

# EMTA



## EMTA elects new president for two-year term, 2 new members joined the network

Delegates of the transport authorities from various European metropolitan areas met in Turin, Italy, on November 21st and 22nd for the 44th General Meeting of EMTA, the association of European Metropolitan Transport Authorities. The assembly discussed the important role of regional rail transport for Europe's city regions and reflected in presence of a representative of the European Commission about members experiences with EU Regulation No 1370/2007 on Public Service Obligations (PSO) in transport, exactly 10 years after entering into force.

The 44th General Meeting marked the start of a new two-year term for the EMTA board and presidency. The assembly elected Mrs Dorthe Nøhr Pedersen, CEO of MOVIA, the Transport Authority for Copenhagen and Zealand, as new EMTA president. Mrs Laura Delgado-Hernandez, external affairs manager at CRTM (Madrid) was confirmed as EMTA treasurer and Laurent Probst, CEO of Île-de-France Mobilités, remains Vice-president.

## EMTA SENT AN OPEN LETTER TOWARDS COVID-19 CRISIS TO EU OFFICIALS

Wednesday, April 15th 2020, EMTA board and secretary general signed an open letter to the Presidents of the European Commission, Parliament and Council regarding the perspective of EMTA and the public transport authorities towards the Covid-19 crisis, entitled "Resilience and regeneration: Public transport as powerful lever for Europe's recovery."

An identical letter was sent to Mrs Adina-Ioana Valean, the EU Commissioner for Transport. With this letter, the president and board of EMTA expressed the commitment of Europe's public transport authorities to play their part in the COVID-19 crisis and recovery from it, reminding the EU-presidencies of the recovery power tool already at their disposal: public transport.

In Turin, Zarząd Transportu Publicznego (ZTP) from Krakow and TheTA from Thessaloniki, joined as new members, thus making EMTA a network of 29 European public transport authorities.



The EMTA Board elect, from left to right: **Mr Luis Alegre**, director at ATM (Barcelona), **Mrs Suvi Rihniemi**, CEO of HSL (Helsinki), **Mr Wolfgang Schroll**, CEO of VOR (Vienna), EMTA chair elect **Dorthe Nøhr Pedersen**, CEO of MOVIA, **Mr Laurent Probst**, CEO of Île-de-France Mobilités, **Mrs Laura Delgado-Hernandez**, External affairs manager at CRTM (Madrid), and **Mrs Laura Shoaf**, CEO of Transport for West-Midlands (Birmingham)



The association of European Metropolitan Transport Authorities unites the transport authorities from Europe's capital regions and larger metropolitan areas to jointly address challenges in mobility and public transport. Through exchange of knowledge and experience, EMTA aims to enhance sustainable mobility for over 90 million Europeans living in the areas serviced by its members and increase the quality of service for the more than 68 million trips are made in the networks of the EMTA authorities every day.

## GREEN DEAL, NEED FOR CLEAN BUS MARKET EVOLUTION



EMTA and Polis with regards to the clean bus deployment as part of a future Green Deal for the EU sent on December 4 a **letter** to mr Frans Timmermans - EU Vice-President and Commissioner for sustainability - and mrs Adina-Iona Valean - Commissioner for Transport.



The aim of this measure was to reduce traffic-related emissions within the suburbs of Barcelona by 10% within a 5-year term and by 30% within 15 years.

In 2017, the ZBE Rondes BCN was defined as a temporary limited transport area with reinforced public transport on days with high levels of nitrogen dioxide pollution (NO<sub>2</sub>), a case that has never come to occur since then. Nevertheless, the administrations and authorities governing public transport, which make up the Metropolitan Transportation Authority – ATM, have reached formal agreements with transport operators to prepare the network and the system for the gradual increase of the public transport supply, given the increase in demand stemming from this important change in the mobility model introduced by the ZBE.

Therefore, since 2017, public transport has been implementing a wide range of measures, renovations and expansions, to adequately respond to this new situation.

