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**Strengthening the knowledge of local
management agencies in the transport field**

COMPETENCE

PUBLISHABLE FINAL REPORT

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COMPETENCE

STRENGTHENING THE KNOWLEDGE OF LOCAL MANAGEMENT AGENCIES IN THE
TRANSPORT FIELD

COMPETENCE

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PROJECT CO-ORDINATOR:

FGM-AMOR FORSCHUNGSGESELLSCHAFT MOBILITÄT,
AUSTRIAN MOBILITY RESEARCH

WP-LEADERS: MALARNET (SE), AGENEAL (PT)

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1. FINAL REPORT SUMMARY

1.1 Objectives and target groups

COMPETENCE is a direct answer to the issues raised in the first call for STEER: It aims to enhance the transport know-how of management agencies and their abilities to propose and manage and implement projects. It has chosen a bottom up approach: 18 local/regional agencies (mainly energy agencies, but also related to public transport and health) of almost all European countries are actively involved and transfer their competences nationally.

The main activities

COMPETENCE has three main tasks:

- 1) European Training of national trainers who act as national anchor points
- 2) Consolidation of know-how through the implementation of training case studies in local context
- 3) Know-how transfer by national follower trainings and seminars / dissemination and networking.

Additional tasks are

- a) Trainees should participate in oncoming EU calls for proposals and tenders
- b) Training materials will be available in many European languages
- c) Synergies to the other EU-funded training programs from the STEER program should be installed and used as far as possible

The COMPETENCE curriculum covers various aspects of transport and energy savings as well as European policies and programmes, project management, didactics and pedagogic methods. It bases on an analysis of needs and demands of the agencies. For more details see below WP 2 and WP 3.

1.2 Achieved Results and Lessons Learnt during the Action

All the proposed activities from the Technical Annex have been carried out. All the proposed products have been produced and disseminated. The main activities and its results / products are:

- Project website which acts as information portal incl. download centre, partner search function, E-Campus, etc. www.transportlearning.net
- Training and teaching materials free of charge for downloading from the project website in up to 11 languages
- In 4 European Training Sessions (3 sessions with 5 days and 1 session with 3 days duration) 41 European Trainers have been trained to act as trainers in their own countries.
- 39 National Know-how Transfer Activities in 14 European Countries performed by the trainers.
- 19 implemented and well documented training case studies (also available for downloading)

- Lesson learnt 1: The evaluation showed that the well balanced mix of presentations, discussion rounds, exercises in groups etc. was highly appreciated
- Lesson learnt 2: The time for giving feedback on the trainees' ideas / presentations and for discussion rounds (e.g. arguments pro and con) within the training session should be sufficient and shouldn't be underestimated.
- Lesson learnt 3: The implementation of training on the job case study was an essential decision. Experiences have shown that it isn't enough to listen to presentations during training sessions. It needs a practical implementation to really take up the learnt know-how.
- Lesson learnt 4: For the future use of materials and know-how on national basis it is essential that the most important contents and results from the training sessions are available
- in national languages and
 - free of charge
 - easily accessible from one central location – preferable as downloads from the projects website

1.3 Identified Problems and Corrective Actions taken during the Action

The “train the trainer” approach is a convincing one although it must be said that it needs more time to train energy agencies if they never dealt with mobility and transport projects before. The whole stuff is very complex and it needs some experience to transfer all the know-how to third parties after attending three courses. That is why not all topics from COMPETENCE are appropriate for energy agencies starting with a very low level in mobility know-how. See below.

Not all topics identified in the analysis phase of the project are really appropriate for energy agencies as a future field of activities. During the project the focus has been modified towards topics that have been presented in details during the European Training Sessions and topics that have been presented as an overview. This focus has been set based on the experiences of the agencies and on the estimated activities and challenges of the agencies. Therefore the focus lied on mobility management and travel awareness activities, citizens participation processes, change management, eco driving, non motorised transport, while topics like ITS applications (telematics) or pricing only play a minor role in the future work of the energy agencies. They should get an overview on it and should know about correlations but won't work directly with these topics.

The trainees of the European training sessions stated after the second course that they would like have an additional training session in which they won't get presented new stuff but where they could strengthen and confirm the know-how that they received in the two training sessions before. That is why COMPETENCE organised such an additional training session.

1.4 Activities and Impact after End of the Action

Midterm and long-term objectives: Penetration of the market, Energy savings in transport and participation in European projects:

Already during the final phase of COMPETENCE one could see that several partners participated in European projects. At the beginning it was a participation as partners but in 2006/7 some already submitted proposals as co-ordinators for the last call of the first STEER program. The proposals TRENDY TRAVEL (co-ordinator COMPETENCE partner Cork City Council), PRO MOTION (co-ordinator COMPETENCE partner DGH) and ADDED VALUE (co-ordinator COMPETENCE partner AGENEAL) have been positive evaluated, have been suggested for funding and are currently in their negotiation phase. Furthermore the following COMPETENCE partners participated as partners in successful evaluated STEER proposals: ARPE, VHCB, MalarNet, GEA, CRANA, BSRAEM and AGEAS. Therefore it must be mentioned that the training unit “preparation and submission of proposals for European projects” was a very successful one and that one main objective of COMPETENCE – namely that energy and management agencies should play a bigger role in transport projects in the future – has been completely fulfilled. It can be assumed that these agencies will further work on transport projects in the future and therefore be shining examples for other follower agencies to do the same. Agencies who participated in the national know-how transfer sessions also started to implement smaller transport projects within their field of activities but on a national basis.

Midterm and long-term objectives: E-Campus and interdisciplinary cooperation and new sectors

The COMPETENCE E-Campus will be still online after the end of COMPETENCE. It hasn't been used too much during the project which is probably due to the fact that partners are in direct contact with themselves via e-mail (as they know each other) and because the critical mass for an additional exchange of experience with others – outside of the consortium – hasn't been achieved. Therefore the co-ordinator of COMPETENCE who is also the co-ordinator of ELTIS (the biggest EU-funded database on news, case studies etc. and website on urban transport) decided to motivate all COMPETENCE partners to join the ELTIS user forum. The ELTIS user forum is a kind of club with password protected virtual platform for discussion and exchange of experience. The big advantage is that in this user forum also the graduates of the EU-funded TRUMP project are members as well as the trainees from the ELTIS training sessions. Furthermore all E-Atomium and Treatise partners have been invited to join the user forum. This guarantees on the one hand a much bigger number of potential users to exchange experience and also a well balanced interdisciplinary co-operation. In this user forum not only energy agencies are member but also transport professionals (authorities, researchers, university staff, implementers etc.), health and environmental experts.

2. PROJECT OVERVIEW

2.1 Work Programme Overview

The project is designed for a high degree of practical use. The work in COMPETENCE is divided in 7 work packages, illustrated in the Figure below and described below, with three vertical work packages,

WP1, WP5, WP6, WP7 devoted to project management, dissemination, and quality assurance, three of them running throughout the project.

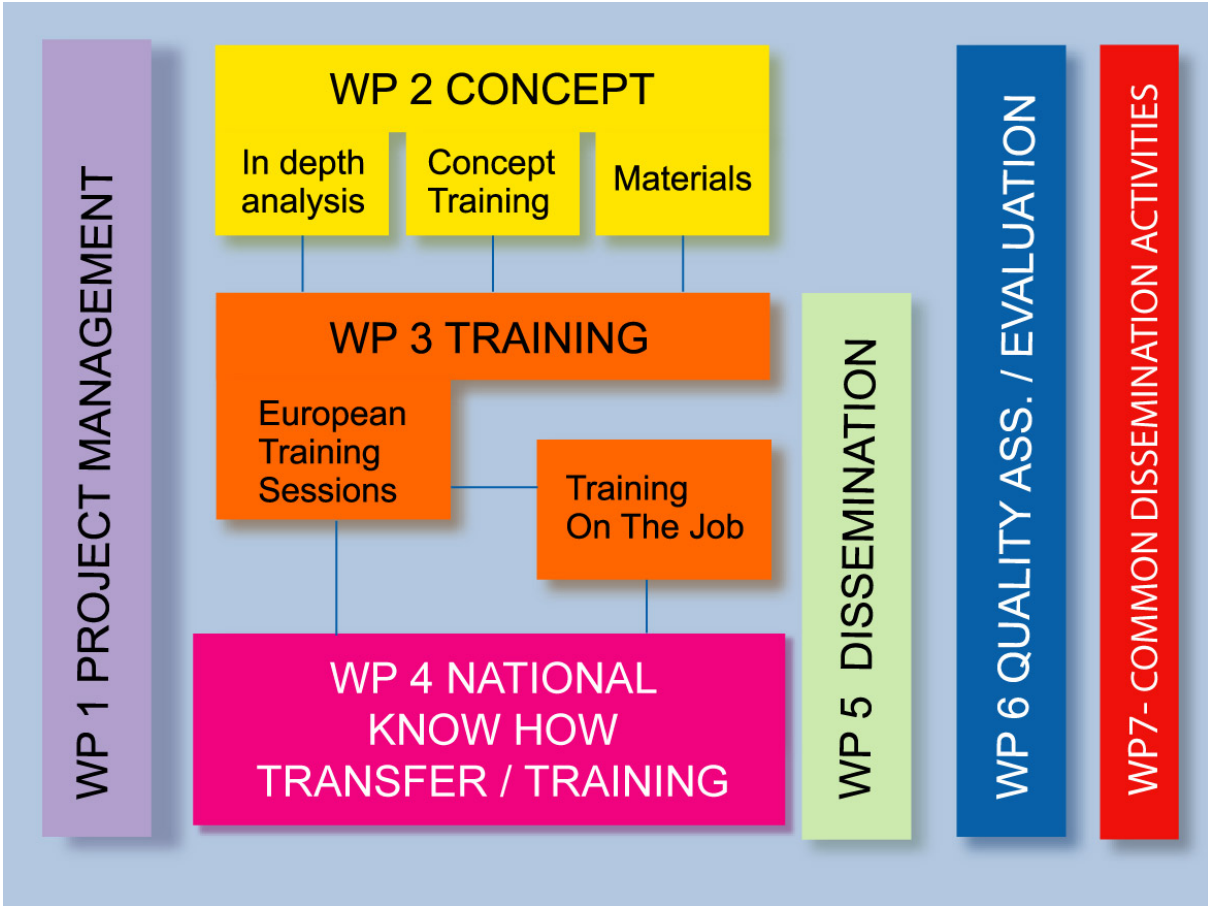


Figure 1: Chart flow of COMPETENCE work packages

2.2 COMPETENCE in One Minute

“COMPETENCE - Strengthening the knowledge of local management agencies in the transport field” is a 30-months project co-financed by the European Commission within STEER within the framework of the Intelligent Energy - Europe Programme EIE. The main activities in COMPETENCE are the design and implementation of international and national training and know-how transfer activities, the design of training materials and the implementation of case studies as part of a training-on-the-job-program. The beneficiaries of the project are mainly local and regional energy agencies but also other organisations like environmental agencies, health bureaus etc. interested in enhancing their knowledge and skill base in the topic of urban transport. The COMPETENCE project consortium involves the active participation of 14 countries in Europe.

