Press release

Thessaloniki November 14 2014

3rd City-HUB Stakeholder Workshop

The 3rd City-HUB Workshop "Validating the City-HUB model" was held at the premises of the Hellenic Institute of Transport/Centre for Research and Technology Hellas, in Thessaloniki, Greece on October 9, 2014 with 52 participants.

Selected experts were invited to the Workshop to discuss with City-HUB partners crucial issues related to transfer services, management structure and integration of urban transport interchanges with the city.

The objective of the 3rd City-HUB workshop was to retrieve stakeholder opinion on the appropriateness of the identified key factors of urban transport interchanges and validate the preliminary formulation of the City-HUB model through its application on the selected project case studies.

Some of the key findings are described below.

A. Regarding transport services

The key factors identified by City-HUB concern co-ordination of intermodal transport in terms of integrated time-tables, integrated travel information provision, and facilities and services offered at the interchange in combination with proper way-finding.

However, not all of them apply equally to all users, and the passenger volume, trip attributes and terminal size determine the desired waiting conditions and respective design standards. Also, there is a gap in user, manager and operator perception as to the level of safety and security that a certain interchange design may offer. As regards in particular many railway stations, although they comprise transport interchanges, they are not considered as such and therefore their design does not take into account the above-defined key factors.

As it has been revealed that information plays a determinant's role in an interchange, a standardized system at EU level should be deployed, and applications should exploit real time information provided to the operators, and consequently inform travellers.

B. Regarding management structure and city integration

Key factors are the typology of interchange, construction, management and financing schemes and governance models.

As interchanges is a complicated and demanding environment, a suitable design model should be considered, not in the sense of "one model fits all" but adjusted to the interchange's particularities. Firstly, understanding of the involved stakes should be pursued, which will define whether and existing interchange should be upgraded or a new interchange should be developed. The surrounding transport system characteristics should also be considered, as they are very relevant for the success of the interchange. These will define the size of the interchange, as well as its integration level between all provided facilities and services. Then, precise roles have to be attributed for the conception, planning, construction, operation and management. For this reason, a typology of governance should be formulated. A dynamic business model should be incorporated, which supports the interchange operation throughout its life, to also cope for any possible conflicts arising between public and private activities in the allocation of the public grants.

Main enabler for the success of the interchange is cooperation, which is particularly needed when a new interchange is constructed, and it should be included as an 8th component in the 7 already defined by City-HUB as

contingency plan for consultation practices, namely accessibility, transparency, integrity, visibility, disclosure, fair interpretation and publication.

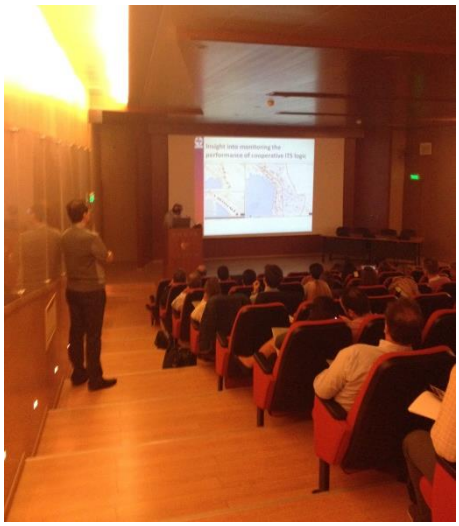
C. Validating the City-HUB model

Based on the above defined key factors, the model has to set the conditions for developing an interchange and it should be adapted to new or existing interchanges and to cases such as when introducing a new mode. A simple check list should be drafted for each different case. The main steps that the model has to incorporate are:

- ✓ First, define ALL the stakeholders involved.
- ✓ Then, identify their needs.
- ✓ In parallel, specify all points of their involvement in the design. E.g. have their needs been addressed? Include them before final stage.
- ✓ Formalize this involvement, if necessary.
- ✓ Include a physical design step and incorporate energy efficiency, safety/security and other aspects of the interchange.
- ✓ Adopt a monitoring/evaluation system to assess efficiency and effectiveness at various stages.
- ✓ Adjust some steps of the model especially for the development stage, with the aim not interrupting operation during that period.
- ✓ Consider evaluation, mapping out opportunities and financial plan to be revisited as design becomes more precise.

Finally, some properties that the model should ensure are:

- The model should be flexible enough to provide for different stakeholders, facilitating at the same time to homogenize their views. It should take into account that some steps should be realized in parallel.
- After each step, the model should produce a clear output that sets and assigns responsibilities for the next steps. The counterbalance between efficiency and inclusiveness should be discussed.
- The steps that are going to be harder to achieve should be identified (critical steps), so that to avoid obstacles and possible delays.



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