RESOLVE
Sustainable mobility and the transition to a low-carbon retailing economy

RESOLVE
Interreg Europe

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RESOLVE Good Practices Register

INTERREGIONAL LEARNING

*Exchange of experiences dedicated to the identification
and analysis of good practices*

Responsible partner: Erasmus University Rotterdam (EUR)

MAY 2018

INTRODUCTION

The overall objective of RESOLVE is to reduce carbon emissions from retail-related traffic in target areas of participating regions. The aim of the INTERREGIONAL LEARNING part of the program is to help partners to achieve the overall objective through the exchange of experience, generation of new knowledge and the transfer of good practices. An important part of this work will be done by Study Visits and Import Workshops, ie partners will learn about the good practices that others have carried out. Each project-partner will undertake three Study Visits; NOTA that one of these can be to a city or region that is outside the project.

WHAT IS A "GOOD PRACTICE"?

There is no official definition of Good Practice. For the RESOLVE project, a good practice is "a project or a process that merits being transferred"; it is defined by the importer rather than the exporter, and it is subjective (by contrast, a BEST practice is defined against objective criteria). But this creates a logical confusion: how does an importer know what is available to import? The answer is a Register, from which partners can make their selection.

For RESOLVE a Good Practice is an example of good cooperation between the different stakeholders (see also Stakeholders Group) in the field of retail and mobility.

REGISTER OF GOOD PRACTICES

The Approved Application Form states that in Semester 1 the partners will assemble a Register of Good Practices locally [within the partner regions] and across the EU. The Register will be regularly reviewed and will remain open until Dec-18. At the first project meeting [Roermond, 12-13 Apr-16] the partners will discuss the preparation and use of the Register. In order to speed up the process, each partner is asked to perform the following tasks:

(1) Identify a number of relevant Good Practices in your own region. Using your input, the advisory partner (EUR) will create a register of relevant good practices. Partners will use this to select good practices to study and import.

(2) Mention any Good Practice elsewhere that you are aware of and that you think might be of interest (for you, your organisation or another project-partner)

(3) Mention any Good Practice that you are NOT aware of and would like to study and import (Good Practice Wish List).

QUESTIONS? Don't hesitate to contact us:

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GOOD PRACTICE *Please provide a title*	1. MOBILITY FUND ROERMOND
Location *name the city, region, state*	Roermond, The Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Mobility Fund Roermond aims to improve the accessibility of Roermond using sustainable mobility measures. The fund is financed by public and private parties. Entrepreneurs and the municipality decide together how the funds money is spend.
Justification *Describe in your view why it's a good practice*	The Mobility Fund is an example of how entrepreneurs and municipalities can work together on sustainable mobility issues.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Municipality 2) Business Improvement Districts 3) Parkmanagement 4) Designer Outlet Roermond
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The cooperation between policy makers retailers has improved (PT 7) and mobility measures are co-financed by private parties (PT 6).
Website *if available*	N/A
Contact person *RESOLVE partner or other*	Jan Waalen, City of Roermond Rens Hendrikx, Mobility Fund / City Management Roermond
Contact email	janwaalen@roermond.nl mobiliteit@cityroermond.nl

GOOD PRACTICE *Please provide a title*	2. CHESHIRE OAKS DESIGNER OUTLET
Location *name the city, region, state*	Cheshire, UK
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Cheshire Oaks Designer Outlet developed a scheme to stimulate the use of sustainable transport by employees (visitors and goods?) of the Designer Outlet Centre.
Justification *Describe in your view why it's a good practice*	At most Designer Outlet Centres car-use is dominant. Company transport policies therefor focus only on this mode of transport. Cheshire Oaks Designer Outlet shows that transport policies that focus on sustainable transport can also work for a designer outlet.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Designer Outlet Cheshire Oaks 2) Municipality
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	At Cheshire the co-operation on sustainable mobility improved between the Designer Outlet and the municipality (PT 7). The GP focusses on the transport of people (PT 2).
Website *if available*	http://www.mcarthurglen.com/uk/cheshire-oaks-designer-outlet/en/
Contact person *RESOLVE partner or other*	Lucy Lowe
Contact email	Lucy.Low@aecom.com

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GOOD PRACTICE *Please provide a title*	3. SUSTAINABLE TRANSPORT FUND NOTTINGHAM
Location *name the city, region, state*	Nottingham, UK
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Sustainable Transport Fund is partly financed by a levy on parking facilities of private enterprises (including retail locations). The money from the fund is used to realise and stimulate the use of sustainable transport modes.
Justification *Describe in your view why it's a good practice*	This Good Practice shows how a local government can use a single measure to discourage the use of cars and at the same time stimulate sustainable transport modes.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Private enterprises, including shop owners 2) Municipality
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Local financing initiatives
Website *if available*	http://www.nottinghamcity.gov.uk/transport-parking-and-streets/transport-projects/local-sustainable-transport-fund-schemes-and-initiatives
Contact person *RESOLVE partner or other*	Fiona Appleton
Contact email	Fiona.Appleton@tfgm.com transport.strategy@nottinghamcity.gov.uk

GOOD PRACTICE *Please provide a title*	4. AMSTERDAM SMART CITY
Location *name the city, region, state*	Amsterdam, NL
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Amsterdam Smart City is a living lab for various 'smart city' initiatives on different themes (Infrastructure & Technology Energy, Water & Waste Mobility Circular City Governance & Education Citizens & Living). At least two projects target city logistics and transport of people: • Smart and clean through the City • E-mobility & City Logistics
Justification *Describe in your view why it's a good practice*	Both projects from Amsterdam Smart City aim to reduce the CO2 emission produced by retail related traffic. 'Smart and clean through the City' does this by organising event were initiatives can learn from each other. 'E-mobility &amp' studies the feasibility of the use of electric vehicles and of charging hotspots.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Chamber of Commerce of Amsterdam 2) Amsterdam University of Applied Science 3) City of Amsterdam
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	This Good Practice aims to improve the Transport of goods (PT 1) and the Transport of people/visitors (PT 2)a/o for retail related traffic
Website *if available*	amsterdamsmartcity.com
Contact person *RESOLVE partner or other*	Cornelia Dinca (Amsterdam Smart City) Carin Biegnolé (Smart and clean through the City) Susanne Balm (E-mobility & City Logistics)
Contact email	cornelia@sustainableamsterdam.com carin@conversion.nl s.h.balm@hva.nl

