



**Citizens' Network
Benchmarking Initiative**

Invitation

Citizens' Network Benchmarking Initiative Annual Conference

25 February 2002, Brussels

Brussels, 17 January 2002

Dear Sir/Madam,

We have the pleasure to invite you to attend this one-day conference, which will summarise the results and activities of the Citizens' Network Benchmarking initiative developed in 2000-2001 and extend the partnership to benchmark local and regional passenger transport systems in Europe. One-year on after the launch of the full-scale benchmarking exercise, this conference will be the occasion for the various partners involved to present the results achieved so far.

The event will bring together representatives from local and regional authorities, regional representations and EU liaison offices, officials of the European Commission and other institutions, delegates from international organisations, user groups and associations, transport operators, experts working in the field of local mobility, that should benefit from the results of this project.

The meeting will be organised into plenary discussions and activities, and interactive presentations for each of the thematic working groups. It will include:

- An overview of the activities that have taken place since 1999, highlighting the results of the results of the common indicators (general assessment of performance) and findings of the thematic working groups (benchmarking in detail)
- An outlook on the future EU activities for promoting the exchange of best practice in urban and regional transport, with presentations of what the benchmarking process involves for the participants and how they will be supported
- A chance to meet other authorities interested in benchmarking similar aspects of urban and regional mobility policy

Simultaneous translation will be available in English, French, German and Italian during the conference and there will be opportunities for you to put questions to experts and representatives from areas that are taking part in the project.

We look forward to meeting you at the conference.

- *The project management office team*

Enclosures:

- Project description
- Conference programme
- Practical information
- Registration form

Citizens' Network Benchmarking Initiative

Project description

Assessing the performance of local and regional transport in Europe

The Citizens' Network Benchmarking Initiative enables cities and regions from throughout Europe to share knowledge and learn from each other by comparing the performance of their local and regional transport systems.

The Citizens' Network Benchmarking Initiative involves a group of over 40 local and regional authorities, ranging from large metropolitan regions to rural towns and districts. The initiative is open to municipalities, regions and transport authorities from throughout the whole of Europe (EU Member states, other European countries including Central and Eastern European countries).

The Citizens' Network Benchmarking Initiative allows each of these cities and regions to assess the strengths and weaknesses of its transport system, to compare its mobility policy with that of others and decide what can be improved and how. The project enables those with direct responsibility for transport to use benchmarking as a practical and efficient tool to improve the quality of transport on the ground.

Objectives

The overall objectives of the project are to:

- develop and manage a network of local and regional authorities learning from each other's experiences;
- define a set of measurable performance indicators relating to local and regional transport policy;
- identify best practice in mobility policy through a process of direct interaction and local involvement.

At the European level the project contributes to:

- harmonising the way transport figures are gathered and used for local decision-making;
- developing an integrated approach to local transport benchmarking covering public transport, private car use and motorcycles, cycling and walking.

Participants

The following areas are taking part in the benchmarking exercise:

- *Belgium*: Antwerp, Brussels-Capital Region, Walloon Region
- *Czech Republic*: Brno, Ceske Budejovice, Kostelec, Liberec/Jablonec n. Nisou, Most/Litvinov, Prague
- *Finland*: Helsinki Metropolitan Area, Oulu
- *France*: Clermont-Ferrand, Ile-de-France, Nantes
- *Germany*: Berlin, Munich, Oberhavel, Oberspreewald-Lausitz
- *Greece*: Athens
- *Hungary*: Budapest
- *Italy*: Emilia-Romagna, Genoa, Province of Lucca, Milan, Rome, Terni
- *Poland*: Bialystok
- *Portugal*: Beja
- *Romania*: Bucharest
- *Spain*: Barcelona, Madrid, San Sebastian, Seville
- *United Kingdom*: Belfast/Northern Ireland, Bristol, Cambridgeshire, Edinburgh, Manchester, Merseyside, Nottingham, Strathclyde, West Yorkshire

Methods

The project follows a two-step approach:

1. Self-assessment of general performance

Common indicators are used by the participating cities and regions to measure and compare their transport systems' success criteria and handicaps. These indicators address a number of questions:

- How do people travel? What transport services do people want, and how well is the system meeting these requirements?
- How accessible is the transport system? How congested are the roads?
- What information is available to motorists and public transport users?
- What are the costs of transport? What is the impact of transport on the environment? How safe is it to travel? And so on.

