



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR MOBILITY AND TRANSPORT

Directorate B - Trans-European transport networks & Smart transport
B.4 - Clean transport, Urban transport & Intelligent transport systems (ITS)

EXPERT GROUP

INTELLIGENT TRANSPORT SYSTEMS FOR URBAN AREAS

Third Meeting
“Travel Information” session
21 June 2011
Brussels

- Minutes of the Meeting -

Date: 25/07/2011

Version: 1

Authors: Guido Müller, Jean Coldefy, Helge Jensen



1. WELCOME

Magda Kopczynska – European Commission, DG Mobility and Transport

Magda Kopczynska welcomes the participants to the 3rd Meeting of the Urban ITS Expert Group. The meeting has a specific focus on Traffic and Travel Information, but the format is changed from the last meeting to give the three newly formed working groups for all key applications the opportunity to discuss in more detail their topic.

The members are joined by three **external experts**: Mr Berthold Radermacher (VDV), Mr Jürgen Ross (VBB and coordinator of EU-Spirit) and Mr Johan Van Ieperen (UITP).

Magda Kopczynska announced the upcoming **re-organisation of DG MOVE** from 1 July 2011. For urban ITS there will be the following consequences: The current unit B4 on clean transport, urban transport and ITS will be split. Urban transport will be in Unit C1 and the new Head of Unit is Daniela Rosca who is present at the meeting. ITS will form its own unit C3 with new Head of Unit Pawel Stelmaszczyk. Both will be in the same Directorate C headed by Fotis Karamitsos. Magda Kopczynska will take over new responsibilities for maritime transport and logistics (Unit D1). She uses the opportunity to thank everybody for the good collaboration. She also announces that there will be a new Secretary for this Expert Groups as Guido Müller is completing his contract as national expert end of September and will return to Germany.

2. ADOPTION OF MINUTES FROM 2ND MEETING

Magda Kopczynska – European Commission, DG Mobility and Transport

Minutes of the second meeting have been distributed to the experts for review. Comments were provided previous to this meeting. A last addition was the inclusion of a fast transaction time as an important technical criterion for smart ticketing.

These comments were reviewed and no further comments were provided. The minutes of the second meeting were approved.

3. DEBRIEFING: COMMISSION ITS CONFERENCE LYON (6 JUNE) AND JOURNEY PLANNER WORKSHOP (20 JUNE)

Guido Müller – European Commission, DG Mobility and Transport

Both the Commission's second ITS Conference (Lyon, 6 June 2011) and the workshop on European multimodal journey planners (Brussels, 21 June 2011) have been successful.

The conference "Intelligent Transport Systems in Action" in Lyon gathered about 200 ITS stakeholders and presented the current status of the Commission work on both the ITS Action Plan and Directive. The Urban ITS Expert Groups was one of the topics discussed and Jarl Eliassen made a lively presentation on the general work and some examples from the Oslo region.

(Presentations: http://ec.europa.eu/transport/its/events/2011_06_06_its_conference_en.htm)

The workshop was part of a study on the subject of multimodal journey planners and therefore of direct relevance to the group. Aim of the Commission is to support the development of national and regional multimodal journey planners, and links between existing planners, with the ultimate target of enabling travellers to also use door-to-door journey planning (and later ticketing) services at European level. The workshop discussed interim results of the study and a related stakeholder consultation.

(All presentations at http://ec.europa.eu/transport/its/events/2011_06_20_its-ws1_en.htm)

4. TRAFFIC AND TRAVEL INFORMATION FOR URBAN AREAS – PRESENTATIONS FROM GROUP MEMBERS

Four members of the group presented work on travel information in their city / region.

Due to the lack of time one other presentation was only distributed:

- Susanne Planath: "Gothenburg's Attractive Commuting Mobile Assistant"; a smartphone application for multimodal travel information including roadside information on commuter parking, comparison of travel times for car and public transport, general traffic information, and a mobile travel planner for bike, car and public transport.

4.1. Traffic information in Denmark

Svend Tøfting – North Denmark Region

Before presenting two examples from the North Denmark region Svend Tøfting provided a background on the general Danish ITS policy and the planned investments of about €125m for road ITS and €100m for ITS in public transport (2010-14). Denmark will introduce a nationwide travel card for public transport in two years.

