

CiViTAS
Cleaner and better transport in cities

ELAN

BRNO • GENT • LJUBLJANA • PORTO • ZAGREB

Training Plan

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Date:	01.02.2010
Version:	3.0
Work package:	WP 13 Dissemination, citizens' engagement, training and knowledge transfer
Working Paper:	WD 13.4



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Abbreviations

PM	Project Manager
DM	Dissemination Manager
EM	Evaluation Manager
SCo	Scientific Coordinator
SDM	Site Dissemination Manager
SEM	Site Evaluation Manager
DLG	Dissemination Liaison Group
ML	Measure Leader
CVG	CIVITAS VANGUARD
CCE	Coordinator of Citizens Engagement

Document History

Date	Person	Action	Status	Circulation
March 2009	Milena Marega, REC SLO	Production of user needs questionnaire	draft	DM, SDM, ML
April 2009	Milena Marega, REC SLO	Forwarding user needs questionnaire to ML, SDM	final	ML, SDM
October 2009	Jörg Kastelic, Austrian Mobility Research	Producing 1 st draft version of Training Plan	draft	CCE
November 2009	Jörg Kastelic, Austrian Mobility Research	Producing 2 nd draft version of Training Plan	draft	CCE, SDM
January 2010	Jörg Kastelic, Austrian Mobility Research	Final Version	final	CCE, SDM, EM, PM, CVG
February 2010	Marcel Braun, RC	Final Version – proof reading	final	PM

Introduction and Structure of the Training Plan

The CIVITAS ELAN Training Plan provides an overview of the planned training activities during the course of the project. According to the Description of Work (DoW) the Training Plan is a Working Document (reference number WD 13.4).

The CIVITAS ELAN Training Plan addresses trainings on three levels: European level, project level and local level. Trainings on European level will be organised by CIVITAS VANGUARD and a more comprehensive description of these trainings can be found in their training programme. In order to have a complete picture of all trainings dates and themes of the planned trainings are listed in this Training Plan.

The organisation of trainings on project and local level are part of the CIVITAS ELAN consortium, therefore they are described in more detail.

To gain a better understanding of the main needs in terms of trainings on project level a user needs questionnaire was compiled and forwarded to the Measure Leaders. The output of this questionnaire is also presented in this Working Document.

This Training Plan describes the envisaged kinds of trainings and provides information about the language in which the training is held, the number of planned participants and the didactic concept. Each training is presented in a table that consists of the topic, presenter, maximum number of participants and contact details. It is planned to update the Training Plan on a yearly basis. So the next update will be produced in February 2011.

Context of CIVITAS ELAN

The CIVITAS ELAN Project is the result of an intensive cooperation and exchange process during which the cities of Ljubljana, Gent, Zagreb (as leading cities), Brno and Porto (as learning cities) have developed a common work plan for the CIVITAS Programme. Based on the cooperation agreement, signed by the mayors of the five cities, a common mission statement for CIVITAS ELAN has been agreed upon:

The CIVITAS ELAN mission is:

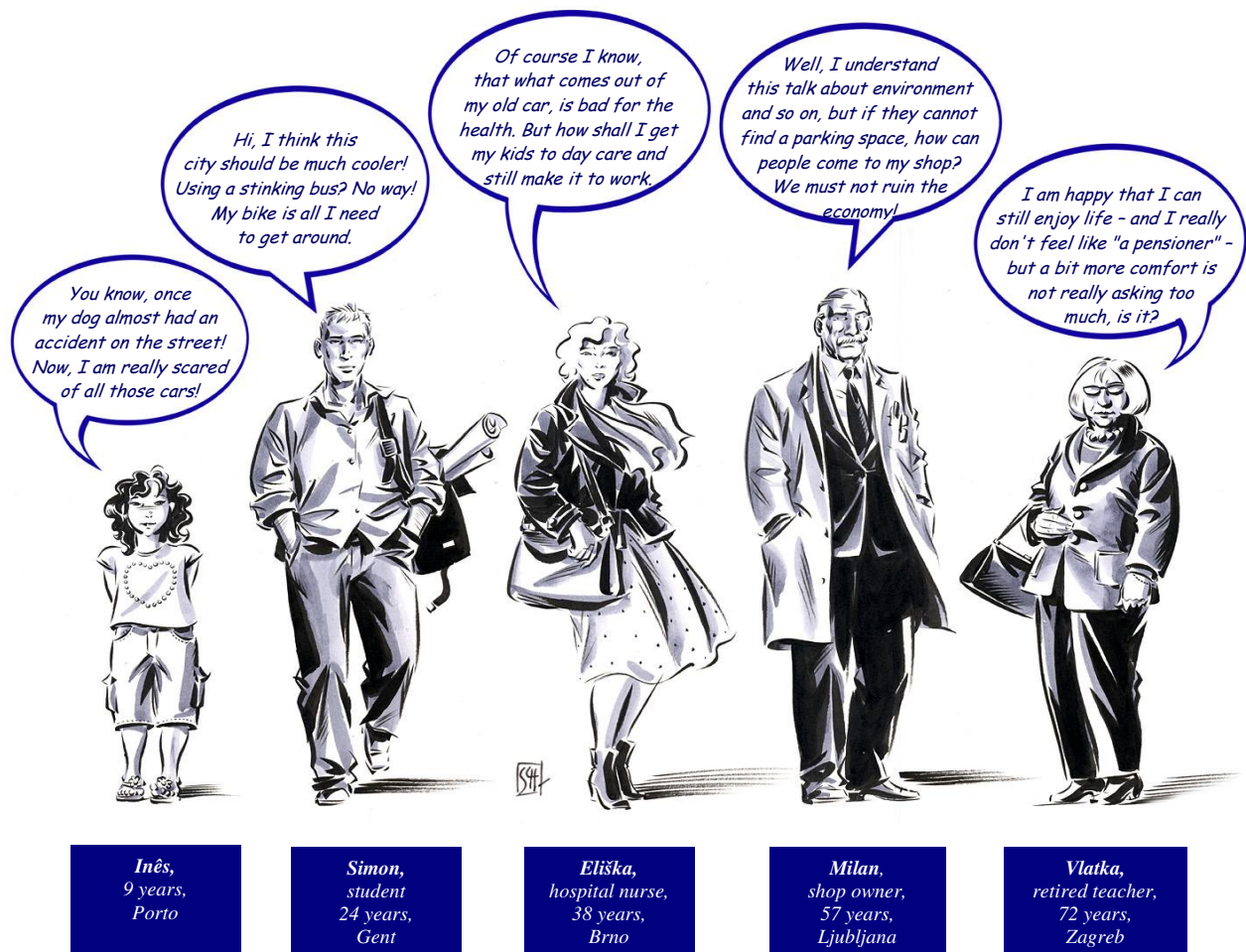
To “mobilise” our citizens by developing with their support clean mobility solutions for vital cities, ensuring health and access for all.

The starting point for CIVITAS ELAN is to “put citizens first” in the dual sense of

- considering citizens not only to be “the problem” in creating a sustainable transport system, but to “mobilise” them by letting them become part of “the solution” through dedicated participation and consultation processes in many aspects of the project, and by
- giving priority to the needs and expectations of citizens in the “ELAN cities” - difficult to achieve or contradictory as they may sometimes appear to the transport practitioner.

Throughout the project this will be communicated to the citizens by using five characters, representing not only the five ELAN cities, but the citizens of Europe:¹

¹ This illustration has been prepared by Chris Scheuer for CIVITAS ELAN. Other parts of this document contain artwork to be used exclusively use within the “CIVITAS Initiative”, which was designed by the same artist.



The CIVITAS ELAN cities intend to respond in a pro-active way to the policy challenges in European cities, which are substantial, especially in the New Member States:

- Convincing the citizens that clean mobility solutions are in their best interest, creating a dynamic development of the urban economy, despite lacking funds for overdue investments and maintenance, and at the same time creating a fair and inclusive society.
- Responding also to national and European policy challenges, like: assurance of energy supply, need for more efficient energy use, legal standards, air quality and the global challenge of climate change.