2. Benchmarking of 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. 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.

The themes addressed by the working groups include:

- How to implement good traveller information and ticketing systems?
- How to organise and manage contracts to deliver better quality and value for money?
- How to make public transport more accessible for people with reduced mobility?
- How to improve interchanges and make it easier to switch from one mode to another?
- How to promote public transport and make it more environmentally-friendly?
- How do citizens perceive transport in the city or region?

Timeframe

The project started as a pilot project in 1998. The success of the exercise led to the launch of the full project in early 2001. The initiative is designed as a continuous process that enables new participants to join year by year. The long-term aim of the initiative is to establish a self-sufficient network of localities that will be able to carry out benchmarking exercises in areas in which they would like to increase their knowledge by learning from others.

Output

The results of the common indicators and working groups will be presented during the annual conference and made available as a series of reports and practical handbooks. The local and regional authorities involved will use these conclusions and recommendations to draw-up action plans for improving specific measures.

For further information

Citizens' Network Benchmarking Initiative
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Fax +32-2 743 35 46
e-mail: citnet@ogm.be
www.eltis.org/benchmarking

Citizens' Network Benchmarking Initiative Annual Conference

25 February 2002
Hotel President WTC, Brussels

Conference programme

- 8.30 Registration – coffee/tea served
- 9.30 Keynote speech – *Kevin Leydon, Head of Unit, Clean Urban Transport, European Commission DG Energy and Transport*
- 9.40 The Citizens' Network Benchmarking project in the period 1998-2001
Juan Moreno Acedo & José Riesgo, European Commission DG Energy and Transport
Henry Britton, Project Management Office
- 10.00 Benefits and experiences for participants – *roundtable discussion with representatives of the authorities and transport operators that are taking part in the project*
- 10.50 Plans for the future – *Juan Moreno Acedo, European Commission DG Energy and Transport*
- 11.00 Break – coffee/tea served
- 11.30 Results of the self-assessment survey on the performance of local and regional transport systems in Europe (common indicators, 1990-2000)
Juan Moreno Acedo & José Riesgo, European Commission DG Energy and Transport
Kai Dahme, Project Management Office
- 12.30 Buffet lunch (offered to participants, served in the conference centre)
- 14.00 Results of the working groups – *members of the working groups (20 min. each)*
- Accessibility (needs of different users)
- Interchanges and intermodal transport
- Organisational framework and contracts
- Public transport (clean technologies and marketing/soft measures)
- Citizens' perceptions of local transport (opinion survey)
- Information systems and smartcards (ITS)
- 16.00 Break
- 16.30 How can benchmarking support the exchange of best practice in the field of urban and regional transport? – *debate with local authority representatives, transport operators, benchmarking experts.*
- 17.30 Conclusions
Juan Moreno Acedo, European Commission DG Energy and Transport
- 17.40 Close of the meeting, followed by an informal reception at La Tentation, Rue de Laeken 28, 1000 Brussels (18.30-20.00 hrs)

Citizens' Network Benchmarking Initiative Annual Conference

Practical information

Date and venue

Monday 25 February 2002, from 9.30 to 17.40 (Reception until 20.00).

Hotel President WTC Brussels
Bd. du Roi Albert II, 44
1000 Brussels
Train North Station
Tram: Line 3, 52, 55, 56, 81, 90

Languages

Simultaneous translation will be available in English, French, German and Italian.

Programme

Participants will receive a detailed programme for the annual conference with the confirmation of their participation.

