



March 2007

Dear Reader,



Welcome to the second CIVITAS SMILE Newsletter! It's a pleasure for me to introduce the progress being made towards cleaner and improved transport services in the five cities of the consortium. Out and about in the cities you can really begin to notice the difference at street level, whether it's the larger infrastructure projects like the bus interchange at Norwich, new and improved buses in Potenza and Malmö, or the better information and monitoring activities taking place in Suceava. You can find out more about all of these activities, as well as the latest news on the contract that will deliver improvements to public transport services in Tallinn, in this current issue.

Alongside the measures, a lot of effort is going into publicity and dissemination activities at city, national and European levels. In this issue you can read about the meetings held with the UK Department for Transport to jointly promote the CIVITAS SMILE and SUCCESS projects, as well as the project's strong contribution to the annual CIVITAS Forum, where Malmö deservedly scooped the prize for City of the Year. I hope that you enjoy this issue of the newsletter; please pass it on to anyone else who you think may be interested in hearing about our work.



**Chris Humphrey**  
Project Dissemination Manager

## THANK YOU!

Recently there have been some staff changes in the cities and in the project management team. All those who have left the project deserve our thanks for their enthusiasm and hard work. Deserving of special mention are Lotta Hauksson, who as Project Manager leaves the project in an excellent situation for her former colleague Jesper König to take over, and John Skillings, who as Dissemination Coordinator did so much to build the activities of the Dissemination Team during the early part of the project. John is succeeded in this role by Chris Mitchell.

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## MESSAGE FROM THE NEW PROJECT LEADER

During the last year, we have witnessed a massive increase in the interest of fighting global warming. The "Stern report" in the UK and Al Gore's "Inconvenient truth" have attracted world-wide attention and these are only two examples. The very purpose of the CIVITAS SMILE Project is to show that our cities can find ways to reduce emissions from urban transport, most notably carbon dioxide, solutions which can be copied as well as up-scaled. As a result of this, several of our cities have noticed an increased interest in the CIVITAS SMILE Project, especially in Norwich where the British government requested a brief of the project. We would like to communicate our results, as well as the experiences and ambitions from all of our five cities. We have now reached half way through the project and many results start to show. For some of our 51 measures it turns out we must slightly change our course, but for most of them it seems we have been on the right track all along. We look forward to the start of the third year of CIVITAS SMILE.

**Jesper König**

## The Initiative for cleaner and better transport in cities CIVITAS – A European approach

**CIVITAS** - cleaner and better transport in cities - stands for **City-VITALity-Sustainability**. With the CIVITAS Initiative, the European Commission aims to generate a decisive breakthrough by supporting and evaluating the implementation of ambitious integrated sustainable urban transport strategies that should make a real difference to the welfare of European citizens.

The Initiative supports 8 projects involving 36 cities. In addition, more than 80 other cities are members of the CIVITAS Forum that provides a platform for the exchange of best practice, ideas and experiences. Find more information on the CIVITAS Initiative and on all projects at <http://www.CIVITAS-initiative.eu>  
The CIVITAS objectives are:

- to promote and implement sustainable, clean and (energy) efficient urban transport measures;
- to implement integrated packages of technology and policy measures in the field of energy and transport in 8 categories of measures;
- to build up critical mass and markets for innovation.

## Sustainable urban transport for the Europe of tomorrow SMILE – Bringing CIVITAS onto the road

**CIVITAS SMILE provides the strategy to combine a set of measures to develop an intelligent, sustainable and intermodal city transport system, making it possible to live an active life independently of private car use and ownership.**

The project addresses these issues by promoting bio-fuels, clean vehicles and intelligent travel from door to door in order to improve urban air quality, safety and security and increase the quality of life and health of all citizens, irrespective of social status or gender. The cities will work together to demonstrate and evaluate what is required to ensure the rapid deployment and take-off of clean urban transport systems in cities in the EU.

The objectives of CIVITAS SMILE are to improve urban air quality, create a sustainable, safe and flexible traffic system that improves the quality of life in two leading cities, Malmö (Sweden) and Norwich (UK), and in three follower sites, Tallinn (Estonia), Suceava (Romania) and Potenza (Italy). It will reverse the current trend of increased use and ownership of cars by promoting sustainable alternatives and stimulating efficient and clean city distribution of goods. CIVITAS SMILE brings together 29 partners in total who will implement 51 demonstration measures, which will reduce damaging emissions from city traffic. In the long run it aims to create a modal shift towards public transport, cycling and car-sharing.