2.3 COMPETENCE Partners

Country	National COMPETENCE Partner	e-mail
Austria	FGM-AMOR – Forschungsgesellschaft Mobilität – Austrian Mobility Research (Co-ordinator) Mr Robert Pressl	pressl@fgm.at
	GEA – Grazer Energieagentur Ges.m.b.H Ms Birgit Baumgartner	baumgartner@grazer-ea.at
Portugal	AGENEAL – Agência Municipal de Energia de Almada Mr. Pedro Machado	pedro.machado@ageneal.pt
Sweden	MEA – Malardalen Energy Agency Ms Carita Wiklund	carita.wiklund@malarnet.org
Belgium	ABEA – Le Centre Urbain/Stadswinkel Mr. Guillaume AMAND	guillaume.amand@curbain.be
Ireland	CCC – Cork City Council Ms Sarah Danaher	sarah_danaher@corkcity.ie
Slovenia	JSF – Jozef Stefan Institute Mr. Marko Peckaj	Marko.Peckaj@ijs.si
Lithuania	KREA – Kaunas Regional Energy Agency Mr Andrius Aleksonis / Ms Irena Gimbutyte	krea@techpark.lt
	VHCB – Vilnius Healthy City Bureau Ms Rasa Spiridavichute	rasa.spiridavichute@vilnius.lt
Denmark	DGH – Det Gronne Hus Ms Anna Thormann	eetfath@koegekom.dk

Country	National COMPETENCE Partner	e-mail
Italy	AGEAS – Agenzia energetica-e ambientale di Salerno Ms Agnese Germino / Mr Angelo Nicoletti	ageas@libero.it
	AGENA – Agenzia per l'energia e l'ambiente della Provincia di Teramo Mr Massimiliano Simonella	info@agenateramo.it
Spain	CRANA – Centro de Recursos Ambientales de Navarra Ms Ana Carmen Irigalba / Ms Maribel Gomez Jimenez	anacarmen@CRANAa.org energia2@CRANAa.org
France	ARPE – Agence Regionale pour L'rnvironnement Midi-Pyrenees Ms Monique Sirven	sirven.m@arpe-mip.com
	RAEE – Rhonalpennergie-Environnement Mr Laurent Cogerino	Laurent.Cogerino@raee.org
United Kingdom	MEA – Marches Energy Agency Mr Kris McGowan	kris@mea.org.uk
Germany	KEA – Klimaschutz- und Energieagentur Baden-Württemberg GMBH Mr Ralf Determeyer	R.Determeyer@t-online.de
Bulgaria	BSRAEM – Black Sea Regional Agency for Energy Management Ms Mariana Kancheva	office@ubbsla.org

2.4 Work Package Overview

WP 1 Project Management

The project management organises, controls and manages work packages through the work package leaders. It organises the management committee meetings. It defines, together with the partners, the work schedule, and adjusts this, whenever necessary. It acts as liaison to the EU which means mainly to submit the deliverables and the cost statement. PM is responsible for “troubleshooting”. It is responsible for the co-operation with the 2 other EU-funded projects E-Atomium and Treatise.

WP 2 Concept

An analysis among energy agencies during the proposal phase was carried out. The results have been cross-analysed with the raw data from the European-wide analysis carried out in the PORTAL project (more than 2000 questionnaires) which focused also on the needs and suggestions of the stakeholders and the one carried out in the TRUMP project. The results are the suggested topic areas. During WP2 the analysis among the main target group namely (energy) management agencies has been accomplished and comprises the following components:

Training needs to pinpoint the education and training demand for the target group, the style and format of the training required, the optimum duration of units, recommended delivery methods, demand for type of materials, demand for materials for know-how transfer to followers.

Handbook Development / Compilation of Materials:

In WP2 teaching and training materials have been developed. Special importance is paid to didactic questions. The materials themselves can easily be duplicated no matter whether audio-CDs, overhead transparencies, reference materials etc. The materials are available free of charge for everybody. Materials and contents have been checked against any infringement of IPR. Where possible, the training material has been developed in co-operation with the other STEER projects Treatise.

Development of Training Sessions:

The trainer for each topic designed a training session which has been implemented in WP3. The curricula of these training sessions have been designed by the use of different training methodologies such as lectures, best practise examples for discussion, exercises, role-playings etc. Also the guidelines for the “training on the job” case studies have been set up as well as the guidelines for the national know-how transfer training activities.

WP 3 Training

In WP 3 the European training sessions have been implemented. The training focuses on

- 1.) Know-how on energy / transport topics
- 2.) Know-how on (EU) policies and (EU) programmes
- 3.) Know-how on project management, change management, proposal submission etc.
- 4.) Know-how on didactics and pedagogical matters.

In total 4 European training meetings (3 with a duration of 5days, 1 with a duration of 3 days) have been organised where the trainees participated. Each participating organisation has set up a small project (case study) as “training on the job”.

WP 4 National Know-how Transfer

WP 4 has as main objective the transfer of know-how on national level and networking. Therefore each national anchor point who participated in the European Training Sessions organised Know-How-Transfer Events (workshops, meetings, conferences) and / or participated on existing national events (piggyback) in his country. There he transferred the “best bites” of the European training sessions in the national language using translated materials (translation in up to 15 languages). Interested third parties (other (energy) management organisations, public transport organisations, health bureaus etc. have been invited to participate).

The training programme (WP 3 and WP 4) has been planned in accordance with the two other STEER projects (E-Atomium and Treatise) in order to avoid overlap between the three projects from the geographical, timing and topic points of view.

WP 5 Dissemination and Documentation

In WP 5 the overall dissemination strategy has been developed. Dissemination concentrates primarily on electronic media (e.g. website with download centre and E-CAMPUS) and the promotion of this instrument by means of a complex link management. Nevertheless among others hard copies of the Material CDs as well as a brochure and a poster have been produced and disseminated. Traditional dissemination strategies such as conference presentations also have been used. Special attention has been paid to the transfer of knowledge to Eastern European countries. Common dissemination activities with E-Atomium and Treatise have been carried out.

WP 6 Evaluation and Quality Assurance

The main task of COMPETENCE in the field of quality assurance was to guarantee that the output of each work package is put to practical use. Each work package leader has been asked to consider at each stage of their work, the objectives outlined in the project description. This meant that the project has been implemented efficiently. Quality assurance has been used to ensure smooth progression from objectives through to final deliverables.

The second main task of this WP was the evaluation of the materials and the training sessions on different levels.

WP 7 Common Dissemination Activities

Spreading the results and outcomes in Europe on COMPETENCE was the task of WP7. On behalf of the EIE programme, information has been published in the IntelleBase, knowledge was spread through the attendance and presentations at European workshops and conferences.

3. ACHIEVED WORK IN DETAIL

3.1 Analysis

In the first phase of COMPETENCE the training needs of the target group members have been analysed to pinpoint the education and training demand, the style and format of the training required, the optimum duration of units, recommended delivery methods, demand for type of materials, demand for materials for know-how transfer to followers. The results have been cross-analysed with the raw data from the European-wide analysis carried out in the PORTAL project (more than 2000 questionnaires) which focused also on the needs and suggestions of the stakeholders and the one carried out in the TRUMP project to verify the data gathered by the COMPETENCE analysis. In the following the most important results have been shown up.



Figure 2: Most wanted topics

All the target groups surveyed were asked to indicate the most important areas of urban transport where they would like to receive training of the COMPETENCE project to be directed so that materials could then be developed. The questionnaire therefore was designed to encourage respondents to think about the problems and identify, for themselves, the main areas of need. These text responses including the free text answers were then analysed and coded within a range of topic areas or fields.

Despite the fact that the questionnaires were addressed to a wide range of players in the energy field the answers conveyed a high degree of homogeneity, both by category of respondent and by country.

Although this analysis has been essentially based on quantitative information, i.e. a “numbers game”, we have been mindful of the need to ensure that the needs of different target groups and stakeholders are reflected, especially when they are in a minority. The quantitative results have therefore been cross-checked with the qualitative information stemming from the PORTAL and TRUMP.

The overall picture shows that people involved in the energy and management agencies across Europe see the topic of vehicle technology and alternative fuels as the most important one for training. The shift to cleaner transport and to more environmental friendly fleets has been seen as one of the big challenges for their future field of work.

Since most of them don't have basic transport know-how the connection between energy efficiency and transport has very much wanted to be developed in training units.

The promotion of greater travel awareness, mobility management and green travel plans is a widespread and growing need which requires enhanced communication and marketing skills. Energy and management agencies can see their future activities very much in this topic. Many of those agencies which already carried out transport projects worked in this field but would welcome to receive more know-how (see above).

Public transport quality and benchmarking emerged consistently as the forth-most important area which COMPETENCE should have focused on. It was ranked among the most important priorities in nearly all countries. This reflects a current concern about how to enhance public transport to make it more attractive to the user, reduce car dependency and achieve a modal shift which redresses the decline experienced in the last few years, thereby cutting congestion and traffic related pollution. Privatisation of services, quality bus partnerships, and benchmarking were mentioned as important sub-topics (also intermodality).

It isn't necessary to list up all topics which easily can be seen in the table above. But one interesting fact should be mentioned: topics like “preparation and submission of proposals for European calls and tenders” as well as the supporting topic “information platforms and websites” are ranked in the less wanted regions. It was surprising that especially these agencies from new member countries show very low interest in these topics.

At the bottom end of the list of most wanted topics the topics “pricing and parking space management” and “telematics” can be found. Since parking space management is a very important and powerful measure in tackling urban transport the other two topics will only be shown concerning their most important contents and how they could help to change mobility in cities. Of course these topics never will be the core of the work of energy agencies. But nevertheless it is important for them to know about it and its costs.

As illustrated in Figure 3 the message which came over as part of the survey of preferred style of delivery and format of training is that agencies have a strong desire for practical sessions which present new techniques, rather than traditional classroom style theoretical lectures.

Nevertheless lecture based units were an essential part of the whole training. Web-based training is voted as the third-most-wanted style but since there is an own training project named E-TREAM under the STEER program which directly deals with this style of training it hasn't been intensified in COMPETENCE. Nevertheless synergies between COMPETENCE and E-TREAM have been used. Besides this COMPETENCE posted all training materials in all available languages on the project website for downloading free of charge for everybody.



Figure 3: Most wanted type of training

An important part of the survey was to ascertain the preferred types of materials which support the delivery of courses and which aid the learning process. These outcomes from the survey influenced the type of media developed as part of WP2.

The options available and on which respondents were asked to comment included

- Printed course materials and manuals which supplement lectures and courses / units
- Overhead transparencies and slides which are used primarily by lecturers to illustrate the lectures especially in the national know-how transfer units and which may be handed out to participants of those units
- Study or work books for self learning which include the background information on a topic, case studies, exercises and assignments
- Audio visual packages and multi-media presentations which may be delivered over the internet
- Videos
- CDs – both text based or audio CDs which give broadcast quality features on topical issues

The highest priority in the survey recognises the benefit of having teaching/learning materials to support an educational activity. Those on the receiving end of training need to have reference material and other sources to underpin their knowledge base.

Given the enormous growth in electronic publishing, e-commerce and new technology it was very surprising that there was still such a bias in favour of traditional printed materials. The ranking of this showed that the clear first choice is, printed materials and manuals; the second choice is the Internet and the third choice is multimedia packages.

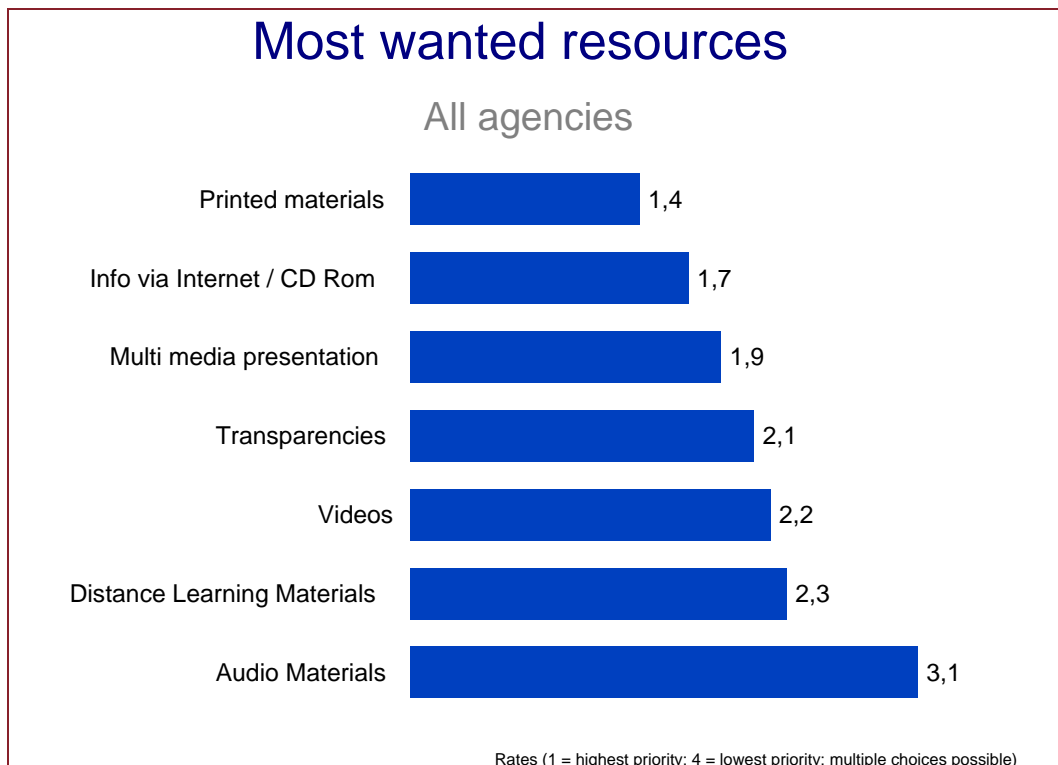


Figure 4: Most wanted resources

About half of the agencies already carried out transport projects (figure 5). The main activities that these agencies named were designing and implementing awareness campaigns but also research and study work. About every second of the respondents quoted “green commuter plans” / “transport plans” (see Figure 6).

