eröffnung am 6.6.2009</i>			2'552			<i>Eröffnung am 1.5.2009</i>	2'552	Sommer 2006		6'735		151	6'433			13'319	Winter 2006/2007				214		106		320	Sommer 2007		5'688		273	6'682	29		12'672	Winter 2007/2008			1'419	1'218		200		2'837	Sommer 2008		6'400	600	363	7'306	644		15'313	Winter 2008/2009			1'500	2'494		131		4'125	Sommer 2009	2'406	10'263	760	302	8'564	486	865	23'646	Winter 2009/2010			1'472	2'393		70		3'935	Sommer 2010	2'211	11'726	1'043	389	7'662	249	811	24'092	Winter 2010/2011			258	1'605		790**		2'653	Sommer 2011									Total pro Region	4'617	40'812	7'052	11'954	36'647	2'705	1'677		Total Verein Bus alpin	105'464
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	<p>Each line of Alpine bus is specifically designed to be adapted to the situation of the region and to the needs of tourists.</p> <p>There is a strong involvement and willingness from the regional/local authorities and the members of the local partnership.</p> <p>The Alpine bus association has experience and brings strong support to build new solutions for new bus lines.</p> <p><u>Difficulties encountered:</u></p> <p>Although it is possible for private enterprises to sponsor the local Alpine buses, very few do it: private enterprises consider that transport is a public service that should fund by public authorities. The financial support comes mainly from local authorities or organisations such as Parks, tourism associations or environmental associations.</p> <p>Some regions wanted to develop an Alpine bus line but had to stop, either because they realised by themselves that it was not suitable or because they were strongly discourage to continue engaging in the process by the Alpine bus association. The reasons why the processes could not be successful are usually the following:</p> <ul style="list-style-type: none"> • Not enough local financial resource. • Not enough staff to develop and run the project. • Objective of the local partnership wanting to develop a new bus line not fitting with the objectives of the Alpine bus association of provoking a shift of means of transport (environmental objective locally not a priority). 	
7.	<p>Lessons learnt from the practice</p>	<p>It is possible to build an offer of common transport from scratch in areas where there is no such offer. It requires local involvement: each Alpine bus line works because there is a local support to set it up and to maintain it.</p> <p>It is an exception that such Alpine buses line work with being financed only with the income from people transported. There is a need of additional funding. This funding is mainly public, although a few private enterprises accept to participate to the funding.</p>
8.	<p>Contact information</p>	<p>Samuel Bernhard Quellenstrasse 27 8005 Zürich Tel.: 044 430 19 31 E-mail: busalpin@busalpin.ch http://www.busalpin.ch/ (Website in FR, DE, IT)</p>

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Coordinated mobility in Mielec and surrounding areas (P12)
2.	Precise theme/issue tackled by the practice	<p>The outmoded, ordinary solutions are not suitable for 21st century inhabitants expectations:</p> <ul style="list-style-type: none"> • A lot of problems with purchasing single tickets, especially at evenings and weekends. • Lack of sufficient control over the buses from headquarters. • Purchasing ticket from the bus driver causes delays.
3.	Objectives of the practice	<ul style="list-style-type: none"> • Better control over all network and buses in service. • Better connection between municipalities and city (schools, companies, services, etc.) • Making transport more convenient for passengers (new buses, facilities) • Elimination of problems with ordering tickets (delays, having no coins to pay).
4.	Location	<p>Public/private stakeholders involved:</p> <ul style="list-style-type: none"> • Mielec Commune (city) with MKS (transport operator), Mielec Commune (rural), Przecław Commune and Gawłuszowice Commune. • Target groups of users: all inhabitants, especially students, workers, elderly. • Number of lines: <ul style="list-style-type: none"> - Gawłuszowice Commune: 1 - Przecław Commune: 3 - Mielec Commune (rural): 6
5.	Detailed description of the practice	<p><u>Timescale:</u></p> <ul style="list-style-type: none"> • 2001: testing electronic travel card technology (cooperation with the local manufacturer). • 2006: travel card system improvement. • 2010: developing full travel card system (including

		<p>single fare ticket).</p> <ul style="list-style-type: none"> • 2011: passenger information system. • 2010-2012: other facilities implementation e.g. new buses, electronic timetables. <p><u>Process and detailed content of the practice:</u></p> <ul style="list-style-type: none"> • Coverage area of the GP; • 47 sqkm (city) + 289 sqkm (rural area). <p>N° of inhabitants in the area:</p> <ul style="list-style-type: none"> • 61,000 (city) + 26,000 (rural area) <p>N° of municipalities: 4</p> <p><u>Legal framework:</u></p> <ul style="list-style-type: none"> • EU support: Regional Operation Program of Podkarpackie (12): „Expansion and improvement technical infrastructure of local public transport in Mielec and replacement of the bus fleet” • Agreement between Mielec City (core of the system) and municipalities for shuttle service (sharing costs). <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> • Cost of described facilities: 365,000 Euros. • Cost of whole project: 2,750,000 Euros. • EU share: 1,900,000 Euros. • Methods for pricing: single and season tickets. <p>Days of operation: daily</p>
6.	Evaluation	<p><u>Environmental impacts:</u></p> <ul style="list-style-type: none"> • Reduction of CO₂ and dust emission (new buses, Euro 5 and EEV emission standards). • Social-Economic impacts: <ul style="list-style-type: none"> - Better access of students to schools. - Better access of workers to companies and services. - More connections between city and municipalities. - Better punctuality: possibility reaction to every incident (especially delays).
7.	Lessons learnt from	There is a need to teach people how to use the electric card

	the practice	(ticket) properly.
8.	Contact information	MKS Sp. z o.o. w Mielcu ul. Moniuszki 12 39-300 Mielec (Poland) Tel. +48 17 5837733 Fax +48 17 5864251 e-mail: sekretariat@mks-mielec.pl
9.	Other possible interesting information	Before the implementation of the project “ <i>The Integrated Development Plan for the Mielec Town Public Transport</i> ” was developed.

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Transport Synergies: Collaborative Schemes in Epirus (P4)
2.	Precise theme/issue tackled by the practice	Synergies of public transport (KTEL) with student transfers, mail-carrier services, products transfer as a means to provide better services in rural, isolated and dispersed areas.
3.	Objectives of the practice	<p>The objectives of the practice are:</p> <ul style="list-style-type: none"> • To address the transport issues of dispersed areas in a viable way. • To provide rural populations and dispersed population with a basic transport service. • To find a solution for cases and territories with weak demand that regular service is not viable to be provided. • To utilize parallel services of other sectors which can partially cover the cost for operating a bus line that otherwise it could not be possible.
4.	Location	<ul style="list-style-type: none"> - Greece - Region of Epirus – Regional Unit of Ioannina
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>RU of Ioannina (as the rest of the Region) is characterized by low population density, mountainous morphology and wide dispersion of settlements (isolation conditions).</p> <p>Territorial mobility is principally consisted of local buses & KTEL long distance service buses (private).</p> <p>Villages & settlements are not served or sparsely served by public transport (KTEL). In some occasions, the closest bus line is dozens of km away. A large share of the population, mainly elderly, practically remains unserved. The weak demand of these areas makes the transport service unfeasible.</p> <p>However, even weak demand areas are being serviced by the mail service, are being supplied with products etc.</p> <p>Having this in mind, KTEL of Ioannina pursued the collaboration with several of actors so as to undertake these services as a subcontractor. In the isolated areas of the Region, KTEL buses deliver the mail and carrier packages, product supplies etc.</p> <p>By this way, isolated areas are being served (even not frequently) by bus lines which otherwise would not be feasible to operate. Moreover, the environmental impact is less, since with a single means of transport several activities are taking place which otherwise multiple transports would be needed.</p>

Another opportunity for collaboration is being utilized for the transfer of students who live in areas that the closest school in the closest town is miles away. In these cases, Municipalities have contracts with KTEL S.A. for the free transfer of the students (tender procedure) to/from school.

Such an example is the collaboration of Municipality of Zitsa with KTEL S.A. According to the contract signed, KTEL buses pick up students making special routes in areas that are not being served. Along with the students, KTEL buses also serve the local population.