The measures are divided into 8 work packages following the policies of the CIVITAS programme. The measures in CIVITAS SMILE are expected to have a significant impact in solving the problems of:

- dependency on fossil fuels
- competitiveness of clean vehicles and alternative fuels
- congestion in urban areas
- deteriorating environmental quality in the cities, i.e. air and noise
- security in the city
- social inclusion and equal opportunities
- road safety
- economic efficiency and competitiveness of the cities
- fall in the modal share of public transport

<http://www.civitas-smile.org>





## News from the cities



## SMILE at the Civitas Forum



In September 2006, 23 representatives from Civitas SMILE attended the Civitas Forum in Burgos (Spain) to take part in discussions on the challenges of urban mobility and to hear about transport initiatives being implemented in cities in Europe and beyond. CIVITAS SMILE cities took an active role in the Forum, with presentations in the workshops on measures being carried out in Norwich, Suceava and Malmö. Jeremy Wiggin from Norwich City Council gave a presentation on "Delivering on-street ticketing: challenges faced and lessons learnt". Norwich is the first UK city to install state-of-the-art touch screen on-street ticket machines which issue tickets for multiple operators and are able to give change. The presentation covered the whole process of installing the touch-screen machines from the tendering process to encouraging the public to use them. Dan Dura gave a presentation on "New Public Transport system in Suceava" which showed the work carried out in Suceava, such as the introduction of real time



Public transport information, timetable information in station and buses, variable message signs and the setting up of a mobility centre. Staffan Ivarsson from the City of Malmö gave a presentation on "Compressed Natural Gas city bus fleet in Malmö" which looked at the gas supply of the public transport buses. Indeed, in recognition of Malmö's work on promoting clean fuels and other measures such as the low emission zone and mobility management, the city of Malmö was awarded CIVITAS city of the year. The CIVITAS SMILE project also had the opportunity to promote and show the progress of the project through their stand, complete with poster boards on the project and marketing products such as the brochure, newsletter and booklets on each measure work package.

## Work to start on new bus interchange outside Norwich Rail Station



Work to improve bus stops outside Norwich Rail Station for the benefit of passengers started in January 2007 for 12 weeks. The work involves building a new bus stop lay-by on the south side of Thorpe Road and a large sheltered waiting area between the bus stops on the station forecourt and Thorpe Road. Within the waiting area there will be seating for 15 people and two dedicated wheelchair spaces, a ticket vending machine for pre-purchasing bus tickets that will help reduce boarding times and a sign giving real-time information on bus arrival and departure times. Cycle facilities will also be improved outside the Rail Station. A new cycle shelter with 20 covered stands will be built in the existing cycle parking area on the station forecourt. To enable the works to take

place safely the station forecourt bus stop will be moved to a temporary position close to the steps leading from the station forecourt to Riverside, while the work takes place. At a later stage during the work, the Thorpe Road bus stops for both inbound and outbound services will be temporarily moved to positions further up Thorpe Road towards Lower Clarence Road to enable construction of the new bus lay-by.



## Mobility Managers Board in Potenza



After the appointment of Mobility Managers, the first MM Board started to work on topics related to mobility and sustainability. All organizations involved in Smile actions (public agencies, local hospital and university) appointed their own Mobility Manager. According to the Italian decree Sustainable Mobility in urban areas, they will manage all mobility issues regarding employees, in particular home-to-work trips, always holding to the principle of sustainability. Within Smile, they will be first recipients of training activities, implement information campaigns towards employees and transfer needs in terms of mobility to the public authorities. Mobility Managers started to work jointly, under the direction of the Transport Councillor and the Area Mobility Manager, during the first session of the MM Board. In future months, as Smile activities enhance and other Municipality initiatives start, the MM Board will work harder to reach Smile objectives.