# News from the cities

**Barcelona**  **Àrea de Barcelona**  
Autoritat del Transport Metropolità

## Ring Roads

### Low Emission Zone

- Over the past two years, the public transport system has improved frequencies, opened new lines and stations and expanded existing services, to receive the Low Emission Zone in better conditions
- Public transport is prepared to attend to the equivalent of 137,000 private vehicle journeys (170,000 trips, attending to the average vehicle occupancy), 87,000 of which are entries and exits of the LEZ
- The improvements in the network will be continuing in the upcoming months, with the commitments to action of all the transport operators until 2021

The Zona de Baixes Emissions Rondes Barcelona (Barcelona Ring Roads Low Emission Zone, known as “ZBE Rondes BCN” or simply “ZBE”) will be permanently effective on 1 January 2020, three years after the political agreement for the improvement of air quality signed by Government of Catalonia, the Barcelona City Council and the Metropolitan Area of Barcelona – AMB), along with other local institutions.



### MEASURES TAKEN BEFORE THE IMPLEMENTATION OF THE LEZ (PERIOD 2017-2019)

The public transport system has been reinforced during the last three years in order to be prepared for the Low Emission Zone. 2017 was marked by the expansion of a railway line and the reinforcement of the bus network in the Metropolitan Region. In 2018, a new bus service was launched in the Metropolitan Area, while a new section of a metro line was completed in Barcelona. This line was reinforced in 2019, the year when the metropolitan fare was launched. Furthermore, during all these years the bus network was reinforced and improved. These could be the most significant measures implemented during the pre-LEZ period, but every administration and operators related with transport have completed a set of actions to facilitate the entry of the LEZ and reduce its impact to the users. Moreover, in these three years, the entire network has implemented improvements in information, safety and accessibility.



### MEASURES TAKEN DURING THE IMPLEMENTATION OF THE LEZ (SINCE THE BEGINNING OF 2020)

Aside from all the investments that were made until this past December 2019, the administrations and operators have committed to developing and launching a wide range of improvements in the upcoming months. The renewal of the fleet and the expansion of the public transport service are two of the main strategies that are in progress, with the replacement of old vehicles (basically bus and metro) and the incorporation of new ones (bus, metro, tram, train). Moreover, these networks are being reinforced and improved by the increasing of frequency and capacity. Other key aspects in the reduction in the use of the private motorized transport are the fare reduction and the improvements in the P+R network.



## PlusBuses are a quality public transport product – A success story in 5 years

As a transport association, the VBB (Verkehrsverbund Berlin – Brandenburg) has the task of providing good bus and rail links to the whole VBB region.

A real transport revolution involves shifting ever more traffic over to environmentally friendly public transport. At least, this is the demand and the major project of the political, business and social spheres.

The local transport sector has various solutions to meet this demand: alongside the extensive expansion and modernisation of our rail infrastructure, bus transport plays a particularly crucial role.

There are around 33,000 scheduled buses in Germany. That means that in the state of Brandenburg alone, we are talking about more than 700 bus routes. Buses form the backbone of public transport in rural areas as well as in cities and conurbations.

One particularly successful concept is the PlusBus, which was launched in Brandenburg exactly five years ago.

Inspired by the success of the PlusBus in the neighbouring state of Saxony, with the Mitteldeutscher Verkehrsverbund (MDV), the VBB, together with the administrative districts and transport companies, launched a challenging project five years ago: the PlusBus brand. The concept behind it brings the quality of the railways to the road: services at regular intervals, fast connections, and short waiting times to change to the regional railways. There are now 27 PlusBuses in 10 of Brandenburg's 14 administrative districts: they run every hour, even at weekends, and are on time. They take people to the town centres and, above all, to the nearest railway station – all coordinated to fit in with rail transport.

The past five years of the PlusBus has been an absolute success story: growing passenger numbers, rising revenues, and increasing mobility in rural areas. Schoolchildren and commuters along with tourists and pensioners all benefit from the concept. The PlusBus, therefore, reaches the entire range of passengers.

Passengers and potential new customers can immediately see that the buses on these routes guarantee an improved service and quality. Firstly, the PlusBus concept makes it clear that these bus lines meet higher standards. Secondly, this brand is being used to promote the establishment of further PlusBus routes in the state of Brandenburg. The number of PlusBuses is to be doubled in the next few years. Experience shows that where bus lines have already been upgraded, additional passengers have been gained – in some cases up to 40% more!

