

Presentation

Citizens' Network Benchmarking Initiative

- **European Commission initiative which aims to enable cities and regions from throughout the whole of Europe to share experience and to learn from each other by comparing the performance of their local and regional transport systems.**
- **Project launched in early 2001 by DG Energy and Transport for an initial duration of one year, foreseen to extend over three years.**
- **Contract awarded to OGM sa in Dec. 2000 and effective start in Feb. 2001 (legal form: technical assistance bureau)**
- **A project management office (PMO) and team of external consultants are assigned to provide administrative support and technical expertise for the process.**



Key figures

- **41 areas in 13 different countries represented by 54 organisations**
- **19 site visits and meetings involving a total of over 90 people over a duration of 8 months**
- **data gathered from 40 cities/regions through 4778 individual figures (total 7200) giving 39 indicators**
- **1 year, 582 000 euro, 4 full-time equivalent staff, 10 experts**



Process

- **Localities apply to join the initiative, are selected by the European Commission and matched with a working group according to interests.**
- **Each locality is involved in a two-step approach:**
 - 1. Self-assessment of general performance**
 - 2. Benchmarking performance in specific fields**
- **From the conclusions and recommendations reached, localities share results and implement lessons learnt to improve specific measures.**



Timeframe

- Gantt chart of the project in 2001

	J	F	M	A	M	J	J	A	S	O	N	D	J	F
Management of the initiative	Blue	Red	Blue	Blue	Blue	Blue	Red	Blue	Blue	Blue	Blue	Blue	Blue	Red
Contact with local and regional authorities		Blue	Blue	Yellow	Yellow	Yellow	Yellow		Yellow	Yellow	Yellow	Blue	Blue	Blue
Common indicators				Red										
					Green	Green	Green	Green	Green	Green	Green	Green		
					Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
										Green	Green	Green	Green	Green
											Green	Green	Green	
														Red
Technical support for the WGs			Blue	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
Monitoring the initiative				Red	Blue	Red	Red		Blue	Blue	Blue	Blue	Blue	Red
Information and promotion			Red	Red	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Red



Project support

PMO role

- **Set-up the thematic working groups and act as a facilitator for them**
- **Give technical advice on how to use existing criteria (performance comparison) and how to apply new tools (thematic indicators)**
- **Identify examples of good practice for structuring the site visits**
- **Provide quick answers, usually via e-mail, when local co-ordinators need practical advice or support**
- **Run the Citizens' Network Benchmarking Initiative database and web site within the Eltis portal (www.eltis.org)**

External consultants

- **Give support for carrying out the process**
- **Provide technical and administrative guidance**



Evaluation

Aim

- **Monitor and steer the initiative - in keeping with the needs of the beneficiaries/participants**
- **Feedback to the EC - the sponsor**

Output

- **Pilot project evaluation**
- **PMO evaluation and monitoring**
- **Mid-term review**
- **WG meetings and site visits (after every WG meeting or site visit)**

Results

- **Direct action and improvements**
- **Recommendation to the EC**



Dissemination

Publications

- Common indicators report
- Working group reports
- Web site (<http://www.eltis.org/benchmarking>)

Events

- Launch meeting: 19-20/04/01
- Annual conference: 25/02/02

Outreach

- Participation in international events and exhibitions
- Links with other related projects, networks, initiatives



Contact

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**Citizens' Network
Benchmarking Initiative**