In response to these (and other) multi-faceted policy demands, CIVITAS ELAN has defined an ambitious agenda for change. It is based on the conviction that, by “putting people first” we will not only contribute to better governance, but will also transfer ownership of our policies into the hands of our citizens – and reduce the political risk of failure as well. Most importantly, through enabling and encouraging policies, we win the minds and hearts of our people to initiate long-term change in the mobility patterns of our cities.

The cities of Ljubljana, Gent, Zagreb, Brno and Porto share important characteristics:

- medium-sized cities with strong identities, rich cultural heritage and high quality public spaces which provide room for communication and identity,
- dynamic cities, with large student populations (300.000 in total) which have an enormous power of creativity and ability to answer future challenges – and a strong tradition of public dialogue and discussion,
- cities in critical phases of development with very large infrastructure projects at various stages of preparation (e.g. redevelopment of city-centre railways stations and old industrial areas),
- openness of the political leaders to develop ambitious and innovative concepts in support of the European agenda for sustainable urban development – as recently expressed in the “Leipzig Charta”.

The three training levels

In the CIVITAS ELAN Dissemination Plan four dissemination levels and their respective target groups were identified. The following four dissemination levels were listed: European level, project level, national level and local level. The CIVITAS ELAN Training Plan will deal with trainings on three levels: European level, project level and local level. Currently, no trainings on national level are considered.

European level: Training activities on European level will be carried out and coordinated by CIVITAS VANGUARD. CIVITAS VANGUARD made its own user needs assessment to establish the needs of the CIVITAS community. These training activities are not fully described in this Training Plan. However, a reference to the trainings on European level is made wherever necessary. A more comprehensive description of these trainings is available in the CIVITAS VANGUARD training programme. All trainings will be conducted in English.

Project level: Training activities on project level will be carried out and coordinated by CIVITAS ELAN. In the Description of Work some tentative trainings were already listed and included. These trainings are either focusing on a special theme (e.g. mobility centre or access restriction) within CIVITAS or are dealing with a horizontal aspect (e.g. dissemination or project management). These trainings should be conducted in English and it is envisaged that persons from all 5 CIVITAS ELAN cities participate.

Local level: Trainings on local level will also be carried out and coordinated by CIVITAS ELAN. These trainings will focus on specific target groups and provide comprehensive knowledge on selected topic. Site Dissemination Managers and Site Coordinators identified most of these trainings already during the starting phase of the project. Most of these trainings are linked to a certain measure and will provide more skills and knowledge to the introduced measure. The working language will be the respective local language.

Objectives

All training activities in CIVITAS ELAN aim to intensify the knowledge and experience exchange up to a maximum level. The objectives of the training activities within the lifetime of CIVITAS ELAN are to define the training needs of project staff and to provide suitable trainings which meet these needs. The benefits of a successful training programme will be a better and smoother implementation of the measures and the legacy of an up-to-date skill base within each stakeholder network. For the three training levels the following objectives were identified:

European Level:

- to provide input to the user needs assessment of CIVITAS VANGUARD
- to coordinate the training activities with CIVITAS VANGUARD
- to establish an easy access for the right target group

Project Level:

- to ensure that the most desired themes are duly considered
- to avoid overlap of selected themes
- to ensure the right timing and location for the training
- to ensure that the right target groups are selected
- to establish synergies with other CIVITAS demonstration projects
- to use the training as a channel for promoting the CIVITAS Initiative

Local Level:

- to ensure that the most desired themes are duly considered
- to avoid overlap of selected themes in the cities
- to ensure the right timing and location for the training
- to ensure that the right target groups are selected
- to link the measures in the most effective way with the training activities
- to use the training as a channel for promoting the CIVITAS Initiative

Target Groups

European Level:

- Dissemination Managers
- Site Dissemination Managers
- Measure Leaders
- Decision makers on city level
- Municipalities
- Local Transport & Mobility stakeholders
- Researchers
- Environmental NGOs
- Associations and networks
- Other public services
- Regional and local development agencies
- Consultancies

Project Level:

- Site Dissemination Managers
- Site Evaluation Managers
- Site Coordinators
- Measure Leaders
- Decision makers on city level
- Municipalities
- Local Transport & Mobility stakeholders
- Researchers and students
- Environmental NGOs
- Associations and networks
- Other public services
- Regional and local development agencies
- Consultancies
- Other CIVITAS PLUS project partners

Local Level:

- Measure Leaders
- Decision makers on city level
- Municipalities
- Local Transport & Mobility stakeholders
- Researchers and students
- Citizens & Final users
- Environmental NGOs
- Associations and networks
- Other public services
- Regional and local development agencies
- Consultancies

Description of the Trainings

CIVITAS VANGUARD will be responsible for carrying out the trainings on **European level**, while CIVITAS ELAN will implement trainings on **project- and local level**. In the previous chapter the level of trainings were already duly described. The following chapter will describe the individual trainings in more detail.

Training for “horizontal tasks” – project level

Management, dissemination and evaluation are key tasks in each European project, so they are in CIVITAS ELAN. Ljubljana, Zagreb and Brno are in countries from the New Member States which have not yet participated in so many European projects like countries that joined the EU earlier. Therefore, CIVITAS ELAN will set up trainings in these three areas for all 5 cities and their local management, dissemination and evaluation team. The training units will be carried out by former **CIVITAS I or CIVITAS II experts** who further developed their knowledge during the course of CIVITAS. The working language will be **English**.

The target group will be the Site Evaluation Managers, Site Dissemination Managers and Site Coordinators. They will be organised in small groups of **5-8 participants**. The trainings will be held during the Project Management Group meetings in the selected CIVITAS ELAN city. This will save time and money. The format of the training will be workshop sessions mixed with **interactive group work sessions**.

Training workshop for implementers – project level

One of the main objectives of CIVITAS ELAN is to provide an intensive knowledge exchange between the five participating cities. To fulfil this objective in the most appropriate way it was arranged to select similar measures in the five cities. This of course will make a comparison in terms of evaluation easier, but it will also further support the knowledge exchange between the Measure Leaders of these similar measures.

Measure Leaders will come together and discuss issues in a workshop format. As a first step a list was produced that summarises the measures from different cities which are implementing similar issues and might in the course of the implementation process face similar problems. Eight groups were identified e.g. cycling, mobility & schools.

As a first step, for each group, the Measure Leader (ML) with the largest amount of person-months (PM) is asked to contact all the other MLs either by Email or by telephone to come to an agreement on how to cooperate in the future. Some of the partners of a group have already met (and agreed on how they are/ will be cooperating) or are planning to meet in person. For other groups it might be useful to start with a telephone conference (which could be organised by the Project Manager). Of course, MLs can then also agree on who will be coordinating the future cooperation process, it mustn't necessarily be the ML with the largest amount of PMs. The ultimate goal will be that ML of similar groups discuss their issues in a workshop format.

These workshops will mainly be organised hand in hand with the Project Management Group meetings. Only the city of Ljubljana will organise some additional trainings that are not organised in the course of the Project Management Group meetings. The amount of people for these sessions will be between **10-35 participants**. The format of the workshops will include a combination of plenary sessions with informative presentations and training content on the one hand, and interactive break-out sessions in small groups on the other hand where the training content delivered in the plenary sessions will be put into practice. The working language will be **English**.

Trainings on local level

Trainings on the **local level** will focus on specific target groups and are tightly connected to certain measures. These trainings will contain topics such as training for employees of mobility centres or eco-driving for drivers of public transport fleets. The working language of the trainings will be the local language. The amount of trained people will vary. The format of the trainings is open to the organiser of the trainings but it will mostly contain interactive parts.

User needs assessment

Overview

In order to get a better overview about the needs of the Measure Leaders a user needs questionnaire for the trainings on project level was developed. The questionnaire can be found in the annex of this document and contains an introduction letter and four questions for each training activity.

