



## Press release

Monday, 22/04/2013, Thessaloniki, Greece

### 1<sup>st</sup> City-HUB Stakeholder Workshop: Identifying Key Intermodality Factors

The 1<sup>st</sup> City-HUB Workshop took place in Budapest on March 21<sup>st</sup> 2013, with approximately 40 attendees. The Workshop aimed at identifying perceived gaps and further research and policy needs with respect to the practical delivery of good practice in interchanges. Selected “key experts” participated in the event and discussed together with the City-HUB partners crucial issues related to the design and operation of interchanges.

The opening of the Workshop was made by the project coordinator, Prof. Andrés Monzón from TRANSyT-UPM, who introduced the City-HUB project along with the main targets and activities. Then, Mr Imre Keseru, Deputy Head of Division of the KTI Institute for Transport Sciences, presented intermodality planning in Hungary. During the first part of the Workshop, the main findings of the state-of-the-art analysis on transport policy, best practices and user’s perceptions, were presented by Mr Derek Palmer (TRL), Dr. Barry Ubbels (PANTEIA) and Dr. Floridea Di Ciommo (TRANSyT-UPM), respectively.

In the second part of the Workshop, the participants were split into three different focus groups, based on their interests and expertise:

- A. Transport Operators and managers view: Design, integration and accessibility.
- B. Policy and governance: Intermodality and society issues.
- C. User’s view, defining inputs for stated preferences and attitudinal survey.

Each focus group participated in the homonymous transport events, and the results that were revealed after their completion may be briefed in the following:

#### A) Operators:

- a. Operators seem to focus on the need for real time, accurate information provision. Such information should be shown on displays at the interchanges (so be accessible by all users). In order to achieve a common information platform amongst all stakeholders at the interchange, centralized management is necessary. Information should increase easiness of use of the interchange by the users.
- b. Businesses at the interchange are a main concern of the operators. There is a trade-off between the objective of keeping passengers at the interchange the least possible time or making their waiting time at the interchange more productive.

## **B) Policy stakeholders:**

- a. Governance is the key driver for interchange design and operation.
- b. Responsibilities and jurisdictions among involved stakeholders have to be specified.
- c. Financing of interchanges is a main topic to be addressed when designing, refurbishing – renovating an interchange.
- d. Sustainability, especially in terms of environmental concerns, may be a barrier to the development of an interchange, attributed to the restrictions that may apply and the impacts of the interchange development in an urban area.
- e. Safety is an important topic that has to be considered when designing for an interchange.
- f. Businesses should be expanded under an initial strategic business plan for the interchange.
- g. Information protocols need to be established. For example, Northern countries have suggested that only digital information should be provided at the interchanges. Such a norm may be implemented in a few years.

## **C) Users:**

- a. Information is also addressed by the users, however, such information should:
  - i. Not be too complicated and dense (just right)
  - ii. Be accessible by all, especially by passengers with special needs
  - iii. Provide information about the status of the interchange equipment, especial the one that facilitates mobility of persons with special needs
- b. Special care should be given by the operators for the maintenance of the equipment for persons with special needs (along with the proper information provision on the equipment status)
- c. When assessing passengers opinions through a questionnaire survey, simple words should be used, to be better comprehensible by all respondents.
- d. Following the above, a questionnaire survey should include special parts for persons with special needs. Some of their requirements could be collected through their organizations.
- e. Security issues for gender should be taken into account.

Finally, an open discussion followed through a plenary session, where ideas were exchanged among the three groups.

A technical visit took place on the second day of the Workshop to the M4 Kelenföld intermodal terminal, which is under construction and the Érd intermodal terminal.

For further information about the project, please contact:

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