Bodies involved / implementation:

- KTEL S.A.
- Hellenic Postal Service
- Carrier Companies
- Logistic companies
- Municipalities

Process and detailed content of the practice:

The transport operator of Epirus Region (KTEL) is collaborating with postal service and private companies which want to transfer goods, mails and parcels to isolated areas. By this way, the revenues for this service as well as the tickets for the transfer of the passengers of these areas can make the bus line feasible in economic and environmental terms.

Collaboration is being achieved also between KTELS and Municipalities concerning the transfer of the students. KTEL is being funded by Municipalities in order to ensure the daily transport of students coming from isolated and rural areas achieving synergies with passenger transport and making viable bus routes that otherwise could not have been.

Of course the timetable of the service is restricted to the specific hours of student service.

Financial framework:

The revenues from the supplement services (mail service, product supplies and student bus lines) cover the operating cost for the transportation service of areas that could not be covered otherwise.

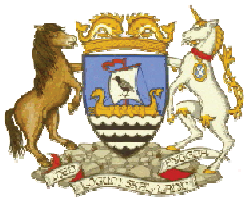
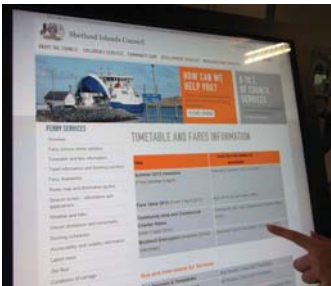

Synergies and economies of scale seem to work effectively. That is the main reason why only 3-4% of the total population in the Region remains totally unserved (without any transportation service at all).


However, the frequency of the service is still an issue.

Use degree (%): users/total population:

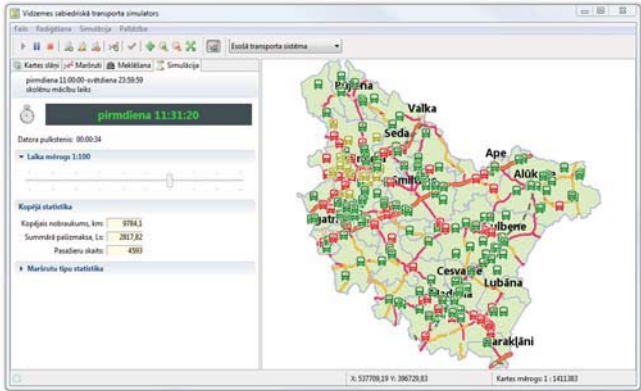
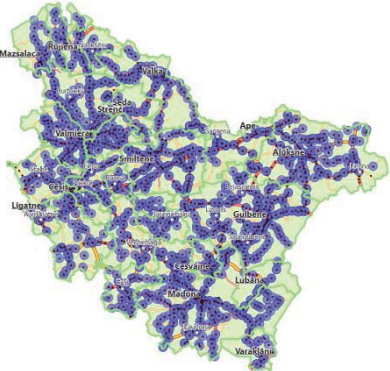
According to KTEL's estimations, about 5-10% of the population is being served through these collaborative schemes and who otherwise could not be reached by any public transport means.

6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Increase of the population covered by transport services. • Increase of satisfaction for people who otherwise would have to use a private means or taxi. • Self-sufficient bus lines in areas that could not be feasible otherwise. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Collaboration among wide range of actors. • Mutual benefit for all actors. • Synergies achieved. <p><u>Difficulties encountered:</u></p> <p>Mainly financial difficulties related to payment flows (economic crisis and austerity measures have limited the funds for student transfers).</p>
7.	Lessons learnt from the practice	Synergies can be achieved with direct benefits for involved actors and passengers.
8.	Contact information	Mr Filis: +30 26510-27441 (KTEL of Ioannina S.A.)

NR.	SECTION	DESCRIPTION
0	Photographs	  
1.	Title of the practice	Tailored access to public information relating to transport services in Shetland (P5)
2.	Precise theme/issue tackled by the practice	Improving access to public information relating to public transport services in Shetland.
3.	Objectives of the practice	To increase the avenues available to users of the public transport systems in Shetland through a range of media.
4.	Location	Shetland Islands, UK
5.	Detailed description of the practice	<ul style="list-style-type: none"> • Public consultation uncovered the lack of awareness of information relating to public transport. • Information made available in bus shelters. • Shetland Transport App commissioned. • Touch screen technology invested in. • Timetable information made clearer. • Introduction of simple service maps.
6.	Evaluation	Project is ongoing but pilots demonstrate that these methods are sufficiently varied to capture the attention of the Shetland public, including hard reaching groups.
7.	Lessons learnt from the practice	All demographic types must have options as to how information can be accessed before they will consider using a service.
8.	Contact information	<p>Elaine Park Transport Strategy Officer Shetland Islands Council 8, North Ness Business Park Lerwick, Shetland Tel. +44 1595 743957 elaine.park@shetland.gov.uk</p>
9.	Other possible interesting information	This project formed a pilot under the Northern Periphery Programme project, Rural Transport Solutions

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	Cooperation between public & individual transport modes: intermodal system (P10)
2.	Precise theme/issue tackled by the practice	The main issue intended to tackle by this practice is to improve the cooperation between public and individual transport modes: intermodal system.
3.	Objectives of the practice	The project is aiming at developing the intermodal transportation facilities with the following key elements: <ul style="list-style-type: none"> • Establishing P+R (park & ride) and B+R (bike & ride) systems, bus turning loops and new bus stops on 9 railway stations. • Constructing intermodal station hall with integrated train and bus ticket offices and joint information desk. • Launching intermodal passenger information system with integrated timetables of trains and buses. • Building new pedestrian bridge over railway.
4.	Location	<ul style="list-style-type: none"> - Country: Hungary - Region: West Transdanubia (the area of Szombathely-Szentgotthárd railway line)
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>EU project called “Development of an intermodal transportation system in the area of Szombathely-Szentgotthárd railway line” implemented in the framework West Pannon Regional Operational Programme by the Győr-Sopron-Ebenfurt Railway Company (GYSEV Zrt.)</p> <p><u>Timescale:</u> December 2010 – July 2013</p> <p><u>Bodies involved/implementation:</u> GYSEV Zrt.</p> <p><u>Process and detailed content of the practice:</u></p> <ol style="list-style-type: none"> 1. Compilation of Application Form. 2. Financial body verification and subsidy decision. 3. Procurement procedure for permit drawings + construction design. 4. Obtaining construction permits.

	<p>5. Procurement procedure for construction. 6. Construction. 7. Take over procedure. 8. Physical closing, acceptance for intended use. 9. Final report. 10. Financial closing. 11. Possible supplementary supervisions.</p> <p><u>Legal framework:</u> The investor has to obtain the support of the financial bodies and get all the necessary construction permits.</p> <p><u>Financial framework:</u> The project is fully financed by European Regional Development Fund.</p> <p><u>Use degree (%), users/total population:</u> The total population of the region is involved as potential user of the public transport.</p>
6.	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u> Results which can be expected by the developments of this project:</p> <ul style="list-style-type: none"> • Higher level public transport services are created by the project which enables to increase the number of public transport passengers. • Among the beneficiaries of the project can be mentioned the total population of the Region as potential users of public transport. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • The preparatory process took for a long time. • Changing of legal circumstances and physical conditions.
7.	<p>Lessons learnt from the practice</p> <p>The project is still running, the final evaluation has not taken place yet.</p>
8.	<p>Contact information</p> <p>Hauser Miklós GYSEV Zrt. +36-30-687-2796 www.gysev.hu</p>

NR	SECTION	DESCRIPTION
0.	Photographs 	
	<p>Figure 1: Interactive simulation user interface</p>	<p>Figure 2: Public transport stops availability</p>
1.	Title of the practice	Public Transport Modelling and Optimization (P11)
2.	Precise theme/ issue tackled by the practice	Public transport simulation and optimization.
3.	Objectives of the practice	<ul style="list-style-type: none"> • To offer a dynamic modelling tool for Vidzeme planning region's transportation planners for public transport analysis and planning. • To provide conceptual recommendations for improvement of unified multimodal public transport route system in Vidzeme planning region.
4.	Location	<ul style="list-style-type: none"> - Country: Latvia - Region: Vidzeme Planning Region
5.	Detailed description of the practice	
	<p><u>Origin:</u></p> <p>The study is carried out within the sub-activity ESF 1.5.1.3.2. of the project "Advancement of Public Transport Service Quality in Vidzeme Planning Region".</p> <p><u>Timescale:</u> November 2011 – May 2012</p> <p><u>Bodies involved/implementation:</u></p> <ul style="list-style-type: none"> • Riga Technical University, "IMINK" Ltd. • Target groups of the research: <ul style="list-style-type: none"> - Residents of Vidzeme planning region, who use public transport for mobility needs, existing municipal structures of Vidzeme planning region responsible for the support of inhabitants with public transport services. - Passenger carriers. 	