This is a great success of the previous PlusBus lines and demonstrates that the PlusBus, and its timetable are ideally suited to rural areas.

## BACKGROUND

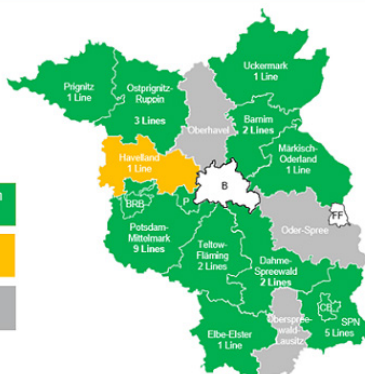
The PlusBuses operate in Brandenburg under the slogan “A service you can count on”. Since their introduction in 2014, 27 lines have already been set up throughout the network area.

The PlusBus brand stands for high quality standards in Brandenburg:

- A regular service from 6 a.m. to after 8 p.m.
- A maximum transfer time between train and bus of 15 minutes.
- A weekend service.

Since September 2018, besides providing basic funding, the State of Brandenburg has been supporting the service at EUR 0.40 for each PlusBus kilometre.

2020: A total of 27 bus routes in 10 rural districts



Quelle: VBB

The establishment of this service is a further step towards actually being able to implement political sustainability goals. After all, the PlusBus offers the best links between rail and bus networks and creates good public transport services as an alternative to using one’s own car.

For Susanne Henckel, VBB Managing Director, the concept is in any event already ready to roll out across the whole of Germany: “PlusBuses offer better links between regional centres, a reliable service every hour, and short transfer times between buses and trains. That goes down well with passengers. Even after five years, everyone involved is still pulling together to spread the PlusBus brand further and, at the same time, to serve as a model for other German states to introduce the PlusBus model. Because only with good public transport services can we create alternatives to using the car”.

## Copenhagen is moving to electric



In the metropolitan area of Copenhagen in Denmark, the public transport authority, Movia, is replacing diesel-powered buses and boats with electric fleets to cut emissions and become fossil-free by 2030.

On December 8, 2019, 56 electric buses started operating in Copenhagen and suburbs. On the busy bus lines 2A and 18, 48 of the new electric buses expects to carry almost 11 million passengers annually reducing CO2 emissions by approx. 4,300 tons pr. year. For Movia, this was the culmination of a busy year, starting in April with the deployment of 20 electric buses serving all city bus lines in Roskilde, west of Copenhagen. The electric buses deployed in 2019 are an important step for Movia towards achieving the goal of fossil-free bus services, and Movia expects up to 129 new electric buses in 2021 and 2022.

In 2017, the European Investment Bank awarded Movia a grant under the ELENA programme to help prepare the transition from conventional fuels to electricity in a four-year project: Transition to Electric Buses and Boats in Movia (TEBB). The grant has helped Movia cover legal expenses, conduct feasibility studies, add technical support and pay for staff. One of the project’s sub-tasks includes a mapping and evaluation of the first tenders with zero emission requirements completed by Movia in 2017-2018.



The transition of Movia’s bus services to zero-emission has far-reaching implications for many parts of the Movia organisation, including the tender processes. Based on a thorough dialogue with bus operators, Movia has adapted its tender model in relation to the specific challenges related to zero-emission buses. By reducing the bus operators’ perceived risks when using electric buses, and among other things assuming the responsibility for setting up charging stations in the urban space, Movia has managed to get good prices on emission-free bus operation.

The experiences gained by Movia through these initial tender processes (both electric buses and harbour boats) are now summarized in an evaluation report.

### THE COPENHAGEN ELECTRIC HARBOR BUSES

In the first half of 2020, Copenhagen will receive a new fleet of five electric powered harbor buses operating without emitting gases and diesel particles from the engines. The harbor buses charges fully at night, and will during the day charge at two terminals - Teglhølm and Refshaleøen. They will carry approx. 425,000 passengers annually.



In 2017/2018 Movia tendered out the harbor bus services on behalf of the City of Copenhagen using “competitive dialogue”.