## Dissemination Activities in Suceava



The introduction of 15 new buses in March 2006 was a significant step in the direction of promoting cleaner and better transport in Suceava city. This was maximised by structured information campaign, including leaflets, adverts in local newspapers, conferences and special local events. These campaigns were designed to have a considerable impact and relevance to citizens. The main aim of the information campaign was to highlight the meaning of sustainable mobility and in particular why it is central to the SMILE project and the measures taken to achieve it in the city. The public was also involved in an active way through discussions and inter-active consultations; moreover, one of the conferences at the City Hall resulted in articles being published in the local press. 4000 leaflets were produced and distributed, in the City Hall at the information point and within the bus stations along with CIVITAS postcards and buses carrying 2 posters (on the glass behind the driver and the lateral window). Information is available online, too, on a site disseminating news and on the City Hall website. The project team organised 12 meetings with teachers and students in schools and a high school in

Suceava. The meetings took place in the lecture halls of the institutions and participants received materials and discussed with the project team the importance of the protection of the environment and mobility management. An important local event took place on 22nd September when Suceava celebrated through a march the "Car Free Day", which gathered many education institutions, who together declared their wish to live a healthy and active life, independently of private car use and ownership. This event started in the low emission zone in the city centre, which is foreseen to become entirely restricted to cars. The Dissemination manager participated in a conference held in Budapest organised by ASTUTE team project and made the most of the opportunity discuss topics of interest to both projects, to transfer knowledge and best practice.



## Tallinn: Improvements to Public Transport



Although Tallinn has had many problems as a result of a drawn-out procurement process, they are now ready to face a positive future, realising success is essential. A contract was finalised with AB Thoreb in December 2006. The Contract is five sided: The Contracting Entities are the City of Tallinn, Tallinn Bus Company (TAK), Tallinn Tram and Trolleybus Company (TTTK) and MRP Linna Liinid (MRP), and the Executor is AB Thoreb. Tallinn is now focussed to address their measures without further delays. The deadline for the performance of the works is 31 May 2008. By this date the following functioning items will be transferred to the Contracting Entity:

- public transport vehicle priority service system, which includes 26 intersections on 12 km of lanes reserved for public transport vehicles, 6 bus and 3 trolleybus lines and equipment for 63 TAK buses and 48 TTTK trolleybuses
- the passenger information system, which is based on GPS and contains modern internal and external information displays, sound notification systems and on board computers on 235 TAK buses (plus 20 trailers), 52 TTTK trams, 89 TTTK trolleybuses and 27 MRP buses.



## Timetables on your mobile phone in Malmö



During an average week the public transport company Skånetrafiken receives about 200 000 visitors to their website. In order to reach an even bigger audience, with bus and train timetable information Skånetrafiken has launched a service "The Travel Planner" which is also for mobile phones. By opening an account at Skånetrafikens website called "My pages" every traveller can access all departure and arrival times for buses and trains directly to their mobile phones through mobile internet. In this simple way travellers can always access updated travel information. By using "My pages" commuters can also use a series of special functions. For example, a commuter may create their own commuter timetables where they mark out their most common trips, making it faster to access relevant information. Another example is the function "My next trip" where the traveller even at the start page can gain access to their common trips and see if there are any delays. Via their mobile phone the commuter can access both The Travel Planner and My next trip. Connected to this Travel Planner Skånetrafiken has also launched a trial where passengers have the possibility to travel with digital tickets in their mobile phone, on the city buses in Malmö and Helsingborg.





## Anglian Coaches launch new Biofuel Buses in Norwich



Anglian Bus is determined to minimise the environmental impact of their operations. By using biodiesel in their buses, Anglian is helping to reduce the emissions of carbon dioxide that are responsible for global warming and climate change. Just one bus can emit up to half a kilogram of carbon dioxide for every kilometre it travels. Anglian substitutes some of the diesel it uses with biodiesel. Biodiesel is made from plant oils such as rape seed oil by a simple chemical process - often after the oil has already been used first in some other way - in the preparation of food, for example. The biodiesel used in their bus is made from used vegetable oil. Because plants absorb carbon dioxide when they grow through the process known as photosynthesis, fuel made from plant oil is effectively recycling carbon dioxide already in the atmosphere rather than adding new CO<sub>2</sub>. Hence using biodiesel does not add to carbon dioxide in the atmosphere (apart from a small component associated with the energy used in the manufacture of the biodiesel)