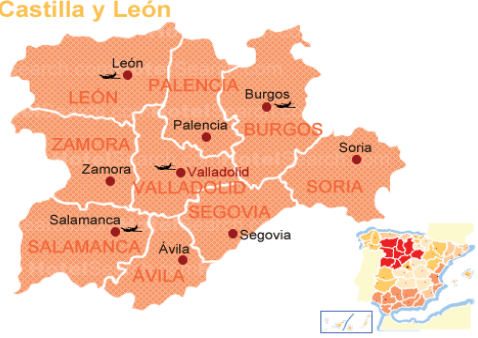
	<p><u>Process and detailed content of the practice:</u></p> <p>The following tasks have been realized during the project:</p> <ul style="list-style-type: none"> • Data collection and generalization of regional intercity routes, regional local routes, rail routes, school and local bus routes, as well as routes of city importance ensuring the mobility from the republic cities to nearby surrounding areas. • Analysis of the study results and conclusions summarization. • Preparation of study report. • Presentation of the study results for the project participants. • Model development of the existing public transport system. • Model presentation to the discussion participants. • Development of the optimal public transport system model. • Preparation of recommendations for the Vidzeme planning region's public transport system optimization opportunities based on regional development planning documents. • Presentation of recommendations to the discussion participants. <p><u>Legal framework:</u></p> <p>The study is realized on the basis of the concluded contract Nr.1-26/85 at 31.10.2011 between the Vidzeme planning region and Riga Technical University, as well as on the basis of the agreement concluded between the Riga Technical University and IMINK Ltd.</p> <p><u>Financial framework:</u></p> <p>Implementation of the study has been financed on the basis of the concluded contract. The study is paid in 5 stages, according to the given service execution payment schedule.</p> <p><u>Users degree (%): users/total population:</u></p> <p>The users are the stakeholders and transport planners of Vidzeme planning region (0.005 % of the total population).</p>
<p>6. Evaluation</p>	<p><u>Possible demonstrated results (using indicators):</u></p> <p>Based on the developed public transport model, the following results have been obtained:</p> <ul style="list-style-type: none"> • By using of smaller capacity buses (with smaller fuel consumption) (up to 25 seats), it is possible to achieve cost savings up to 12%. • By introducing of 18 new trips within the 293 bus route kilometres, it is possible in the whole Vidzeme territory to provide at least 2 trips per a working day. • By introducing of partly express buses and by decreasing a number of bus stops within the intercity

		<p>routes, it is possible to decrease the intercity travel time up to 6%.</p> <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Developed an interactive dynamic model for public transport system performance evaluation. • Developed possible variants for further development of multi modal public transport network: <ul style="list-style-type: none"> - To increase number of parishes which are provided with at least 2 trips per day (up to 95%-100%) connecting them with district centres. - To increase number of districts which are provided with at least 2 trips per day (up to 95%-100%), connecting them with regional or metropolitan centres. - To reduce public transport travel time. - To provide progressively greater proportion of population with the accessibility of public transport stop within 2 km. <p><u>Difficulties encountered:</u></p> <ul style="list-style-type: none"> • The difficulties have been exposed to the fact that the public transport planning in the country does not have unified methodical and economically sound legal base. • Significant difficulties during the study realization have been originated from the lack of the necessary input data, as well as the fragmentation and accuracy problems of the existing data. • The project implementation period is relatively short for a simulation modelling system of such scale and scope.
7.	Lessons learnt from practice	<p>Objective and operational decision-making at all planning levels (urban, suburban or regional) requires appropriate public transport dynamic simulation solutions.</p> <p>It is necessary to create an appropriate public transport data base for the existing situation and also for the future needs.</p> <p>For further development perspective in the area of public transport the following is required:</p> <ul style="list-style-type: none"> • To create a data base of the existing and perspective situation forecasts to be able to predict the passenger flows for different transport modes (buses, railroad), the population and the number of jobs, the intense attraction key points for population, etc. • To perform surveys of public transport passenger flows

		<p>and population mobility.</p> <ul style="list-style-type: none"> • To create basis of public transport rolling stock adjusted for different size of passenger flows, such as large, medium and small-capacity buses. • To develop a transport rolling stock for pupil transportation with different capacity according to the real demand.
8.	Contact information	<p>Ina Miķelsone (Project Manager)</p> <p>Department of Development and Projects</p> <p>Vidzeme Planning Region</p> <p>Cesu Street 19-54, Valmiera</p> <p>Phone +371 64219021</p> <p>Fax +371 64116012</p> <p>Mob. phone +371 29289487</p> <p>ina.mikelsone@vidzeme.lv</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by the respondent: <ul style="list-style-type: none"> http://www.vidzeme.lv/lv/projekti/sabiedriska_transporta_pakalpojumu_kvalitates_paaugstinasana_vidzemes_planosanas_reģiona/sabiedriska_transporta_kustibai_vidzeme_jaunaplanosanas_sistema/ • Other documents (reports, presentations): <ul style="list-style-type: none"> - Data collection and analysis, presentation of results, Cesis, Latvia, 15.02.2012. - Presentation “Vidzeme’s public transport modelling system”, Cesis, Latvia, 27.04.2012.: www.vidzeme.lv/upload/lv/Esfondi/RTU_prezentacija_20120427.ppt - Final project report “Optimization possibilities of public transport route network in Vidzeme by taking into consideration the needs of population and public transport service providers” // RTU, IMINK Ltd., 2012. - Presentation “Optimization possibilities of public transport route network in Vidzeme by taking into consideration the needs of population and public transport service providers” //Conference “Improvement of public transport service quality in Vidzeme”, Cesis, 27.06.2012. - Presentation “Public transport modelling system in Vidzeme Planning Region”, seminar of the Interreg IVC program’s project „GRISI PLUS”, Amata district „Ausmas”, 12.07.2012.

9

Transport on Demand

NR.	SECTION	DESCRIPTION
0.	Photographs	
1.	Title of the practice	Transport on Demand in the province of Burgos (P2)
2.	Precise theme/issue tackled by the practice	Public transport service for passengers in rural areas based on previous requests and new information technologies.
3.	Objectives of the practice	To provide a transport service for inhabitants of small isolated villages with poor connections; the aim is to cover mobility needs for access to basic services by maximising existing services.
4.	Location	<p>- Country: Spain</p> <p>- Region or District or Municipality: Autonomous Community of Castilla-Leon, made up of 9 provinces: Ávila, Burgos, León, Palencia, Salamanca, Segovia, Soria, Valladolid and Zamora.</p> <p>The total surface area of the Community of Castilla-Leon is 94,226 Km², and has 2,557,330 inhabitants, which makes of it one of the largest regions in Europe.</p> <p>The demographic density is 27 inhabitants/km², which makes of it one of the zones of the European Union (115 inhabitants/km²) with lowest population density, as well as the third least populated region in Spain (average 78 inhabitants/km²)</p> <p>What is significant in this case is the large number of centres of population (almost 6,000) grouped into small municipalities, which is greater than any other region in Spain: 2,249 municipalities; only 274 have over 1,000 inhabitants; only 50 have more than 5,000.</p> 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>Most of the population is concentrated in the most important urban nuclei, which are basically provincial capitals, while the large number of small municipalities is a significant factor. The large number of widely scattered municipalities with low, shrinking and aging populations is an important point of contrast.</p> <p>The wide dispersion and low density of the population quite logically has direct effects on the cost of public service provision. A consequence of this it is a large amount of rural traffic that connects in most cases with the capital of the province or region via extremely long itineraries and journeys with a low number of passengers, with a profitability that in many cases reaches deficit levels, which in turn makes them difficult to maintain.</p>

This situation has forced the Regional Government of Castilla-Leon to make sizeable financial investments to guarantee the maintenance of a rural transport system. By way of a specific example, in 2008 over 12 million euros were spent on aid to develop loss-making regular passenger transport services operating on rural itineraries. Public passenger-carrying transport services in Castilla-Leon are currently provided via 150 Autonomous Regular Service Concessionaires (services subject to fixed times and routes) and 95 Special Transport Administrative Authorisations (fixed route services with more flexible conditions). This extensive network makes it possible to provide transport services to practically all the municipalities in the region. However, given the widely scattered nature of the population, there are still small settlements that lack this essential service.