The final contract documents included requirements for fully or partially emission-free operation, but the contract was won with an all-electric

solution. The price was level with existing diesel boat operation, which was below budget. The City of Copenhagen then chose to use the unused budget to extend the harbor bus services, which triggered the option for another two in-service boats. The two extra boats will go into service in 2021.

Read more about what Movia gained from using the tender form “competitive dialogue” in the [evaluation report](#).

## The Sound of Silence



An innovative new bus sound began trials on London’s latest electric bus route in January. Transport for London (TfL) developed the sound, which is played through special speakers inside the front of the bus, to ensure that all road users are aware of electric and hybrid buses when they are moving at slow speeds. Without this sound, these vehicles are almost silent which could pose a safety risk, particularly for people who are blind or are partially sighted.

The trial comes ahead of an artificial sound becoming a regulatory requirement for all new ‘quiet’ running vehicles in 2021. The sound has been developed with input from Guide Dogs for the Blind, passenger watchdog London Travelwatch and other key accessibility, walking and cycling groups. This has helped ensure that it accommodates the needs of all road users including pedestrians and cyclists, children and disabled people. Bus drivers, operators and union representatives have also provided input.



The sound will play until the bus reaches 20kph, or when it is reversing or stationary at bus stops. When travelling above 20kph, the bus will make enough noise that an alert is unnecessary. The pitch of the sound will vary with the speed of the vehicle, helping people know where the bus is and which direction it is going.

The artificial bus sound is one aspect of TfL’s world-leading Bus Safety Standard, which works towards the Mayor of London’s Vision Zero of no deaths or serious injuries on London’s roads by 2041. The Bus Safety Standard is already improving safety on London’s roads by requiring technology that automatically limits the speed of buses and increased mirrors and cameras.

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## London's Heavy Goods Vehicle Safety Permit scheme

Between 2015 and 2017, Heavy Goods Vehicles (HGVs) were disproportionately involved in fatal collisions on London's roads; 63 per cent of fatal collisions involved people cycling and 25 per cent involved people walking. Transport for London (TfL) has developed a Direct Vision Standard to tackle road danger at its source by minimising HGV blind spots which contribute to many tragic deaths and life-changing injuries. Based on how much a driver can see directly through their cab windows, the unique star system rates HGVs over 12 tonnes from zero (lowest) to five (highest).



When enforcement of London's Heavy Goods Vehicle Safety Permit Scheme begins on 26 October this year, lorries over 12 tonnes will need to meet a minimum one-star rating to enable them to operate in London or will need to fit Safe System measures to improve the vehicle's safety. Registration for the scheme has begun with more than 8,000 permits already issued.



Although the number of permits issued so far is encouraging, TfL estimates there are around 250,000 HGVs entering London each year that will need to apply for a permit by the October deadline. Every HGV over 12 tonnes will require a permit and it is possible to apply for

multiple vehicle permits in a single application, making it easier for operators with larger fleets. Operators are encouraged to apply for a free HGV Safety Permit now ahead of enforcement beginning. Operators with vehicles rated zero star will need to allow extra time to apply for their permit as Safe System measures, including cameras and sensors, need to be installed and evidenced for a permit to be issued.

HGV operators who fail to meet these new minimum safety standards and obtain a permit will be issued a penalty charge of £550 a day for driving in the capital. The Direct Vision Standard will operate 24 hours a day, seven days a week and will be enforced within the Greater London Boundary.

More than 500 of the permits already issued have been for lorries previously classed as the most dangerous on London's roads. They have been required to make vital safety improvements in order to receive a Safety Permit to continue operating in London. These vehicles have the lowest levels of direct vision from the driver's cab and are rated zero star, which is why safety advances were needed.

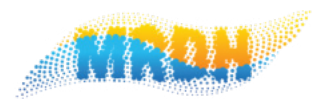


The Direct Vision Standard is a key part of TfL's Vision Zero commitment to tackle the number of people being killed and seriously injured on London's roads.

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## Metropolitan region Rotterdam – Den Haag Towards 100% zero emission bus transport

Over the past two years, the Metropolitan region Rotterdam – Den Haag (MRDH) has been making new agreements with the public transport companies in the MRDH region about clean(er) bus transportation.



In 2030, all buses will be zero emission (ZE) and from 2025 onwards, renewable energy generated locally/regionally will be used where feasible.