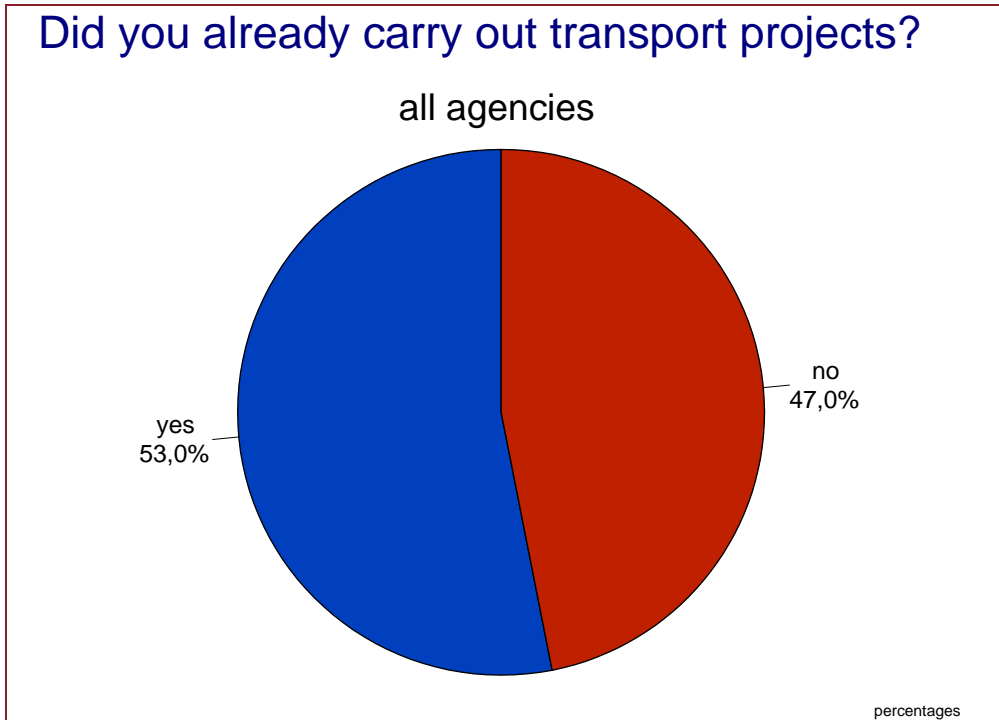


Figure 5: Did you already carry out transport projects?

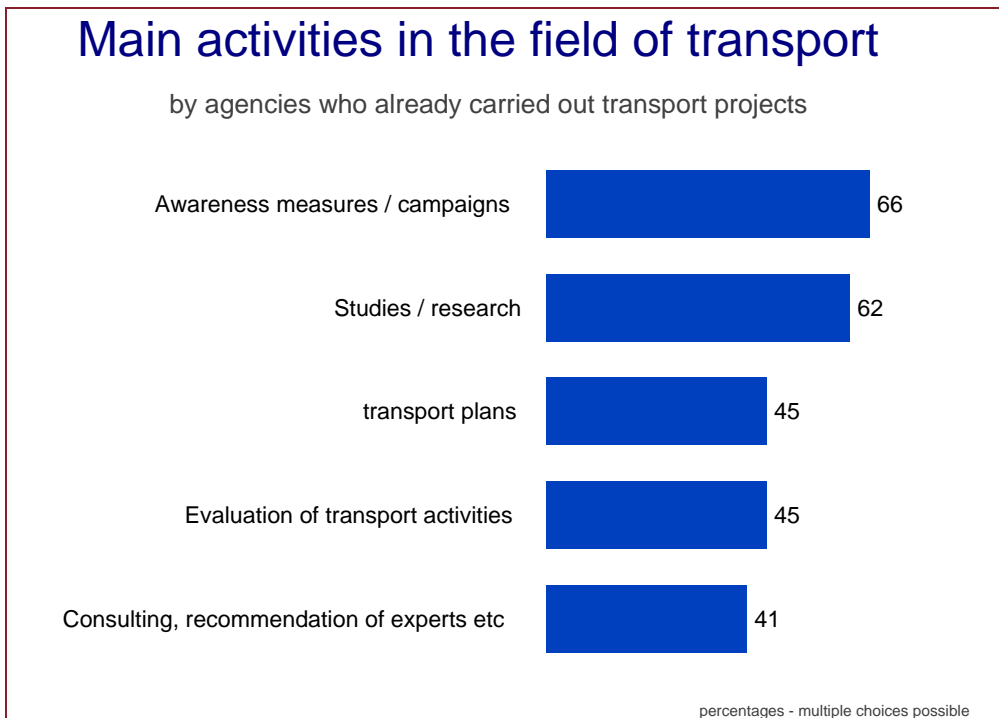


Figure 6: Main activities in the field of transport

Training Units

Approach:

The approach foresees a two level training. First level: 18 partners from 14 European countries are trained in 4 European training sessions (type “Train the trainer course”). These partners acted as trainers in their own countries to transfer the best and for their countries most appropriate bites of the European training contents to other interested agencies in their own language.

Trainers for the different sessions and units were either members of the consortium or subcontracted. All trainers are experts with high level of practical experience.

COMPETENCE tried to achieve a critical mass for experience exchange and for change. A continuous quality control took place with practitioners (trainers).

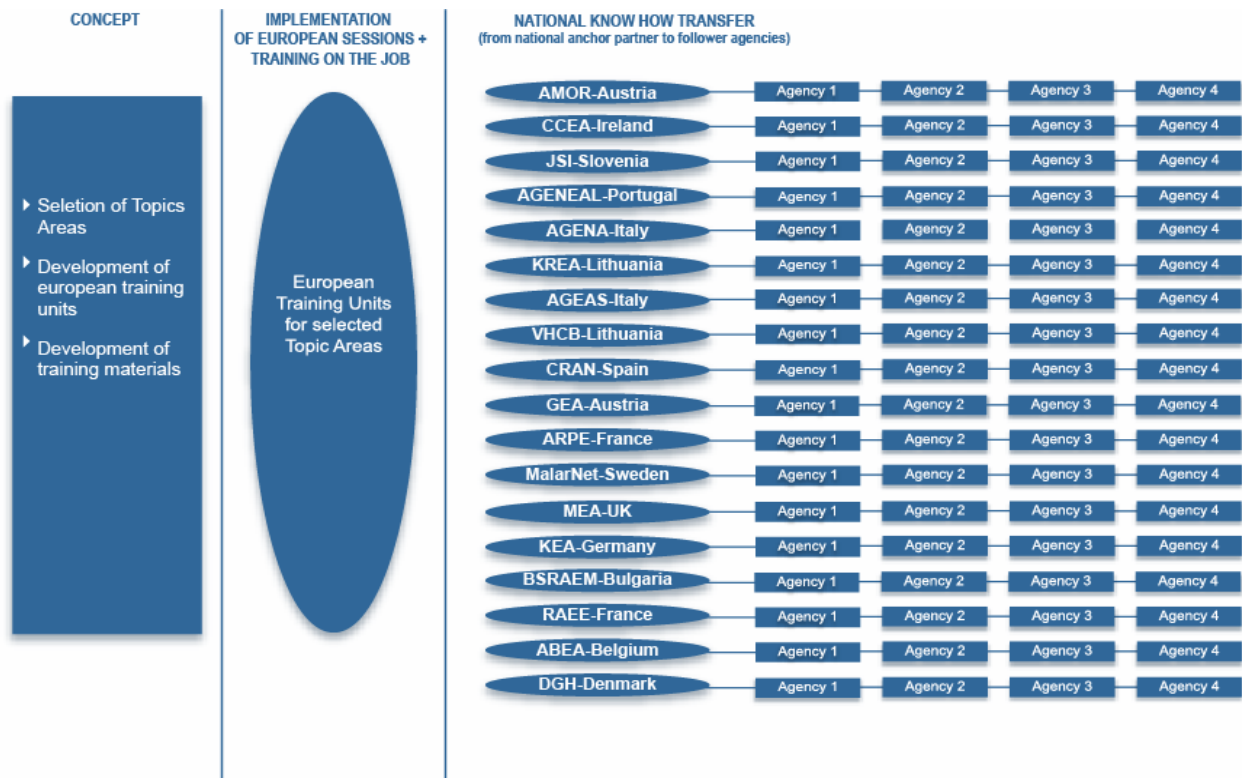


Figure 7: The 2 level approach of COMPETENCE

Methodology:

COMPETENCE wanted to strengthen the knowledge of local management agencies in the transport field through

- Strengthening the transport related know-how / skills to implement transport projects
- Getting the agencies acquainted with (EU and national) policies and programmes
- Improvement of efficient management skills and abilities to participate in (EU)projects / to submit proposals
- Strengthening the didactical / pedagogical know-how of agencies

The following diagram shows the approach

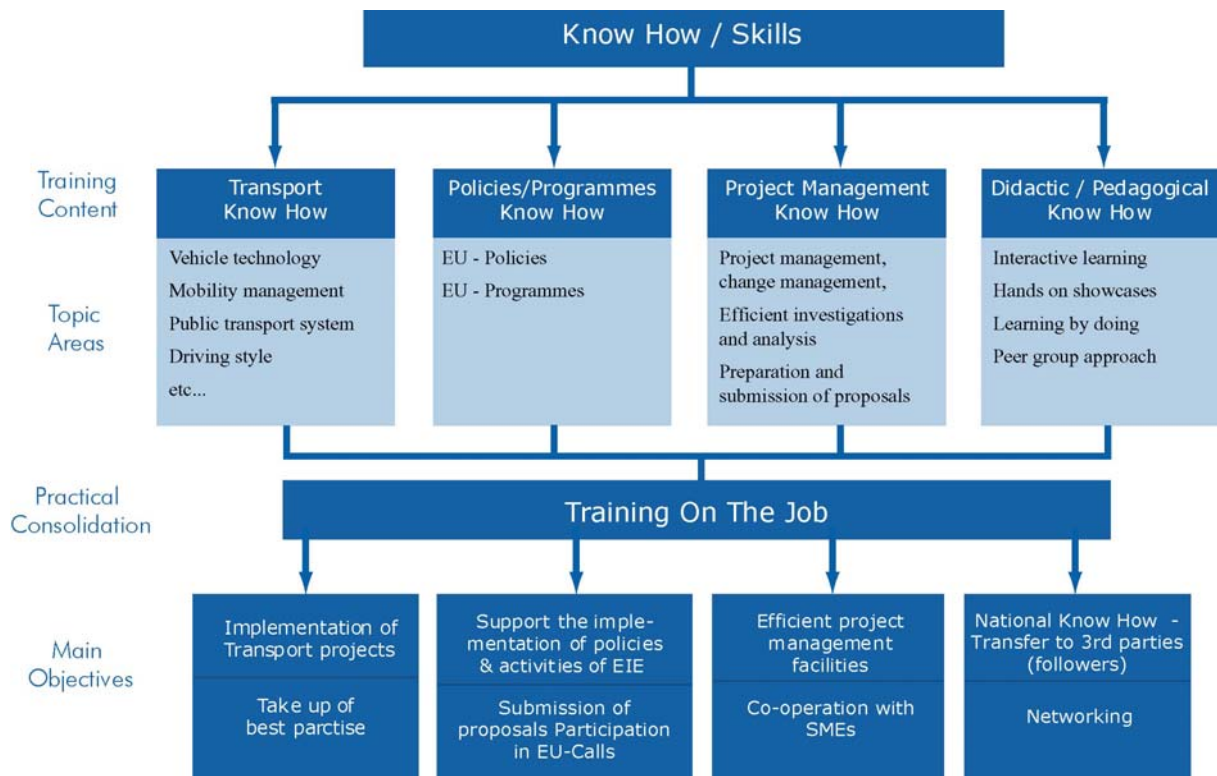


Figure 8: The know-how / skills transfer scheme of COMPETENCE

The curriculum covered various aspects of transport and energy savings, European policies / programmes, and didactics. Therefore and for reasons of diversification different methods of training style have been chosen. These methods reached from theoretical lectures to own presentations, discussion rounds, role plays, videos and computer based simulations until study visits.