At the same time, it is considered that it is now necessary to adapt the present concession system to new mobility needs that are demanded by society, to guarantee access to basic services such as health, education, culture, tourism and leisure. To achieve these objectives, strategies have been developed to make use of the potential that new information and knowledge technologies provide. Using these premises as a basis, the Development Department of the Regional Government of Castilla-Leon has implemented a new transport management system based on previous requests from citizens, called "Transport on Demand", directed and organised from a "Virtual Transport Centre".

Timescale:

The pilot project was implemented in 2004 in Barco de Ávila, which led to the public tender and subsequent mass extension up to the date of writing.

Bodies involved/implementation:

- Promoter: Development Department of the Regional Government of Castilla-Leon.
- Applicant: Town Councils.
- Another key group are the transport companies bidding for the routes.

Process and detailed content of the practice:

Transport on Demand consists of a system where the service is planned because the user has interacted with the Administration using telephonic and telematics methods. In other words, the service is not established unless there is prior demand for it. This system operates in zones, time scales or types of operation whose existence is not economically justifiable, or in case the creation of a conventional bus service is impossible due to particular characteristics. This system avoids the phenomenon of empty 50-seat buses running through the villages of Castilla-Leon.

Transport on Demand Virtual Centre

The Centre sets out to centralise management of the transport services that cover the most isolated and poorly connected rural areas in the region. The Centre is called the "TRANSPORT ON DEMAND VIRTUAL CENTRE", managed and directed by the Regional Transport Administration.

This project was born with the philosophy of reaching all "important settlements", this being understood as referring to places with four or five people upwards.

Operating the initiative is basically simple but it does require an advanced and complex technology basis for it to work correctly. The system is therefore made up of the following elements:

- Transport on Demand Virtual Centre Exchange, with the following functions:
 - Collection of reservations for transport services.
 - Organisation of journeys: according to reservations the resources are managed.
 - Management of communication between the Centre, the on-board unit and the terminals for provision of information to users.
- On-board unit + driver console, enabling:
 - Data concerning the position every time a stop in the route is reached have to be sent to the Control Centre.
 - Messages received and sent by the driver: warnings, queries, etc.
- User "Information Terminals", which enable the user to know:
 - Vehicle arrivals at stops on the route (requested by user).
 - Free seats (unreserved until end of route).
 - Incidents on the route (text sent from Control Centre).

Operational layout

Making use of these elements, the operational cycle develops as follows: the future passenger contacts the Transport on Demand Virtual Centre via a free telephone call.

In the Centre - where all the calls from users demanding the transport service are received- a transport operator manages the request so that it is assigned a specific vehicle that must then go through the zone requesting the service.

The locations having the service are provided with information panels connected to the Virtual Centre, which provide residents with information about the situation of the bus in the route and any other incident that might occur.



To transmit this information, the vehicles providing the service have an on-board unit notifying the arrival times for each scheduled stop. The system guarantees that the passenger travelling in the rural environment is appropriately attended.

Legal framework:

- 1) Provisional authorisation (art. 72 of Law 30/1992 on the Legal Regime of Public Administrations).
 - Facilitates the immediate implementation of the service.
 - Prior meeting with Local Governments and Organisations.
 - Prior agreement with concessionaires.
 - Resolution.
- 2) Service signalling: panels and information posters.

	<p>3) Public presentation.</p> <p>4) Information for user: Information leaflet mailed to all homes in each location.</p> <p>5) Definitive authorisation: Modification of legal titles (normal procedure):</p> <ul style="list-style-type: none"> • Public information • Concessionaire Hearing <p>6) Pleadings by Local Governments.</p> <p>7) Report from the Transport Council.</p> <p>8) Incorporation of special concessions/authorisations.</p> <p><u>Financial framework:</u></p> <p>The service has currently 685 routes in operation in the 9 provinces of Castilla León; investment of over 15 million euros from the Development Department of the Regional Government. Leon is the province that receives the greatest part of this financing, taking 37% of the Regional Government budget given over to transport.</p> <p>On the other hand, provinces such as Zamora receive just the 12%. Because of its geographical situation and particular characteristics, Leon is one of the high priority zones for Transport on Demand program; this is one of the most ambitious initiatives within the Development Department budget:</p> <ul style="list-style-type: none"> • It is configured as a public service obligation. • The greater part is financed by the Administration. • The user only pays 1 euro, universal price. • It involves on-going analysis of the economic-financial balance of the concession or authorisation. • Cost: ±16,000.000 € <ul style="list-style-type: none"> - Investment (system, technology): ±8,000.000 € - Annual operating cost: ±8,000.000 € <p><u>Use degree (%): users/total population:</u></p> <p>The Transport on Demand service implemented throughout the Region of Castilla-Leon has reached the figure of one million users. It currently provides service to a total of 3.108 population centres and benefits 935.507 residents of Castilla-Leon. The user profile consists of 66.69% women and 63.64% over 65 years old. Users give a score of 4.75 out of 5 when asked to assess the “Transport on Demand” service in general, along with 4.79 for vehicle comfort.</p>
<p>6.</p>	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <p>In 2011, only 85,830 journeys were carried out of the 212,536 possible journeys to be done using regular services. In other words, with Transport on Demand the 59.62% of conventional journeys were saved, which means that 126,706 journeys did not take place with empty vehicles throughout the region.</p>

	<p>This means that, in comparison to regular services, Transport on Demand produce savings of 1,920.41 litres of fuel. The ecological benefits are estimated in terms of the saved fuel avoiding atmospheric emissions of over 5,000 tons* of CO₂, which gives an idea as to the extent to which Transport on Demand means Green Transport.</p> <p>* Diesel vehicle emissions are estimated at 2.65 kg. /litre of fuel in ideal combustion conditions.</p> <p><u>Possible success factors:</u></p> <p>The success of the experience can be summarised in the following points:</p> <ul style="list-style-type: none"> ❖ Benefits for the user: <ul style="list-style-type: none"> - Transport service available - when it is demanded- in most locations in the region. - Certainty of service provision. - Speed of service, only making the necessary stops. - Real time information on arrivals via the information panels at the stops. ❖ Benefits for the transport operator: <ul style="list-style-type: none"> - Reduction of operational costs, more optimal routes according to demand. - Increase in number of passengers thanks to service improvements. - Improvement of image towards users and Administration. ❖ Benefits to Administration: <ul style="list-style-type: none"> - Analytical tool for provision of a quality service. - Greater control over the transport operators. - Application of results to other transport routes in the region. <p><u>Difficulties encountered:</u></p> <p>The application of savings during the last year in accordance with austerity measures in force. Transport on demand undergoing a reduction of up to 50% of services from 1st August 2012 and the price of tickets increasing from 1 to 2 euros as a result of the imminent reduction in a 30% of the aid the Regional Government was currently providing to loss-making lines.</p>	
7.	<p>Lessons learnt from the practice</p>	<p>The importance of optimising resources when the critical mass is not wide/big enough to make the services profitable <i>per se</i>.</p> <p>The difficulties of socio-economic contexts as the present Spanish one for provision of continuity to services highly dependent on governmental co-financing.</p>
8.	<p>Contact Information</p>	<p>Ángeles García Sanz</p> <p>GMV Transport and Mobility</p> <p>www.gmv.com</p> <p>magarcia@gmv.com</p>

NR.	SECTION	DESCRIPTION
0.	Photograph	
1.	Title of the practice	TADOU - Service of Local Transport by Taxi on Demand (P6)
2.	Precise theme/issue tackled by the practice	The TADOU service is a service of transport on demand available for all in the Central Doubs area, a territory in which no other public transport service exist. All the inhabitants of the territory can use the service to travel within the territory and to specific connecting points outside the territory.
3.	Objectives of the practice	The TADOU service is proposed on demand to the inhabitants of the Central Doubs. The territory of the “Mixt Syndicate” is not covered by any bus service. There are train stations to link the territory with cities outside the territory. The service aims at fighting again the isolation of people without private means of transportation and of disabled persons, by offering them a cheap offer of transport to travel on the territory of the “Mixt Syndicate” of Central Doubs. A commission of local elected representative regularly meets to improve the service.
4.	Location	<p>France, Central Doubs areas. The area groups together 6 communities of municipalities in the <i>Département</i> of Doubs within a “Mixt Syndicate” (<i>Syndicat mixte</i>). Those are the communities of municipalities of:</p> <ul style="list-style-type: none"> • Baumois area • Rougemont area • the small valley of Sancey • the Islands of the Doubs river • Clerval area • Vaîte-Aigremon <p>119 municipalities are involved covering about 900 km² for a population of 34,000 inhabitants (density of 37.8 km²).</p> 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The idea of developing a specific service emerged in 2004 and the service was created in 2006. This period corresponds to a time when the Council of the <i>Département</i> of Doubs reduced the offer of public transport on the territory. The transport on demand</p>

of the population of the territory.