- The project ITSPPlatform.eu will develop a next generation on-board unit for cars and database platform and will test it with 500-1000 cars from mid 2011. Automatic payment of parking fees and traffic information are among the applications.
- The project IMIKASK will enable information, booking and payment of on-demand public transport via mobile devices independent of company or region. Smartphones will become the main platforms for ITS services.

4.2. Greater Lyon ITS Strategy

Jean Coldefy – Greater Lyon Region

The ITS strategy of the Greater Lyon Region was presented by Jean Coldefy. He gave details on the policy context, the strategy, the key elements and the project organisation.

A mobility policy focused on modal shift needs to combine all data to provide users with multimodal information. Informing users is one of the four pillars of the Lyon strategy (along with infrastructure, network management and freight operations). The Vision 2020 calls for multimodal information in real-time anywhere at any time for all.

The work on the [mobility centre](#) is organised in six projects: An Internet mobility portal, a multimodal information radio, public-private partnership, open data/open services, a multimodal navigator (SMARTMOVES), innovative information and management services, innovative monitoring.

4.3. Incentive Zone – Mobility Management in Enschede

Marcel Meeuwissen – City of Enschede

This innovative project of the City of Enschede is carried out with partners from university and technology providers. The [i-Zone](#) is an area of the city in which they want to stimulate people to change their travelling behaviour - either by switching from the car to a more sustainable mode of transport or by travelling at a different time of day. To influence behaviour, they make use of rewards rather than restrictions (therefore it is called the Incentive-Zone). The i-Zone affects the travelling behaviour of its members by providing multi-modal travel information and personal travel advice. The i-Zone makes use of an internet portal but is also linked to personal mobile devices and social network sites. Usage statistics provide feedback which can be used for monitoring, but also for creating competition in the social network of the users.

Currently the system is being built. A tender has been launched to run the scheme for eight years.

4.4. From A to B - Travel Information in the Vienna Region

Hans Fiby – ITS Vienna Region

ITS Vienna Region is the traffic management project of the three Austrian federal states Vienna, Lower Austria and Burgenland and was founded in the year 2006.

[AnachB.at](#) is the intermodal and dynamic traffic information service for the Vienna Region launched in July 2009. It is based on a dynamic traffic data pool which is permanently updated by ITS Vienna Region and the AnachB.at partners. Therefore the AnachB.at routing planners offer the optimal route from A to B anytime – via public transport, bicycle, by foot or car or with an intermodal combination. AnachB.at is available for free on www.AnachB.at and as iPhone App. In a first study a potential for modal shift of 6% has been estimated.

ITS Vienna Region has created the new common network Graph Integration Platform (GIP). The GIP serves as a reference system for ITS Vienna Region and will now be adopted throughout Austria as a national standard. The GIP can be updated easily via an interactive web client and is much more detailed than commercially available graphs. With the GIP as a basis the traffic model of ITS Vienna Region combines all traffic data into a complete image of the current traffic situation. This data is the basis for the AnachB.at services.

4.5. Discussion

In the brief discussion after the four presentations the following three aspects have been discussed:

- **Privacy:** For all services using locations of users (location based services and information) privacy is a real issue. The TravelWatcher application, used in the

Enschede i-Zone project for users to log all their travel, is one example. There was wider agreement that future services will probably work with different privacy levels where users have to give consent to which level they prefer. If someone wants to use information services anonymously certain services will not be available to him/her.

- **Private services:** All private initiatives have to work between the conflicting poles of competition and collaboration. The right conditions have to be set and public policy objectives play an important role. Especially for cities without own data collaboration with private partners is essential.
- **Data quality:** Consistency between different information sources was regarded as a high priority.

5. WORKING GROUPS

Guido Müller – European Commission, DG Mobility and Transport

The main part of the meeting was devoted to the **three subgroups on the key applications** chosen for the group. In two sessions of about one hour each the small teams continued to define their topic, the main deployment issues, guideline content and structure.

The approach was in contrast to the one of the last meeting when three topics of the same key application (smart ticketing) were discussed by three working groups in parallel. This time the three subgroups were organised according to the three key applications.

Due to the difficulty to form a subgroup on ITS for Urban Logistics it was proposed by the Commission to merge the topics of freight logistics into the traffic management theme. many of the issues concerning freight are linked to traffic management (e.g. parking/loading policy, routing, consolidation of deliveries, freight vehicle priority). This proposal was accepted by the expert group and the leader of the traffic management subgroup Steven Kearns.