GOOD PRACTICE *Please provide a title*	5. WELCOMING ACCESSIBLE 's-HERTOGENBOSCH
Location *name the city, region, state*	's-Hertogenbosch, NL
Short description *Provide a short description of the GP; one or two sentences might be enough.*	With the 'Welcoming Accessibility' scheme, the city of 's-Hertogenboch aims to inform visitors about accessibility in a client oriented manner. The scheme includes knowledge development and collective ownership of accessibility information, improved co-operation with the private sector (retail, leisure); training of 'amBoschadors' for accessibility; a central database for travel information; and improved wayfinding for pedestrians, car parking and cycle parking.
Justification *Describe in your view why it's a good practice*	'Welcoming Accessible 's-Hertogenbosch' is a good practice because it has been developed together with the private sector and focusses on visitors to the city centre. The fundamental idea is that (information on) accessibility is a shared responsibility of the retailers and municipality.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Municipality 2) Retail and leisure
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Transport of people/visitors (by different modes) and Enhanced cooperation: policy makers and retailers
Website *if available*	www.bezoekdenbosch.nl www.bereikdenbosch.nl (online training tool for amBoschadors)
Contact person *RESOLVE partner or other*	Jan Waalen Astrid Zwegers, Municipality of 's-Hertogenbosch
Contact email	janwaalen@roermond.nl a.zwegers@s-hertogenbosch.nl

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GOOD PRACTICE *Please provide a title*	6. MOBILITY-S
Location *name the city, region, state*	Eindhoven, NL
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Strijp-S is a former Philips industrial site in the heart of Eindhoven. It is now being redeveloped with retail, offices and residential building. Mobility-S is the mobility service provider of Strijp-S. It aims to service, develop, and innovate parking and mobility services in Strijp-S together with the stakeholders.
Justification *Describe in your view why it's a good practice*	Mobility-S works closely together with different stakeholders to optimise the accessibility of the Strijp-S area. It is a good example of how mobility policies and measures are developed in co-operation with (a/o) the retailsector.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Residents 2) Retail and Leisure 3) Workplaces 4) Municipality
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Transport of people/visitors (by different modes) and Enhanced cooperation: policy makers and retailers
Website *if available*	www.mobility-s.nl www.strijp-s.nl/en/home
Contact person *RESOLVE partner or other*	Jan Waalen
Contact email	janwaalen@roermond.nl beheer@mobility-s.nl

GOOD PRACTICE *Please provide a title*	7. SPOORDEELWINKEL
Location *name the city, region, state*	The Netherlands (nationwide)
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Spoordeelwinkel (rail discount shop) has special offers for retail and leisure related trips made by train. Most offers are a combination of a trainticket with entrance fee/hotel/shopdiscounts/f&b/etc.
Justification *Describe in your view why it's a good practice*	The Spoordeelwinkel is a good example how a (sustainable) mobility provider and retailers can both profit from working together.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Dutch Railways (NS) 2) Retailers / tourist attactions 3) Cities
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Transport of people/visitors (by different modes) (PT 4) and Enhanced cooperation: policy makers and retailers (PT 7)
Website *if available*	www.spoordeelwinkel.nl
Contact person *RESOLVE partner or other*	Jan Waalen
Contact email	janwaalen@roermond.nl

GOOD PRACTICE *Please provide a title*	8.CITY HUB
Location *name the city, region, state*	Roermond, The Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	City Hub organizes environmentally friendly urban transportation, offers self-storage boxes to companies and private consumers and rents temporary work spaces
Justification *Describe in your view why it's a good practice*	City Hub provides external storage space to retailers in the City Centre and the Designer Outlet Roermond. They combine this with last mile delivery to retailers and DOR by sustainable transport modes.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Retailers 2) Designer Outlet Roermond
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	This Good Practice focuses on the transport of goods (PT 1). The outcome is a decrease of large motorised vehicles in the city centre an increase of air quality and an improved distribution network for retailers.
Website *if available*	www.cityhub.nu/en/
Contact person *RESOLVE partner or other*	Stef Hubert
Contact email	stef@cityhub.nu

GOOD PRACTICE
Please provide a title
	9. VLONDERTERRAS
	   (Parking spaces converted to terraces for
	   restaurants and bars)

Location *name the city, region, state*	Rotterdam
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Since 2014 every summer in Rotterdam a number of parking spaces in the city centre are transformed in terraces for restaurants, bars and café's. For the period May-October horeca (hotel – restaurants – catering) facilities can ask the local authority the permission to use one or two parking spots in front of their shops in order to put a temporary terrace for the customers.
Justification *Describe in your view why it's a good practice*	This is a very good example of how sustainable mobility and local retail can profit from each other. By converting some parking spots (places for cars) into terraces (places for people) the quality of life of the street improves. This attracts more people to the area with positive effects on the turnover of the shops.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Local authority 2) Retailers (food sector – horeca)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Better quality of life and increased attractiveness of urban areas, higher turnover for some shops due to higher capacity (more seats) and higher footfall.
Website *if available*	There is no official website but google "vlonderterras in Rotterdam" and select the images option in order to get an idea of how it works.
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

GOOD PRACTICE *Please provide a title*	10. ENVIRONMENTAL ZONE
Location *name the city, region, state*	Rotterdam
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In the city centre of Rotterdam there is an environmental zone for heavy- and light-duty trucks and for passenger cars. Only vehicles that comply with specific Euro-norms can enter the city centre.
Justification *Describe in your view why it's a good practice*	Environmental zones are meant to improve air quality in urban areas and, more specifically, to reduce the concentration of PM10 and NOx, pollutants that can cause health diseases.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Local authority 2) Logistic companies
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	This policy contributes to the improvement of air quality in the city centre and has no negative repercussion on the retail activity. On the contrary, an improved air quality can only have positive effects on the medium and long term for the attractiveness of the city centre.
Website *if available*	http://www.rotterdam.nl/milieuzone http://www.gezonderelucht.nl
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

GOOD PRACTICE *Please provide a title*	11. THE BICYCLE COURIER (fietskoeriers)
Location *name the city, region, state*	Several cities in the Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	A bicycle courier service active in 24 cities in the Netherlands. They provide same day delivery service, delivery directly from the shop and first- and last-mile services on the bike.
Justification *Describe in your view why it's a good practice*	By delivering goods by bike, less km's are travelled by trucks and light duty vehicles. Accordingly, a sensible reduction in pollution can be obtained.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Private initiative – it might be receive financial support from local authorities
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Fast delivery of goods within the city (increasing the attractiveness for the customers) and reduction of pollution
Website *if available*	https://www.fietskoeriers.nl
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