Timescale:

The service was created in 2006 and has been running since that date.

Bodies involved / implementation:

Commission of land planning and mobility (commission TADOU): about 20 elected people from the “Mixt Syndicate” territory. They meet every two months and deal among other with the TADOU service.

- Taxi company selected by the TADOU Commission to carry out the service. The company was chosen after a call for tender who is renewed regularly. The company has up to 9 vehicles that can be used for TADOU service, one of them adapted for the transport of wheel chairs.
- A central office to collect the demands: the service is provided by the staff of the “Mixt Syndicate” since the creation of TADOU. One person works on the relationship with users (booking of demands, organisation of travels and liaison with the taxi company). A second person is in charge of managing the relationship with the Commission of Land Planning and Mobility.

Process and detailed content of the practice:

The service aims at facilitating the transport of people on the territory of the municipalities of the Central Doubs (see map). The service can be ordered for a transport for any location to any other location, as long as they are within the territory. In addition, 8 bus stations which are not located in the territory can also be reached. Those bus stations are the end-stations of bus lines that go to Besançon, the main city of the region.

The service works from Monday to Saturday between 6.00 am and 07.30 pm (except on bank holidays).

Any inhabitant of the territory can use the TADOU service up to 20 times per month after having registered to the service. Children can also use it if they are accompanied by an adult when they are less than 10 years old or with an authorisation letter if they are between 10 and 18 years old. Disabled person are allowed to use TADOU with an accompanying person for free. In case of use of booking of TADOU for several persons, the price per person is divided by two.

The service on demand has to be ordered at least the day before the travel and can be cancelled at the latest the day before the foreseen trip. The booking office can be called from Monday to Friday between 8.00 and 11.00 am.

In order to make the service more efficient, the booking office can group together trips and may also modify the booked travelling time. In such case or in case the service has to cancel the trip, the user is informed at least the day before the foreseen travel. The grouping of trips can be done automatically by the software used if the departure times are close by less than 10 minutes. In other cases, the employee in charge of the management of the booking checks the possibilities and calls the users to ask for their agreement for the modifications. For users who have regular travels because of fixed appointments booked, the employee also check every month with the users that the booking is indeed registered. Although there are some picks of demand at the occasion especially of the weekly fair, it has always been possible to make re-arrangements of

the trips in order that every user could be satisfied.

Rules to use TADOU have been written and have to be accepted by the users of the service.

Legal framework:

The 6 Communities of municipalities work together on some issues, including the land planning and mobility, within the legal framework of the "Mixt Syndicate" of the Central Doubs area (*syndicat mixte du pays du Doubs Central*). The TADOU initiative is one of the services provided and managed by the Syndicate.

The transport on demand are regulated by the article 26 of Decree 85-891 of 16 August 1985 relative to urban transports of persons and of non-urban road transports (*décret n° 85-891 du 16 août 1985 relatif aux transports urbains de personnes et aux transports routiers non urbains de personnes*). The transports on demand are public services open to everyone (with some exceptions to favour disabled people), they are organised by the authorities in charge of public transport. The minimum capacity of the vehicles used is 4 seats. Finally, the transport on demand is put in use only if there is a demand from users.

Financial framework:

- *Start-up funds*

- The "Mixt Syndicate" has benefited from LEADER+ European funds at the beginning, to create the software *Galeopsis* which is used to book the trips. Those start-up funds stopped in 2007 and there is no European fund used since.

- *Running costs*

- The users participate depending on the distance and on the number of day between the booking of the service and the actual travel.

However, the users' participation is not enough to finance the service. A public participation is needed to complement the costs. The 50% is ensured by the *Conseil Général* (Council of the *Département* Doubs) and by 50% by the municipalities of the territory. It is the municipality where the user lives which pays the cost.

For example, in 2011, the total cost of running TADOU (fixed and variable costs) was 110,000 €, funded as follows:

- 20% from users.
- 40% from Council of *Département* of Doubs.
- 40% from the community of municipalities of residence of the user.

The cost per kilometre of the service has been revised for 2012, therefore the running cost will be higher for this year.

Use degree (%): users/total population:

The cost of the service for the users are as follows:

Kilometres	Prices	
	A: booking more than 4 days before travel	B: booking less than 4 days before travel
1 to 11 km	3€	6€
12 to 25 km	5€	10€
26 to 65 km	7.5€	15€
66 to 100 km	10.5€	21€

The prices can be reviewed every trimester.

6. Evaluation

Possible demonstrated results (through indicators):

TADOU is efficient in the sense that it reaches the objectives of providing a cheap mean to travel and access the services within the area.

About 400 users per month

There are about 400 users per month, with picks at the occasion of the weekly fair and less demand during the summer holidays. In November 2011, 25,000 users were transported (after 5 years of existence). In March 2012, 508 trips have been made using the TADOU services, for a total of 7,861 km (average length of the trip: 15.5 km). The service is more used in the Rougemont and Baumois areas, which are less connected to external cities and where many services are located.

- *Main users and purposes for using of the service:*

In August 2012, there are 482 users registered to the service. The users are mainly elderly people, to go to the doctor or the pharmacy, to go shopping, to go to the hairdresser. Some also go to daily care services.

- Persons without private vehicles or without driving licence (who can be addressed to the TADOU service by the social services).
- Active persons to go to work, exceptionally or regularly in the case of young people in apprenticeship.
- Pupils to reach the train/bus station to go to high school in Besançon (outside of the territory).
- Persons who need to go to the train station (e.g. if they don't want to leave a car there for several days).

In some cases, the fees of using TADOU can be paid by daily care services or by the social services. Most of the users of the TADOU services have low income.

Most of the users have taken the habit to book more than 4 days in advance to get a lower price, which facilitates the combining of the trips.

- *Positive impact for social life:*



One of the positive impacts of the service is the contribution to maintain, or even the creation of social link. As most of the users have limited revenues, the TADOU service provides them with the possibility to move on the territory whereas it would not have been possible without the service. TADOU is also a mean for elderly people to maintain some autonomy without requiring the help of

	<p>their kids, with the possibility to move whenever they want to.</p> <ul style="list-style-type: none"> • <i>Positive impact for local economy in some extent:</i> <p>TADOU is very often used to reach medical centres, pharmacies, supermarket or local shops of the surrounding. Therefore, the system contributes to the activity of those businesses.</p> <p><u>Possible success factors:</u></p> <p>The Commission of land planning and mobility gathers about 20 elected people from the municipalities involved. By meeting every 2 months, they ensure that the service can be improved. The feedbacks of users are collected by the person in charge of booking a new trip and by the company in charge of operating the transport.</p> <p>TADOU has clear written rules that must be accepted by the user before being allowed to use the service, to prevent problems of interpretation of use of the service.</p> <p>Some publicity is done to make TADOU known locally, with flyers, posters, reportages on the experimentations made (such as the one conducted during the European mobility week) or on events (celebration of the 25,000th trip in 2012).</p> <p>The software used was designed specifically to be used on the territory. It is constantly adapted to improve the service.</p> <p><u>Difficulties encountered:</u></p> <p>Since its creation in 2006, the service has always been improved. The first year was experimental to test the system and correct the main drawbacks.</p> <p>Currently, most of the demands are for having the possibility to use TADOU to go to Besançon which is not included within the territory of the service but where there are more important medical centres and specialised doctors. Although TADOU connects with bus lines, it is difficult for old people to take and change buses to reach the hospital.</p> <p>As the frequentation of the service is growing, changes are necessary to limit its costs. Currently, measures are studied to develop the grouping of passengers, in order to continue to answer the needs of users while reducing costs.</p> <p>The regulation of the TADOU service has been improved at the end of 2010: regulation is more complete including the cases most often encountered; obligation for the user to accept the rules before using the service to ease and improve the booking, set-up of two prices depending on the date of reservation and reduction of the prices of the service for people traveling together.</p> <p>The market with the company in charge of operating the transports is regularly renewed with call for tenders: first call in 2006 for a two years contract renewable once, new call for 2011. The companies that have not been selected were disappointed that they had lost the market. It was necessary to meet them and to explain them the reasons why they were not granted the market to calm down the situation. The relationship with local companies is now very good.</p>
7.	<p>Lessons learnt from the practice</p> <ul style="list-style-type: none"> • Real involvement from local elected people through the Commission of land planning and mobility. • Adaptation and improvement of the service possible