Theoretical lectures



Own presentation



Discussion round



Video / Simulation



Study visits

Topics:

The following topics have been selected to be taught / presented during the European training sessions:

Fundamentals on Transport and Energy

In this unit some general know-how in the field of transport and mobility have been provided. A special focus was put on energy-related facts as well as on environmental issues, land use and health issues.



Mobility Management and Travel Awareness

Travel Awareness and Mobility Management activities are “Soft policy” approaches. They can be used as independent activities but also together with “Hard policies” like infrastructure investments. Here it can maximise the benefits of the investments. Soft policies such as organisational measures, information and publicity and motivation campaigns can influence peoples' awareness, attitudes and travel behaviour - and encourage cycling, walking and the use of public transport.



Information Platforms and Investigations

Why reinvent the wheel? It makes more sense to check out the information that is available and how it can be used. This unit/material contains the links and contact information for the EC, for networks, for best practise databases, for information portals and for websites and projects of all COMPETENCE- topics.



Vehicle Technology and Alternative Fuels

Local pollution, climate change & fossil fuel dependency are the main driving forces behind the development of new technology solutions. Vehicle and fuel markets have been responding positively on this demand. Classical vehicles have been improving regarding to consumption and emissions, meeting the demands of stricter emission regulations.



New and cleaner fuels are being tested & used and new vehicles and components have been developed. The concept of vehicle itself has been changing (new shapes, sizes, uses, functions). A new transport vision is being created.

Driving Style and Car Devices

ECO-DRIVING, the economical and safe driving style, is a “no regret” behavioural measure to reduce GHG emissions from transport. It saves money (enhances fuel economy), is favourable to climate protection and road safety. In car devices are the “technical add-on” to ECO-DRIVING. Permanent feedback regarding fuel economy (board computers) and other technical instruments (such as gear shift indicators or even cruise controls) help drivers to maintain their fuel saving driving style in the long term.



Modern and Efficient Public Transport

A modern and high quality public transport is the backbone of urban transport. Against the door-to-door trip by private car, a more sustainable model of public transport should offer passengers the possibility of a “seamless journey” taking advantage of the flexible combination of features of the different transport modes and the covering supply of interconnected long-distance, regional and local networks of public transport.



Preparation and Submission of Proposals

One of the main objectives of the EC is that management agencies should play a bigger role in solving transport problems in the future. The materials and training units support local actors to collaborate in relevant programmes and to participate in European projects.



Pricing and Parking Space Management

Pricing, congestion charging and parking space management (limited and paid parking in public space or e.g. in companies) are suitable measures to influence travel behaviour and to shift car trips to more sustainable modes of transport.



Change Management

We all work in environments that are subject to constant changes. Is change a threat, a challenge or an opportunity? Why is reform needed, what triggers change and how do we handle change? The training will deal with anticipating changes in values, needs, leadership and programs, but it will also offer tools to control changes to one's benefit.



EU Policies and Programs

The EC is funding a big number of different programs for enhancing sustainable transport. In this material/unit one can get an overview to urban transport related European policy papers that set the framework for further action on national, regional and local level. The policy paper covers Green Papers, which are published by EC on a specific policy area and White Papers, which follow very often a Green Paper and contain official sets of proposals for Community action in specific policy areas. Additionally one can find programs for which proposals for projects may be submitted.



Energy Conservation through Urban Design

Street lighting plays a main part when it comes to energy saving and urban design. By means of best practice examples and contracting one can influence the prevailing energy consumption in an effective way and show possible solutions on how to save energy.

Environmental benefits & energy savings can be



achieved e.g. by means of modernization and optimization as well as with the life cycle of lamps. Furthermore topics like X-mas lighting, traffic lighting and the "light pollution" in general are from major importance and connected to urban design.

Financing Models for Energy Activities and Activities for Smaller Municipalities

In this material/unit modals for designing, implementing and financing of mobility concepts for smaller cities and urban areas will be shown. The Modal of the German Province of Baden Württemberg is presented in details.



Citizens Participation Process

Citizen participation is, nowadays, essential for the development and implementation of sustainable policies and instruments for the improvement of environmental, social and economic performance of local communities. The process of development of a Local Agenda 21, in particular, integrates its diverse initiatives into a common framework for ongoing community dialogue and change toward a sustainable, livable future, with a strong participation of residents in the formulation of priorities and strategies, improving municipal governance.



Telematics

The role of telematics in transport is already vast and growing exponentially. The training materials will provide a detailed grounding in the use of ITS technology in guidance, vehicle location and management, information and ticketing aspects of transport, among others. They will also help to critically evaluate how telematics can be applied to the transport systems in which they work and to maximise the value that they can get from investment in such systems.



Materials:

COMPETENCE produced training and educational material. The best bites mainly the slides for national know-how transfer and summaries of the written materials) are available in 11 languages, which are compiled in a comprehensive virtual training handbook. The handbook is freely available from the web site and compiled on the CD Rom. Additional to the above mentioned materials reference (written) materials and slides and presentations also articles & links, summaries and audio files (originally developed in the PORTAL project) are provided.

The following materials are available:

Topic	type
General basis and fundamentals on the connection of transport & energy	Reference M. / Slides
Mobility management und Travel Awareness	Reference M. / Slides
Energy saving and urban design	Reference M. / Slides
Energy efficient Driving Style and In Car Devices	Reference M. / Slides
EU policies and programmes in the field of energy and transport	Reference M. / Slides
Efficient investigations & analysis in information platforms and websites	Reference M. / Slides
Writing and submitting of proposals	Reference M. / Slides
Vehicle technology & alternative fuels	Reference M. / Slides
Telematics for energy efficient transport	Reference M. / Slides
Parking space management	Reference M. / Slides
Congestion charging and pricing	Reference M. / Slides
Change management	Reference M. / Slides
Public transport (quality, benchmarking, intermodality)	Reference M. / Slides
Walking and cycling (Non motorised transport)	Reference M. / Slides
Citizens participation process	Reference M. / Slides

Figure 9: Available materials

3.2 Training

European Training Sessions

The dates and venues of the 4 European training sessions were the following. .

Training session 1, 2 and 4 lasts 5 days, training session will last 3 days.

Session	When	Where
1 st session	5.-9. September 2005	Graz, Austria
2 nd session	8.-12. May 2006	Salerno, Italy
3 rd session	28.-30. August 2006	Køge, Denmark
4 th session	16.-20. October 2006	Almada, Portugal

Figure 10: European Training Sessions

The Graz Training Session:

All partners participated with at least one person at this training session. AGEAS Salerno, ABEA, GEA (partly) and CCC came with 2 persons. All together 23 persons participated. A list of participants is in the annex of this report.

The topics of the Graz training sessions were the following:











Topic	Lecturer	
General basis and fundamentals on the connection of transport and energy	Karl Reiter, Robert Pressl both FGM-AMOR	 
Mobility management und Travel Awareness	Karl Reiter, Robert Pressl Ingrid Briesner, Karl Heinz Posch, Gudrun Uranitsch, all FGM-AMOR	    
Energy saving and Urban Design	Markus Radocha, GEA	No photo available
Energy efficient Driving Style and In Car Devices	Willi Raimund, EVA	
EU policies and programmes in the field of energy and transport and interrelation with related policies as environment, health and regional development	Vassilia Argyraki IEE	
Efficient investigations and analysis in information platforms and websites	Robert Pressl, FGM-AMOR	

Figure 11: Topics and lectures of the training sessions in Graz

Study Visit in Graz: See the Mobility centre in Graz, the dynamic information system of public transport and the implementations for the guiding system for people with reduced mobility (for walking and public transport)

The Salerno Training Session:

All partners participated with at least one person at this training session. ABEA, VHCB, AGENA and BSRAEM came with 2 persons, AGEAS Salerno attended with 3 persons. All together 25 persons participated.



The topics of the Salerno training session were the following:






Topic	Lecturer	
Writing and submitting of proposals	Karl Reiter, Robert Pressl both FGM-AMOR	 
Vehicle technology & alternative fuels	Carlos Sousa from AGENEAL	
Telematics for energy efficient transport	Tom Rye (Napier University)	
Parking space management		
Congestion charging and pricing		
Change management	Jos Zuallaert	

Figure 12: Topics and lectures of the training sessions in Salerno

Study Visit in Salerno: Visit of a Biodiesel Production Plant in Nola (close to Salerno).

The Køge Session Training Session:

In the Køge Session were no presentation on new topics carried out but the topics of the Graz and of the Salerno session have been intensified by pure practical work and exercises.

The study visit in Denmark was a visit in an Eco-Village close to Roskilde.



The Almada Training Session:

The topics of the Almada training session were the following:







Topic	Lecturer	
Writing and submitting of proposals 2	Karl Reiter, Robert Pressl both FGM-AMOR	 
Modern and efficient public transport system (Quality management , benchmarking, intermodality)	Mohamed Mezghani from UITP	
Non motorised modes of transport	Thomas Krag	
Citizen participation process	Catarina Freitas, City of Almada / Ageneal	
Mobility management for small municipalities	Ralf Determeyer, KEA	

Figure 13: Topics and lectures of the training sessions in Almada

The study visit of Almada was a city tour explaining the planning details and land use aspects with special focus on the new to build tram lines.



A list of participants from the European training sessions is in the Annex.

Training on the Job

In the training on the job part each participant of the European training sessions implemented at least one a small project of their choice (related to their further fields of activities) in their own institution / agency / city to consolidate the know-how. Most of the agencies started their training on the job implementation after the second European training session when they already had participated in 2/3 of the European Training Sessions and therefore had already enough know-how to set up such an own project. Each implementation was documented and is available as download from the projects website for potential followers. When appropriate the training on the job projects have been filled into the ELTIS database on case studies too.

In the following table one can see an overview on the various training on the job projects:

Agency	Title of the training on the job project	Related training topic
AGENEAL	ECO-Driving training in Almada	Eco Driving
AGEAS	Improved energy efficiency of the street lighting system in Salerno.	Energy Conservation through Urban Design
AGENA	To the seaside by train.	Public transport
CCC	The "Mobility for Vitality" Lifestyle Challenge for Cork City Council employees.	Mobility Management
KREA	The "Challenge for the car" campaign in Kaunas	Mobility Management
KREA	Bicycle competition: "The title of the mountain King"	Mobility Management
KREA	Children's pictures contest: My City Without a Car	Mobility Management
KREA	Information campaign on Eco driving	Eco Driving

Agency	Title of the training on the job project	Related training topic
BSRAEM	Promotion campaign for sustainable mobility in Black Sea tourist resort Areas	Vehicle technology & alternative fuels / Public transport / Mobility Management
RAEE	Awareness-raising campaign and survey on demand of teachers and local municipalities concerning the promotion of soft means of transport in the Rhône-Alpes Region.	Mobility Management
ARPE	“Memento de la Mobilité” – Mobility Management for companies in Toulouse.	Mobility Management
MalarNet	Eco-Driving at the Mälarenergi power plant in Västerås	Mobility Management
CRANA	Social diagnosis for the preparation of the Bicycle Master Plan of Navarre	Non motorised transport
DGH	First co-operation between the car sharing organisation and companies in Denmark.	Mobility Management
GEA	Development of an information package for gas-fuelled vehicles and advice for fleet owners.	Vehicle technology & alternative fuels
KEA	Six mobility concepts for small municipalities	Mobility Management
MEA	Sustainable Transport Top Trumps UK-wide distribution	Mobility Management
JSI	MM in the secondary vocational and professional school of Ljubljana	Mobility Management
VHCB	Festival “In the city without one’s automobile” (Vilnius, Lithuania)	Mobility Management
ABEA	The Mobility CHECK-UP in the Brussels’ Region	Mobility Management

Figure 14: Overview on training on the job projects

Short Description of all Training on the Job Projects of all Partners:

Project in Spain:

Social Diagnosis for the Preparation of the Bicycle Master Plan of Navarre

The Environmental Resources Centre of Navarre – Centro de Recursos Ambientales de Navarra (CRANA) – a foundation regulated under the Department for the Environment, Space Planning and Housing of the Government of Navarre, in light of its expertise in participation and promotional processes regarding sustainable mobility, has been commissioned to draw up the Bicycle Master Plan of Navarre. The Plan’s approach relies on a participative, informational and promotional strategy. Three stages have been established to develop the technical (mobility data analysis, field work and planning) and social (participation, information and promotion) aspects. The promotional work included the involvement of key actors and municipalities. The activities include the distribution of written materials, the organisation of events, and interviews with decision-makers, users and multipliers.