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GOOD PRACTICE *Please provide a title*	12. The largest pedestrian area in Europe - Krakow
Location *name the city, region, state*	Krakow (Poland)
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Krakow has realized the largest pedestrian area of Europe in the city centre. This area is now the hearth of the shopping area of the city and attracts plenty of national and international visitors.
Justification *Describe in your view why it's a good practice*	Pedestrian areas improve the quality of air and life in cities and, often, become very attractive shopping areas.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Local authorities 2) Local retailers
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

GOOD PRACTICE *Please provide a title*	13. SIHLCITY
Location *name the city, region, state*	Zurich – Switzerland
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Probably the best example of how to plan an (out-of-town) shopping centre and stimulate sustainable mobility at the same time.
Justification *Describe in your view why it's a good practice*	Very often it is believed that the success of out-of-town shopping centres is based on good accessibility by car (with plenty of free parking). During the planning phase of Sihlcity policy makers focused on sustainable mobility: good public transport accessibility, promotion of bike use and an innovative active parking management policy.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Local authority 2) Project developer/owner of the shopping centre
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Thanks to an innovative parking management strategy and the promotion of alternative to cars, a large part of customers does not use the car to travel. Moreover, the developer has realized huge savings due to reduced number of parking necessary for the shopping centre.
Website *if available*	https://www.sihlcity.ch/de/ https://www.itdp.org/wp-content/uploads/2014/07/23.-092211_ITDP_NED_Sihlcity.pdf
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

GOOD PRACTICE *Please provide a title*	14. SUSTAINABLE LOGISTICS ROTTERDAM – Green Deal 010
Location *name the city, region, state*	Rotterdam – The Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The local authority works together with some private transport companies on the field of "clean logistics". Green Deal 010 stimulates companies to promote emissions-free logistics.
Justification *Describe in your view why it's a good practice*	Several initiatives are promoted in order to reduce the emissions in logistics, among others: 100% emission-free transport, consumption of local products, eco-driving courses for truck drivers, etc…
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Local authority 2) TNO (Research institute) 3) Several transport companies
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Reduced emissions related to logistics within the city and, accordingly, better quality of life.
Website *if available*	http://www.gezonderelucht.nl/wat-gebeurt-er-in-rotterdam/schonere-logistiek http://www.010greendeal.nl
Contact person *RESOLVE partner or other*	Giuliano Mingardo
Contact email	mingardo@ese.eur.nl

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GOOD PRACTICE *Please provide a title*	15. PARK & RIDE Reggio Emilia
Location *name the city, region, state*	Reggio Emilia, Emilia Romagna Region, Italy
Short description *Provide a short description of the GP; one or two sentences might be enough.*	To promote an easy, convenient and sustainable access to inner city, from about a decade the Municipality of Reggio Emilia has been promoting accessibility with sustainable modes of transport from parking facilities in the outskirts of the city and in the ring roads surrounding the city centre. Car drivers -people living in the suburbs, commuters and tourists- who leave the car in the parkings, can choose between bus with a free connection and bike sharing stations.
Justification *Describe in your view why it's a good practice*	Reggio Emilia realized 7 park & rides facilities in the outskirts of the city, connected to the city centre with public transport free of charge. Public transport connections allow commuters and other people headed to city centre to leave their car and transfer to the bus for the remainder of the journey. The economic sustainability of this service is guaranteed by parking management through a push and pull method (funding mechanism that makes use of the revenues of parking management -push-to encourage the use of energy-efficient modes of transport-pull) using the earnings of the parking fees in the city centre.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) SETA 2) Mobility Agency
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Nowadays, 3 lines connects the city centre with the park & rides. In 2014, almost 645,000 people left their cars in the park and rides and travelled towards the city centre by bus.
Website *if available*	
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

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GOOD PRACTICE *Please provide a title*	16. REGGIO EMILIA'S ELECTRICAL EXPERIENCE
Location *name the city, region, state*	*Reggio Emilia, Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The start of the electrical experience of the city of Reggio Emilia dates back to 2001, when the Municipality of Reggio Emilia, with a mix of national and local funding, decided to set up different pilot projects in order to promoting and spreading the use of electric vehicles as a realistic transport alternative, advancing E-mobility and encouraging Evs acceptance in the city. The Municipality wanted to set up a different business model characterized by a public-private partnership and the creation of a company offering a complete service of short and long term rent and maintenance. Along with the replacement of the conventionally fuelled car fleets of local public institutions and services providers with Evs, a commercial electric vehicle fleet has been made available for small commercial operators.
Justification *Describe in your view why it's a good practice*	Since the economic sustainability of a consolidation centre, given the quite small size of the city and the relative small goods flow in the urban area, would have been a target difficult to reach, urban logistic policies focused on the promotion of the use of electric vehicles for commercial purposes. Electric transport in an urban environment is essential for obtaining good air quality, allows the use of renewable energy, reduces carbon footprint, reduces noise pollution and boosts the economy. All these factors led the City of Reggio Emilia to focus on this solution within the SUMP to improve air quality, promote the development of an innovative mobility policy and provide citizens and businesses with a high level service.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) TIL 2) FCR (Farmacie Comunali Riunite) 3) Businesses and commercial operators
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The joined efforts and the long-lasting engagement of the City has allowed to achieve, amongst others, the following notable results: - expansion of the public charging network to 23 chargers - 450 vehicles daily circulating in the city for commercial and private use - great reduction of the impact of private cars and vans in terms of pollution, fuel consumption, noise and significant environmental and economic savings - creation of a high Evs acceptance level in the city - creation of a leading company at national level, managing the long term rent of another 300 vehicles (mostly commercial) throughout the Italian territory.
Website *if available*	http://www.til.it/servizi/noleggio-auto-elettriche.html
Contact person *RESOLVE partner or other*	Alessandro Meggiato alessandro.meggiato@municipio.re.it