Overall, the plans concern four bus concessions, three transport operators and around 550 buses:

- In 2018, transport operator EBS introduced around 60 renewable natural gas (RNG) buses for the regional concession Voorne – Putten. In 2028, these buses will all be replaced by ZE buses.
- In 2019, EBS introduced 23 ZE buses in the cities Delft and Zoetermeer as part of the Haaglanden regional concession. In the rest of the concession area, 93 RNG buses are already in operation. By 2028, all the buses in the Haaglanden concession will be ZE buses.
- In December 2019, transport operator RET introduced 55 new ZE buses for the Rotterdam region concession. In 2021, 50 new ZE buses will be added, and another 50 again in 2025. Before 2030, the last 110 ZE buses will be added into the overall concession.
- In the city concession Den Haag, transport operator HTM is already operating RNG buses. These will all be replaced by ZE buses before the 1st January 2025.

The transport operators and MRDH's ambition for a clean vehicle fleet will help contribute towards reducing CO2 emissions, a more sustainable environment and a more accessible region.



## Hoekse Lijn is open

In September 2019, the much anticipated Hoekse Lijn metro line was officially opened. The railway line between Schiedam and Hoek van Holland was closed on 31 March 2017 and rebuilt into a light rail line, connecting to the regional metro network lines A and B. The conversion from rail- to lightrail was intended

to take 5 months, but eventually took 2,5 years to complete due to technical and safety reasons. The delays and complications during the process contributed to higher project costs, with the overall project exceeding the initial budget by €90 million, eventually costing €462 million.

Nevertheless, the new Hoekse Lijn is proving to be a success, enabling a quicker, more frequent and direct connection between Hoek van Holland to Rotterdam, via Maassluis, Vlaardingen and Schiedam. Along the new line, a new station has also been opened: station Steendijkpolder. The conversion to lightrail plays an important role in increasing the accessibility of the MRDH region and will enable for a more frequent service, with a metro to Vlaardingen-West leaving every 5 minutes during peak hours.



Early days have shown a successful update of the new 24km line, with approximately 24,000 people tapping in- and out per workday compared to approximately 16,000 previously on the old railway line. Building works are now in place to extend the last 1 km stretch to a new station on the Hoek van Holland beach. The expected completion date for this is 2022.

The MRDH has subsidised 90% of this project. The government has contributed the remaining amount. The MRDH is responsible for the operation, management and maintenance of the infrastructure for the new metro line. The municipality of Rotterdam is responsible for the overall management of the project, with the RET as the transport operator and the said municipalities (Maassluis, Schiedam, Vlaardingen and Rotterdam) as responsible bodies for the design of the station surroundings (such as feeder roads, cycle paths and parking facilities).

## A changing world: Trends and implications for public transport in the Stockholm region



The Public Transport Administration in Region Stockholm has released the latest trend report for 2019. The report discusses global trends (i.e. megatrends) and how they act as global drivers of society. They point to a growing demand for smart and sustainable travel and a sustainable transport system. Here, public transport plays an important role.

“The trend report is a comprehensive work that is developed together with colleagues from several parts of our business. It highlights trends and points to the consequences that can affect Sweden’s public transport, but also gives us valuable knowledge of the changes in the world around us” says Jens Plambeck, Head of Strategic Development at SLL.

Here is a [link to SLL website](#) where to download the English version of the report or you can [download](#) the pdf attached.



## Names have been given to new busses and trolleybuses in Vilnius, and gifts are being distributed at bus stops



In spring 2019 even more transformed public transport went out onto the streets of the city - 10 new buses and trolleybuses were decorated with names chosen by passengers. From now on, we have buses in Vilnius called Pavyk mane (Catch Me), Vytis (Knight), Ponas autobusas (Mister Bus), Armonika (Harmonica), Serbentas (Red Currant), and trolleybuses named Erdvelaivis (Spaceship), Ilgausis (Long moustache), Žaibas (Lightning), Duzgius (Buzzer), Karavanas (Caravan), etc.