The Interdepartmental Monitoring Committee of the Bicycle Master Plan has been established to set up a participative process within the administration for the purpose of guaranteeing that the proposals are actually shared by all the departments, in order to ensure that collaboration yields valuable information and to confirm that the topic is integrated within sectoral policies.

Project in Ireland:

The “Mobility for Vitality” Lifestyle Challenge for Cork City Council Employees

The objective of the “Mobility for Vitality” Lifestyle Challenge was to encourage staff to walk and cycle more in their efforts to get fitter and healthier – preferably by substituting car trips with non-motorised modes of transport. Promoting fitness can encourage people to walk or cycle instead of using the car. Having researched other campaigns to promote walking and cycling in a workplace setting, it was decided to take advantage of the Irish Heart Foundation’s (IHF) Lifestyle Challenge materials and support.



Among other activities, weekly lunchtime walks at work were organised on Thursdays. All participants were issued with an activities log for recording and describing their exercise sessions each week. At the end, everyone returning log cards was entered in a draw. Results: 25 members of staff took up the challenge to improve their fitness. All but one of those undergoing “before and after” fitness testing improved their fitness. The overall challenge was very popular and there are plans to bring it back before summer 2008 due to popular demands.

Project in Austria:

Development of an Information Package for Gas-fuelled Vehicles and Advice for Fleet Owners

CNG (compressed natural gas) and/or biogas vehicles are not well established on the Austrian market at present. The reason for this is insufficient knowledge on the consumer side, coupled with a lack of fuelling stations, although the network in Styria is going to be expanded intensively over the next few years. By making use of the information package developed by Graz Energy Agency, fleet owners should be encouraged to switch to CNG or biogas as a fuel, with the dual benefit of saving fuel costs and reducing vehicle emissions.



The information and advice package includes an on-site visit, comprehensive information about gas-fuelled cars and an outline of the savings potential in the form of a cost/benefit analysis. The final stage consists in supporting and accompanying the implementation process, if switching the fleet to CNG or biogas as an alternative fuel is decided upon. This package was originally tested with a taxi company in Graz (Taxi 878), which was able to benefit from the advice provided by an independent organisation. In sum, the developed package was introduced successfully, creates an opportunity to disseminate more information about CNG and biogas vehicles and can provide customised consultancy services tailored to a company's specific situation. This new service will be further publicised under the slogan "Driving with a gas car is fun - save fuel costs and vehicle emissions in the long run!"

Project in Denmark:

First Co-operation between the Car Sharing Organisation and Companies in Denmark

Det Groenne Hus (DGH), the Agency for Energy and Environment in Køge, implemented a project that aims to establish co-operation between car-sharing organisations and companies. In Denmark, car-sharing vehicles are used primarily on weekends and in the evenings. During the day, the cars are used only rarely, making them potentially accessible for companies. Irregular business trips could be carried out with these cars. DGH took up this idea and initiated the first project of its kind in Denmark, starting with two cars. The municipality of Køge was the first company / authority that participated.



Project in Italy:

To the Seaside by Train

The background for this project (initiated by the Energy and Environmental Agency of the province of Teramo, AG.EN.A) was the fact that trips from the city of Teramo to the seaside are usually taken by car. Since the road is not very well maintained, it takes people one hour to travel 25 kilometres, and congestion and emissions from road traffic pollute the environment. To promote the use of public transport and to raise awareness, especially among school children, a campaign was launched. In co-operation with the Italian federal railway company TRENITALIA, appropriate seaside destinations with a train station close to the beach were selected. In June 2006, several groups of school children were invited to take a free train trip to the seaside.

During the train ride, they received presentations and awareness-raising materials. Every day (except Sundays), about 40 children used that service. The results were so promising that the local authorities of the Abruzzo region and of the province of Teramo intend to finance the initiative again in 2008.



Project in Germany:

Six Mobility Concepts for Small Municipalities

In the German State of Baden-Württemberg, the Climate Protection and Energy Agency (Klimaschutz- und Energieagentur, KEA) Baden-Württemberg GmbH developed and carried out six mobility concepts for small towns and municipalities. The chosen approach focused on an integrated planning philosophy, which is mainly composed of cost-efficiency measures like mobility management, mobility marketing and awareness-raising activities. It combines hard measures with soft measures to optimise the results for sustainable traffic solutions with a well-balanced measure mix.



Project in Portugal:

ECO-Driving Training in Almada

AGENEAL, the Energy Agency of Almada, has provided eco-driving training on a regular basis to fleet owners, fleet drivers, school teachers and students for a long time. After receiving eco-driving training under the scope of the EU-funded COMPETENCE training, AGENEAL realised an excellent possibility to upgrade its own capabilities by the integration of the HNR eco-driving game into the training sessions. AGENEAL combined the game with a steering wheel and pedals for better application and to increase the excitement for their training groups.



The practical part of the training sessions have become extremely popular with the addition of this game, especially when the groups are small and there is time for them to compete for the title of best eco-driver: not the one that gets to the destination the fastest, as in usual driving competitions, but the one that consumes less fuel and emits less pollutants.

Project in UK:

Sustainable Transport Top Trumps UK-wide Distribution

Marches Energy Agency (MEA) is developing a pack of Sustainable Transport Top Trumps. To play this card game, you split the deck between all players and then compete against each other in your chosen category. MEA's aim is to make a fun, but educational version of this for fleet managers, transport decision makers and students in the UK.

The traditional format of the pack has 30 separate cards containing up to seven categories of statistics about each subject matter. In the case of the present pack, the subject matter is "Sustainable Vehicles". Statistics offered include number of passengers, grams of CO₂ per kilometre, range, running cost per kilometre, and fuel type. Each card bears the logo of its sponsor.

The pack is accompanied with a portfolio offering more details on each individual car and contact details for fleet managers.

MEA intends to distribute free promotional copies of the resulting Sustainable Transport "Top Trumps" pack to up to 3,409 secondary schools in England, 480 local authorities, at least 500 blue chip companies, 52 energy efficiency advice centres and other local public sector partnerships.



Project in Sweden:

Eco-Driving at the Mälarenergi Power Plant in Västerås

Mälarenergi is a power company owned by the city of Västerås in Sweden. The management of the company made a strategic decision to implement some energy-efficient measures in their own organisation during 2006. A project group with key persons from different divisions within the company was put together. Mälardalen Energy Agency is a member of the project group that focuses on transport actions.



The service department for the power mains, which is the primary target group of the actions, has a fleet of some 60 vehicles. The cars run on ethanol and biogas and are used on the service fields. Outside of the service fields, cars that run on conventional fuel and diesel are used. Therefore, the main objective of the transport actions is to decrease the use of fossil fuels. Seminars about transport and its effects on the environment and climate change have been held, as well as a course on the principles of eco-driving for all the employees.

A second project carried out by Mälardalen Energy Agency was the organisation of a public seminar and exhibition on clean vehicles in the municipality of Eskilstuna, Sweden.

Project in Bulgaria:

Promotion Campaign for Sustainable Mobility in Black Sea Tourist Resort Areas

The Black Sea coast has been the most dynamically developing region in Bulgaria in the last decade, which is mostly attributable to the growth of the tourism sector. However, the fast economic development is accompanied by increased traffic and a rapid deterioration of the region's natural resources on which the tourist industry depends. Traffic congestion and the negative impacts of transport on the environment are recognised as the biggest risks to the sustainable development of the tourism sector.



The promotion campaign has been designed to identify the existing forms of sustainable mobility in the biggest resort complexes in the Northern Bulgarian Black Sea Region – Albena, Golden Sands, St. Constantine & Elena, Riviera – and to promote them as a new service to tourist agencies. The project was realised by the Black Sea Regional Agency for Energy Management (BSRAEM).

Basically, it was necessary to improve the overall level of knowledge and the capacity of the local tourist agencies to offer products based on soft mobility for trips within the resort areas and for local excursions. Therefore, after identifying existing offers and gaps as a first step, a comprehensive awareness-raising campaign for stakeholders and key players was carried out. A second step was the promotion of existing offers and measures, such as the use of eco-routes for cycling, walking, horseback riding, modern forms of rickshaws, and electric cars. The provision of appropriate information to tourists before and during their trips is another essential factor.

Project in Belgium:

The Mobility CHECK-UP in the Brussels's Region

In the morning peak hour, 62% of all trips in the Brussels region are carried out by car. The paradox is that public transport in this area is quite good. The aim of the mobility check-up project of ABEA is to provide travellers with a tool that enables them to self-assess their personal means of transport: What is the annual cost of my car if I have one? What is my energy consumption if I reach my job by metro or by bike? What is my contribution to air pollution in terms of CO2 emissions? By the end of 2007, 150 people will have completed the mobility check-up.



The check-up has been promoted during special events, such as Car Free Day, Energy Day (March 18, 2007) and others.

Project in France:

Awareness-raising Campaign and Survey on Demand of Teachers and Local Municipalities concerning the Promotion of Soft Means of Transport in the Rhône-Alpes Region

Energy agencies, local municipalities and teachers are confronted daily with the rise of traffic in their surroundings, for example near schools. A change in transport behaviour - such as the means of transport used for the way to and from school - is strategic, as it may modify the mode of transport people later use to go to work once it has become a habit. Unfortunately, local municipalities, energy agencies and teachers lack practical, usable and effective tools that would allow them to meet their requirements.



The objectives of the project are to raise awareness among the key actors for sustainable transport solutions and to establish a methodology for the whole communication process with

these target groups. This communication process includes, among other things, a survey on the concrete demand for an active lifestyle. Rhôneénergie-Environnement (RAEE), the energy and environment agency in the Rhône-Alpes region, used its established contacts, partners in the field of soft transport, representatives of local municipalities and state educational partners (National Centre of Educational Documentation – “Centre National de Documentation Pédagogique”) to bring together all the parties involved and distributed a collection of selected materials (awareness slides, articles, best practise measures, etc.). More than 90 persons participated in the meeting.

Project in Slovenia:

MM in the Secondary Vocational and Professional School of Ljubljana

The Jožef Stefan Institute, together with a group of students and teachers, carried out a mobility management project in a school in Ljubljana that aimed to increase the share of regular bicycle users and also to impact the future choices of the large number of students for whom decisions regarding public transport and driving will soon become important, as the car is the most desirable means of transport in the future of the students. While these students should be encouraged to use public transport in the future, it is also necessary to reduce the negative impact on the environment of their potential private means of transport by providing eco-driving lessons. Therefore, the following activities were carried out:

- a workshop summarizing the fundamentals and impacts of transport;
- an eco-driving course with a theoretical lecture and a practical ride on simulators;
- a feasibility study for the construction of safe and weather-proof bicycle stands, as well as showers and changing rooms;
- a bicycle rental system; and
- various informational and awareness-raising campaigns for mobility management in schools.



Project in France:

“Memento de la Mobilité” – Mobility Management for Companies in Toulouse

In the region Midi-Pyrénées, around 30 commuter programmes have been implemented with the aid of external consultants over the past years, albeit only in large companies. Therefore, the main objective of this project is to offer small- and medium-sized companies and administrations the possibility of implementing mobility management measures on their own, without the assistance of third parties. The chosen approach is based on the environmental certification ISO 14001.



The companies in the region that are likely to benefit most from mobility management measures have been selected for receiving training. So far 137, companies have already been certified according to ISO 14001, and 61 more will follow in the near future. To test the new approach, two companies have been chosen: HUMIREL and LA POSTE. These two companies are implementing mobility management measures in the form of commuter plans, without the assistance of an external mobility consultant. Car pooling, bicycle commuting and the promotion of increased use of public transport are the main activities. The project was developed by Agence Régionale Pour l'Environnement Midi-Pyrénées (ARPE), the regional environmental agency, which is also the driving force behind the activities.