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## Suceava Webcams



Three new video-cameras have been mounted in three 'hot' locations; in areas where there is a lot of traffic and accidents occur. The locations were chosen in close collaboration with EPA Suceava, GEC Suceava and Traffic Police. The CCTV cameras have multiple benefits: supervising some road segments or junctions to detect incidents or cases of law infringements in real time; classification of vehicles; monitoring the visibility range and climate conditions. The cameras will also be useful in finding solutions to avoid congestion, increase traffic fluency, improve driver behaviour and optimise time keeping and journey duration of the new buses. The CCTV will also have an impact on public transport (PT) too; due to the technical characteristics they offer the possibility to better monitor the general traffic and PT in particular. All the information received from the systems will be sent through the internet to a server which will make them available on VMSs displays and on the web page. The CCTV cameras are integrated into an online advanced management platform, designed to monitor the road traffic according to European standards. The online management platform is connected to a Control and Monitoring Centre, consisting of two software applications: application "main operator" (for remote supervising and configuring of the system of data acquisition) and GIS SetInfoMap, a digital map with important information about traffic that will be accessible through a link on Suceava City Hall website.



## Additional funds for ecological buses in Potenza



The Municipality of Potenza will purchase ecological buses to supplement the urban buses fleet in the next couple of months. After broad market research and a survey in relation to filling stations for alternative fuels, Potenza decided to buy methane buses. The purchase of the vehicles has been delayed because additional funds are to be added to the budgeted 535.000 for the purchase of the buses. Thanks to this new contribution, the Municipality will introduce into the urban buses fleet more than 5 ecological buses. The Municipality is currently carrying out the necessary administrative procedures to enable the funds to become available. Some of the buses purchased will be used for the implementation of a Dial-a-Ride system operating on routes linking external districts to the town centre.



## Malmö gets 180 new city buses



In the middle of August the first new city buses out of 180, were seen on the streets of Malmö. This Civitas SMILE measure will be finalized by the summer of 2007. The first 13 buses were put into circulation in mid-August 2006. All of them, both new and those renovated have alcohol-locks, air-conditioning as well as surveillance cameras to decrease vandalism and crime. Out of the 180 buses, 111 are completely new and 69 have been renovated. They all run on gas, which will decrease emissions compared to diesel driven buses and improve the urban environment.





## Shop and Go in Norwich



Norfolk County Council, in partnership with Norfolk County Services trialled a new 'Shop & Go' service in December, between Norwich's The Mall shopping centre and the Harford park & ride site. The 'Shop & Go' service allowed weekday users of the Harford park & ride site - both commuters and day shoppers - to ferry their morning shopping back to Harford park & ride at lunchtime, so they could carry on shopping or return to work bag free in the afternoon and did not have to carry it on the bus after work. Users of the service simply dropped off their shopping purchases at a collection point at The Mall. The shopping bags were sealed in secure crates, the contents logged and receipted and for a fee of £1.00 were safely transferred back to the enquiry office at the Harford park & ride site, for collection at the office when users returned to the park & ride site at the end of the day. 'Shop & Go' customers were able to drop their shopping off at the collection point on Level 3 in the Castle Mall for hourly transfers between 10:30 and 15:30, Monday to Friday. Councillor Adrian Gunson, Norfolk County Council's Cabinet member for Planning and Transportation, predicted: "The 'Shop & Go' trial will make shopping by bus much easier and will provide an additional incentive for the public to use Harford park & ride during the busy festive shopping period. "I am sure the service will not only ease people's ability to do their Christmas shopping, and reduce the need for people to park close to the city centre for major shopping trips. This in turn will in turn help to ease city centre congestion." The 'Shop & Go' service initially operated until Friday 5 January to coincide with the main Christmas and New Year sales period. The trial was successful and there are plans in cooperation with a department store to operate another 'Shop & Go' service from Easter 2007.