In this way, the Municipal Enterprise “Susisiekimo Paslaugos” reminded Vilnius residents and its guests of a record-breaking refurbishment of public transport in the capital of Lithuania and invited those who had not tried it to catch and drive the “baptized” transport means as well as all other new buses and trolleybuses - almost 300 of them in Vilnius.

“With the proliferation of new public transport vehicles in Vilnius, we were increasingly getting offers from passengers to label and distinguish them. We thought - if it seemed like a fun idea for passengers, why not to materialize it. We decided to involve the residents of Vilnius in the “life” of buses and trolleybuses by offering them names. This unexpected bid to “baptize” new busses and trolleybuses attracted huge interest - a total of over 300 names were suggested and over 1,300 participants voted in the final round. We are excited about the growing public transport passenger flows in Vilnius. As the warm season approaches, we encourage our residents and guests for travelling in the city to choose new buses and trolleybuses as well as other sustainable mobility means - bicycles, scooters and walking”, - says director Modesta Gusaroviene.



A competition #GiveName (for busses and trolleybuses) ran about two months on the company’s social networks Facebook and Instagram, and anyone could share his suggested name. From over 300 nominations, top 30 were selected, while 1300 participants voted for top ten winners.



Today Vilnius already has over 300 new public transport vehicles - 265 buses and 41 trolleybus. The renewal of public transport will not stop – the plan is to buy 135 new buses and some trolleybuses by end of 2021.

The competition #GiveName was not the only surprise for public transport passengers in Vilnius in 2019. Public transport controllers from time to time do surprise Vilnius passengers by organizing various promotions and distributing small gifts. For example, on the Day of the Restoration of the State of Lithuania, one of Lithuania's most important holidays, for the third year in a row, tricolour flags are being given to passengers on the streets, at public transport stops, inside buses and trolleybuses.



Controllers usually join the International Car Free Day in September, and thus travel to work not with cars. Many of them travel also by public transport while carrying their duties.

Passengers are very pleased with surprises, kind attention of the controllers and their small gifts. Some preliminary calculation tells that in the period between 2017-2019 about 15 social campaigns were organized by controllers in Vilnius, and about 38 thousand of passengers were cheered. The campaigns included: donating flowers, treating to tea in cold winter days and water in summer heat, distributing safety reflectors in autumn, and contributing to other public initiatives in the city and countrywide.

Recent surveys of passenger satisfaction with public transport over the past two years indicate that passengers rate Vilnius buses and trolleybuses as well as overall public transport management by almost 8 points out of 10. This is the highest satisfaction rating for public transport in all similar surveys in Vilnius.



## Public transport made possible thanks to a Data Warehouse



PUBLIC TRANSPORT AUTHORITY OF WARSAW

Nowadays, to create quick, successful and efficient public transport you need more than just a modern rolling stock, infrastructure, and tools used to model communication systems. In case of large and quickly developing cities, it is equally important to collect, process and analyse data that allow to create public transport adapted to the needs of its users. At the end of 2019, Public Transport Authority (Zarząd Transportu Miejskiego) in Warsaw completed works related to launching a Data Warehouse.

Organisation of public transport on a large scale, such as in Warsaw and neighbouring municipalities, apart from a modern rolling stock, developed infrastructure, tools used to model the transport system and passenger-friendly tariff policy, require additional innovations. Today, it is necessary to collect, process and analyse data related to public transport, as well as behaviour and habits of passengers.

Several years ago, ZTM has begun preparations to implement a Data Warehouse – Intelligent Transport Systems type tool used to process large volumes of information, even if they come from different sources, as well as visualise results of analyses. This involves data comparison on a massive scale, which is impossible using pen and paper or a spreadsheet.

Commencement of works related to Data Warehouse was accompanied by implementation of systems necessary to collect and transfer data, e.g. between the transport manager and transport operators. The main focus was providing vehicles with appropriate devices that collect data related to number of passengers, sold tickets and GPS position. Currently, ZTM also possesses data regarding sales of tickets in automatic ticket machines, Passenger Service Points and mobile applications. In case of subway, they collect and transfer data related to passengers that enter or leave particular stations.

The following data are the most important for any transport organiser: the number of runs, the length of lines, distances between stops, the number of sold tickets, communication events and their duration, as well as numbers of passengers' reports.