This questionnaire was distributed to all 5 CIVITAS ELAN cities by May 2009. All in all, feedback from 28 people was collected until autumn 2009. The themes of training workshops for implementers were clustered into alternative fuels, communication and participation as well as other themes. The following themes were selected.

Outcomes of the User Needs Assessment

Training for “horizontal tasks”

- Education of evaluation team
- Business as usual scenario modelling
- Training of evaluators on measuring the effectiveness and benefits of the workshops and training activities on measure level

Training workshops for implementers

Alternative Fuels

- Alternative fuels in general (mentioned twice)
- Biofuels (mentioned twice)
- Practical experiences with using alternative fuels
- Use of alternative fuels in public transport

Communication and Participation

- Marketing, communication, production of TV/ radio clips
- Innovative methods for public relations and media communication
- Different models of state politics (CIVITAS partners) that deal with public participation
- Mobility campaigns for civilians

- How to achieve behaviour change in favour of public transport?
- Citizen communication/ engagement in major construction works
- Policy recommendations for implementation of public participation/ inclusion processes
- How to establish a mobility dialogue?
- Participation techniques in mobility management
- Use of information technology as a new tool for citizen communication
- Inclusion of various stakeholders in the process of spatial planning, i.e. implementation of new traffic infrastructures along the corridor
- How to make people part of the project? How to remove the barrier between "planners" and "users"? How to achieve gradual consolidation and acceptance of new traffic arrangement respectively advanced public transport corridor? How to involve proponents and opponents of new traffic arrangement into a common solution finding dialogue?

Other themes

- Car sharing (mentioned twice)
- Mobility as a part of urban design
- Congestion charging
- Car pooling
- Public transport for persons with reduced mobility
- Public bicycle system
- Interface usability
- Experience with intermodal infrastructure, intermodal interchange, Mobility Centre/ Shop, Mobility Dialogue
- How to work out a comprehensive cyclist strategy on multi-stakeholder approach?
- Mobility management in cities in practice (CIVITAS partners and other cities)
- Alternative public transport
- Development of cycling ways
- Animate people to walk (starting with promotion in schools and kindergartens)
- Travel plans, limitation of using a car
- Public transport infrastructure
- Safe walking & cycling
- Commuting policy in big cities
- Ecodriving

Training Calendar

European Level

The following training on European Level were already held. *

Year	Date	Location	Theme	Target Group
2009	18-19.11.	Gent	Stakeholder consultation	DM, SDM, ML

CIVITAS calendar of trainings on European Level

Year	Date	Location	Theme	Target Group
2010	March	Brussels	Marketing and branding	DM, SDM
2010	September	Utrecht	City sector/ corridor approach	ML
2011	January	Szentendre	Soft measures in mobility management	ML, DM
2011	March	Brussels	Social marketing in mobility management	DM, SDM, ML
2011	September	Stockholm	Integrated "vehicle infrastructure-user approach"	ML
2012	January	Szentendre	Target group training related measures/ travel training for specific user categories & cultural differences	ML, SDM
2012	March	Brussels	Evaluation, monitoring, legacy and exploitation	DM, SDM, ML
2012	September	CIVITAS plus city	Legacy: from experiment to mainstream measure	ML
2013	January	Szentendre	Social inclusion in urban transport	ML, DM

* list copied from CIVITAS VANGUARD training calendar

Project Level

The following trainings on Project Level were already held.

Year	Date	Location	Theme	Target Group
2009	15.01.	Brno	Training workshop on participatory intermodal infrastructure planning	ML, DM, EM, SEM, SM, DM
2009	23.04.	Zagreb	Training workshop on biofuels	ML, DM, EM, SEM, SM, DM
2009	23.-24.04.	Zagreb	Training workshop on stakeholder involvement and process evaluation	ML, DM, EM, SEM, SM, DM
2009	03.07	Porto	Training workshop on Mobility	ML, DM, EM,

			Shops: what service and for whom?	SEM, SM, DM
2009	19.11.	Gent	Training workshop on public fleet management	ML, DM, EM, SEM, SM, DM
2009	19.11.	Gent	Training workshop on citizens engagement	ML, DM, EM, SEM, SM, DM

CIVITAS Calendar of Project Training Activities

Ljubljana

TITLE OF TRAINING ACTIVITY:	Workshop – Comprehensive safety and security strategies
LINKED WITH MEASURE / ACTIVITY	5.1-COM – Comprehensive safety and security strategies
PLACE:	Ljubljana
DATE:	24 February 2010
SHORT CONTENT DESCRIPTION	<ul style="list-style-type: none"> • Presentation of the observed corridor in each of the CIVITAS ELAN cities. Propose measures that could provide better protection and safety of people in public transportation. • Comparison of proposed measures and the unification between the cities. • Drafting a document that will be the basis for the proposal of common measures and strategies in the CIVITAS ELAN cities (measure 5.1-COM). The document will seek to contribute to the EU in terms of safety and security in public transport.
TARGET GROUP:	Cities' representatives for 5.1-COM, invited participants by Measure leader Davor Silov, other involved/ interested partners
MAX. NUMBER OF PARTICIPANTS:	Max. 10 persons included in the discussion. Others are only allowed as observers.
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes, common measure during the meeting in Ljubljana
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English
PRESENTER:	A representative of each CIVITAS ELAN city will present issues related to measure 5.1-COM referring to the city.
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Davor Silov
E-MAIL:	davor.silov@zagreb.hr
TELEPHONE:	+38.51.610 1111

TITLE OF TRAINING ACTIVITY:	Training of partners on implementation of local freight partnership between stakeholders
LINKED WITH MEASURE / ACTIVITY	7.2-LJU Sustainable freight logistics
PLACE:	Ljubljana
DATE:	February 2010
SHORT CONTENT DESCRIPTION	Training will include the entire process of implementation of local freight partnership, how to select stakeholders, how to contact them, how to maintain the partnership.

TARGET GROUP:	CIVITAS ELAN partners
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English
PRESENTER:	Sabina Popit, Blaž Jemenšek, external expert
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Blaž Jemenšek
E-MAIL:	blaz.jemensek@prometni-institut.si
TELEPHONE:	+386.1.291 4623

TITLE OF TRAINING ACTIVITY:	Methodology and policy audit for comprehensive cyclist strategy
LINKED WITH MEASURE / ACTIVITY	4.6-LJU Comprehensive Cycling Strategy
PLACE:	Ljubljana (or elsewhere)
DATE:	March 2010
SHORT CONTENT DESCRIPTION	Methodology to identify the state of the art and the level of integration of “cycling” instruments and measures into different policies (urban development, transport, environmental protection, health, etc.) at city and regional level, respectively. Conceptual tools to assess the level of integration and propose a comprehensive strategy to reach the next level of integration. Communication of bicycle strategies.
TARGET GROUP:	Developers of cyclist strategies, policy makers, policy auditors, policy analytics, urban transport experts, NGOs
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English (because it will be open to other cities and since large majority of stakeholders in Slovenia is very fluent in English)
PRESENTER:	FGM AMOR
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Gudrun Uranitsch
E-MAIL:	uranitsch@fgm.at
TELEPHONE:	Tel: +43.316.81 04 51 14

TITLE OF TRAINING ACTIVITY:	Use of pure plant oil for vehicle propulsion – workshop (seminar)
LINKED WITH MEASURE / ACTIVITY	1.7-LJU Pure plant oil vehicle propulsion
PLACE:	Ljubljana
DATE:	March, 2010; March 2011; March 2012

SHORT CONTENT DESCRIPTION	Training of potential users of pure plant oil for vehicle propulsion in Slovenia. Themes: possibility of usage of pure plant oil as fuel, quality of pure plant oil, modification of existed diesel engines on vehicles, examples of good practices, self producing of pure plant oil on farms, etc.
TARGET GROUP:	Potential users, engineers, technicians, farmers, etc.
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovenian
PRESENTER:	Viktor Jejčič, Tone Godeša, Tomaž Poje, Anton Gjerjgek, technical staff
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Dr. Viktor Jejčič
E-MAIL:	viktor.jejcic@kis.si
TELEPHONE:	+386.1.280 5102