The **composition of the subgroups** looks now as follows (*external experts in italics*). The smart ticketing group clearly needs some reinforcement, possibly through support from external experts and more emphasis from the support contract.

	Travel Information	Traffic Management Urban Logistics	Smart Ticketing
<i>Rapporteur</i>	Coldefy	Kearns	Blaquière
<i>Team</i>	Brown Eliassen Fiby Izdebski Lefebvre Meeuwissen Planath Tofting Tyriniopoulos Vlemmings <i>Radermacher</i> <i>Ross</i>	Albrecht Beasley Franco Haselberger Jensen Leihs Spell Tomassini Van den Abeele Winning	Diego Bernardo Hedin <i>Van Ieperen</i> <i>Müller</i>

The **first session** was devoted to the **main deployment issues**. The advancement of the different applications differs. For "Smart ticketing" there was already detailed discussion in the last meeting. The main topics for each subgroup were these:

- **Travel Information**
 - Lessons to be learned from the presented work?
 - Most important issues in this area?
 - Barriers / challenges? (Possible) solutions?
- **Traffic Management / Urban Logistics**
 - Most important issues in this area?

- Barriers / challenges? (Possible) solutions?
- **Smart Ticketing**
 - Revisit deployment issues from last meeting
 - Further develop the issues

The second session concentrated more on the Commission proposal for a generic guideline structure (distributed in the meeting) as well as upcoming work distribution.

A paper written by Hanfried Albrecht and a colleague on "*improving communication and understanding in a heterogeneous stakeholder group*" was distributed for information and scrutiny. The communication model might be considered as input for the guidance documents.

5.1. Travel Information

Chair and Reporter: Jean Coldefy – Greater Lyon Region

Lessons learnt

- Multimodality is a key for urban areas. There are high stakes and there can be high impacts reached. The challenges can be subsumed under three headings: technical; organisational; communication (change of behaviour).
- A variety of users with different needs has to be addressed: commuters, occasional users, expert users, differentiated by trip purpose, age, etc.
- Focus on a specific area is necessary for service quality.
- There are some communalities:
 - Gathering data and information > organisational issues
 - Providing information/data to others > public policy and legal issues
 - Open data versus open services?
 - Providing multimodal services > technical issues
 - Gathering data / setting up a reference data set / provide services
 - High quality information and reliability is key, depending on the use
 - Change behaviour > marketing issues
 - Real time services and planned travel time (based on historical)
 - Information from A to B in Europe needs connection of various information services > organisational issues

Most important issues

- Organisational issues :
 - Agreement on “open information services”
 - “Open data” versus public policy interests : find the good combination
 - Availability of rail information (timetable and real time): multimodal information in urban areas without local train information is almost impossible

- Privacy issue about tracking of movements for different mobility uses (real time, statistics, ...)
- Connecting different cities, areas through multimodal information (refer to the workshop on 20 June 2011)
- Technical issues
 - High quality information, reliability is a key condition; depending also on the use and media
 - Public transport and soft modes information services should improve and cooperate with car navigation service in order to have a “seamless look” (complete route guidance from A to B whatever the mode)
- Marketing issues for fostering modal shift through multimodal information > just do it !

Discussion on guideline structure and work plan

- Target group
 - Local decision makers and EC: two chapters?
- Structure :
 - Start with issues and public policy goals
 - Part II points to be disseminated in other parties
 - Include impacts, return of investment, costs (investment + operating); a specific part?
 - links with 2DECIDE
 - Part IV:
 - include legal issues about availability of data and information services
 - include marketing (key for multimodal information)
 - include public-public cooperation
 - include European dimension (reference to study on European multimodal journey planner))
 - 3 page summary, 10-15 page document maximum
 - Be positive and identify where work is needed to solve some issues
- How to manage the work?
 - Use existing material : EasyWay Deployment guidelines, different projects, etc
 - Use EC studies within the framework of the ITS Action Plan
 - Use 2DECIDE
 - Allocation of tasks / process
 - Strategy part : J Coldefy
 - Organisation : H Fiby
 - Know how and marketing: Dutch members
 - Provision to the group by external support on 2DECIDE, EasyWay, Journey Planner study, etc.