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GOOD PRACTICE *Please provide a title*	17. MIMUOVO: regional integration of public transport services
Location *name the city, region, state*	*Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	"MiMuovo" is a regional policy of the Emilia Romagna Region, part of a wider strategy, STIMER, i.e. the regional integrated fare (bus plus train) and ticketing system. In the framework of this initiative new integrated Mi Muovo tickets were introduced, making travelling by LPT in Emilia-Romagna more comfortable, simple and easy, thanks to the use of one comprehensive chip card. Recently "Mi Muovo" has been further developed and will eventually become a "regional all encompassing mobility chip card", which allows the access to different transport and mobility services (from bus and train to bike sharing and car sharing), and to electric recharge points for e-vehicles, thus facilitating the use to the drivers. The MIMuovo project has been integrated with two specific follow-up projects, "MIMuovo in Bici" and "MiMuovo elettrico", to facilitate the use of bikes for the last mile of a journey (with the development of bike sharing stations mainly in connection to railways stations and parking lots) and the take up of electric mobility.
Justification *Describe in your view why it's a good practice*	"MiMuovo" allows all the inhabitants of Emilia Romagna region (aprox 4,3 million) to move in the whole region with a single card including all public transport services. This strategy has the ultimate goal of promoting co-modality and fostering sustainable modes of transport with an improved accessibility to the cities.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Emilia Romagna Region 2) Local public authorities (cities and mobility agencies) 3) Local and national public transport operators
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The aim of the policy is to foster co-modality and the use of sustainable modes of transport (in particular the improvement of LPT access and use) across the region by providing the access to a range of mobility facilities with one single card. From the start, the technological system has been fully developed and devices have been installed, while over 400,000 cards have been sold.
Website *if available*	
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

GOOD PRACTICE *Please provide a title*	18. Harmonising logistic operation in city centres at regional level
Location *name the city, region, state*	*Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In Emilia Romagna almost all the cities over 50.000 had historical city centres characterised by problems such as: • Air pollution, mainly caused by vehicles' emissions, with particular reference to vehicles destined to goods transport, • Traffic congestion, • Freight distribution within the urban area. The Region has 281 million tons of road transport, of which 15% is intra-regional and most of which travels a distance of less than 50km. The Regional Government, aware of the importance of city logistics to guarantee the optimization of freight distribution at regional level, signed the first Air Quality Agreement with Provinces and Municipalities over 50.000 inhabitants, developing actions to reduce negative impacts of freight transport. Following the Air Quality Agreement 2012 – 2015, within an EU project (C-Liege), Emilia Romagna defined and agreed with the main Municipalities over 50.000 inhabitants a set of city logistics rules harmonised on a regional scale, and addressed to freight vehicles under 3,5 ton in third party account, concerning in time windows and access restrictions to Limited Traffic Zones (LTZ). In addition in 2012, the regional Electric Mobility Plan ("Mi muovo elettrico") contained a specific focus on city logistics actions, with the agreement aims to harmonise the access to the limited traffic zone (LTZ) for electric vehicles, including freight vehicles.
Justification *Describe in your view why it's a good practice*	Emilia Romagna actively promotes the improvement of city logistics, with the aim of better rationalising goods transport in urban areas with a view to sustainable mobility. This means reducing air and noise pollution as well as traffic congestion in the cities. The measures carried out in almost 15 years respond to criteria of stability and duration over time and cover actions aimed at both improving environmental sustainability and transport efficiency of goods transport vehicles and creating new infrastructures for the reorganisation of freight distribution in urban areas.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Emilia Romagna Region 2) Local public authorities (cities and mobility agencies) 3) Logistics operators
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Emilia-Romagna is a region with a medium – high level of maturity in city logistics. It was the first Authority in Europe to activate city logistics policies at regional level. In 2013 an "Agreement for a regional harmonisation of the access rules for freight vehicles to LTZs" was signed, which defined freight transport rules such as access times and permitted EURO classes, and supported the take up of electric vehicles. Thanks to a regional initiative, the IT systems and

	the general rules are harmonized (in particular the harmonization of time windows for access to LTZ on a regional scale), thus facilitating logistics operations in the main cities of the Region.
Website *if available*	
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

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GOOD PRACTICE *Please provide a title*	19. ECOPASSI
Location *name the city, region, state*	*Brescia, Lombardia Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	ECOPASSI is a project promoted by the city of Brescia to promote the use of sustainable modes of transport of people toward the most important commercial streets of the city. The overall goals of ECOPASSI project included improving air quality by reducing emissions, the number of fatalities and injuries in traffic accidents and energy consumption, and/or easing congestion by persuading car drivers to switch to more sustainable transport modes. In particular, the project aims to: •Increase the percentage of people using public transport to travel to work •Increase the percentage of people using public transport to go shopping •Increase the level of knowledge of services available (public transport services, bike sharing and car sharing) in favour of sustainable mobility in the city of Brescia. After a first monitoring of the sorrounding conditions, a wide set of informative, promotional and training measures have been realised in order to promote the shift to sustainable travel modes. A final monitoring and evaluation have been realised in order to assess the awareness and usage of mobility services provided, satisfaction with mobility services provided, acceptance and take up of mobility options offered, and satisfaction with mobility options offered.
Justification *Describe in your view why it's a good practice*	The EcopAssi project aims to provide convenient alternatives to the car for commuting workers in businesses located in commercial streets of the city of Brescia as well as incentives and solutions for consumers.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Shoppers and businesses of the selected commercial areas 2) Euromobility (Italian Mobility Management Association)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Through a final monitoring consisting of statistics and face to face interviews it has been determined that attitudes towards transport modes and individuals' travel behaviour to more sustainable transport modes have changed.
Website *if available*	
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

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GOOD PRACTICE *Please provide a title*	20. CITYPORTO
Location *name the city, region, state*	*Padova, Veneto Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The city of Padova developed a centre for eco-friendly freight distribution through the Interporto to reduce the commercial traffic and related CO2 emissions inside the historical city centre. With the objective of rationalizing the goods distribution in the centre of the city, in order to alleviate traffic congestion and to decrease air pollution, the Municipality has encouraged the establishment of the company Cityporto, for the management of a centre for collecting and distributing last mile goods. Since 2004 Interporto Padova manages Cityporto Padova, the city logistics service of Padua born by an agreement with the local stakeholders and shared by the local transport companies with the aim to provide an efficient service to cover the "last mile" into the city by means of 11 eco-friendly vehicles (LNG powered).
Justification *Describe in your view why it's a good practice*	The city of Padova through this project aimed to achieve a traditional commercial vehicles reduction, with an enhanced city liveableness. Cityporto is nowadays considered as one of the best at European level in this field, with highly efficient management of the collection, handling, storage and distribution of the goods. The collaboration among the Municipality of Padova and private entities (Chamber of Commerce, Interporto Padovaa spa, local and national transport operators) played a key role in supporting the successful realization of the project.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Municipality of Padova 2) Interporto Padova Spa 3) Local and national transport operators
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Many local and national transport operators supply their goods to the platform and use the services offered by Cityporto: the number of delivered packages per year is always growing, thanks to the location of a logistics base and the narrow window of access to the LTZ.
Website *if available*	www.interportopd.it
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