		<p>regularly thanks to the Commission of land planning and mobility.</p> <ul style="list-style-type: none"> • Public funds are needed: the private participation is far from being enough. • The TADOU regulation prevent from having disputes over the use. • Linkage with other transport lines: link with Ginko bus lines to reach the main city in the surrounding.
8.	Contact Information	<p>Mademoiselle Alice MORTEAU</p> <p>Phone 03 81 84 11 95</p> <p>contact@doubscentral.org</p> <p>Website (French only):</p> <p>http://www.doubscentral.org/la-commission-amenagement-de-lespace-et-mobilites.html</p>

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	On demand transportation system for the dipole Larissa-Volos (P3)
2.	Precise theme/issue tackled by the practice	Activation of the idea of mobility via the internet for the Larissa-Volos dipole, based on demand.
3.	Objectives of the practice	<ul style="list-style-type: none"> • To develop an innovative (on demand) bus transportation system. • To integrate and cooperate with other transportation means. • To redefine multimodality with different criteria, i.e. cost, time, CO₂ emissions.
4.	Location	- Country: Greece - Region of Thessaly, Regional Units of Larissa and Volos
5.	Detailed description of the practice	<p><u>Origin:</u> Lack of sustainable mobility due to low population areas and low transport demand.</p> <p><u>Timescale:</u> To be implemented as a pilot program in the Larissa-Volos dipole.</p> <p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> • Trains (OSE, TRAINOSE). • Private Urban Buses. • Private Suburban Buses. • Private Taxi Drivers. • Municipalities.

		<p><u>Process and detailed content of the practice:</u></p> <p>The user defines the start and end point of his travel and gets back all travelling options and the best travelling schedule due to demand. Travelling options consist of bus, train, taxi.</p> <p><u>Legal framework:</u></p> <p>Private and public stakeholders have to come to an agreement concerning the routes, the vehicles to be used and the sharing of the tickets' revenues. A clear and stable legal framework shall be formed.</p> <p><u>Financial framework:</u></p> <ul style="list-style-type: none"> • Costs of new routes (Private Buses Company). • Supply and running of vehicles, i.e. mini-buses, bicycles (municipalities).
6.	Contact information	<p>Chatzilamprou Ismini</p> <p>topoismini@gmail.com</p>

NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	Rural Taxi Castellon (P1)
2.	Precise theme/issue tackled by the practice	Insufficient public transport supply in rural areas of the province of Castellon. Disadvantaged population groups: Elderly people, disabled people, young people and business people.
3.	Objectives of the practice	Providing public transport service in rural areas of the province of Castellon and adapted for people with reduced mobility.
4.	Location	<ul style="list-style-type: none"> - Country: Spain - Region, district or county: Castellon Province - Population: 604,344 inhabitants - Area: 6,632 km² - Population density: 91.12 ppl/km² 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The promoter of this idea has been guided and motivated by the Revitalization Plan for Valencia. The promoter observes that all the rural locations of the province of Castellon are inhabited by older people with needs such as traveling to the capital or other municipalities.</p> <p>Currently, there is a lack of accessible public transport for disabled and older people with reduced mobility. In addition, the public transport service is also necessary for adults, young people and school children to integrate in the society.</p> <p><u>Timescale:</u></p> <ul style="list-style-type: none"> • Start of activity: 2008 • Location: La Puebla de Tornesa (Castellon) • Company slogan: Movement and mobility a right and a pleasure. • 24 H Service: Saturdays, Sundays and public holidays. • Vehicle with a professional driver. Maximum capacity of eight people.

Bodies involved/implementation:

Organize by: This service is offered by the company Ruraltaxi. Cooperation agreements have also been signed with municipalities, entities (SAUJI) and some associations of disabled people (ADEC, ACUDIM).

Aimed at: General public with difficulty getting around in rural areas.

Process and detailed content of the practice:

The Company collects information about the data concerning demographic studies performed on the population. Later, the company produces a feasibility project and a detailed breakdown of the total cost.

The company also prepares a marketing plan and services to be offered (website, brochures, newspapers, radio, television...). Moreover, agreements are established with associations, municipalities and institutions.

Ruraltaxi studies a way to fully finance the implementation of the project. The service provided by the company is passenger transport. The service is provided and priced according to the kilometres travelled. Furthermore, Ruraltaxi is considering the possibility of creating a transport voucher for short journeys.

Legal framework:

Two elements are required to provide this service:

- A taxi license.
- A change in the configuration of the vehicle to make it adapted.

In addition, the company policy is guided by: Revitalization Plan of the Generalitat Valenciana to promote balance, cohesion and territorial development.

Financial framework:

The company has its own financing to address the initial investment and the costs during the service.

There is sufficient guarantee of income obtained by agencies, public and private entities, as well as companies or individuals.

MONTHLY EXPENSES	
Description	Amount
Personnel costs (salary + social security)	1.600 €
Freelance	300 €
Vehicle insurance	200 €
Vehicle fuel	500 €
Vehicle maintenance	250 €
Mobile phone	300 €
Advertising	150 €
Finance costs (loan, etc.)	380 €
Other (Advisory, taxes, etc.)	190 €
TOTAL GASTOS MENSUALES PREVISTOS	3.870 €

INVESTMENT INITIALLY PERFORMED	
Description	Amount
Constitution and start-up costs	2.000 €
Buying a car	22.184 €
Adaptation of the vehicle for the service	9.776 €
Conditioning parking costs	8.600 €
Computer and Software	3.000 €
Mobile phone and contract	500 €
Advertising and Web page	4.000 €
insurance policy	2.103 €
TOTAL COSTS	52.163 €

MONTHLY INCOME	
Description	Amount
Municipal Service	600 €
Disabled association	1.000 €
Travel agencies	600 €
Mutual Insurance	600 €
Individuals	1.500 €
Companies	1.000 €
TOTAL MONTHLY INCOME	5.300 €

➔

Total Monthly Benefits: 1.430 €

Use degree (%): users/total population:

The Ruraltaxi project has had great impact on the population of small municipalities. Furthermore, the service has been extended to other groups, such as social centres, associations, businesses, neighborhood groups, schools, hospitals, etc...

6. Evaluation

Possible demonstrated results (through indicators):

- Car sharing involves sharing travel costs. Fuel consumption is group expenditure.
- Reducing the number of vehicles on road. Reducing traffic congestion and parking problems.
- Increased supply of public transport in rural areas. Improved accessibility, competitiveness and quality of life.
- Environmental impacts: Considerable reduction of emission of pollutant gases into the atmosphere and reduction of noise pollution.

Possible success factors:

- Helping disadvantaged population groups.
- Promotion of economic activity.
- Impulse of rural tourism.

Difficulties encountered:



Extending good practice throughout the entire territory.

7. Lessons learnt from the practice

This good practice helps to strengthen economic and interregional cooperation as well as the balanced development of the territory. Consequently, the interior regions can participate in this initiative in many aspects, such as planning, efficient transport systems, improved access to the information society, the preservation and improvement of the environment, the cultural heritage, tourism, culture and employment.