- Integration from different partners, English proofreading needed
- Comments from the group to external contractor
- Finalisation by external contractor

<< Note: Jean Coldefy sent around a more detailed proposal on structure and work distribution by e-mail from 23 June 2011. >>

5.2. Traffic Management (including ITS for Urban Logistics)

Chair: Steve Kearns – Transport for London

Reporter: Helge Jensen – City of Oslo

- The summary is in accordance with the discussion in the group. It is emphasized this is the first and wide discussion on this given topic.
- Traffic and Access Management (TAM – but often referred to as Urban Traffic Management (UTM) and Traffic Management and Control (TMC), and possible others e.g. Motorway Management)
- Traffic Management is a complex subject and many faceted. It has bearings on congestion charging, effects on quality of city life, parking availability, curb side management, city logistics, to mention but a few;
- Traffic management is about optimizing the transport network (the mobility network).

Discussion on most important issues, barriers and solutions

1. Example London

In London the interest for TMC increased around the question of Congestion Charging, some 10 years ago. There was (still is) a need to control traffic flowing into central parts of the City. There were some “hostilities” from parts being against the solution. The scheme had strong political support from the Mayor (Ken Livingstone), from stakeholders and specific users. Traffic management often is in need for political decision making – being in sense political measures, give and take capacity, taking priorities. The objective of the London scheme was to curb congestion, and it has produced results. The system also produces profits which are being channelled into projects for cyclists and pedestrians. This has lead to more restrictions on the capacity for motorised traffic. One is now seeing signs of increasing congestion again, and something needs to be done.

Traffic management is also concerned with managing traffic flow in heavy burdened city tunnel systems. If a need for evacuation arises, plans for such emergencies need to be in place, including where to send the traffic. Traffic management is about the public at large feeling safe and secure, e.g. in the street network and on terminals/bus stations. Traffic management should have measures e.g. ITS for smaller cities (< 100 – 150.000 inhabitants). There might be a case for sorting systems approaches according to the size of a city.

2. Example Vienna - Parking

Vienna has introduced a parking control system for the curb side parking. There is a resident parking permit on the move. A positive traffic situation can be observed in the wake of this Vienna Parking Control Management. This has an effect on the traffic in search for a parking space.

3. Low emission zones

There is debate on the viability of low emission zones in many cities. They have the objective of improving the European air quality, but there are some uncertainties about the results. Traffic volumes do not seem to change, and air quality is dependent on a variety of measures. Regulations and other measures are needed.

4. What is traffic management?

The discussion at this point turned our understanding of TMC, and how do handle it for the purpose of this group. At this stage we see it as a system to balance and control demand and supply and also for mobility management. You might like to call it mobility network management. There is also a cultural element that needs to be understood. We see that different nationalities have different approaches to and awareness of the challenges of traffic.

TMC is an operational activity – using existing data, information and infrastructure to optimise for best possible traffic flow for the whole and specifically for certain prioritised forms of transport such as public transport. One should think on the whole when setting up a TMC - no silo solutions should be allowed. You have to think of a set of solutions, building up the case for best possible results.

5. Is ITS only a tool for traffic management and control?

ITS is more than just a tool. It has the ability of bridging solutions for urban life. Properly used we see the effects of traffic and travel information on public transport ridership. We see optimised speed effecting environmental conditions, leading towards the sustainable city.

We also discussed electric Mobility (eMobility) and what incentives, measures should be used for promoting eMobility. One could be electric vehicles being allowed the use bus lanes. To what extent should commuters be favoured in the traffic network including priority parking? If the use of electric vehicles grows and congestion is not being reduced, what will be the effect?

6. Better use of existing infrastructure

An important side of ITS is to optimise the use of the available infrastructure. The case is mounting for less large new infrastructure, maybe with the exception of (high speed) railway links. The toolbox for ITS contains a considerable amount of solutions to improve the use of existing infrastructure. It is a matter of priority, often political. With ITS we have better data, other information and communication. There is a need for demonstration to show the potential. Decision makers, operators and the public at large need to understand where we want to go with the solutions. The politicians like the ceremony of cutting the ribbons. How do we cut the “electronic ITS ribbon”?

7. Getting the governments involved

Budget is needed to have measures implemented and also funding for maintenance. ITS solutions have a different approach to budget for keeping the performance, and improving/tuning the performance. This gives the case to the government to be involved. The planners need to build up the case to get the funding. To start building confidence one should use best practices (if present). Best practice is a good first step towards acceptance and implementation.