TITLE OF TRAINING ACTIVITY:	Methodology for the Urban Mobility Analyses and Reporting
LINKED WITH MEASURE / ACTIVITY	2.1-LJU Integrated high-quality mobility corridor
PLACE:	Ljubljana
DATE:	March, April, May, September 2010
SHORT CONTENT DESCRIPTION	Serial workshops on Methodology for the Urban Mobility Analyses and Reporting. March: travel time, speed and reliability April: impacts of transport on noise level and other pollution (PM ₁₀ , CO ₂ , SO ₂ , NO _x) May: modal split September: perceptions of PT and users habits
TARGET GROUP:	Measure Leaders and Horizontal Task Managers, COL employees involved in the implementation of a corridor in the city of Ljubljana
MAX. NUMBER OF PARTICIPANTS:	25
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovene/ English
PRESENTER:	Sabina Popit, Andrej Piltaver, Aljaž Plevnik, Luka Mladenovič, Robert Kocjančič and others
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sabina Popit
E-MAIL:	sabina.popit@ljubljanasi.si
TELEPHONE:	+386.1.306 4669

TITLE OF TRAINING ACTIVITY:	Individualised mobility marketing – a vehicle towards supportive public participation for public and non-motorised mobility in a city?
LINKED WITH MEASURE / ACTIVITY	4.1-LJU Individualised mobility marketing campaign based on public involvement and inclusion in defining transport policy
PLACE:	Ljubljana
DATE:	September 2010
SHORT CONTENT DESCRIPTION	Forms of public participation and possibility of their inclusion during the CIVITAS ELAN project Inclusion of various stakeholders in the process of spatial planning, i.e. implementation of new traffic infrastructures along the corridor (possible sensible areas of inhabitants along the corridor) Innovative methods of promotion of marketing of public transport and non-motorised transport modes in cities.
TARGET GROUP:	Measure leaders, City transport officers and experts, mobility managers, public transport operators, NGOs
MAX. NUMBER OF PARTICIPANTS:	50
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English
PRESENTER:	Milena Marega
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Andrej Klemenc
E-MAIL:	rec-slovenia@guest.arnes.si
TELEPHONE:	+386.1.425 7065

TITLE OF TRAINING ACTIVITY:	Policy recommendations for the acceptance of public transport pilot measures
LINKED WITH MEASURE / ACTIVITY	4.1-LJU Individualised mobility marketing campaign based on public involvement and inclusion in defining transport policy
PLACE:	Ljubljana
DATE:	Autumn (October or November) 2010
SHORT CONTENT DESCRIPTION	Policy recommendations for implementation of public participation/ inclusion processes Different models of state politics (CIVITAS partners) dealing with public participation Mobility management in cities in practice (CIVITAS partners and other cities)
TARGET GROUP:	Measure Leaders, Policy and decision makers on urban transport at the national and city level, public transport providers, NGOs
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES	Yes

(Yes or No).	
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English
PRESENTER:	Karl-Heinz Posch, FGM AMOR, Graz, Austria
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Andrej Klemenc
E-MAIL:	rec-slovenia@guest.arnes.si
TELEPHONE:	+386.1.425 7065

TITLE OF TRAINING ACTIVITY:	Communication strategies and public participation techniques to increase acceptance of sustainable urban mobility
LINKED WITH MEASURE / ACTIVITY	4.1-LJU Individualised mobility marketing campaign based on public involvement and inclusion in defining transport policy
PLACE:	any of the CIVITAS ELAN cities
DATE:	early January or February 2011
SHORT CONTENT DESCRIPTION	Which communication strategies, public participation techniques and mobility management needs should be used to increase the acceptance of priority measures for public transport against the expansion of private car use in the city? How to select appropriate communication and marketing tools in a given situation in order to change behaviour? How to address different target groups within the framework of given resources?
TARGET GROUP:	Measure Leaders and Horizontal Task Managers, Public and non-motorised transport providers
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English (because it will be open for other cities and since large majority of stakeholders in Slovenia is very fluent in English)
PRESENTER:	Michaela Kargl, FGM AMOR, Graz, Austria
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Andrej Klemenc
E-MAIL:	rec-slovenia@guest.arnes.si
TELEPHONE:	+386.1.425 7065

Brno

TITLE OF TRAINING ACTIVITY:	Training workshop on Participatory Intermodal Infrastructure Planning
LINKED WITH MEASURE / ACTIVITY	4.12-BRN Comprehensive mobility dialogue and marketing campaign
PLACE:	Brno
DATE:	25. March 2010
SHORT CONTENT DESCRIPTION	A discussion about citizens Engagement in process of planning intermodal infrastructure.
TARGET GROUP:	Cities' representatives, who have experience in participatory intermodeale infrastrucute planning
MAX. NUMBER OF PARTICIPANTS:	Max. 25
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Yes.
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	English
PRESENTER:	A representative of each CIVITAS ELAN city will present issues related to the theme.
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Iva Machalova
E-MAIL:	machalova.iva@brno.cz
TELEPHONE:	+420.542.174 425

Local Level

CIVITAS Calendar of Local Training Activities

LJUBLJANA

TITLE OF TRAINING ACTIVITY:	Training on operating and maintenance
LINKED WITH MEASURE / ACTIVITY	8.4-LJU Real time information for staff and passengers
PLACE:	tbd
DATE:	tbd (month 18) March 2010
SHORT CONTENT DESCRIPTION	Dedicated programme to provide operating and maintenance training on electronic information displays and real time bus stop arrivals.
TARGET GROUP:	Fleet operators and dispatchers
MAX. NUMBER OF PARTICIPANTS:	10
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovenian
PRESENTER:	tbd
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Alenka Pavlič
E-MAIL:	alenka.pavlic@telargo.com
TELEPHONE:	+386.1.547 3574

TITLE OF TRAINING ACTIVITY:	Eco-driving, Hybrid bus driving
LINKED WITH MEASURE / ACTIVITY	1.11-LJU Hybrid bus implementation
PLACE:	Ljubljana
DATE:	April 2010 September 2010 February 2011 July 2012
SHORT CONTENT DESCRIPTION	Eco-driving makes a huge difference with regard to fuel consumption and CO ₂ emissions in any vehicle; additional training for hybrid vehicles drivers
TARGET GROUP:	LPP instructors, drivers and other personnel

MAX. NUMBER OF PARTICIPANTS:	80
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovenian
PRESENTER:	Technical personnel of hybrid vehicles' representatives
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Marko Kamnik
E-MAIL:	marko.kamnik@lpp.si
TELEPHONE:	+ 386.1.582 2600 – Marko Kamnik

TITLE OF TRAINING ACTIVITY:	Training on operating and maintenance
LINKED WITH MEASURE / ACTIVITY	8.1-LJU Public transport priority at intersections
PLACE:	Ljubljana, Traffic Control Center
DATE:	July 2010 (month 22)
SHORT CONTENT DESCRIPTION	Dedicated training programme for a company that manages a public traffic network to present changes in traffic control parameters and public transit priority solution.
TARGET GROUP:	Control center operators, fleet operators and dispatchers
MAX. NUMBER OF PARTICIPANTS:	10
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovenian
PRESENTER:	tbd
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Alenka Pavlič
E-MAIL:	alenka.pavlic@telargo.com
TELEPHONE:	+386.1.547 3574

TITLE OF TRAINING ACTIVITY:	Communicating cycling strategy in Ljubljana
LINKED WITH MEASURE / ACTIVITY	4.6-LJU Comprehensive Cycling Strategy
PLACE:	Ljubljana
DATE:	End of July 2010