8. Contact information

Paloma Montoya Salvador
 Phone: + 34 608 22 46 45
 E-mail: info@ruraltaxi.com

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	Demand related public transport system for 4 villages in South Burgenl (P8)
2.	Precise theme/issue tackled by the practice	A demand responsive public transport system for four villages in the southern part of Burgenland.
3.	Objectives of the practice	<ul style="list-style-type: none"> • Ensures accessibility of public utilities even for residents without car-access. • Compensates lack of public transport. • Supports transport of children to kindergarten and school.
4.	Location	<ul style="list-style-type: none"> - Burgenland - District Güssing, Kleinmürbisch, Großmürbisch, Inzenhof, Tschanigraben, Neustift bei Güssing
5.	Detailed description of the practice	<p><u>Origin:</u> Because of a lack of public utilities as well as of public transport the project started on December 1st, 2009 with a van for up to eight passengers plus driver in four villages.</p> <p><u>Timescale:</u> The first year after implementation, the “Dorf-Bus” ran as a pilot-project. Because of the positive feedback of the residents it had been decided to turn it into a permanent institution.</p> <p>The “Dorf-Bus” runs from Monday to Friday between 7.00 a.m. and 4.30 p.m. After the kindergarten and school service in the morning the bus serves the mainly elderly residents of the four villages. Three times a week it is possible to go to the district capital Güssing by “Dorf-Bus”.</p> <p><u>Bodies involved / implementation:</u></p> <ul style="list-style-type: none"> • Local councils of the four communities Kleinmürbisch, Großmürbisch, Inzenhof, Tschanigraben and Neustift bei Güssing. • District Council of Güssing.

	<ul style="list-style-type: none"> • Regional Government of Burgenland. <p><u>Process and detailed content of the practice:</u></p> <ul style="list-style-type: none"> • Project preparation: <ul style="list-style-type: none"> - Elaboration of a mobility concept. - Public information and public participation. - Checking legal and financial framework. - Decisions of local councils to start the project. - Composition of constitution. - Founding of “Dorf-Bus-Association”. - Staff-training for drivers. • Continuous project management: <ul style="list-style-type: none"> - Rising public awareness. - Rising foundations. - Developing and adopting of time-table. <p><i>Project content:</i></p> <ul style="list-style-type: none"> • Runs from Monday to Friday between 7.00 a.m. and 4.30 p.m. as a door-to-door service. • Requests must be announced by phonecall. • Kindergarten and school service in the morning and at midday. • During the day the bus serves the mainly elderly residents of the four villages. • Three times a week trips to the district capital Güssing. <p><u>Legal framework:</u></p> <p>A “Dorf-Bus-Association” founded by the communities’ runs the project. Residents can become members of the association. The annual fee allows members the unlimited usage of the bus. Non-members are not permitted to use the bus.</p> <p><u>Financial framework:</u></p> <p><i>(Figures include only the four communities of the initial project)</i></p> <p>Annual costs: € 35,000 Membership fees: € 5,000 Fundings: € 8,000/a Sponsoring: € 6,000/a Communities share the costs of about € 16,000</p>
6.	<p>Evaluation</p> <p><u>Possible success factors:</u></p>

		<p>Project is driven by local politicians and is highly accepted within the population.</p> <p><u>Difficulties encountered:</u> Legal framework is not clear defined, since the project is neither a regular public transport system nor a taxi.</p>
7.	Lessons learnt from the practice	Co-operation with chamber of commerce (taxi-operators) is recommended but not necessary.
8.	Contact information	<p>Bürgermeister (mayor) Martin Frühwirth 7540 Kleinmürbisch - Austria</p> <p>post@kleinmuerbisch.bgld.gv.at +43 3322 44377</p>
9.	Other possible interesting information	<ul style="list-style-type: none"> • Additional information provided by informant http://www.kleinmuerbisch.at/DORFBUS.aspx. • Various documents (reports, presentations) Gemeindeübergreifendes Mobilitätskonzept – Ortsbus Kleinmürbisch, Inzenhof, Großmürbisch und Neustift bei Güssing.

NR.	SECTION	DESCRIPTION
0	Photograph	
1.	Title of the practice	<i>TWIST: demand responsive transport services with social target in Regional Unit of Ioannina (P4)</i>
2.	Precise theme/issue tackled by the practice	The practice deals with the problem of insufficient transport services for rural and dispersed areas on an “on demand” basis.
3.	Objectives of the practice	<p>The objectives of the practice are:</p> <ul style="list-style-type: none"> • To address the transport issues of dispersed areas in a viable and environmental friendly way. • To provide rural populations, who are not sufficiently covered by existing transport solutions, with a new service that can be adapted to their needs. • To develop and implement a new perspective in the transport system of the region. • To maximize citizen’s satisfaction from transport services. • To find a solution for cases and territories with weak demand that regular service is not viable to be provided.
4.	Location	<ul style="list-style-type: none"> - Greece - Region of Epirus – Regional Unit of Ioannina
5.	Detailed description of the practice	
<p><u>Origin:</u></p> <p>RU of Ioannina (as the rest of the Region) is characterized by low population density, mountainous morphology and wide dispersion of settlements (isolation conditions).</p> <p>Territorial mobility is principally consisted of local buses & KTEL long distance service buses (private).</p> <p>Villages & settlements are not served or sparsely served by public transport (KTEL). In some occasions, the closest bus line is dozens of km away. A large share of the population, mainly elderly, practically remains unserved. The weak demand of these areas makes the transport service unfeasible.</p> <p>The only public transport means in the Region (KTEL buses) should adopt more flexible services. A respective survey showed a demand.</p> <p>KTEL of Ioannina, as project partner in the project TWIST (INTERREG IIB CadSES), started operating and providing a new “on demand” service at a pilot phase which has now been officially established and expanded to a broader area.</p> <p><u>Bodies involved / implementation:</u></p> <p>KTEL of Ioannina S.A. in cooperation with the regional transport department.</p>		

Process and detailed content of the practice:

In September 2006, new pick-up points were introduced and presented to the public to satisfy the need for access to other means of long distance transport. New routes have been activated and, although only available during specific hours, they cover an area that until now was rarely served.

The beneficiaries are mainly inhabitants who utilize the bus to and from the Prefecture of Ioannina. Before implementation of the new transport service, passengers headed for Ioannina had to organize themselves beforehand in order to reach the nearest KTEL stop along the busiest Ioannina – Athens – Ioannina line. Gradually the service has enriched the line offering pick-up points in predefined localities at which the bus only passes on passenger request.

Until introduction of the service, passengers could only board at a KTEL stop fixed along the route. What has therefore been introduced is the possibility for passengers to board within fixed localities, but according to their particular needs by making a simple booking. The KTEL Ioannina – Athens – Ioannina line, which previously functioned in a standard mode, is now reserved for Demand Responsive Transport: the passenger who wishes to use the service needs to timeously inform the local KTEL, at which of the predefined areas.

With the aim of spreading the service, a publicity campaign utilizing hoardings and leaflets describing the service, was initially undertaken. The hoardings were put up at the KTEL pick-up points, while the leaflets were distributed directly among the passengers.

The service can be reserved within the district by calling the KTEL bus station in Ioannina. In the case of the Ioannina – Kastoria and Ioannina – Kozani lines, intermediate stops in the villages of Konitsa and Metsovo can be reserved directly from the KTEL agents, who shall notify the central KTEL station. An information campaign has been carried out in the area, in preparation to the experimentation.

Paving from the pilot phase to the official establishment of the service, KTEL has enriched the services provided by broadening the area covered. Up to date, the service is available for the whole area of the Municipalities of Metsovo and Konitsa adjusting the lines from/to Karditsa, Lamia, Larissa, Volos (all central cities of the mainland Greece) offering flexibility.

Currently no additional cost is imposed for the service.

Legal framework:

No specific framework is required. Only permits from the regional transport department for the flexibility of the route **that a bus line can take**.

Financial framework:

The new “on demand” service is totally feasible. There has been no need for an extra charge for making use of the service, since the revenues of KTEL S.A. from the increase in the number of tickets is enough to cover the extra operating costs of the service.

Most of the people who make use of the service would otherwise have used a taxi to get to the closest bus line. The service is financially beneficial for users and for KTEL S.A. as well.



Future Plans for expansion:

KTEL S.A. is planning to expand the service for the whole RU of Ioannina. That would cause the need for the establishment of a software and an on line operation system that will interconnect with bus drivers.