The system is provided with data from approximately 60 transport, commercial and financial sources. This allows to generate detailed reports. For example: employees that develop a project related to changes in a public

system may specify the number of passengers that enter or leave or crowd in a given time period on any stop or in any area or municipality. A commercial division – while working on development of a ticket sales network – may use an exemplary analysis of the number and types of tickets sold in selected types of devices. In case of planning of trainings for employees of Passenger Service Points, there is a possibility to generate a report regarding the most frequently reported types of cases by the users of ZTM. For employees responsible for internal personnel and financial services, it is important to quickly obtain reports that summarise the level of employment and remuneration within a given time.

After several months of using the Data Warehouse, employees of ZTM unanimously emphasise its enormous utility and large significance in terms of operations associated with, above all, organisation and supervision of public transport. As the most important feature they confidently point out the reduction of time needed to obtain necessary combination of data and the possibility to devote this time to design works – the most important works from the perspective of passengers as they allow to create public transport that corresponds to their needs to the largest extent.



Zarząd Transportu Miejskiego is the largest institution that organises and supervises public transport in Poland, which operates in Warsaw and 35 neighbouring municipalities – an area inhabited by over two million people. During a year, vehicles of the Zarząd Transportu Miejskiego service lines of length of nearly five thousand kilometres and travel approximately 250 million kilometres. In the peak communication hours, nearly 1,600 buses, 400 trams and 50 subway trains, as well as 18 trains of the Fast Urban Railway embark on roads and tracks of Warsaw and neighbouring areas. Over one billion of passengers use Zarząd Transportu Miejskiego every year.

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## Progress report INCLUSION

### Horizon2020-project

Horizon2020-project “**INCLUSION**” aims to understand, assess and evaluate the accessibility and inclusiveness of transport solutions in rural, remote and deprived areas, to identify gaps and unmet needs for all and especially for vulnerable users, and to develop and experiment with a range of innovative and transferable solutions, including ICT-enabled elements, ensuring accessible, inclusive and equitable conditions for all and especially vulnerable user categories.

With EMTA as partner the project enters its last year of activities. The focus is now focused on collecting and processing the results from the innovative measures designed and implemented in the [six pilot sites](#) that cover the project’s testing grounds.

The experience gained in the field, the initial analysis of existing contextual background, qualitative and quantitative validations of the results, together with the defined business models, will be building blocks for policy recommendations.

### EVALUATION

INCLUSION was positively evaluated by the intermediate review of the European Commission in terms of results linked to dissemination, exploitation and impact potential, with the delivery of “exceptional results with significant immediate or potential impact”. Completion of objectives should be achieved at the end of the project window (September 2020). The consortium is committed to keep a high quality of work, while at the same focusing on maximising the impacts of the project in line with the recommendations received from the Commission.

The project has been exploring how ICT-Social Innovation concepts could potentially be applied to the aforementioned six INCLUSION Pilot Labs. Demand Analysis through Social Media is one of these concepts and it is used to identify, aggregate and manage groups of people sharing common needs and interests in areas where Public Transport services are not financially sustainable, due to low-demand or in areas served only in restricted time windows. This concept (already applied in the Barcelona Pilot Lab) has potential also in the Rhein-Sieg Pilot Lab, in order to gain further knowledge on demand for ‘forgotten’ cycle routes and help to improve them.

INCLUSION is now seeking validation of such concepts and its application by several means. The project has entered the final year of activities and is now focusing on collecting and processing the results from the innovative



Site	Type of Area	Target Users	Main gaps and needs for improvements
Rhein-Sieg - Germany	Part rural / part peri-urban	Families with young children	Limited public transport options for multi-purpose trips
Florence Metropolitan Area - Italy	Metropolitan	Night commuters, migrants, modest income groups	Service coverage; lack of integrated payment options; data on service usage.
Cairngorms National Park - UK	Rural, touristic	Elderly people, people with reduced mobility; local residents who suffer from fuel poverty; young people	Lack of existing services and transport options according to different needs.
Flanders region - BE	Rural	Drivers of on-demand transport service; Individuals with mobility issues	Lack of door-to-door service, cost-efficiency, limited user groups.
Barcelona conurbation - Spain	Metropolitan	Commuters, leisure travellers	Lack of data on service usage.
Budapest - Hungary	Metropolitan	Public and staff of public transport	Re-educate wider public about accessibility and social inclusion for disabled people.

transport measures designed and implemented in the six pilot sites. The experience gained in the field, the initial analysis of existing contextual background, the qualitative and quantitative validation of the results, together with the definition of innovative business models, will be the input for policy recommendations.