GOOD PRACTICE *Please provide a title*	21. "DI NUOVO IN CENTRO" Pedestrianisation of Bologna city centre
Location *name the city, region, state*	*Bologna, Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In the last 2 years, the city of Bologna completed the progressive pedestrianisation of its city centre. Bologna has a lively city centre: in the part of the city included inside the ring roads currently has 73,000 inhabitants, 45,000 visitors and 65,000 people go there every day to study and work, with thousands of businesses, services, hotels, schools and event venues. Around 65,000 daily accesses to the city centre are made by car and motorbike, 23,500 only in the T zone (Ugo Bassi, Rizzoli, Indipendenza streets). In 2014-2015, the Administration promoted "Di nuovo in centro", an integrated programme to foster walking mobility in the city centre, reducing the impact of cars and motorbikes and encourage sustainable transport, public transport, car sharing and bike sharing with the pedestrianisation of the T zone.
Justification *Describe in your view why it's a good practice*	The "Di nuovo in centro" is an ambitious programme despite the general lack of resources; the measures foreseen are based on the integrated use of public and private resources. The programme consist in interventions made to improve the quality of public space to return new spaces to pedenstrians and cyclists (accessibility, public transport, cycling, parking)supported by regeneration projects, new rules for the use of public spaces, reorganisation of the waste collection system.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Bologna Municipality 2) Transport operators and authorities 3) Businesses located in the city centre
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Within the LTZ (restricted to motorised traffic from 7 to 20) the pedestrian areas and the T zone (comprising the most important streets of the city centre of Bologna, full of businesses and commercial activities) are now fully pedestrianised, with restricted access 24 hours a day.
Website *if available*	
Contact person *RESOLVE partner or other*	Alessandro Meggiato
Contact email	alessandro.meggiato@municipio.re.it

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GOOD PRACTICE *Please provide a title*	22. Trafford Park Metrolink Extension
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The proposed Metrolink Trafford Park Line will provide improved public transport and access to employment, business, leisure and retail opportunities in the area, as well as connections to the wider, expanded Metrolink network. Trafford Park has more than 1,300 businesses, employing over 33,000 people, many of whom travel to work by car. Popular retail and leisure destinations in the area include the intu Trafford Centre, which attracts over 30 million people a year, EventCity, the Imperial War Museum North, Salford Quays and Old Trafford. The proposed Trafford Park Line will offer a genuine alternative to car travel for businesses, employees and visitors as well as supporting regeneration and economic growth. The line is currently in the planning stages and is expected to be open 2018/19
Justification *Describe in your view why it's a good practice*	There is a clear relationship with the aims of the Resolve project as this new line will predominantly serve a large out-of-town shopping centre. Currently there are high levels of single car travel to the centre by both staff and customers- this project aims to vastly reduce this number by offering a more sustainable solution.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	5) TFGM 6) Intu Trafford Centre 7) Metrolink
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Increase in modal shift to Metrolink- reducing the need for the car
Website *if available*	http://intu.co.uk/traffordcentre http://www.tfgm.com/Corporate/Consultations/Metrolink-Trafford-Park-Line/Pages/default.aspx
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

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GOOD PRACTICE *Please provide a title*	23. Personal Travel Planning with Retailers
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The aim of the PTP initiative is to provide travel advice to staff on sustainable ways to get to work, this includes the preparation of a personalised information pack and incentives to encourage sustainable travel. This is typically carried out by taking information from staff surveys and tailoring the information that we disseminate to each individual
Justification *Describe in your view why it's a good practice*	We engage with a number of retail outlets on the PTP project throughout greater Manchester, and feel that this is a great way to engage with a notoriously difficult sector due to the personal interface between the staff at the shops and our travel advisers. To date our results show a 12-16% mode shift from car to sustainable modes, which is above the average for an initiative like this. This may also form a part of the Monitoring tool.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	3) TfGM 4) Intu Trafford Centre 5) Manchester Fort Retail Centre 6) Millgate Shopping Centre- Bury 7) The Rock shopping Centre- Bury 8) AECOM
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	12-16% mode shift from car to sustainable modes. Engagement with retailers and staff Baseline staff travel data
Website *if available*	http://www.tfgm.com/travelchoices/Pages/PTP-where-you-work.html
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

GOOD PRACTICE *Please provide a title*	24. Sustainable Travel Grants
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Sustainable Travel Grants are designed to support organisations to deliver a wide range of capital or revenue interventions that enable and encourage staff to travel more sustainably to, from and during work, by facilitating the use of public transport, walking, cycling or car sharing. These grants typically include Cycle storage, lockers, shower facilities and electric charging points. As a commitment to receiving grant funding, companies are asked to devise a sustainable travel Plan, undertake a baseline travel survey and carry out further sustainable travel measures at the site.
Justification *Describe in your view why it's a good practice*	Various retail outlets have taken up the opportunity to apply for a grant covering a number of schemes. The grant process often acts as a catalyst for engagement- this is especially helpfully when engaging with retailers as we are able to obtain travel more robust travel data- the facilities are often also used by customers as well as staff.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	3) TFGM 4) Various retail outlets 5)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Increase in sustainable travel measures/capacity at retail sites 5% targeted increase in cycling/walking
Website *if available*	http://www.tfgm.com/travelchoices/Pages/business-sustainable-travel-grants.html
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

GOOD PRACTICE *Please provide a title*	25. Manchester Metroshuttle
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Metroshuttle is a free bus system that operates in Greater Manchester. The system was introduced in Manchester city centre in 2002, with three routes linking the city's major thoroughfares and stations with its main commercial, financial retail and cultural districts. Manchester's Metroshuttle is a partnership between TfGM, Manchester City Council, National Car Parks and the property developer Allied London. The service is zero-fare (free) and does not require any tickets or passes.
Justification *Describe in your view why it's a good practice*	The Metroshuttle combines many of the themes of the resolve project. It is funded by Manchester City Council, Transport for Greater Manchester, NCP and Allied London (a major city centre land owner). Metroshuttle links the major Transport interchanges in the city centre with retail areas. Metroshuttle is a diesel-electric bus which uses less fuel and produced less Co2 than conventional buses.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) TFGM 2) Manchester City Council 3) NPC 4) Allied London
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	tbc
Website *if available*	http://www.tfgm.com/buses/Pages/metroshuttle.aspx
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