Project in Italy:

Improved Energy Efficiency of the Street Lighting System in Salerno

Public street lighting is one of the major areas of energy consumption within a municipality. Measures to improve efficiency in this sector not only generate cost-savings for the public authorities but also contribute to the objective of achieving a sustainable reduction in CO2 emissions. Agenzia per la Gestione Energia-Ambiente Sviluppo Sostenibile Salerno (AGEAS), the local energy agency, initiated a project that focuses on enhancing environmental benefits and energy savings.



This can be achieved, for example, by means of modernisation and optimisation measures as well as improvements in the lifecycle of the lamps. The approach adopted is two-pronged: on the one hand, it focuses on raising the awareness of the relevant decision-makers in order to convince them of the benefits of such measures (energy savings of about 46% for the present project), and

on the other hand, it aims at providing additional training for the technical staff and also at including the topic into the curriculum of higher technical institutions. A test implementation in several cities in the province of Salerno (e.g.in Atena Lucana, Laurino, Perito, Campora, Valle dell'Angelo, Sala Consilina, S. Pietro al Tanagro, S. Rufo, Bellosguardo) is the first step. After the evaluation is completed, the measure will be extended to other provinces.

Project in Lithuania:

The „Challenge for the Car“ Campaign in Kaunas

To show the effectiveness of different travelling modes in the city and to promote the use of environmentally friendly modes of transport, a race, in which a car driver, a cyclist and a public transport user participated, was organised. All of them started in the same place and were to reach the same target destination within the city. When planning such an action, it is essential to select a clever route.



To prevent the car from having too big of an advantage, the target (or the starting point) should be a place where direct access by car is not possible, and parking spaces in the surroundings should be limited; the car driver should have to walk from his or her parking space to the target. The “Challenge for the Car” was reported on the most popular commercial television station and on four regional and local stations, and articles were published in the popular daily newspapers as well. The campaign was organised by the Kaunas Regional Energy Agency (KREA) together with the Environmental Protection Department of the Kaunas City Municipality.

3.3 National Know-how Transfer

The National know-how transfer activities have been carried out through

- the organisation of own know-how transfer/ training workshops
- pick-a-pack activities at meetings/events/ conferences which are organised by other parties
- lectures in organisations/cities etc. where the trainer is invited

All in all 39 national know-how training have been carried out in which 1460 persons have participated.





Overview on planned national know-how transfer sessions / units per country and partner:

Country	Agency	Where	When
AUSTRIA	GEA / FGM-AMOR	Graz	31 st of May / 1 st of June 06
	GEA / FGM-AMOR	Vienna	4 th / 5 th of September 06
	GEA / FGM-AMOR	Bad Vöslau	7 th of November 06
ITALY	E-ATOMIUM / AGEAS	Rome	9 th – 11 th of June 06
	Energy Square / AGENA	Teramo	6 th of October 06
	E-ATOMIUM / AGEAS	Rimini	10 th of November 06
	Benevento / AGENA	Benevento	19 th of December 06
IRELAND	CCC	Cork	6 th / 13 th / 20 th of December 05
	CCC	Cork	27 th of September 06
LITHUANIA	VHCB	Snipiskes	20 th of January 06
	KREA	Kaunas	31 st of March 06
	KREA	Vilnius	20 th of July 06
	KREA	Kaunas	22 nd of February 07
BULGARIA	BSRAEM	Varna	22 nd of December 05
	BSRAEM	Varna	21 st – 22 nd of December 06
	BSRAEM	Kyustendil	26 th – 27 th of June 07
FRANCE	ARPE	Toulouse	21 st – 22 nd of September 06
	RAEE	Lyon	11 th – 12 th of December 06
	RAEE	Grenoble	19 th – 20 th of March 07
	ARPE	Toulouse	22 nd – 23 rd of March 07

Country	Agency	Where	When
SWEDEN	MalarNet	Gnesta	15 th of September 05
	MalarNet	Eskilstuna	19 th of June 2006
SPAIN	CRANA	Gijón (Asturias)	3 rd of November 2005
	CRANA	Madrid	16 th of March 2006
	CRANA	Pamplona	9 th – 10 th of October 2006
	CRANA	Seville	19 th of October 2006
	CRANA	Pamplona	18 th – 19 th of October 2006
DENMARK	DGH	Odense	3 rd of October 2006
	DGH	Copenhagen	25 th of October 2006
	DGH	Århus	31 st of October 2006
PORTUGAL	AGENEAL	Santarém	11 th of January 2006
	AGENEAL	Porto	16 th of May 2007
GERMANY	KEA	Frankfurt	25 th of May 2007
UK	MEA	Birmingham	26 th of October 2006
	MEA	Birmingham	7 th of March 2007
SLOVENIA	JSI	Gnesta	11 th of May 2007
	JSI	Golea	14 th of May 2007
	JSI	Šaleško	31 st of May 2007
BELGIUM	ABEA	Brussels	12 th of October 2005
	ABEA	Brussels	17 th of January 2006
	ABEA	Brussels	13 th of September 2006
	ABEA	Brussels	28 th of September 2006
	ABEA	Brussels	9 th of October 2006
	ABEA	Brussels	26 th of February 2007

Figure 15: National know-how training activities

3.4 Dissemination

Project Website

A project website has been developed. Under www.transportlearning.net all information on COMPETENCE and related issues can be obtained free of charge.

The COMPETENCE website will be online at least 2 more years after the end of the project. In charge of the website is the co-ordinator FGM-AMOR.

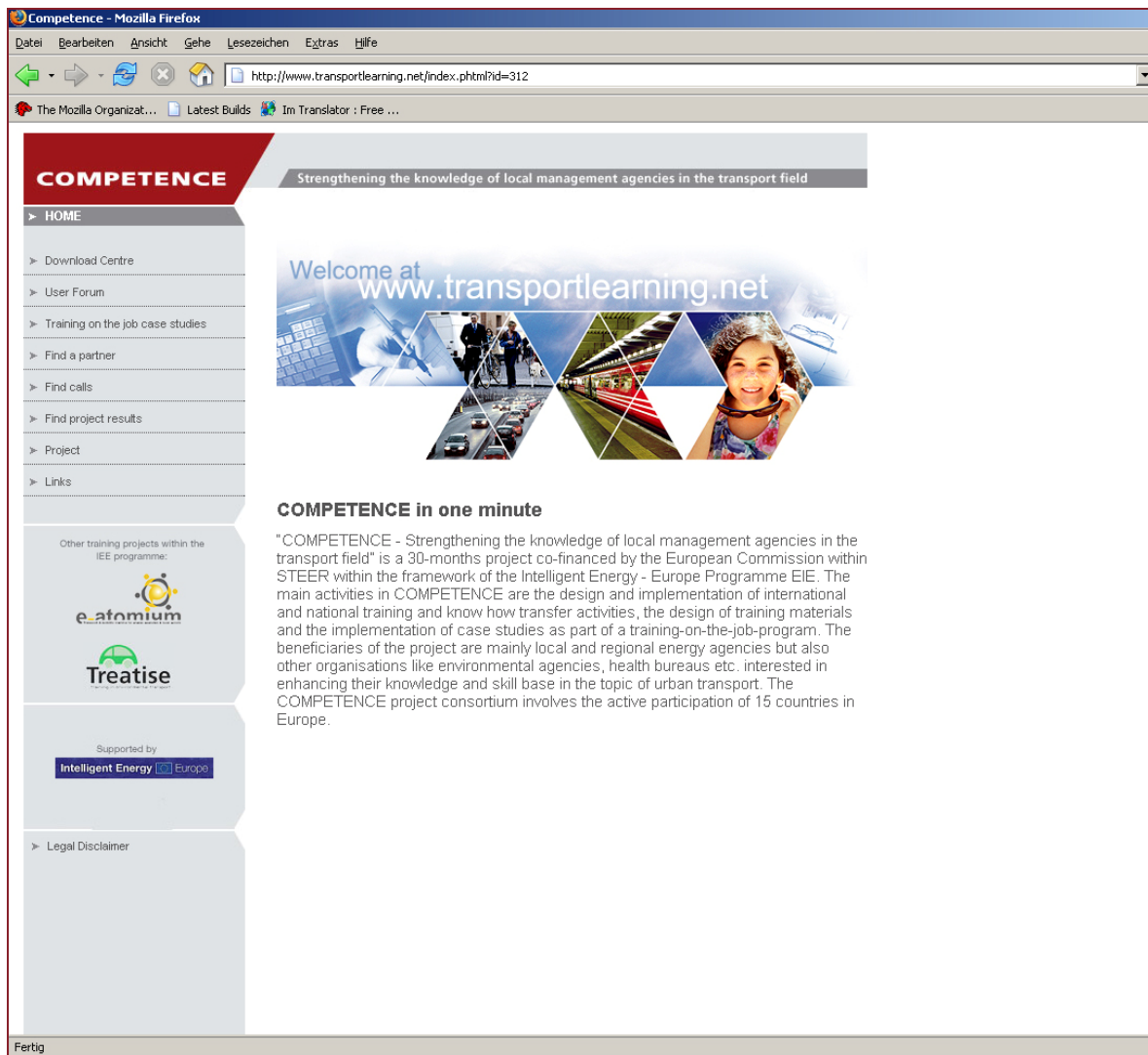


Figure 16: Homepage of COMPETENCE www.transportlearning.net

The website has the following sections:

Download Centre:

In the download centre one can select a topic and download the materials free of charge. The collection includes traditional materials such as written reference materials or slides, and also links to audio materials or to articles and presentations.

User Forum:

The User Forum is provided by Competence as a free service to the training community, where people can share advice, experiences and opinions. Unfortunately until now the User Forum has not been taken up by the potential users.

Training on the Job Case Studies:

Competence not only provides training units and materials but also focuses on very practise orientated training. Therefore each participant of the European training session carried out a training-on-the-job case study. These well documented case studies which are related to at least one of the training topics are available here.

Find a Partner:

To ease up the process of communication and to follow the objective that agencies should participate much more in (European) transport projects a section “find partners” has been developed. Here one can find easily all contact details of COMPETENCE partners.

Find Calls:

Here one can find links for the latest calls for proposals or tenders from European DGs

Find Project Results:

In this section links to databases and download centres of big European funded projects has been installed such as to ELTIS, EXTRA-WEB, PORTAL and CORDIS.

Project:

Under “project” all important data and information of the COMPETENCE project can be found such as “objectives”, “time schedule”, “reports” and “the approach”.

Links:

The link section contains a collection of links for each topic of COMPETENCE. This allows the user to get further information for the own work.

Project Brochure and Teaser Postcard:

A project brochure as well as a Teaser Postcard has been produced. Both have been disseminated to all partners and from them to potential interested third parties by mailing. Of course, the brochure and the teaser postcards have also been disseminated by face-to-face handing over during conferences, workshops, personal meetings etc.

While the aim of the brochure was to give a general overview on the project and its products and services the teaser postcards were mainly used to promote the national training sessions and the availability of the training materials. The brochure is also available as pdf-download from the projects website.

Power Point Presentation and CD on Training Materials:

The whole project has been presented in the form of a power point presentation. This presentation was regularly updated by the co-ordinator. It was available for each partner to be used for dissemination activities. This means that each partner had the opportunity to take the existing slides, translate the texts into own languages and add own slides regarding target group and aim of the presentation.

All the training materials in all available languages have been summarised on one CD. 1000 copies of this CD were produced and disseminated to all partners for further dissemination.

Presentations and Published Articles

5th ManagEnergy Conference on the 8th of February 2006: COMPETENCE has been presented by the co-ordinator Robert Pressl from FGM-AMOR and the Belgium Activities in the framework of WP3 Training on the job have been presented by Guillaume Armand from ABEA.

COMPETENCE together with the other EU-funded training projects of the STEER program (Treatise, E-Atomium, E-Tream) produced and presented **a poster** at the ManagEnergy Conference 2006.