8. Modal shift

Modal shift is measurable for ITS and traffic management. In the urban case, we often look for modal shift as the case for moving passengers from the private car to public transport. With growing populations within the city or regions, and the slim possibility for new

infrastructure to cope with the necessary safeguarding of mobility, public transport, car sharing, cycling need to take a larger share of transport. The supply of goods, freight distribution, services also need to be catered for in a capacity restricted highway system and street network. The overall situation will be a continuous challenge for traffic management. Park and ride systems, feeder to public transport, excellent and accessible ticketing systems, traffic and travel information- all must work in favour of modal shift for public transport. A “traffic manager” position at high level is needed – that would be a political position/person. Social media have a role to play to help convincing people to make the right choice for travel- the sustainable way.

9. Interoperability

Interoperability is a main characteristics of ITS. Interoperable solutions are key functions for moving ahead with effective ITS implementation.

10. Standards and innovation

Within ITS one does not get very far without getting involved with international standardisation. The case is for more institutions, professionals to get involved with ITS standards. The case is for large scale implementation in Europe. You have to work to keep the innovation within ITS. The future must contain more ingenuity, which has to be based on proper standards development. It also goes for market development, improved competition for European products in international markets.

11. Urban Logistics

The case for urban logistics is now included in the discussions in the working group for traffic management. Freight and services traffic is a neglected part of urban traffic solutions and traffic management. We see more emphasis on priorities for public transport. There is an agreement in the group that the case for urban logistics needs to be stronger. There is an array of problems and challenges both for the operators and for the urban traffic authorities. Parking is a problem, where drivers keep searching for parking and end up making illegal parking (often ticketed). The case for priority in lanes and signals is building. We have some, but few examples on the use for combined bus/freight lanes. It is often a political challenge. ITS have solutions that should control the use of specific lanes, i.e. often bus lanes, for freight/distribution. It is a win-win situation that will arise. Traffic management choose to ease the distribution, and the distribution operators can be more “imaginative” towards redesigning their activities (cooperative systems among several goods owners and transport operators, extended business hours for distribution, improved types of vehicles for distribution (tailor made), improved fleet management.

Megacities will look for other possibilities for volume freight, e.g. using the Paris Metro at night time for distribution purposes (intermodal transport for goods on city level).

It also came into our discussions the need to improve the tools for decision making, e.g. in the case for how to give priorities for the various modes of transport. Improved evaluation models and techniques feed into this aspect.

5.3. Smart Ticketing

Chair: Alexandre Blaquiére – Tisseo Toulouse (excused)

Reporters: Johan Van Ieperen – UITP and Guido Müller – DG MOVE

- Smart ticketing had been the focus of the last expert group meeting on 9 March 2011 and the discussion has come up with a number of valid points (see minutes from second meeting).
- It was suggested to look more closely into the other topics from the brainstorming exercise of last meeting

Note: The topics of user focus, payment media and interoperability had been discussed in more detail, while other topics have been mentioned in the brainstorming including institutional partnership, knowledge/training, architecture, technology, security, legal issues and funding.

- The closed project on [Interoperable Fare Management \(IFM\)](#) has produced exhaustive guidance on smart ticketing, and especially the interoperability aspect, which can be utilised for the guidelines.
- [EUROPTIMA](#) is a follow-up project co-funded by DG INFSO in the FP7 research programme. In particular, EUROPTIMA targets the small operators, which normally do not have the investment resources for the current rather monolithic electronic ticketing systems and require a flexible environment.

Discussion on current developments and most important issues

- fast developments in the domain of smart ticketing (for public transport), both technical and organisational issues which are closely connected; needs to be closely observed to write guidance in line with the real world situation

London with its 'future ticketing' project is an early innovator working to become in 2012 the first city in the world where passengers are able to access the entire transport network with their contactless bank or credit card.

