

Working Groups (1) - Aims

Benchmarking performance in specific fields

- **Working groups, each led by one of the participants, examine selected topics, which they see as a priority for delivering improvements.**
- **Each working group is usually composed of six to eight local/regional authorities, sometimes more.**
- **The working groups define a set of thematic indicators corresponding to the focus of the working group and conduct site visits to cases of best practice.**



Working Groups (2) - Subjects

Themes addressed

- How to implement good traveller information and ticketing systems? → WG on ITS
- How to organise and manage contracts to deliver better quality and value for money? → WG on contract and tendering
- How to make public transport more accessible for different user groups? → WG on accessibility
- How to improve interchanges and make it easier to switch from one mode to another? → WG on interchanges
- How to promote public transport and make it more environmentally-friendly? → WG on public transport
- How do citizens perceive transport in the city or region? → WG on citizens' perceptions



Working groups (3) - Methods

Approach

- **Each working group meets a minimum of four times, including one kick-off meeting (definition of work plan, best practices to examine and thematic indicators) and a number two-day site visits (June 01- Jan. 02).**
- **Timing for the WGs → calendar and schedule**
- **For each WG:**
 - Co-ordination by one of the localities involved (main contact point with PMO, ensure circulation of information within the group, reporting on behalf of the group)
 - Support by external experts appointed to provide technical and scientific assistance (identification of best practice cases and relevant options for site visits, rapporteur for working group meetings)
 - Follow-up by a member of the PMO (effective guidance on the process and co-ordination with other working groups)



Working groups (4) - Functioning

Agenda

- **Presentations (background, network, main facts and figures) on general framework, history, policies, management**
- **Site visits & meetings with other personnel (operational staff, site managers) on practical issues**
 - Questions and interaction
 - Photos and notes
- **Discussions and questions with host on strategy and success factors**
- **De-brief among participants on good practice, lessons learnt, results, transferability**

Output

- **Site visit report**
- **Short summary minutes**
- **SV checklist, performance improvement grid, evaluation**



Working groups (5)

Continuation

- New members
- Redefinition of themes and focus
- Refinement of work methods

Proposals for new working groups next year

- Travel to school - (Sustrans, Safe Routes to School)
- Tourism destinations - (Tourism Site network: www.tourism-site.org)
- Traffic management (?)
- Cycling policy (?)

Other suggestions welcome!