Use degree (%): users/total population:

No quantitative data available from the interviewer. However, the service has been successful, popular and ticket revenues have been increased.

6.	Evaluation	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> • Increase of the population covered by transport services. • 5% increase of the tickets of the related bus lines. • Increase of satisfaction for people who otherwise would have to use a private means or taxi. • No extra fees for users. • Self-sufficient service with no serious operating costs. <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • Flexibility options for people who previously didn't have any option for public transport. • Service of the same areas through different bus lines. • No extra fees applied. • Extra revenues for the operating company (KTEL S.A.). • Avoidance of unnecessary bus routes and bus stops. • Secretariat for receiving and delivering requests for using the service. • Simple information campaign through a leaflet is enough. <p><u>Difficulties encountered:</u></p> <p>The service needs modern equipment in order to be expanded. Direct call points in every village, software, PDAs for drivers etc. The financing of such a large scale project might be difficult.</p>
7.	Lessons learnt from the practice	Simple but innovative solutions can increase the quality of service in weak demand areas. Even though regular bus lines cannot be feasible to be provided, on an on demand basis
8.	Contact information	Mr Filis: +30 26510-27441 (KTEL of Ioannina S.A.)
9.	Other possible interesting information	<p>Future Plans for expansion:</p> <p>KTEL S.A. is planning to expand the service for the whole RU of Ioannina. That would cause the need for the establishment of a software and an on line operation system that will interconnect with bus drivers.</p> <p>A direct phone line will be established at a central point of each village (e.g. central square or church) so as every user could have direct access to KTEL's secretariat in order to book a service.</p> <p>KTEL is evaluating opportunities to finance such a project.</p>

NR.	SECTION	DESCRIPTION
0	Photographs	 
1.	Title of the practice	“GoOpti” Service of transfer from countryside and cities to the airports in several countries and vice versa (P9)
2.	Precise theme/issue tackled by the practice	GoOpti is a practice that offers quick affordable transport on demand from/to rural and city areas to/from several airports/main train/bus stations in cities with airports. The service was developed with private initiative of young, enthusiastic entrepreneurs.
3.	Objectives of the practice	The goal of GoOpti is to assure and develop first low cost ground company with reliable transportation services with possible extra payments for greater comfort with services that are 100 % reliable and cost effective. GoOpti tries to change the habits of passengers travelling from/to airports; instead of private cars, trains etc. using common transport, that includes different ways of flexibility for users (time, service, price).
4.	Location	GoOpti has it's headquarter in capital city Slovenia, Ljubljana and works in several countries: Austria, Croatia, Germany, Hungary, Italy, Serbia, Slovakia and Slovenia. By far the biggest coverage with quality services has been achieved in Slovenia, Italy and Austria, where destinations include several cities. In Slovenia also includes smaller touristic settlements.
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The idea was born by the team of three young entrepreneurs; two economists with tourism master degree and one engineering expert. They started in June 2011. The main idea was to offer to the market a new and until then non existing service – shuttle service to the nearby airports. They also developed a very good infrastructure; 13 shuttles, 1 bus, excellent web service (web search of possible transfers, web reservation, web payment, departure info (mobile), very good marketing and franchising approach. The name GoOpti also represents the main objective of the affordable services, solutions offered by GoOpti (go-optimisation) GoOpti means also special business model, which covers the costs via at least 70 % booked vans for each trip.</p> <p>Availability of service: www.goopti.com</p> <p><u>Timescale:</u></p> <p>The company started with its work in 2011 with first destinations in Slovenia and nearby airports and since then they successfully continue the development of the business with different affordable and flexible services.</p>

Bodies involved /implementation:

- Company “Vista TM Ltd.” (owner of GoOpti)
- Other private stakeholders, agencies, owners of the web pages, tourist offices, ...

Process and detailed content of the practice:

Each customer can find all information on web page and look for possible available transfers (hours, destinations). When customer confirms its decision, it's the payment (credit card). Each customer is informed 1 day before departure (location, hour of departure). The van is waiting in front of the airport or in other predefined location (main bus station, main train station, ...)

The practice has different services with different destinations that can be used by customers.

▪ **Opti Transfers**


Opti transfers are a unique product of a GoOpti portal. The Opti transfers try to combine maximum number of people travelling in the same direction at similar times in one van and then achieve the best price. We are distinguished from other suppliers by the fact that the departure of the purchase price is confirmed and fixed at the time of booking. The exact time of departure of the vehicle is notified 24 hours in advance and can vary from the desired time for the Opti time window, which is defined on the subpage for each route separately. The system is combining people with similar desired hours of departures or arrivals with a goal to minimize the average waiting time on the airport.



▪ **VIP Transfers**

VIP transfer is intended for those who do not want to wait for the transfer at the destination. This is the transport between two cities based on buyer's wishes in terms of time and location of picks up and drops off. The buyer, at the time of the purchase, marks the time, when they want to arrive to destination (in search engine described as the latest drop off time) or when they want to depart from the initial location (in search engine described as the soonest pick up time). Location of the start and the end of the transfer may be an airport, train station, main square, or any address up to 5 km from the initial and final location or route between them. Additional people may be joined to same transfer only if having same desired time of pick up or drop off. VIP transfer does not allow cancellation.



	<ul style="list-style-type: none"> ▪ VIPflex Transfers <p>VIPflex transfer is a classic transfer between two destinations, with hours of departure and arrival as desired by the client. The services are carried out with our newest and most luxury vehicles and our best drivers. It is the best solution for those who want privacy and complete flexibility of cancellations and changes. The buyer, at the time of the purchase, marks the time when they want to arrive to destination (in search engine described as the latest drop off time) or when they want to depart from the initial location (in search engine described as the soonest pick up time). Location of a pick-up and drop off may deviates up to 20 km from the selected route.</p>  <ul style="list-style-type: none"> ▪ Fix Transfers <p>Fix transfer is a classic scheduled transport with known time of departure, arrival and price per person. Fix transfers are mostly regular transfers and special transfers with fixed timings and prices per person, which are always the same, no matter how many people are buying, how full is the vehicle and when the purchase is made. Fix transfer does not allow adding additional charges, cancellations and changes.</p> <p><u>Legal framework:</u></p> <p>Entrepreneurial initiatives follow national and EU legislation regarding transport and other legislation connected to the enterprise laws, directives...</p> <p><u>Financial framework:</u></p> <p>The company offers flexible services and different prices, which can differ due to different range of services from 9 EUR to 200 EUR for one trip. The company has stable financial growth and in 2013 reached the 40,000 reservations.</p>
<p>6.</p>	<p>Evaluation</p> <p><u>Possible demonstrated results (through indicators):</u></p> <p>In 2011 the company started with a first pilot version of GoOpti serving only between main airport in Slovenia and capital city Ljubljana with nearby airports in Italy and Austria. Since then, the range of service has been upgraded and geographically speaking they have reached a bigger scale. In 2013, the project reached the number of 40,000 reservations.</p> <p><u>Possible success factors:</u></p> <ul style="list-style-type: none"> • GoOpti started with a service that was not available on the market. • Each service is specially designed and has its own characteristics including affordable price, flexibility. • The main motto of the GoOpti is quality and satisfied

		<p>customers, which has been proved in practice.</p> <ul style="list-style-type: none"> • GoOpti has good and valuable experiences and is developing and looking for new affordable solutions for customers. <p><u>Difficulties encountered:</u></p> <p>The start-up was not easy financially, organisational, ...</p> <p>Additionally existing transport companies were not interested in cooperating with GoOpti. Additional issue was that due to difficulties with network of transport partners, company had to buy their own means of transport.</p>
7.	Lessons learnt from the practice	<ul style="list-style-type: none"> • The practice is successful since it has developed affordable flexible services that were not available on the market so far. • The services paid by customers are only and so far due to a very good business model (flexible services, affordable prices) no requirement for public co-financement was put through.
8.	Contact information	<p>Company Name: TM Vista d.o.o.</p> <p>Headquarters: 18 Technology Park, 1000 Ljubljana, Slovenia</p> <p>Contact person: Sašo Sušnik (Managing Partner)</p> <p>www.goopti.com</p>
9.	Other possible interesting information	<p>Short movie: http://www.youtube.com/watch?v=tKi1so0pMJM.</p>