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## Suceava Project progress - evaluation activity



The progress of the SMILE project is visible throughout the city, both at the level of the citizen and in terms of procurement of new long-lasting equipment. Evaluation and dissemination are both in process. The evaluation team has designed three questionnaires; one for the general public, one for residents in the affected area and one for PT passengers. One of the questionnaires referred to LPG car users and was devised to assess the quality of this fuel and the durability of the engines of cars fuelled with this alternative fuel. This activity was mainly deployed in petrol stations that sell LPG fuel and at the same time promoted alternative vehicles. The second questionnaire targeted the entire local community, with reference to the European project's visibility, the public's perception of these projects, their understanding of environmental issues and new concepts such as alternative and clean fuels, "park and ride", "park and walk" and PT and general road traffic issue. This questionnaire helped to determine the impact of our dissemination activities and to assess the project's impact in terms of stakeholders' indicators, in comparison with the baseline situation. The 3rd questionnaire referred to the PT vehicles and the new buses (performance, security, comfort, timetable, routes etc) and also gave citizens the opportunity to express their opinions on future improvements of PT.



## Coming soon to Potenza



Potenza's official website for SMILE is now online! The link on Potenza's website ([www.comune.potenza.it/civitas](http://www.comune.potenza.it/civitas)) enables all citizens to receive more information about CIVITAS, SMILE, partners, measures and events. Simple pages and clear contents enable every citizen to enter into SMILE's world and have access to up-to-date information as well as having the opportunity to give their comments and feedback on the initiative. Further dissemination of SMILE is carried out through presentations of Potenza's experience at many events on the theme of sustainable mobility. Our site manager, Alessandra Improta gave a report on the implementation of SMILE measures to the Italian partnership last November in Naples. Images of what's going on in Potenza have been shown during a meeting on the topic "The firms to travel without polluting", at the annual event of FuturoRemoto, dedicated this year to the world of travelling in the name of sustainability. A pocket brochure will be distributed in Potenza for people who do not use the internet as a way of sharing information and objectives. This will help make them more familiar with European efforts to build healthy cities and give them a precious instrument to learn more about mobility and sustainability.





## UMAS in Malmö focuses on clean vehicles



Within CIVITAS SMILE the University hospital in Malmö, UMAS has changed half of their vehicle fleet to clean vehicles. Stefan Sjöholm works as a janitor at UMAS and drives one of the first natural gas vehicles at the hospital and has only good experiences to report: "It has worked out very well, it's actually no different to an ordinary car." The UMAS Transport Services has 2 electric cars, 4 ethanol cars and most recently a natural gas driven car, a Volkswagen Caddy. Within CIVITAS SMILE support has been provided to purchase natural gas vehicles. The extra cost for buying a natural gas vehicle is about 30 000 Swedish crowns (3000 ). "Today ethanol vehicles are not much more expensive than ordinary vehicles", says Göran Ericsson from UMAS Transport Services. UMAS do not own the vehicles, they are leased from Handelsbanken and there have been no problems leasing clean vehicles. The natural gas powered mini-lorry will help Stefan Sjöholm carry out his work with maintenance at UMAS buildings and facilities. The natural gas vehicle has the same acceleration and speed as a regular car and Stefan reports "The only difference really is an odd sound when you start the car, but it runs perfectly. Filling the car with natural and biogas in Malmö is not a problem as the energy company E.ON has several gas filling stations. The big difference is that cars running on biogas do not add any extra carbon dioxide to the atmosphere and there are also economic benefits. We save some money, and we get a cleaner environment."



## City Car Club Launched in Norwich



A revolutionary green car club scheme was launched in Norwich city centre in November which allows Norwich residents access to cars for as little as £2.80-an-hour. The official launch generated media attention with local news channels, radio stations and local newspapers showing an interest. This helped to generate more than 300 enquiries to CityCarClub (CCC) about membership. Once signed up as a member you can book the cars on the internet at [www.citycarclub.co.uk](http://www.citycarclub.co.uk) or by telephone. Then you simply open the doors with your personal smart card, enter your PIN number and drive away. When you have finished with the car you just bring it back to its designated parking bay, lock the doors, and that's it. Generally members cut down on unnecessary car journeys by 35% after they join. Across the 200 strong CCC fleet based all around cities around the UK an estimated 2000 tones of CO2 emissions are saved, the equivalent of 530 flights to Australia. Security precautions are very important and only pre-registered fully paid up users can have access to the system. A "SMART" card is allocated per user, together with password protection. Cars can only be pre-booked, with journey start times and journey destinations. The location of available cars is then given to the validated subscriber. The actual car

modem is simultaneously activated and will only respond to a successful transacted SMART card booking for the member to access the vehicle. The car immobiliser cannot be deactivated with the SMART card located in the dashboard modem and "password" activated. The car journey is recorded by satellite control which verifies the journey and debits the cost against the member credited balance at the end of the journey. There is full indemnity insurance for users of the cars.