Two main emerging technologies:

EMV cards: payment with contactless bank or credit cards

- Relieving the customer of the need to buy tickets or to top-up smart cards before making journeys
- Solid path to interoperability as it uses existing global payment networks that work effectively every day for millions of purchases
- Reducing commissions and processing costs (London: 1% vs. 6% with the Oyster card system)
- Public transport far more accessible for international visitors
- Information flow not longer in the hands of the public transport operator (not only ticket sales but fare management including valuable statistics)
- Dependence from banks vs. "operators do not want to be banks"

NFC mobiles– contactless payment via near field communication enabled phones

- Deutsche Bahn has been running NFC pilots for three years (Touch & Travel), which they are planning to expand
- cost savings in eliminating equipment, ending issuance of paper and plastic cards, and reducing cash handling

- supports all forms of ticketing systems, from open (ungated) systems, to controlled entry programs, to completely gated schemes
- communication over the air (only need for simpler readers, user pays)
- but: market penetration of NFC-enabled phones much slower than expected
- information flow not longer in the hands of the public transport operator

Important issues to consider

- Open architecture for better interoperability
- Buying systems from multiple suppliers is recommended; turn-key solutions are easier but there is a danger for lock-in
- "Look at your neighbours": implementation should at least be coordinated with neighbouring territories
- Success depends on the integration level of public transport: networks, timetables, organisation, ticketing; fare integration on a regional level as a prerequisite
- A strong (public transport) authority helps
- Better awareness and knowledge about smart ticketing is needed locally; mentoring could be an option
- Privacy requirements have been tackled by the IFM project
- Fast technological progress > how to cope in the guidelines?

6. BEST PRACTICE COLLECTION

Guido Müller – European Commission, DG Mobility and Transport

The Urban ITS best practices will be to foster the cross-fertilisation on key applications between stakeholders. The potential target group will be the user community, represented by this expert group.

With the input of the group members and their own research, Algoé has delivered a **first report on best practices** on 4 May 2011, which was sent out before the meeting. In the appendix 14 best practices are presented in the agreed template structure. The short main body of the report gives an overview on the collection process, especially the definition of the template, and a short analysis of the first results.

Algoé writes that "the first set of 14 Best Practices offers a representative panel of the 4 key ITS urban applications as defined in the Expert Group. It also offers an overview of west-European contributions with experiences from France, Germany, the Netherlands, Norway, United Kingdom and Sweden. The current set does not offer the opportunity to be compared due to a high level of dispersion (14 Best Practices in 4 fields)."

Not all of the best practices collected by the members have yet been included. Furthermore, there are more proposals which have to be described in the standard format, e.g. the list of EMTA with 14 best practices.

The work so far can be considered **work in progress** and the Commission has no intention to publish this early draft.

Further needed action can be subsumed under two headings:

1. **Improve existing:** all chosen best practices have to be presented in the standard template; it has become clear that some information is structurally missing, for example on the evaluation results.
2. **Add further:** the collection process needs to be continued but there needs to be further discussion on the criteria for best practice

In the view of the missing evaluation data for many of the "best practices" a new name needs to be considered since the claim "best of class" cannot be substantiated. We therefore propose wording along the line of "good practice", "innovative practice", "successful deployment", "deployment examples", etc.

As a next step a more detailed work plan will be set up as soon as the new support contract enters into force (August 2011). It will reflect that the first priority of the group for the second half of 2011 is the elaboration of the (draft) guidance documents.

7. NEXT MEETINGS - AOB

Guido Müller – European Commission, DG Mobility and Transport

- Next Urban ITS Expert Group meeting: **7 November 2011 in Brussels**. Focus on Traffic Management and Urban Logistics
- The **support contract** for this Expert Group with Algoé et al. has ended end of April 2011. A follow-up contract is being prepared by DG MOVE. It will most likely start in August 2011 and run for 12 months. Compared to the previous contract the contractor will have more resources to work on the content of the main deliverables (guidelines and best practice).
- A tender for **study** has been launched by DG INFSO. The main objective of the study is to perform an analysis on how ICT applications can contribute to the optimisation of mobility within the recently emerging European Smart Cities. It will run for six month and include a workshop.

http://ec.europa.eu/information_society/activities/esafety/studies/open_calls4tender/index_en.htm