Figure 17: The “Synergy-Poster” of all EU-funded training programs of the STEER call

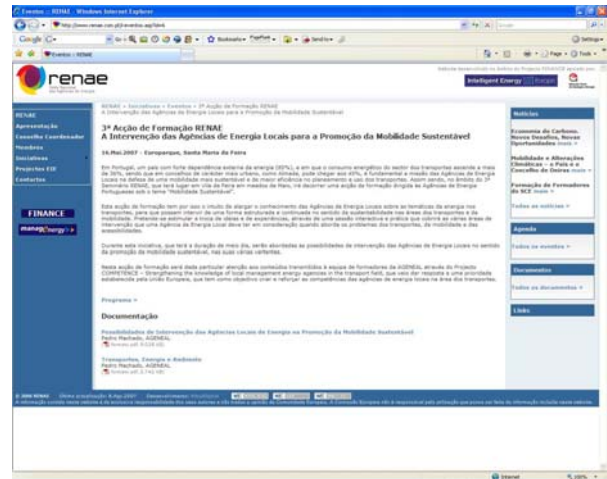


Figure 18: The presentation of AGENEAL at the Annual National Meeting of the Portuguese Association of Local Energy Agencies (RENAE) can be downloaded from their website.

EIE Info Day: COMPETENCE and the Belgium Activities in the framework of WP3 Training on the job have been presented at the EIE Info day by Guillaume Armand from ABEA.

COMPETENCE has been presented at the **3rd Annual Conference HEPA Europe in Graz**. So the connection to the “health society” could have been established by presenting mobility and health activities.

COMPETENCE information and materials have been disseminated at the **5th European Conference on Sustainable Cities & Towns in Seville, Spain** from the 21 to the 24 of March 2007

COMPETENCE information and materials have been disseminated at the **Annual Conference on Mobility Management (ECOMM 07)** in Lund, Sweden.

COMPETENCE has been presented at the **10th International Scientific Conference MOBILITA 07 in Bratislava** in 2007.

EIE Newsletter: COMPETENCE and its results have been presented in several EIE Newsletters.

EPOMM Newsletter: COMPETENCE has been presented in the EPOMM Newsletter N°10

Austria:

Competence was presented at the Austrian Information day for EIE program in Vienna in 2005, 2006 and 2007.

Bulgaria:

I Presentation of the COMPETENCE Project at the IV the National Conference of Energy Efficiency Agency in Bulgaria (3.11.2005, Sofia)

II. Presentation of the COMPETENCE Project and the Results of the Graz Training before General Assembly of the Union of Bulgarian Black Sea Local Authorities (18.11.2005, Varna)

III. Presentation of the COMPETENCE Project at the 1st Annual Meeting of the National Association of the Energy Agencies in Bulgaria (24.11.2005, Sofia)

Portugal:

COMPETENCE has been presented at the Annual National Meeting of the Portuguese Association of Local Energy Agencies (RENAE) in 2007. A training session has been combined piggyback with this meeting too.

Slovenia:

Publishing an article. In December 2005 an articles was published in the bulletin Efficiently with Energy (4.500 copies), which is meant for informing people in various sectors about projects, and other interesting events related to efficient use of energy. Those sectors are public, service, power production sector, etc. This article is presenting a summary of the EIE Competence project, which also includes purpose and goals and the main measures to achieve these goals.

Establishment of the **Slovenian Competence internet web page:**

Unfortunately since the web server in the phase of exchange with the new server all the options are not in the power jet. At the moment the web page could be visited at the following address: http://www.rcp.ijs.si/ceu/index.php?option=com_content&task=view&id=12&Itemid=46. After the new server will be in function the address will be changed (more friendly address).

Active participation at the international **Conference (Energy Efficient in Transport)** which was performed at 15th of November 2005 in Ljubljana: JSI presented the Competence project.

Italy:

In the framework of the 3day event “Energy SQUARE” (5th – 7th of October 2005 AGENA Teramo presented the COMPETENCE project and parts of the unit “Fundamentals of Energy and Transport”.

Denmark:

COMPETENCE and the Danish training on the job project on Car Sharing have been published in several newspaper articles in 2007 in Denmark.



Figure 19: Newspaper article on car sharing in Denmark

Sweden:

COMPETENCE was presented at the „Sustainable regions and municipalities” Conference in Växjö, Sweden on the 8th and 9th of May. The workshop together with E-Tream took place on the 9th. Participants came from Sweden, Germany and UK. Also TREATISE was presented there.

Energy Agency South East Sweden was the main organiser in co-operation with ManagEnergy (EU DG TREN), FEDARENE (Association of European Regional Energy Agencies), Swedish Energy Agency (STEM)/ Swedish Climate Municipalities, Swedish Road Administration, Växjö University, Sweden, FSEK (Association of Swedish Regional Energy Agencies) and ECOMM (European Conference on Mobility Management).

The target group for the conference was regional energy agencies, politicians and decision makers on local and regional level, universities and others. The conference was international and participants came from all EC. The whole conference was visited by around 250 people.

More information under link http://www.transporteko-so.se/pages/cgi-bin/PUB_Latest_Version.exe?allFrameset=1&pageId=318&templateEnd=_energy

Spain:

COMPETENCE has been presented (together with TREATISE) at the Forum "Sumando Energías" (incl. a discussion table on transport training) on the 16th of March 2005 in Pamplona.

Another presentation has been carried out at the “Seminar: Communication, Education and Participation against Climate Change” on the 21st of October 2005 in Lekaroz, Navarra.

A third presentation of COMPETENCE was held in Pamplona on the 9th of May 2006 during the Conference “Urban Sustainable Mobility Plans”.

3.5 Quality Assurance and Evaluation

The main task of COMPETENCE in the field of quality assurance is to guarantee that the output of each work package was put to practical use. Each work package leader was asked to consider at each stage of their work, the objectives outlined in the project description.

The second main task of this WP is the evaluation of the materials and the training sessions on different levels.

Within the framework of a cross-site evaluation the materials and trainings have been evaluated with regard to their practical usefulness. Following criteria/areas of use have been considered:

- Training method
- Special field of work
- Topic
- Didactic method
- Channel of dissemination (visual, audio-visual, learning by doing)

For the evaluation the WP leader developed questionnaires for trainees. Questionnaires include a part useful for all courses and a part only useful for one topic. The questionnaire is in the annex of this report.

Summary on the Evaluation of the International Training Sessions

- The trainees were asked to give an evaluation after each seminar using a feedback questionnaire. The feedback gathered from the trainees has always been used to improve the courses for the next session. I am proud that in general 44% of trainees found the units and the topics “interesting and helpful” or “very interesting and helpful” (47%).

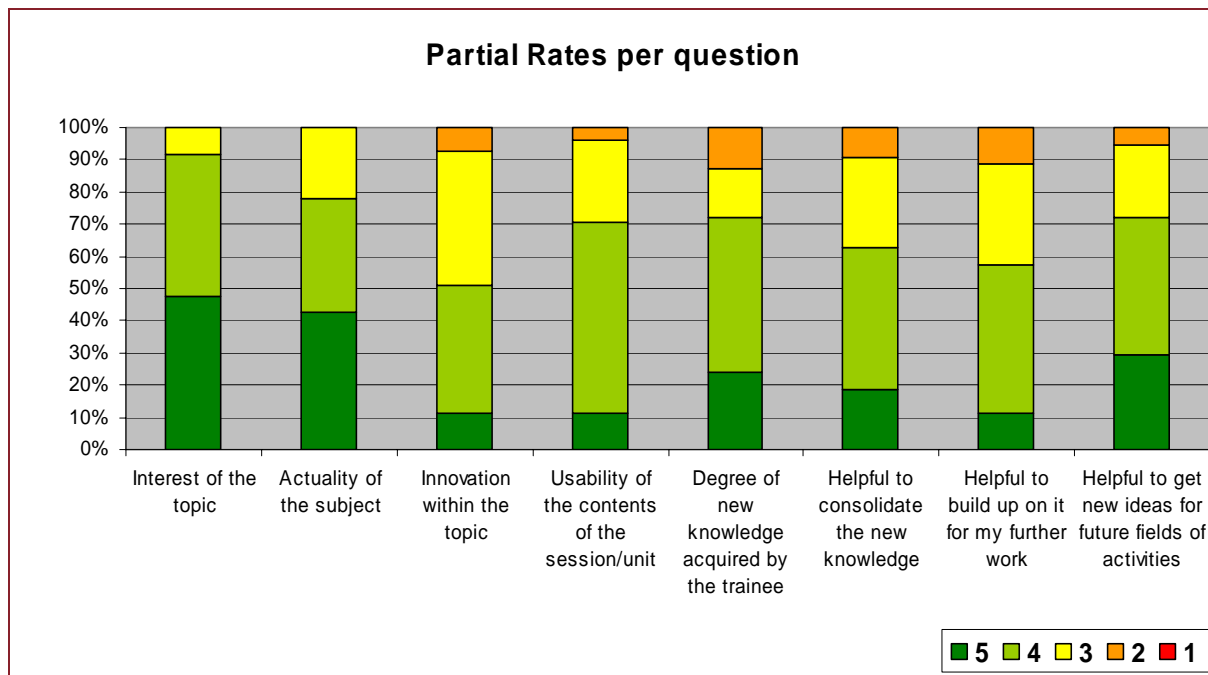


Figure 20: General evaluation of all sessions concerning contents and know-how (rates: 5 = excellent – 1= bad)

- The training / didactic methods and the pedagogical concept has been rated from 77% of the trainees as excellent or very good. There was not vote for bad at all.
- The well balanced mix of theory and practical exercises was optimal for the large majority of trainees (93%). About three quarter of all trainees think that they could need the gathered know-how very well for their futur work.
- The use of different materials such as videos, presentations, additional booklets which have been distributed during the training, audio tools etc. has been evaluated as diverting. Most of the trainees expected a much more a training style ex-cathedra and therefore have been positively surprised.

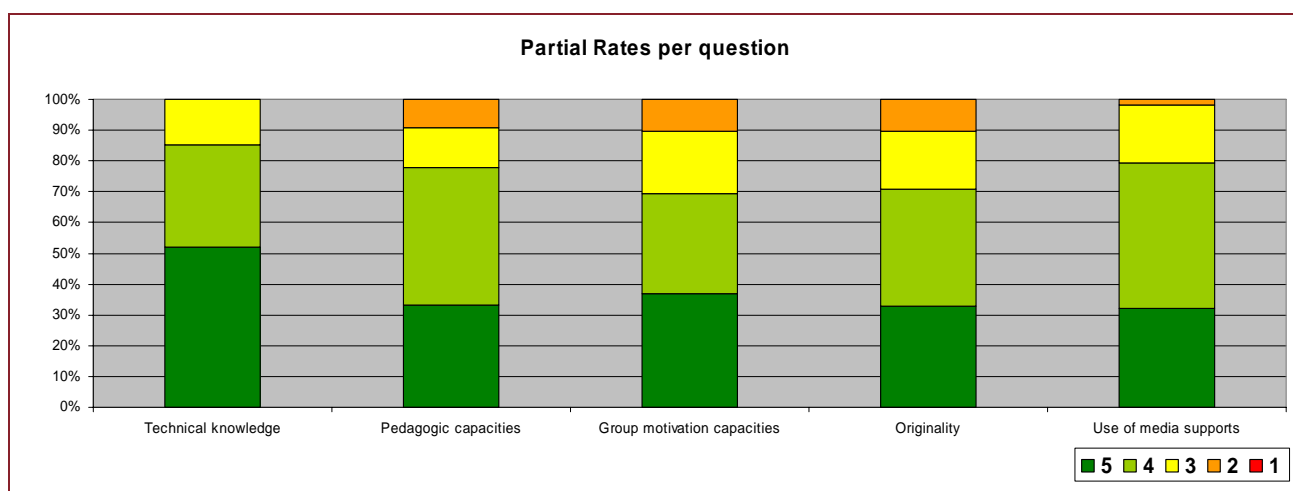


Figure 191: General evaluation of all sessions concerning didactics (rates: 5 = excellent – 1= bad)

- 15 trainers were invited to lead the workshops of the training cycle. 7 came from consultancy firms, 1 from a University, 4 from energy agencies, 1 from a network organisation and 2 from authorities. All trainers had some particular experience with EU transport projects. By

nationality, trainers came from the UK, Belgium / Kosovo, Germany, Denmark, Portugal, Austria and France.

- The trainees are also very satisfied with the training locations, logistics and overall organisation of the training in general. Only one problem was mentioned with the training in Almada where all the trainees had to stay in Lisbon in hotels and cross the river every day to reach the training venue. Unfortunately Almada itself has no hotels so there was no other possibility.
- Evaluation of the materials:
 - The trainees highly appreciated the written training materials. The style has been decided to be a reference material that they could use also during their further work. The idea of giving an overview in the materials with further links to more information was well accepted.
 - The provision of slides / transparencies by all trainers was welcomed by the trainees as they could use these slides directly for their task of transferring know-how during the national know-how transfer sessions. They only had to translate the slides into their own languages.