SHORT CONTENT DESCRIPTION	How to design and carry out a communication strategy through CIVITAS ELAN stakeholders in the City of Ljubljana and through individualised mobility marketing in the area of a pilot corridor for advanced public transport and cycling
TARGET GROUP:	CIVITAS ELAN partners in the City of Ljubljana; people involved in the implementation of individualised mobility marketing on an advanced public transport pilot project and mobility corridor in the City of Ljubljana
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovene
PRESENTER:	Consensus
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Darinka Pek Drapal
E-MAIL:	Darinka.ddrapal@consesus.si
TELEPHONE:	+386.41.689 5961

TITLE OF TRAINING ACTIVITY:	Training of drivers to ensure optimised deliveries and on safety and eco-driving
LINKED WITH MEASURE / ACTIVITY	7.2-LJU Sustainable freight logistics
PLACE:	Ljubljana
DATE:	September 2010
SHORT CONTENT DESCRIPTION	How to minimise environmental impacts of delivery of goods in cities by reducing the number of deliveries, calculation of optimal routes for deliveries in city centres.
TARGET GROUP:	Local stakeholders (transport and logistics companies, retailers)
MAX. NUMBER OF PARTICIPANTS:	15
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovenian
PRESENTER:	
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Blaž Jemenšek
E-MAIL:	blaz.jemensek@prometni-institut.si
TELEPHONE:	+386.1.291 4623

TITLE OF TRAINING ACTIVITY:	Individualised marketing and public acceptance of an advanced public transport corridor in the city of Ljubljana
LINKED WITH MEASURE / ACTIVITY	4.1-LJU Individualised mobility marketing campaign based on public involvement and inclusion in defining transport policy

PLACE:	Ljubljana
DATE:	March 2011
SHORT CONTENT DESCRIPTION	How to select appropriate communication and marketing tools for the promotion of an advanced pilot public transport corridor in a given situation? What are the specifics of individualised mobility marketing for that purpose? What is the relation between individualised mobility marketing and inclusion of target groups in transport affairs and involvement in a mobility policy in a city?
TARGET GROUP:	Trainers, people involved in implementation of an advanced pilot public transport corridor in the city of Ljubljana
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Slovene
PRESENTER:	Andrej Klemenc
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Andrej Klemenc
E-MAIL:	rec-slovenia@guest.arnes.si
TELEPHONE:	+386.1.425 7065

GENT

TITLE OF TRAINING ACTIVITY:	Financial workshop for local partners
LINKED WITH MEASURE / ACTIVITY	General project management
PLACE:	Gent
DATE:	April/ May 2010
SHORT CONTENT DESCRIPTION	Refreshing guidelines for financial management for the CIVITAS project + update + monitoring
TARGET GROUP:	Financial managers from all partners dealing with CIVITAS accounting and administration
MAX. NUMBER OF PARTICIPANTS:	n.a.
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	Ann Plas + Bart Temmerman

NAME OF THE CONTACT PERSON / RESPONSIBLE:	Ann Plas
E-MAIL:	ann.plas@gent.be
TELEPHONE	+ 32.9.266 2981

TITLE OF TRAINING ACTIVITY:	The art of making a good questionnaire
LINKED WITH MEASURE / ACTIVITY	City level : Evaluation 2.9-GEN – Participatory redevelopment of the main station area 3.4-GEN – Pedestrian area enforcement 4.2-GEN – Mobility management for companies 4.5-GEN – House of Bike and bicycle activities 4.7-GEN – Walking Promotion 4.10-GEN – Comprehensive mobility dialogue and marketing campaign 5.6-GEN – Safe Cycling corridor
PLACE:	Gent
DATE:	2010: 12.6.; 18.6., 20.8., 25.8.
SHORT CONTENT DESCRIPTION	How to make a good questionnaire and register data. Making a relevant analysis and interpreting results
TARGET GROUP:	Mobility department and other interested departments of Gent City Council
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	Faculty of Economics (University of Leuven)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Begga Van Cauwenberge
E-MAIL:	Begga.vancauwenberge@gent.be
TELEPHONE:	+32.9.266 2983

TITLE OF TRAINING ACTIVITY:	How to ride a hybrid bus
LINKED WITH MEASURE / ACTIVITY	1.10-GEN Introduction of hybrid buses
PLACE:	Gent
DATE:	Ongoing for the first half year of 2010
SHORT CONTENT DESCRIPTION	PT De Lijn has bought 19 articulated buses. Drivers will learn how to drive this high-tech new bus.
TARGET GROUP:	De Lijn busdrivers
MAX. NUMBER OF PARTICIPANTS:	n.a.
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No

LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	De Lijn
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Patrick De Beuf
E-MAIL:	Patrick.debeuf@delijn.be
TELEPHONE	+ 32.9.211 9851

TITLE OF TRAINING ACTIVITY:	Evaluation of the measures – Integrated approach on Integrated Package level
LINKED WITH MEASURE / ACTIVITY	Evaluation
PLACE:	Gent
DATE:	Ongoing during 2010: One training for each Integrated package, e.g. cycling & walking, clean fleet or mobility management
SHORT CONTENT DESCRIPTION	Evaluation takes place on different levels. The level that covers different measures is the Integrated Package (IP) level. Evaluation methods and results will be discussed with the Measure Leaders.
TARGET GROUP:	Measure Leaders and employees working on evaluation
MAX. NUMBER OF PARTICIPANTS:	n.a.
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	Begga Van Cauwenberge
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Begga Van Cauwenberge
E-MAIL:	Begga.vancauwenberge@gent.be
TELEPHONE	+ 32.9.266 2983

TITLE OF TRAINING ACTIVITY:	Eco-driving for carsharing users
LINKED WITH MEASURE / ACTIVITY	1.9-GEN Semi public clean car fleet
PLACE:	Gent
DATE:	in the course of 2010
SHORT CONTENT DESCRIPTION	Environmental friendliness is one of the arguments for people to join a carsharing scheme – introducing eco-driving to this group of people might give an extra impulse to further diminish the eco-impact of their car use.
TARGET GROUP:	Cambio carsharing users
MAX. NUMBER OF PARTICIPANTS:	People have to subscribe in advance

OPEN FOR OTHER CIVITAS CITIES (Yes or No).	no
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	tbc
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Geert Gisquière
E-MAIL:	gg@cambio.be
TELEPHONE:	+32.9.242 3215

TITLE OF TRAINING ACTIVITY:	Eco driving for Gent City Council staff
LINKED WITH MEASURE / ACTIVITY	1.2-GEN Energy efficient fleet management
PLACE:	Gent
DATE:	ongoing during 2009 – 2010 – 2011 – 2012
SHORT CONTENT DESCRIPTION	Theoretical and practical course on how to drive more economically (saving money, improving air quality, and driving more carefully)
TARGET GROUP:	All car fleet users of the city of Gent, starting with the most frequent drivers.
MAX. NUMBER OF PARTICIPANTS:	n.a.
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Dutch
PRESENTER:	External consultancy agency
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Jan Van de Putte / David Van Beneden
E-MAIL:	Jan.vandeputte@gent.be / David.vanbeneden@gent.be
TELEPHONE:	+32.9.266 2983

BRNO

TITLE OF TRAINING ACTIVITY:	Training of employees
LINKED WITH MEASURE / ACTIVITY	1.4-BRN Optimised energy consumption in tram and trolley bus network
PLACE:	Brno
DATE:	April 2010
SHORT CONTENT DESCRIPTION	This training is focused on employees of DPMB. They will be trained on how to use the system.
TARGET GROUP:	Employees
MAX. NUMBER OF PARTICIPANTS:	10
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Might be open to all CIVITAS cities
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Czech
PRESENTER:	tbd
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Zdenek Jarolin
E-MAIL:	zjarolin@dpmb.cz
TELEPHONE:	+420.543.171 314