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## SunFleet shows the way with car sharing sites in Malmö



Last year SunFleet started the first two commercially based car sharing sites in Malmö. SunFleet run car sharing sites with clean vehicles and there are big plans for the future. The concept of SunFleet is unique; the cars are used for as many hours a day as possible- therefore serving several different groups of users. SunFleet established the car sharing sites after liaison with local businesses, and since spring 2006 they have also opened the sites to private persons. In this way they can keep the vehicles running around the clock at a small cost. "The weekend prices for private individuals are especially favourable", says Caroline Jiborn of SunFleet Malmö who also emphasised the advantage of the car sharing site. Namely, as a private person you do not need to worry about expensive parking fees, washing, maintenance and insurance. For those that do not need their car every day, they can save a lot of money as they avoid the hassle of keeping a car in the city. There are also benefits for companies: They can avoid a lot of administrative tasks for their company cars such

as services and insurance. Traditional company cars are not used for many hours a day, which is ineffective and also encourages people to use their private cars in their work causing more problems. SunFleet is owned by the car hire company Hertz who are only running clean vehicles in Malmö. The cars are from Volvo and run on natural and biogas or ethanol. Since the late nineties, SunFleet have only used clean vehicles. This market is growing stronger and SunFleet want to expand across Scandinavia and then to the rest of Europe. [www.sunfleet.com](http://www.sunfleet.com)





## Commuter trips questionnaire in Potenza

Employees of public agencies, the hospital and university are completing questionnaires with data about their home-to-work trips. The results will be used to design and implement the car pooling service. Almost 1200 questionnaires have been distributed to local public agencies, hospital, university employees (and more will be given to other agencies workers) to gather data about home-to-work trips. Data are charged is inputted into the software managing the car pooling service. Once the data is inputted it will determine "ideal crews" of people sharing the same origin-destination place / working hours who are willing to use the same vehicle to go to their workplace. Thanks to Smile, less private vehicles will be used within the town, resulting in the improvement of improve air quality.



## Variable Message Signs in Suceava



The VMS equipment in the historical, representative zone of the city monitors an area seriously affected by traffic congestion which has led to a rise in pollution and noise levels and a poor quality of life. Two other VMSs are installed in two demo places, one at the end of the Low Emission Zone and the other one at the roundabout near the eastern entrance to the city. A third VMS has recently been installed and offering, due to its technical structure, qualitative data about three pollutant factors: CO, NO2 and SO2. Quantitative data is stored and is processed, with cooperation from EPA Suceava, which has a fixed station in that area, too. The display offers information about temperature, date and time, to assist in making a general analysis, at a certain time unit period. Thus, this VMS is a precise tool to continuously measure the level of pollution indicators, to determine the degree in which traffic (at that point) is generating environmental problems, and at the same time, to measure the impact of the SMILE project measures. VMSs are a very reliable support for real time information, because of the obviousness of their location and visibility; no one can pass them by without being aware of their existence and use. Therefore, they will have a significant impact on increasing public acceptance and awareness of the need to protect the environment and improve quality of. In the future, when the Mobility Centre is established, VMSs will have an extra "task"- to delivering information collected centrally at the City Hall.



## Information network for Local Pubic Transport Company (LTC) in Suceava



In order to increase the patronage of local transport, LTC staff established a route plan with eight routes of which four have been declared Eco-routes and only buses equipped with EURO 3 engines will operate on those routes. One of the routes is the subject of more radical provisions as in the future cars will be prohibited, creating a pedestrianised area. The buses operate a pre-established viable timetable, appropriate to the number of passengers and their travel needs. Information on PT is transmitted through boards with maps and routes, displayed in all 37 bus stations and inside buses. This together with the distribution of leaflets containing basic information has led to a steady increase in the total number of passengers. The new public transport system is designed to be more attractive and the new bus drivers have been trained and now have eco-driving skills. Their training included technical information regarding the buses as well as good driving behaviour and good customer service. Drivers are now partially responsible for good patronage of buses and their performance is continually monitored. A traffic study was carried out and identified the possibility of providing lanes exclusively for buses as well as special priority at traffic lights at intersections. The traffic study reveals other possibilities to create adjacent roads and new parking facilities and, at the same time, intersections are being modernised and are being equipped with traffic lights that will operate in the future in a "green way" system. A new ticketing system has been tested in collaboration with the local



partner GEC Bucovina, which has the patent for such a system. This new integrated ticketing system will simplify the process. In this way, passengers' needs will be better and promptly served if they acknowledge the new PT plan.