Costs

There are no registration fees for participation in the conference. Participants will be respon-

sible for their own travel and accommodation expenses and booking arrangements.

Registration

Registrations forms should be completed and returned by fax (+32-2 737 96 99), e-mail (citnet@ogm.be) or letter to the Citizens' Network Benchmarking Initiative office before 8 February 2002. A confirmation will be sent by email or fax to all registered participants.

Lunches

Participants are invited to a buffet lunch that will be served in the conference centre.

Reception

An informal reception will be held at La Tentation, Rue de Laeken 28, 1000 Brussels from 18.30 to 20.00 hrs. We ask you to please confirm your participation to all events separately using the enclosed registration form.

Hotel accommodation

Below is a selection of hotels situated close to the meeting venue or in the centre of Brussels. Please note all participants are responsible for making their own reservations and that block bookings have not been made.

| | | | |
|-----------------------------|---|--|--|
| Mozart *** | Rue Marché aux Fromages 23 1000 Brussels Tel : +32/2-502.66.61 Fax : +32/2-502.77.58 | 70 € single room 87 € double room Breakfast included | Next to Grand Place, train: Central Station |
| Hotel President WTC **** | Bd. Du Roi Albert II 44 1000 Brussels Tel : +32/2-203.20.20 Fax : +32/203.24.40 | 112 € single room 137 € double room 18€/pp breakfast | In the conference venue itself. Train: North Station, metro line 2: Rogier |

The following special offers are only available by reserving on the Hotel Connect website www.benecom.com/hotels.

| | | | |
|----------------------------|---|---|--|
| Tulip Inn Boulevard *** | Av. du Boulevard 17 1210 Brussels Tel : +32/2-205.15.11 Fax : +32/2-205.15.25 | 67 € single room 77 € double room Breakfast included | Close to the conference venue. Metro line 2: Rogier, train: North Station |
| Ibis Ste Catherine *** | Rue Joseph Plateau 2 1000 Brussels Tel : +32/2-513.76.20 Fax : +32/2-514.22.14 | 66,93 € single room 66,93 € double room 8,50 €/pp breakfast | Next to the picturesque Fish Market. Renovation activities in the bar. Metro line 1A or 1B: Ste Catherine, bus: De Brouckere |
| Arenberg **** | Rue d'Assaut 15 1000 Brussels Tel : +32/2-501.16.16 Fax : +32/2-501.18.18 | 97 € single room 117 € double room Breakfast included | Next to the Central Station and the Royal Galleries, train: Central Station, metro line 1A or 1B: Central Station |

Should you require any further information on hotels please do not hesitate to call us. For additional information on hotels in Brussels, call Reshotel booking office on tel. +32-2 779 39 39.

Citizens' Network Benchmarking Initiative Annual Conference

Registration form

Please complete this form and return by letter or fax before 8 February 2002 to:

Tel. +32-(0)2 735 05 05

Fax +32-(0)2 737 96 99

E-mail: citnet@ogm.be

Citizens' Network Benchmarking Initiative

Av. d'Auderghem/Oudergemlaan 92

B-1040 Brussels

Belgium

Please tick off as appropriate and type or use block capital letters:

| | |
|--|-------|
| Family name | _____ |
| First name | _____ |
| Organisation | _____ |
| Position | _____ |
| Address | _____ |
| | _____ |
| Country | _____ |
| Tel. | _____ |
| Fax | _____ |
| E-mail | _____ |
| <input type="checkbox"/> I will attend the morning session of the conference (09.30-12.30 hrs) | |
| <input type="checkbox"/> I will attend the afternoon session of the conference (14.00-17.40 hrs) | |
| <input type="checkbox"/> I will attend for lunch (12.30-14.00 hrs) | |
| <input type="checkbox"/> I will attend the reception at La Tentation, Rue de Laeken 28, 1000 Brussels (18.30-20.00 hrs) | |
| Please inform us if you have any special requirements (special diet, disabled access, etc.) | |
| _____ | |
| Date: | _____ |
| Signature: | _____ |