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Please provide a title	26. Air Quality Action Plan
Location
name the city, region, state	Greater Manchester
Short description
Provide a short description of the GP; one or two sentences might be enough.	The GM AQAP sets out a robust and meaningful set of actions and measures which aims to reduce air pollution to protect our environment and the health of the population.
Justification
Describe in your view why it's a good practice	The Action Plan sets out various initiatives to deal with Air Quality in our town and city centres; including national clean air day and Global Action Week. This links directly to Resolve as many of these areas have high levels of retail activities
Stakeholders
Name the stakeholders involved, especially the private sector ones!	10 districts, Public Health England, HE, NR, Private sector operators, other businesses (e.g. cycle logistics, port operators, warehouse owners)
Most important outcome
Describe briefly the most important result (please link it to the Policy Themes)	Achieve national objective levels by 2020
48% reduction on 1990 levels by 2020 (or 41% on 2005 levels).
Website
if available	http://www.tfgm.com/GMLES/Pages/default.aspx
Contact person
RESOLVE partner or other	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

GOOD PRACTICE *Please provide a title*	27. Freight and Logistics Strategy
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The GM F&L strategy sets out a balanced package of interventions which aims to maximise the opportunities for the sector to contribute to the economic growth of the city region whilst also minimising the impact of activities on our environment.
Justification *Describe in your view why it's a good practice*	The Freight and Logistics Strategy will give a vision of how we wish to incorporate
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	10 districts, Public Health England, HE, NR, Private sector operators, other businesses (e.g. cycle logistics, port operators, warehouse owners
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

GOOD PRACTICE *Please provide a title*	28. Greater Manchester Transport Strategy 2040
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Extensive consultation and collaborative working with stakeholders and the general public to produce a long term sustainable urban mobility plan. Our vision is to achieve "World class connections that support long-term, sustainable economic growth and access to opportunity for all".
Justification *Describe in your view why it's a good practice*	Consultation is heavily focussed on ease of accessibility, and though recently opened - response rate is very high, and public engagement is well-received. The consultation on the Vision occurred in July 2015. Consultation on the Strategy occurs for 12 weeks from July 2016. An animation video has been used to raise awareness and interest for the public and stakeholders.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	The vision launch event was attended by over 140 stakeholders. Responses on the vision were secured from (amongst many others): - Transport Consultancies, such as Aecom, Arup, Jacobs, Peter Brett Associates, - Large businesses including The Peel Group Over 60 organisations responded to the vision. A stakeholder invite to launch the consultation was attended by (amongst many others) - GM Family (including Inward investment groups), - Manchester Airports Group, Peel, Barratt Homes - Public transport operators such as, Stagecoach, First, Rosso - Transport Consultancies, such as Mouchel, PwC, CH2M, Arup, Aecom, WsP, JMP, Alstom, Policy Themes- 1,2,3,8,10
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Raising of awareness of long-term transport issues amongst the public and stakeholders. An opportunity for the private sector to voice their expertise and priorities for future transport investment.
Website *if available*	www.tfgm.com/2040
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

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GOOD PRACTICE *Please provide a title*	29. Greater Manchester EV Charging Network
Location *name the city, region, state*	Greater Manchester
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In 2013, The Greater Manchester Electric Vehicle (GMEV) Charging Network was installed to support residents, business and visitors to travel by hybrid or fully electric vehicles where possible and encourage more people to transition from higher emission Internal Combustion Engine vehicles to plug-in vehicles. The network is well used with 1164 members (April 2016).
Justification *Describe in your view why it's a good practice*	Numerous benefits including supporting growth in ULEV market and encouraging a switch to low emission vehicles across sectors (Bus, Freight, Taxi, Car Club, Public use, etc)
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Public assets owned by TfGM across Greater Manchester with contract to operate and maintain currently delivered by Charge Your Car
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Rapidly increasing GMEV membership and rapidly increasing utilisation (charging sessions and power drawn) clearly showing growth in ULEVs. We are currently preparing a new tender based on Ultra Low Emission Vehicles Charging Networks and Shared Mobility Services, to attract investment into the network to expand and also support growth in car clubs within GM • **1234 Members** are now registered to GMEV, with membership growing every month; • Members are currently joining at a rate of on average roughly **50 per month**; • Members are accessing the network on average **41 times** each per year; **61,192 Individual charging sessions** have taken place since installation Policy Themes – 2,
Website *if available*	***GMEV** - http://ev.tfgm.com/index.html*
Contact person *RESOLVE partner or other*	Rafael Cuesta
Contact email	Rafael.Cuesta@tfgm.com

GOOD PRACTICE *Please provide a title*	30. Delivery by electric cars in urban areas
Location *name the city, region, state*	Ljubljana, Slovenia
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In Ljubljana pedestrian zone where merchants, restaurants need goods to be delivered during the day(9.00-20.00) only electric cars of the Post Office (which before could enter at every time for urgent delivery) are allowed to enter in the zone. This lead to the fact that the Post office, who only was allowed to deliver in this time bought electric cars to deliver goods to shop owners, restaurants or other merchants in city centre.
Justification *Describe in your view why it's a good practice*	There is less traffic during the day in the pedestrian zone, the retail sector has to organize more efficient the delivery. The number of electric cars is also limited and the Post office has to be more economic with deliveries.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) City of Ljubljana 2) Post Office 3) Retail stores, restaurants
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	With the measure low carbon strategy is carried out, there is less congestion in the city center.
Website *if available*	No particular website on this topic
Contact person *RESOLVE partner or other*	David Polutnik (Head of Traffic Department at the City of Ljubljana)
Contact email	david.polutnik@ljubljana.si

GOOD PRACTICE *Please provide a title*	31. Electric car "Kavalir" for transport residents, shoppers, disabled and their purchase
Location *name the city, region, state*	Ljubljana, Slovenia
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Ciy of Ljubljana introduced an electric car for residents, and also tourists who need to get from one point to another in the pedestrian zone to bring their purchase home because of heavy packages or elder or disabled people who cannot carry their purchase. The transport is for free, reachable by phone call.
Justification *Describe in your view why it's a good practice*	Residents have the possibility to use for their daily needs free transport to get their purchase home, the retail sector grows in the city centre, residents don't have needs to go to big shopping areas.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) City of Ljubljana 2) Public transport 3) Residents, tourists
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	With the measure low carbon strategy is carried out, growth and jobs in city center are increasing.
Website *if available*	http://www.ljubljana.si/si/zivljenje-v-ljubljani/v-srediscu/77078/detail.html
Contact person *RESOLVE partner or other*	David Polutnik (Head of Traffic Department at the City of Ljubljana)
Contact email	david.polutnik@ljubljana.si