TITLE OF TRAINING ACTIVITY:	Training of employees
LINKED WITH MEASURE / ACTIVITY	4.13-BRN Integrated Mobility Centre
PLACE:	Brno
DATE:	May 2010
SHORT CONTENT DESCRIPTION	This training is focused on employees of the IMC. They will be trained in providing information to customers.
TARGET GROUP:	Providers of the services
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	Might be open to all CIVITAS cities. Specific problems of the city of Brno will be discussed during this training.
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Czech (English is also possible)
PRESENTER:	not known yet
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Iva Machalová

E-MAIL:	machalova.iva@brno.cz
TELEPHONE:	+420.542.174 425

PORTO

TITLE OF TRAINING ACTIVITY:	Internal evaluation intermediate
LINKED WITH MEASURE / ACTIVITY	1.5-OPO Light weight bus shuttle
PLACE:	FEUP
DATE:	January 2010
SHORT CONTENT DESCRIPTION	<ul style="list-style-type: none"> • Retrospective of the decisions taken until today • Assessment of gaps and decision on corrective action
TARGET GROUP:	Teams FEUP of composites; Integration, Design and Biodiesel
MAX. NUMBER OF PARTICIPANTS:	10
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Bernardo Almada-Lobo
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Bernardo Almada-Lobo
E-MAIL:	balobo@fe.up.pt
TELEPHONE:	+351.22.508 1868

TITLE OF TRAINING ACTIVITY:	Good Practices for Interface
LINKED WITH MEASURE / ACTIVITY	2.10-OPO Participatory planning for new intermodal interchange
PLACE:	Porto
DATE:	March 2010
SHORT CONTENT DESCRIPTION	An overview concerning Interfaces Design as well as Management
TARGET GROUP:	Technician involved in interface development
MAX. NUMBER OF PARTICIPANTS:	50
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese / English (simultaneous translation)

PRESENTER:	Several invited experts
NAME OF THE CONTACT PERSON / RESPONSIBLE:	José Pedro Tavares
E-MAIL:	ptavares@fe.up.pt
TELEPHONE:	+351.22.508 1975

TITLE OF TRAINING ACTIVITY:	“Mobile mobility information in Asprela”
LINKED WITH MEASURE / ACTIVITY	8.8-OPO Mobily mobility information
PLACE:	FEUP or Junta de Paranhos (to be confirmed)
DATE:	March 2010 (to be confirmed)
SHORT CONTENT DESCRIPTION	A presentation of the global project and its interactions involving the institutional partners.
TARGET GROUP:	Institutional partners
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Luis Filipe Ferreira (to be confirmed)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sara Meireles
E-MAIL:	smmeireles@opt.pt
TELEPHONE:	+351.22.502 7337

TITLE OF TRAINING ACTIVITY:	“IMS – Information for Mobility Support” maybe in a total of three sessions
LINKED WITH MEASURE / ACTIVITY	8.8-OPO Mobily mobility information
PLACE:	FEUP or Junta de Paranhos (to be confirmed)
DATE:	April 2010 (to be confirmed)
SHORT CONTENT DESCRIPTION	A presentation of the global project and its interactions involving citizens. An analysis associated with the user requirements and experiences related to mobility information.
TARGET GROUP:	Citizens, future users of the system
MAX. NUMBER OF PARTICIPANTS:	100 (to be confirmed)
OPEN FOR OTHER CIVITAS CITIES	No

(Yes or No).	
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Luis Filipe Ferreira (to be confirmed)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sara Meireles
E-MAIL:	smmeireles@opt.pt
TELEPHONE:	+351.22.502 7337

TITLE OF TRAINING ACTIVITY:	“Project Performance – IMS”
LINKED WITH MEASURE / ACTIVITY	8.8-OPO Mobily mobility information
PLACE:	OPT
DATE:	January 2011
SHORT CONTENT DESCRIPTION	This kind of workshop will be performed every year for each focus measure such as 8.8-OPO. An analysis associated with the drivers and barriers experienced by the people involved in the research and development of the measure.
TARGET GROUP:	Measure partners
MAX. NUMBER OF PARTICIPANTS:	15
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Sara Meireles (to be confirmed)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sara Meireles (to be confirmed)
E-MAIL:	smmeireles@opt.pt
TELEPHONE:	+351.22.502 7337

TITLE OF TRAINING ACTIVITY:	“Mobility Information on Web and Cell phones“
LINKED WITH MEASURE / ACTIVITY	8.8-OPO Mobily mobility information
PLACE:	FEUP (to be confirmed)
DATE:	February 2011 (to be confirmed)
SHORT CONTENT DESCRIPTION	A presentation of the main innovative actions relating to the project and its interactions involving citizens. An analysis associated to the users

	requirements and its experience with mobile devices.
TARGET GROUP:	Citizens, future users of the system
MAX. NUMBER OF PARTICIPANTS:	100 (to be confirmed)
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Luis Filipe Ferreira (to be confirmed)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sara Meireles (to be confirmed)
E-MAIL:	smmeireles@opt.pt
TELEPHONE:	+351.22.502 7337

TITLE OF TRAINING ACTIVITY:	“Project Performance – IMS”
LINKED WITH MEASURE / ACTIVITY	8.8-OPO Mobily mobility information
PLACE:	OPT
DATE:	January 2012
SHORT CONTENT DESCRIPTION	This kind of workshop will be performed every year for each focus measure such as 8.8-OPO. An analysis associated with the drivers and barriers experienced by the people involved in the research and development of the measure.
TARGET GROUP:	Measure partners
MAX. NUMBER OF PARTICIPANTS:	15
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Portuguese
PRESENTER:	Sara Meireles (to be confirmed)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Sara Meireles (to be confirmed)
E-MAIL:	smmeireles@opt.pt
TELEPHONE:	+351.22.502 7337

ZAGREB

TITLE OF TRAINING ACTIVITY:	Public workshops on congestion charging
LINKED WITH MEASURE / ACTIVITY	3.2-ZAG Study of congestion charging and dialogue on pricing
PLACE:	Zagreb
DATE:	March 2010 and March 2011
SHORT CONTENT DESCRIPTION	The aim of the workshops is to raise awareness and obtain feedback among the specific target groups for which these workshops are organised.
TARGET GROUP:	Zagreb roads, Zagreb parking, City of Zagreb Department for traffic, ZET, specific target groups, etc.
MAX. NUMBER OF PARTICIPANTS:	30-40
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Marko Slavulj, Ivan Dadić
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Marko Slavulj
E-MAIL:	msslavulj@fpz.hr
TELEPHONE:	+385.1.245 7922

TITLE OF TRAINING ACTIVITY:	Training workshops for transport professionals on importance of cycling
LINKED WITH MEASURE / ACTIVITY	4.8-ZAG Improving cycling conditions
PLACE:	Zagreb
DATE:	April 2010 and September 2011
SHORT CONTENT DESCRIPTION	Education on importance of tolerance on the streets regarding law of traffic security and other legislature to improve traffic culture
TARGET GROUP:	ZET tram and bus drivers, CIVITAS ELAN partners
MAX. NUMBER OF PARTICIPANTS:	50
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Viktor Forjan (MUP), Damir Širola (BICIKL)
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Damir Širola

E-MAIL:	damir@bicikl.hr
TELEPHONE:	+385.1.484 6748 or +385.91.569 7902

TITLE OF TRAINING ACTIVITY:	Culture of dialogue
LINKED WITH MEASURE / ACTIVITY	4.11-ZAG Comprehensive mobility dialogue and marketing
PLACE:	Zagreb
DATE:	May 2010
SHORT CONTENT DESCRIPTION	To increase the quality of interaction and the level of information to the public, a training for employees of the CIVITAS-ELAN FORUM and representatives of interested project partners will be carried out
TARGET GROUP:	Citizens within districts, representatives of city quarters and community boards, employees of companies situated in the corridor
MAX. NUMBER OF PARTICIPANTS:	20
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Lidija Pavić-Rogošić, Višnja Jelić-Mück, Ariana Vela
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Ariana Vela
E-MAIL:	ariana@odraz.hr and ariana.vela@gmail.com
TELEPHONE:	+385.1.465 5203