APPENDIX

AGENDA

9.30	Welcome		
9.35	Adoption of Minutes from 2 nd Meeting		
9.40	Debriefing: Commission ITS Conference Lyon (6 June) and Journey Planner Workshop (20 June)		
	Guido Müller		
	Traffic and Travel Information for Urban Areas		
10.00	15 min Presentations from Group Members		
	<ul style="list-style-type: none"> • <i>Svend Tofting</i>: www.itsplatform.eu and a planned multimodal information system in Denmark • <i>Jean Coldefy</i>: Traveller information strategy and projects in the Lyon region • <i>Marcel Meeuwissen</i>: Incentive Zone, travel information and incentives, based on people's mobility-pattern and the situation on the street • <i>Hans Fiby</i>: Travel Information in the Vienna Region 		
11.00	Discussion		
11.30	Briefing for the Working Groups		
	Guido Müller		
11.45	Coffee Break		
12.00	Working Groups		
	<i>Travel Information</i>	<i>Traffic Management (+ Urban Logistics)</i>	<i>Smart Ticketing</i>
	Deployment Issues (Local Priorities)	Current Status and Local Challenges	Continuation from last meeting
	Jean Coldefy	Deployment Issues	Alexandre Blaquiere
		Steve Kearns	
13.00	Lunch Break		
14.00	Working Groups (continued)		
	Specific Guideline Content and Work plan	Specific Guideline Content and Work plan	Specific Guideline Content and Work plan
15.30	Coffee Break		
15.45	Feedback from the Groups		
	Rapporteurs from the Working Groups		
16.15	Best Practice Collection		
16.45	Next Meetings, Any other business		
17.00	Closing of the Meeting		

ATTENDEES

URBAN EXPERT GROUP – MEMBERS

Present

Name	First name	Organisation	Stakeholder group	
ALBRECHT	Hanfried	AlbrechtConsult GmbH / OCA	Consultancy / Nat ITS Association	DE
BEASLEY	Simon	Reading Borough Council / UDG	Local Authorities / Nat ITS Association	UK
BROWN	Tony	Hampshire County Council	Local Authorities	UK
COLDEFY	Jean	Greater Lyon Region	Local Authorities	FR
DIEGO BERNARDO	Enrique	EMT - Madrid Public Transport Authority	Public Transport Authority	SP
FIBY	Hans	Transport Association East Austria	Public Transport Authority	AT
FRANCO	Gino	Mizar / Swarco	ITS Industry	IT
HASELBERGER	Rainer	City of Vienna	Local Authorities	AT
HEDIN	Johan	Hybris Konsult	Standardisation bodies	SE
JENSEN	Helge	City of Oslo	Local Authorities	NO
KEARNS	Steve	Transport for London	Local Authorities	UK
LEFEBVRE	Olivier	STIF Ile-de-France	Public Transport Authority	FR
LEIHS	Dietrich	Kapsch TrafficCom	ITS Industry	AT
MEEUWISSEN	Marcel	City of Enschede	Local Authorities	NL
PLANATH	Susanne	Swedish Transport Administration	National Authority	SE
SPELL	Sabine	Volkswagen AG	Automotive Industry	DE
TØFTING	Svend	North Denmark Region	Local Authorities	DK
VAN DEN ABEELE	Didier	Alstom Transport	ITS Industry	FR
VLEMMINGS	Tiffany	National Data Warehouse for Traffic information	National Authorities	NL

Excused

BLAQUIERE	Alexandre	Tisseo - Toulouse Public Transport Authority	Public Transport Authority	FR
ELIASSEN	Jarl	Trafikanten AS	Travel Information Provider	NO
IZDEBSKI	Piotr	ZTM Warsaw	Public Transport Authority	PL
TOMASSINI	Maurizio	ISIS - Rome	Consultancy	IT
TYRINOPOULOS	Yannis	Hellenic Institute of Transport (HIT)	Research	GR
WINNING	Ian	City of Cork	Local Authorities	IE

EXTERNAL EXPERTS

Name	First name	Organisation	Function
RADERMACHER	Berthold	VDV – German Association of Public Transport Undertakings	Head of Division – Standards and Research Coordination
ROSS	Jürgen	Verkehrsverbund Berlin-Brandenburg (VBB)	Head of Division - Planning and Customer Information
VAN IEPEREN	Johan	UITP	UITP Information Technology and Service Industry Committee Manager

EUROPEAN COMMISSION

Name	First name	Organisation	Function
KOPCZYNSKA	Magda	European Commission, DG Mobility and Transport	Head of Unit <i>Chair of Expert Group</i>
OCAKOGLU	Gzim	European Commission, DG Mobility and Transport	Head of Section
MÜLLER	Guido	European Commission, DG Mobility and Transport	Project officer <i>Secretary of Expert Group</i>
ROSCA	Daniela	European Commission, DG Mobility and Transport	Designated Head of Unit "Clean Transport & Sustainable Urban Mobility" (from 1 July 2011)