## Training and Dissemination

### Alternative fuels are key to a cleaner future for Europe's cities

In December 2006 more than thirty delegates from Italy, Great Britain, Romania, Estonia and Sweden gathered in Malmö to discuss the topic of Clean Vehicles in Europe today. Although fuels derived from plants and waste matter can significantly reduce the harmful emissions produced by transport, factors such as world fuel prices, a lack of supply infrastructure and the choices of car buyers are inhibiting further developments in Europe. Therefore, if the goal of 'clean transport' in European cities is to be successfully realised, a closer degree of cooperation between governments, industry and citizens is required. This was one of the conclusions from a two-day training workshop on the subject of clean vehicles and their fuels held in Malmö, Sweden on December 13-14 2006. The event, organised by Transport and Travel Research in conjunction with the City of Malmö, was delivered as part of the training programme for the CIVITAS SMILE project. The workshop gave delegates the opportunity to share knowledge, identify barriers and learn about good practice from presentations, site visits and case studies. The first day focused on the situation in Sweden, including clean transport initiatives in Malmö and the long-term potential of using biogas from waste and crops as a fuel. Two site visits held. The light vehicle group visited the city's clean car pool and depot. The heavy vehicle group visited the public transport company Skånetrafiken and their bus depot, and the energy company E.ON and their natural/bio gas filling station.

The following day Niklas Gustafsson, from Volvo Cars presented an overview of the company's past and future developments in clean vehicle production. Other informative presentations were given on dissemination activities relating to clean fuels and transport in Malmö and the Skåne region, and on developments in the UK. A final session summed up the main points raised at the workshop identifying barriers and potential solutions. Presentations from the workshop are available at

<http://www.malmo.se/gatorortrafik/hallbartransporter/smile/nyhetsarkiv/nyhetsarkivsmile/5.4b4584d210f778465c480003427.html>

### CIVITAS initiative presented to The Department of Transport

A joint delegation of CIVITAS UK cities, or 'Task Force', presented their progress and plans to representatives of national, regional and local government at a meeting in January. The Task Force, comprising representatives from Norwich (CIVITAS SMILE) and Preston (CIVITAS SUCCESS), met with officials in London. In attendance were Department for Transport staff, regional officers and representatives from local government, including some cities who are considering a bid for Civitas Plus.

The presentation was given jointly by Chris Mitchell (WP4 Coordinator CIVITAS SMILE), Chris Kutesko (former European Officer who was involved in putting the Norwich bid together), David Sprunt (Site Manager CIVITAS SMILE Norwich) and Stuart Wrigley and Howard Booth (Site Co-ordinator & Project Manager CIVITAS SUCCESS Preston). The presentation covered how the bids were put together for Civitas II, its overall aims and objectives, and then more specifically on the cutting edge measures being pursued by Norwich & Preston.



There was good level of interest from all parties at the meeting with many questions asked both during and at the end of the presentations. It was possible during the presentation /discussion to put forward some of the problems and issues associated with the development of innovative and exciting projects of the type being taken forward through Civitas, in particular, in relation to the ongoing funding requirements post Civitas and how central government might assist in this respect.

Invitations were extended to all at the meeting to attend workshops at the Norwich Consortium Meeting and to both Norwich and Preston to discuss in more detail specific measures and for assistance to those cities now making bids for Civitas Plus. As an immediate measure of the success of the meeting Norwich has already received requests from the DfT to attend their workshops and also from bid cities to come and discuss their bids.





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**Tallinn Partners:** Tallinn Bus Company (TAK), Tallinn Tram and Trolleybus Company (TTK), MRP Linna Liinid (MRP) and Tallinn Technological University (TTU).



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