TITLE OF TRAINING ACTIVITY:	Communication training for the partners along the corridor
LINKED WITH MEASURE / ACTIVITY	2.5-ZAG Intermodal high-quality mobility corridor
PLACE:	Zagreb
DATE:	May/ June 2010
SHORT CONTENT DESCRIPTION	Railway capacity in city public transport focused along CIVITAS corridor. Technical and technological possibilities regarding new stations, station platforms – accessibility point of view, platform-train interface; current and future rolling stock (prototype under construction).
TARGET GROUP:	CIVITAS ELAN partners in Zagreb
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Silvana Tantegl

NAME OF THE CONTACT PERSON / RESPONSIBLE:	Stjepan Kelčec-Suhovec
E-MAIL:	stjepan.kelcec-suhovec@zagreb.hr
TELEPHONE:	+385.1.610 1866

TITLE OF TRAINING ACTIVITY:	Training for seniors on safe use of public transport
LINKED WITH MEASURE / ACTIVITY	5.3-ZAG Safety & security for seniors
PLACE:	Zagreb
DATE:	Spring 2010
SHORT CONTENT DESCRIPTION	Workshop on mobility, safety and security for older people in public transport traffic, including short survey on the use of public transport
TARGET GROUP:	Elderly people, seniors
MAX. NUMBER OF PARTICIPANTS:	ca. 30 – 50 persons
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	tbc
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Davor Silov
E-MAIL:	davor.silov@zagreb.hr
TELEPHONE:	+385.1.610 1264

TITLE OF TRAINING ACTIVITY:	Training for seniors on safe use of public transport
LINKED WITH MEASURE / ACTIVITY	5.3-ZAG Safety & security for seniors
PLACE:	Zagreb
DATE:	Mid 2010
SHORT CONTENT DESCRIPTION	<ul style="list-style-type: none"> • Workshop on mobility, safety and security for older people in public transport with elderly people in a home for the elderly • Workshop on mobility, safety and security for older people in public transport with ZET & HŽ INFRA employees
TARGET GROUP:	Elderly people, seniors, ZET & HŽ INFRA employees for special requirements posed by senior passengers
MAX. NUMBER OF PARTICIPANTS:	30 – 50
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	tbc

NAME OF THE CONTACT PERSON / RESPONSIBLE:	Davor Silov
E-MAIL:	davor.silov@zagreb.hr
TELEPHONE:	+385.1.610 1264

TITLE OF TRAINING ACTIVITY:	Training workshops on mobility management for large institutions
LINKED WITH MEASURE / ACTIVITY	4.4-ZAG Mobility management for large institutions
PLACE:	Zagreb
DATE:	At least one time per year in 2010 and 2011 (June 2010 and September 2011)
SHORT CONTENT DESCRIPTION	Presentation of survey results of mobility management in large institutions (for example: companies, institutions and student accommodation units in the corridor) and interactive work with participants on topics covered by survey.
TARGET GROUP:	Primarily employees of companies located in the corridor and citizens, City of Zagreb employees, partners.
MAX. NUMBER OF PARTICIPANTS:	30-40 per workshop (to be decided)
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Ivan Grgurevic, Tonci Caric, Ruzica Skurla Babic
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Ivan Grgurevic
E-MAIL:	ivan.grgurevic@fpz.hr
TELEPHONE:	+385.1.238 0225

TITLE OF TRAINING ACTIVITY:	Mobility planning workshop on district level
LINKED WITH MEASURE / ACTIVITY	4.11-ZAG Comprehensive mobility dialogue and marketing
PLACE:	Zagreb
DATE:	At least two times per year in 2010 and 2011
SHORT CONTENT DESCRIPTION	In extensive workshops and site visits with planners, citizens and associations, the problems and barriers for daily short distance mobility will be identified. These issues can be for example a lack of zebra crossings, a bus stop with bad lighting or fast driving cars in front of a school. During the workshops basic elements of public participation will be covered
TARGET GROUP:	Citizens within districts, representatives of city quarters and community boards, employees of companies situated in the corridor
MAX. NUMBER OF PARTICIPANTS:	20-30 per workshop

OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Lidija Pavić-Rogošić, Višnja Jelić-Mück, Ariana Vela
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Ariana Vela
E-MAIL:	ariana@odraz.hr and ariana.vela@gmail.com
TELEPHONE:	+ 385.1.465 5203

TITLE OF TRAINING ACTIVITY:	Train staff on new equipment
LINKED WITH MEASURE / ACTIVITY	8.2-ZAG Public transport priority and traveler information
PLACE:	Zagreb
DATE:	January 2011
SHORT CONTENT DESCRIPTION	Introduction of the public transport priority idea. Description of the proposed/ implemented solution. Procedures to work with equipment.
TARGET GROUP:	ZET drivers
MAX. NUMBER OF PARTICIPANTS:	tbd
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	tbd
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Hrvoje Gold
E-MAIL:	hrvoje.gold@fpz.hr
TELEPHONE:	+385.1.238 0222

TITLE OF TRAINING ACTIVITY:	Training of CISTOCA staff
LINKED WITH MEASURE / ACTIVITY	1.15-ZAG Clean public fleet vehicles
PLACE:	Zagreb
DATE:	Before July 2011
SHORT CONTENT DESCRIPTION	CISTOCA staff will be trained on how to use new vehicles. This is conducted in phases, based on purchase of new vehicles.

TARGET GROUP:	CISTOCA drivers and maintenance personnel
MAX. NUMBER OF PARTICIPANTS:	30
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	No
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	Croatian
PRESENTER:	Bojan Ribić
NAME OF THE CONTACT PERSON / RESPONSIBLE:	Alen Hadzic
E-MAIL:	alen.hadzic@cistoca.hr
TELEPHONE:	+385.1.618 3093

Responsibility of the trainings

European Level

CIVITAS VANGUARD will select **themes and dates** when the trainings will be organised. A first list of planned trainings was already presented in the previous chapter. The main amount of trainings will be organised for the **Site Dissemination Managers and the Dissemination Managers** of the demonstration projects. The announcement of the trainings will be posted on the **CIVITAS website**. The main responsibility for organising the trainings bears **CIVITAS VANGUARD**.

Project Level

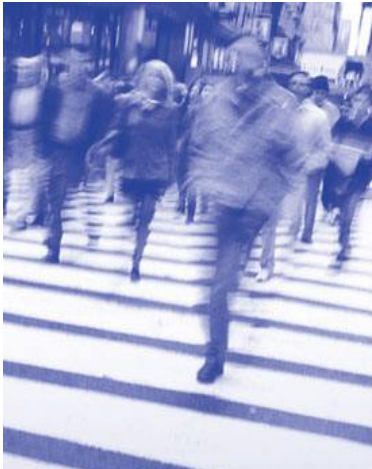
Some project relevant trainings were already selected by the Site Dissemination Managers (e.g. in Ljubljana). For all the other themes the list produced by the **user needs assessment** will form the basis. Based on this list future trainings will be selected. The final decision of these envisaged trainings will be done in the **CIVITAS ELAN dissemination team group**, which consists of the 5 Site Dissemination Managers and the Dissemination Manager. Most of the project relevant trainings will be organised hand in hand with the Project Management Group meetings. Therefore, the **Site Dissemination Managers** are in charge of the **organisation** of these trainings. The **Dissemination Manager** is in charge of **promoting** the training on the European - and project level (e.g. CIVITAS website, individual mailing).

Local Level

Site Dissemination Managers and Measure Leaders have selected **themes and dates** of the local training sessions. Local trainings are often directly linked to a certain measure and a specific target group (e.g. seniors). The announcements of the trainings will be sent individually to the target group. The main responsibility for organising the trainings has the Measure Leader or in some cases the selected trainer.

It is planned to update all trainings on all three levels on a **yearly basis**, the next version of the training plan will be produced in February 2011.