GOOD PRACTICE *Please provide a title*	32. Request ecological products when doing purchase
Location *name the city, region, state*	Country Administrative Board Kronoberg, Sweden
Short description *Provide a short description of the GP; one or two sentences might be enough.*	When purchasing items for the organisation (food, coffee/the, office supply…) the selection criteria for environmental friendly items is prioritised
Justification *Describe in your view why it's a good practice*	If shops get training how to request from their suppliers to do things in environmental friendly way, CO2 emission will decline
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Suppliers to County Administrative Board
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

GOOD PRACTICE *Please provide a title*	33. Consolidation of goods within City of Växjö and neighbour cities
Location *name the city, region, state*	Kronoberg
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Instead of direct delivery of goods from various suppliers to different places in Växjö, the goods were co-loaded at one distribution centre in Växjö and then delivered to different destination within City of Växjö
Justification *Describe in your view why it's a good practice*	- Reduction of kWh usage per delivered ton - Reduction of CO_2 emission per delivered ton - Reduction of deliverables per week - Increased number of local produceres
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) City of Växjö and neighbour cities 2) Carriers 3) Energy Agency for Southeast Sweden
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	See Justification section above
Website *if available*	http://www.energikontorsydost.se/samordnad-varudistribution
Contact person *RESOLVE partner or other*	Fredrik Mårdh
Contact email	fredrik.mardh@energikontorsydost.se

GOOD PRACTICE *Please provide a title*	34. Common E-purchasing system for City of Växjö
Location *name the city, region, state*	Växjö
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Instead of buying goods from different suppliers' webshops, one E-purchasing system is introduced and City of Växjö that was integrated with all suppliers. System automaticly chose the best option (price, sustainability etc)
Justification *Describe in your view why it's a good practice*	Simplifies purchasing process Costs cutting Sustainability improvement
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) City of Växjö 2) Supplier assigned to City of Växjö 3) Visma (e-system supplier)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	See Justification section above
Website *if available*	http://www.vaxjo.se/-/Naringsliv/Upphandling--e-handel/Inkops--och-e-handelssystem/
Contact person *RESOLVE partner or other*	–
Contact email	–

GOOD PRACTICE *Please provide a title*	35. Refundable parking fee
Location *name the city, region, state*	
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Instead of making free of charge parking lots and putting costs of parking on the products in the shops, shopkeepers can put charge on the parking outside the shop and then refund the fee if one buy something in the shop
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Nacka (Stockholm) shopping centre 2) Lund (city in Sweden) – grocary shop
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

GOOD PRACTICE *Please provide a title*	36. Compensation for pollution visible in price label
Location *name the city, region, state*	Max restaurants (fast food restaurant) in Sweden
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In the many you can see how much CO2 is used for the meal and what proportion of the price is compensation for it
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Max restaurants (fast food restaurant) in Sweden Marketing department
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Make difference visible for the food that is climate friendly
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

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GOOD PRACTICE *Please provide a title*	37. Infrastructure for renewable fuel
Location *name the city, region, state*	Växjö
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Make charging stations available for the electrical vehicle in city centres
Justification *Describe in your view why it's a good practice*	Existing lamp-posts and electric outlets for engine pre-heating can also be used for charging electrical vehicles.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	McDonalds in Växjö, Sweden gives you 30 min free charging for visitors in the restaurant
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

GOOD PRACTICE *Please provide a title*	38. Safer parking places for the bicycles in the city
Location *name the city, region, state*	City of Växjö
Short description *Provide a short description of the GP; one or two sentences might be enough.*	City of Växjö made garage for the bicycles that you can use if you have ticket for the bus or train in the region There is also a bicycle pump installed in the garage. Garage is places between central station and city centre.
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	City of Växjö
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

GOOD PRACTICE *Please provide a title*	39. Make bicycle more popular
Location *name the city, region, state*	
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Use celebrities form the region when making campaign for taking bicycle to the city instead of car Give information in the school Borrow electrical bicycle from City of Växjö and try it in your own way
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	City of Växjö
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

GOOD PRACTICE *Please provide a title*	40. Make public transport more attractive
Location *name the city, region, state*	
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Make internet available in the busses and trains, open special bus lane on the road, punctual time table, often running busses, access to city centre where cars can't drive Public transport free of charge
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1)IKEA and City of Almhult (Sweden) 2) City of Avesta (Sweden)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	
Contact person *RESOLVE partner or other*	
Contact email	

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GOOD PRACTICE *Please provide a title*	41. Pedestrianisation of "Cândido dos Reis" street
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Under the redevelopment of the historical area of Almada and following the arrival of the tram nearby, Almada City Council pedestrianized "Cândido dos Reis" street, in order to qualify one of the main commercial and tourist artery of Cacilhas district. This action was firstly tested as part of the European Mobility Week.
Justification *Describe in your view why it's a good practice*	This action significantly reduced the presence of cars in the street and improved the quality of life of its inhabitants (noise and air pollution), in particular of people with reduced mobility, while at the same time promoting local economic revitalization (tourism, commerce and retail activities).
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) Association of Commerce and Services of Almada and shop owners
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The pedestrianization of a street with a very dense commercial activity increased the number of visitors and the commercial activity in the area, ate the same time promoting better quality of life and alternative forms of mobility (walking and cycling).
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

GOOD PRACTICE *Please provide a title*	42. Almada "Better without cars" campaign
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In the "Better Without Cars" Campaign, drivers were voluntarily encouraged to leave their cars at home one fixed day per week – on Thursday in the case of Almada. In return, they were given several incentives, which range from special public transport tickets with a reduced price, to discounts for cultural and sporting activities, as well as for several shops in Almada.
Justification *Describe in your view why it's a good practice*	The aim of this project was to raise awareness of the population to the rationalisation of the use of the private car and greater use of public transport. This project entailed the set-up of a considerable awareness-raising campaign and motivated the debate around the issue of sustainable mobility and car use in the city, involving the drivers in the solution of problem
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) AGENEAL, Local Energy Agency of Almada 3) Association of Commerce and Services of Almada and shop owners 4) Public Transport operators (private companies) 5) University
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	After the first six months of implementation of the Campaign, 91 persons in total had signed a commitment certificate. The number of adhering shops (~20) was acceptable, but it took a strong marketing effort to motivate shop owners to join the project. This might seem low, but a survey showed that nearly 60% of the population of Almada was aware of its existence and, among these, 70% considered this Campaign to be adequate to its purposes. The survey also showed that the "Better Without Cars" campaign has raised the debate around the issue of mobility and measures required to improve it. On the other hand, the Campaign alerted the population to other consequences of the intensive use of the car, both in terms of energy consumption and pollutant emissions.
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