### “INSPIRATION AND GUIDANCE ON DEVELOPING INCLUSIVE MOBILITY SOLUTIONS”

INCLUSION submitted a report on the key question: how to alleviate the risk of transport poverty for the most vulnerable users in rural, peri-urban, low-income and urban areas across Europe and beyond?

The report, “*Typology and description of underlying principles and generalizable lessons*”, aims to answer this question by providing recommendations and inspiration for transport practitioners working in the public and private sectors, as well as interested community stakeholders. It is based on a thorough analysis of 51 INCLUSION case-studies and sets eight principles of

inclusive mobility, guiding the reader via multiple entry points in the document towards the inclusive mobility solutions that could work best in each local context. The reader obtains a new perspective on vulnerable user needs, gaps in existing transport networks and inspiration for actors and approaches to fill them.

It also serves as a guide to the INCLUSION report “Compilation of 51 case study profiles; overviews and in-depth investigations” by linking these principles to specific good practices and case studies related to particular area types, vulnerable users, mobility gaps and approach methods.



The full report can be downloaded the [INCLUSION website](#).

### ANALYSING TRANSPORT DEMAND THROUGH SOCIAL MEDIA. WHAT ARE THE BENEFITS?

The project has been exploring how ICT-Social Innovation concepts could potentially be applied to the INCLUSION Pilot Labs. How novel transport solutions involving social innovation and ICT tools can help raise the level of accessibility, inclusiveness, and equity of mobility in the reference areas and for the targeted users. Demand analysis through social media is one of these concepts and it is used to identify, aggregate and manage groups of people sharing common needs and interests in areas where Public Transport services are not financially sustainable, due to low-demand or in areas served only in restricted time coverage. This concept (already applied in the Barcelona Pilot Lab) has potential application also in the Rhein-Sieg Pilot Lab, in order to gain further knowledge about the demand of 'forgotten' cycle routes and help to improve them.

For the validation of ICT social innovation concepts and its application by several means (part of WP2) INCLUSION developed one online survey per each Pilot Lab, 6 in total, collecting around 40 answers.

The partners involved complemented the surveys responses with the input we received from the external Stakeholder Forums. Conclusions are published in a report (D.2.2, available on the [website](#)), that brings together the implications for the transferability of the selected ICT concepts in different environments, analysing per each concept its drivers and benefits, including barriers and limitations.

### FINAL CONFERENCE INCLUSION

The project will organize a final conference together with sister-project [HiReach](#) on September 28 2020. Due to uncertainties related to the difficulties caused by the COVID-19 pandemic with regard to social gatherings of larger groups of people from various regions and countries, the conference will be held in an interactive virtual conference room, allowing a global audience to take part safely from the comfort of their own home or office. Subscribers to the INCLUSION newsletter will receive a first set of information on the final conference towards the end of May of 2020.

## Calendar of events and conferences

### Cancelled

#### ***TRA 2020 : Rethinking transport***

27 to 30 April 2020 - Helsinki (FINLAND)

### Cancelled

#### ***EMTA 45th general meeting***

13 to 15 May 2020 - Copenhagen (DENMARK)

### Postponed

#### ***ITS European congress 2020***

18 to 20 May 2020 - Lisbon (PORTUGAL)

### Postponed

#### ***ITF Summit***

27 to 29 May 2020 - Leipzig (GERMANY)

### Cancelled

#### ***ECOMM 2020***

3 to 5 June 2020 - Cascais (PORTUGAL)

### Upcoming

#### ***European Transport Conference 2020***

9 to 11 September 2020

Politecnico di Milano,  
Milan, Italy

#### ***EMTA general meeting Autumn 2020***

11 to 13 November 2020

Consorcio de Transportes de Bizkaia,  
Bilbao, Spain

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