ANNEX – Questionnaire



CiViTAS
Cleaner and better transport in cities

ELAN

BRNO • GENT • LJUBLJANA • PORTO • ZAGREB

Questionnaire on Training Plans and Needs

Date: May 2009
Author: Milena Marega, REC



THE CIVITAS INITIATIVE
IS CO-FINANCED BY THE
EUROPEAN UNION

CIVITAS ELAN Project

Questionnaire on Training Plans and Needs

Dear CIVITAS ELAN Measure Leaders and Horizontal Task Managers,

According to the CIVITAS ELAN Description of Work we aim to intensify the knowledge and experience exchange up to a maximum level. For this purpose we are preparing a detailed Training Plan – a list of trainings on project level and on local / national level, tailor-made for Measure Leaders and their teams as well as for Horizontal Task Managers. In order to provide great flexibility to react on new developments and to address upcoming needs this Training Plan will be updated on a yearly basis.

We kindly invite you to fill in this Questionnaire and let us know about your Training Plans and needs. It is our aim to develop a Training Plan which responds to your needs. We can only achieve this on the basis of contributions from all of you. This way the Training Plan will give support to the implementation of CIVITAS ELAN measures.

The Questionnaire consists of two parts:

- I. **Questionnaire on training needs for MEASURE LEADERS** – to be filled-in by Measure Leaders,
- II. **Questionnaire on training needs for HORIZONTAL TASK MANAGERS** – to be filled-in by Horizontal Task Managers

If you need any assistance, please contact your Site Dissemination Manager:.....

Please send filled Questionnaires back to the Site Dissemination Manager till 19th June 2009 (e-mail:)

**We thank you for your cooperation,
CIVITAS ELAN Dissemination Team**

Name of the respondent:

City:

CIVITAS ELAN Measure:

I. Questionnaire on training needs for MEASURE LEADERS

I.1. Training for implementers

Main target group: Measure Leaders

Language: English

One of the main objectives of CIVITAS ELAN is to provide an intensive knowledge exchange between the five participating cities. To fulfil this objective in the most appropriate way it was arranged to select similar measures in the five cities. This of course will make a comparison in terms of evaluation easier, but it will also further support the knowledge exchange between the Measure Leader of these similar measures.

CIVITAS ELAN will carry out trainings for Measure Leaders of common measures. The training will be held as soon as possible to fit the early stage of implementation. The training units will be conducted by urban transport practitioners, academics and consultants with specific expertise in the selected areas. Most preferably, former CIVITAS I or CIVITAS II Measure Leader will be invited to carry out the trainings.

For example: In CIVITAS ELAN some participating cities will implement a Mobility Centre. To this end CIVITAS ELAN could organise a special training session for all Measure Leaders of the Mobility Centres and they will get trained by an expert, how to set up a Mobility Centre.

This peer group approach in comparison with the early timing of this training will ensure that a lot of knowledge and experience is transferred before the measure will be implemented.

Questions to be answered by Measure Leaders:

I.1.1. Which training topics should included in the List of Trainings for Implementers at the early stage of measure implementation in your opinion?

I.1.2. Which issues / questions would you like to see elaborated specifically?

I.1.3. When and where should this training take place?

I.1.4. Do you suggest a specific trainer or a best practice that you would prefer to learn from?

2. Knowledge exchange for implementers - during the implementation of the measure

Target Group: Measure Leaders

Language: English

Thematic workshops at the CIVITAS ELAN level will mainly build on the technical CIVITAS themes. Experts in a certain field will come together and discuss issues in a workshop format.

Themes might vary from car sharing, public priority systems for public transport or alternative fuels. Unlike the trainings for implementers at the early stage of the measure, the workshops will be conducted at a later stage in the project implementation. These workshops will be organised back-to-back with PMG meetings.

Questions to be answered by Measure Leaders:

I.2.1. Which training topics should be included in the <u>List of Thematic Workshops</u> in your opinion?
I.2.2. Which issues / questions would you like to see elaborated specifically?
I.2.3. When and where should this training take place?
I.2.4. Do you suggest a specific trainer or a good practice that you would prefer to learn from?

3. Training on stakeholders / citizens involvement

Target Group: Measure Leaders and Horizontal Task Managers

Language: English

Based on the CIVITAS ELAN Strategy for Citizens Engagement cities will prepare the Citizens Engagement Action Plan in close cooperation with Measure Leaders and Site Dissemination Managers. During the implementation of the project several trainings will be organised for decision-makers, transport providers and for stakeholder representatives on methods and tools for effective citizens engagement.

Questions to be answered by Measure Leaders and Horizontal Tasks Managers:

I.3.1. Which training topics should be included in the <u>List of Trainings on Stakeholders / Citizens Involvement</u> in your opinion?
I.3.2. Which issues / questions would you like to see elaborated specifically?
I.3.3. When and where should this training take place?
I.3.4. Do you suggest a specific trainer or a good practice that you would prefer to learn from?

4. Trainings on local and national level

4.1. Training for “local trainers” during the implementation of the measure

Target Group: Trainers

Language: English

Within CIVITAS-ELAN there is a full set of measures where local trainers are educating trainees. The main aim of this task will follow the approach “train the trainers”. To this end local trainers will be trained in a special field and after this training they will be able to transfer their gained knowledge other trainees.

E.g. CIVITAS-ELAN will train the local trainers of the Mobility Centre who will transfer their knowledge to the employees of the Mobility Centre, e.g. on how to deal with costumers.

Questions to be answered by Measure Leaders:

4.1. Which training topics should be included in the <u>List of Trainings for Local Trainers</u> in your opinion?
4.2. Which issues / questions would you like to see elaborated specifically?
4.3. When and where should this training take place?
4.4. Do you suggest a specific trainer or a good practice that you would prefer to learn from?

4.2. CIVITAS Calendar of Local and National Training Activities

Target Groups: specific local target groups

Language: Local language

When planning the CIVITAS ELAN measures the Measure Leaders chose quite a high amount of trainings on the local and national level that focus on specific target groups and have a strong relation to certain measures. These trainings contain topics such as training for employees of Mobility Centres, eco-driving for drivers of public transport fleets, etc...

In order to enable synergies and an exchange of experiences and in order to avoid overlaps we would like to register all those planned trainings and prepare a CIVITAS Calendar of Local and National Training Activities. For this purpose we kindly ask you to fill in the following template:

CALENDAR OF LOCAL AND NATIONAL TRAINING ACTIVITIES TEMPLATE:

Data to be filled in by Measure Leaders (one template for each training):

TITLE OF TRAINING ACTIVITY:	
LINKED WITH MEASURE / ACTIVITY	
PLACE:	
DATE:	
SHORT CONTENT DESCRIPTION	
TARGET GROUP:	
MAX. NUMBER OF PARTICIPANTS:	
OPEN FOR OTHER CIVITAS CITIES (Yes or No).	
LANGUAGE IN WHICH THE TRAINING WILL BE HELD:	
PRESENTER:	
NAME OF THE CONTACT PERSON / RESPONSIBLE:	
E-MAIL:	
TELEPHONE:	

II. Questionnaire on training needs for HORIZONTAL TASK MANAGERS

II.1. Training for “horizontal tasks”

Target Group: Site Dissemination Managers, Site Evaluation Managers, Financial Managers

Language: English

Management, dissemination, evaluation and exploitation of results are key tasks in each European project, so they are in CIVITAS+. Therefore, CIVITAS ELAN has conducted already some trainings. In order to get an overview of additional needs please answer the questions below.

For example: Local Dissemination Managers of all 5 CIVITAS ELAN cities will be shown best practice examples in terms of local dissemination.

Questions to be answered by Horizontal Task Managers:

II.1.1. Which “horizontal” topics should be included in the <u>List of Trainings on Horizontal Tasks</u> in your opinion?
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II.2.2. Which issues / questions would you like to be elaborated specifically?

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II.2.3. When and where should this training take place?
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II.2.4. Do you suggest a specific trainer or a good practice that you would prefer to learn from?
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