4. SYNERGIES WITH THE OTHER STEER TRAINING PROJECTS

Due to the fact that besides COMPETENCE three other training projects for the same call are funded by the EC special effort has been taken on possibilities for synergies. Therefore two synergy meetings have been organised and carried out in Graz, Austria and in Brussels, Belgium. The leader of the TREATISE project has attended the Graz meeting. The E-ATOMIUM project co-ordinator has joined the meeting by telephone conference. As a result of this meeting the following tasks seemed to be appropriate for synergies at the beginning:

- Production of common reference materials
- Common comprehensive national know-how transfer sessions where appropriate
- Production of a CD with all materials
- Synergies in the dissemination of materials to the target group(s)

In the second synergy meeting (organised by the EIE in Brussels) Treatise agreed on the co-operation concerning the production of reference materials and in common comprehensive national training know-how workshops. Meanwhile both tasks have already been taken up: Concerning the materials development e.g. Treatise provides its materials for “ECO driving” and “Alternative fuels and vehicles” for all consortia while COMPETENCE provides the “Mobility Management and Travel Awareness” materials for the use / modification for all consortia.

E-ATOMIUM didn't provide any materials for Treatise and COMPETENCE as they follow another approach – namely to sell their materials to gain co-financing.

An E-TREAM partner participated at this meeting and presented their idea of their project.

Presentation of the different STEER transport training projects on the same event / conference / workshops can be find under chapter “Dissemination”

The same procedure appears with common national training activities. COMPETENCE and Treatise are co-operating e.g. in Austria (3 common national training units – each one 2 days duration) and in Spain (totally 4 common national training units have been carried out). In France (2 events) and in the UK (2 events) COMPETENCE carried out national know-how transfer sessions together with TREATISE and E-ATOMIUM. In France a third and a fourth session was carried out in co-operation with E-ATOMIUM

<p>Information und Anmeldung:</p> <p>Österreichische Energieagentur (AEA) Otto-Bauer-Gasse 6 A-1060 Wien Mag. Bettina Hatzenbichler 01/5861524-20 Bettina.Hatzenbichler@energagency.at</p> <p>Grazer Energieagentur (GEA) Kaiserfeldgasse 13/1 A-8010 Graz Mag. Birgit Baumgartner 0316/811848-14 baumgartner@grazer-ea.at</p> <p>VERANSTALTER:</p> <p>Die Workshopreihe wird von der Österreichischen Energieagentur im Rahmen des Projektes TREATISE gemeinsam mit der Grazer Energieagentur im Rahmen des Projektes COMPETENCE durchgeführt.</p> <div style="display: flex; justify-content: space-around;">   </div> <p><small>Unterstützt durch: Intelligent Energy Europe</small></p> <p><small>Die alleinige Verantwortung für den Inhalt dieses Trainings liegt bei den AutorInnen. Es gibt nicht die Meinung der Europäischen Gemeinschaften wieder. Die Europäische Kommission übernimmt keine Verantwortung für jegliche Verwendung der darin enthaltenen Informationen.</small></p>	<p>Fax-Anmeldung bitte an: 0316/811848-9</p> <div style="border: 1px solid black; padding: 5px;"> <p><input type="checkbox"/> JA, Ich nehme an der Workshopreihe „Energieeffiziente Mobilität“ verbindlich teil. (Bei der Teilnahme an allen 3 Modulen erhalten Sie ein Teilnahmezertifikat).</p> <p>_____</p> <p style="text-align: center;">Firma/Institution</p> <p>_____</p> <p style="text-align: center;">Name des/der Teilnehmer(in)</p> <p>_____</p> <p>_____</p> <p style="text-align: center;">Adresse</p> <p>_____</p> <p style="text-align: center;">Telefon/FAX</p> <p>_____</p> <p style="text-align: center;">E-Mail</p> <p>_____</p> <p style="text-align: center;">Datum/Unterschrift</p> <p>Die Teilnahme ist kostenlos. Max. Teilnehmerzahl: 20 Personen Anmeldeschluss: 10. Mai 2006</p> </div>	<p>ZUKUNFTSfonds <small>STELTERMARK</small></p> <div style="display: flex; justify-content: space-around;">   </div> <p>Workshopreihe</p> <p>„Energieeffiziente Mobilität“</p> <p>TERMINE:</p> <p>Modul I: 31. Mai/1. Juni 2006 Ort: GRAZ</p> <p>Modul II: 4./5. September 2006 Ort: WIEN-UMGEBUNG</p> <p>Modul III: 7. November 2006 Ort: wird noch bekannt gegeben</p> <div style="background-color: #4a7ebb; color: white; padding: 5px; text-align: center;"> Intelligent Energy  Europe </div>
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Figure 202: Front Cover of the invitation folder for the Austrian national know-how transfer activities as an example for synergies between COMPETENCE and Treatise.

5. LESSONS LEARNT

5.1 Management

Lesson learnt: From a communicational point of view more meetings / training sessions would have been preferable. This would have strengthened the contact between the partners as well as the exchange of experience. Of course it was understandable that an increase of the **number of meetings / training sessions** would have had an enormous increase of costs due to the high number of partners in COMPETENCE.

Lesson learnt: Since many partners in COMPETENCE participated the first time in an European project they **haven't been familiar with all the administrative needs**. Therefore it was much more work than estimated to guide them and help them to provide all necessary documents.

5.2 Communication and Dissemination

Lesson learnt: For a training project that foresees a lot of contribution from the trainees themselves during the practical sessions it is essential to create a **very positive and pleasant working climate** from the beginning. That is why we strongly recommend to foresee enough resources of time for the first meeting to set up an atmosphere of confidence, faith and trust. People should get the feeling that they could bring in ideas without feeling ashamed.

Lesson learnt: **Translation of materials** into different languages is an expensive task. This task has been underestimated.

Lesson learnt: It takes much more effort than only one or two project round(s) concerning training to “upgrade” (energy) agencies for the work in the transport field. Therefore – and that is what many interested agencies already commented in their feedback – it would be very senseful to have a kind of **volume two training project** for those who already participated in the COMPETENCE / TREATISE / E-ATOMIUM trainings and who want to upgrade (not all agencies that participated want to continue in the transport field in the future!). In parallel new agencies / countries should be trained the basic course.

Lesson learnt: COMPETENCE focused not only on the transfer of know-how of transport contents but also on didactics and **pedagogical know-how, presentation style and dissemination**. Even when this was not the main content and therefore couldn't be taught in details it was included in the overall training. Nevertheless deficiencies among the partners appeared although there should be know-how available as they need these facilities during their “normal” job. Maybe the EC could fund the training for those facilities in an own call / program (cross-area wide - no matter if the actors are only transport related persons participate or all energy related actors).

Lesson learnt: A glimpse on the implemented training on the job case studies shows that mobility management and travel awareness activities seem to be the **most appropriate activities** for (energy) agencies in the future work in the field of transport. Maybe these types of activities are a first step into the transport field and once they are more confirmed with the whole topic area they might switch to other activities.

Lesson learnt: Although it is difficult to assess the rate of contact between the partners (without contacting the co-ordinator) a look at the **use / acceptance of the project own E-Campus / user forum** shows that this virtual tool isn't very much used. It could be assumed that partners contact themselves directly via e-mail or telephone instead of using this tool. Followers aren't really keen on using this tool at all. This is an observation which has been made throughout a lot of different user for a – not only the one from COMPETENCE.

5.3 Common Dissemination Activities

Lesson learnt: It was very helpful to get the **option to present the project on an own EU-organised information day** as there was a big audience and also exactly the target group that we wanted to reach (management agencies that should be more active in transport in the future).

Lesson learnt: The pro-active approach of the IEE / EACI towards the co-ordinators that they had to **provide regularly information on their projects in the IEE / EACI project database** or newsletters forces the co-ordinators to always update their electronic dissemination staff. It was a perfect tool to disseminate the own stuff.

5.4 Conclusions

Conclusion 1: The evaluation of the training sessions showed that the **well balanced mix of presentations, discussion rounds, exercises in groups** etc. was highly appreciated

Conclusion 2: The **time for giving feedback** on the trainee's ideas / presentations and for discussion rounds (e.g. arguments pro and con) within the training session should be sufficient and shouldn't be underestimated.

Conclusion 3: The **implementation of a training-on-the-job case study** was an essential decision. Experiences have shown that it isn't enough to listen to presentations during training sessions. It needs a practical implementation to really take up the learnt know-how.

Conclusion 4: For the **future use of materials** and know-how on national basis it is essential that the most important contents and results from the training sessions are available

- in national languages and
- free of charge
- easily accessible

from one central location – preferable as downloads from the projects website

6. ANNEX

6.1 ANNEX 1:

List of Participants of the European Training Sessions in Graz, Salerno, Køge and Almada

List of Participants of the European Training Sessions in Graz

Partner	Training Delegate 1	Training Delegate 2
FGM-AMOR	Odile Kubarth	Claus Köllinger
AGENEAL	Pedro Machado	
KES	Ashley Herbert	
MalarNet	Kaj Wagdahl	
ABEA	Guillaume Amand	Eddy Deruwe
CCC	Pat Casey	Anita Lenihan
JSI	Marko Peckaj	
AG.EN.A.Srl	Monia Di Giandomenico	
KREA	Andrius Aleksonis	
DGH	Anna Thorman	
AGEAS SALERNO	Agnese Germino	Angelo Nicoletti
VHCB	Audrone Auskeliene	
CRANA	Juan José Pons	
GEA	Brigitte Baumgartner	Markus Radocha
ARPE	Monique Sirven	
MEA	Ms Rachel Strivens	
KEA	Ralf Determeyer	
BSRAEM	Mariana Kancheva	
RAEE	Laurent Cogérino	

List of Participants of the European Training Sessions in Salerno

Partner	Training Delegate 1	Training Delegate 2	Training Delegate 3
AGENEAL	Pedro Machado		
MalarNet	Kaj Wagdahl		
ABEA	Guillaume Amand	Eddy Deruwe	
CCC	Aidan Mahoney		
JSI	Marko Peckaj		
AG.EN.A.Srl	Simone Bonaduce	Massimiliano Simonella	
KREA	Andrius Aleksonis		
DGH	Anna Thorman		
AGEAS SALERNO	Agnese Germino	Angelo Nicoletti	Stefano Sica
VHCB	Audrone Auskeliene	Rasa Spiridavichute	
CRANA	Maribel G. Jimenez		
GEA	Brigitte Baumgartner		
ARPE	Monique Sirven		
MEA	Kris McGowan		
KEA	Ralf Determeyer		
BSRAEM	Mariana Kancheva	Elton Toska	
RAEE	Laurent Cogérino		

List of Participants of the European Training Sessions in Køge

Partner	Training Delegate 1	Training Delegate 2	Training Delegate 3
MalarNet	Carita Wiklund		
CCC	Sarah Danaher	Aidan Mahoney	
KREA	Andrius Aleksonis	Irene Gimbutyte	
DGH	Anna Thorman	Julius Nielsen	Tommy Olsen
CRANA	Maribel G. Jimenez		
GEA	Brigitte Baumgartner		
ARPE	Monique Sirven		
FGM-AMOR	Claus Köllinger		

List of Participants of the European Training Sessions in Almada

Partner	Training Delegate 1	Training Delegate 2	Training Delegate 3
AGENEAL	Pedro Machado	Carlos Sousa	
MalarNet	Carita Wiklund		
ABEA	Guillaume Amand	Eddy Deruwe	
CCC	Harling Hayes	Noel Tummon	
JSI	Marko Peckaj		
AG.EN.A.Srl	Massimiliano Simonella		
KREA	Andrius Aleksonis	Irene Gimbutyte	
DGH	Anna Thorman		
AGEAS SALERNO	Angelo Nicoletti		
VHCB	Akvile	Rasa Spiridavichute	Danguole Vaitkiene
CRANA	Maribel G. Jimenez		
GEA	Brigitte Baumgartner		
ARPE	Monique Sirven		
MEA	Tristan Haynes		
KEA	Ralf Determeyer		
BSRAEM	Mariana Kancheva		
RAEE	Laurent Cogérino		