GOOD PRACTICE *Please provide a title*	43. "New Residents" Welcome kit
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	During 2012 AGENEAL and Almada City Council designed a campaign for the promotion of sustainable mobility amongst new residents of Almada. The core of the campaign was the offer of a Welcome Kit packed with information on the public transport network in the city. As part of the European SEGMENT Project, and co-financed by the IEE Programme and AGENEAL, the New Residents Welcome Kit was inspired by the approach that Munich City Council adopted to deal with the issue of convincing new residents to use public transport and active travel modes instead of the private car.
Justification *Describe in your view why it's a good practice*	In the Almada case, and following the SEGMENT mobility marketing segmentation methodology, the objective of the New Residents Welcome Kit campaign was to induce new residents to use public transport by offering them tailored and comprehensive information on Almada's public transport. This approach identified that lack of information was the biggest barrier to public transport use by the target group.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) AGENEAL, Local Energy Agency of Almada 3) Public Transport operators (private companies) 4) Water company
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	As a demonstration campaign, the New Residents Welcome Kit campaign reached 600 new residents, over a period of 2 months. The media response to this campaign (including TV coverage) was particularly interesting probably because the concept had never been tried in Portugal before. The evaluation showed the excellent effect of the campaign, as the use of PT increased by a very significant 13%, while car use decreased 6%. A not so positive result showed a decrease of 8% on walking.
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

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GOOD PRACTICE *Please provide a title*	44. FLEXIBUS inclusive mobility service
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	FLEXIBUS is an inclusive mobility service based on a demand responsive approach with a high level of flexibility, adapted to the needs and requirements of the citizens of Almada Historical center. This service started operating in July 2010 on a network of about 5,5 km. It allows route deviations by request, for instance to serve the users of the day care centres. FLEXIBUS service is provided by 2 electric mini-buses
Justification *Describe in your view why it's a good practice*	The FLEXIBUS service has the objective of increasing Public Transport accessibility and use, especially by young and elderly people. It was designed to include flexibility aspects to better meet the needs of the people within it's catchment area, reaching private social institutions, day care centres, the main market, cemitery, city center, parking facilities, etc. Is also operates as a feeder system for the public transit network in Almada: tram, buses and boat.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) AGENEAL, Local Energy Agency of Almada 3) ECALMA, Municipal Company for Parking and Circulation
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	After the implementation of Flexibus, the average journey time to the usual destination of users was reduced by 50%. Also, 7% of the FLEXIBUS users switched from private car or did not travel at all before the start of the service.
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

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GOOD PRACTICE *Please provide a title*	45. Reformulation of General Humberto Delgado Street
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Pedestrianization of the center allowing the introduction of a secure path cycling and the improvement of public space
Justification *Describe in your view why it's a good practice*	This action significantly reduced the presence of cars in the street and improved the quality of life of its inhabitants (noise and air pollution). It permitted to create a safe cycle path, while at the same time promoting local economic revitalization (commerce and retail activities).
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Promotion of the commercial activities and new habits of mobility
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

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GOOD PRACTICE *Please provide a title*	46. Metro Sul do Tejo (light rail system)
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Metro Sul do Tejo (MST) is a means of electric transportation - surface light rail - circulating in the municipalities of Almada and Seixal. In full operation since November 2008 MST currently runs about 22 km, divided into three lines covering public transport interfaces, shopping districts, universities and areas of high population density.
Justification *Describe in your view why it's a good practice*	The route of MST service in Almada Municipality was designed in order to cross the heart of the city having in mind the objective to remove the traffic flow from the center with a great concern over the qualification of the urban space, the increase of pedestrian areas and the development of local shops. The tram allowed for structural changes that stimulated new uses and livelihood in the city through the reduction of the number of cars and the return of walking areas.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) AGENEAL, Local Energy Agency of Almada 3) ECALMA, Municipal Company for Parking and Circulation 4) Public Transport operator (MTS – Metro Transportes do Sul, private company)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	As part of the promotion of the MST service, the Cicy Council promoted the "Almada one step from shopping" campaign. The centre of the city is now seen as a huge area for shopping and leisure, hence one of messages spread was the use of the metro to both promote this part of the city and the use of PT on shopping travels. As a result, currently MST is the second most used public transport service in Almada.
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

GOOD PRACTICE *Please provide a title*	47. Cycle path network
Location *name the city, region, state*	Almada, Portugal
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Creation of a cycle path network connecting different areas residential, commercial, services and recreation
Justification *Describe in your view why it's a good practice*	This network will permit safe displacements by bike and thereby reduction the number of cars in the street
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Almada City Council 2) AGENEAL, Local Energy Agency of Almada
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Introduction new mobility habits, allowing alternative forms of mobility and better quality of life
Website *if available*	
Contact person *RESOLVE partner or other*	Pedro Gomes
Contact email	pedro.gomes@ageneal.pt

GOOD PRACTICE *Please provide a title*	48. Swiętokrzyska street. Reshaping the City Centre.
Location *name the city, region, state*	Warsaw
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Swietokrzyska street is located in the city centre. Moreover, a new underground line was opened a year ago with stations situated at the beginning and the end of Swietokrzyska street. The construction of the underground was an opportunity for rebuilding the street. The City of Warsaw decided to change priorities in this section: the space for cars was narrowed, and the area for pedestrians was expanded. Also, new infrastructure for bicycles was built. But, according to the public opinion, the quality of public space was not acceptable. As a result, two projects were put in for the participatory budget. The Road Authority in Warsaw was responsible for the implementation of both projects. Liaising with the proponents, and after thorough consultation process, they decided to even broaden the extent of redevelopment. Eventually, the space will be more liveable and cosy because of new greenery and more than 200 newly planted trees (project will be implemented in April/ May 2017).
Justification *Describe in your view why it's a good practice*	Complex reshaping of a part of the city centre. Increasing a biologically active surface in an area with shortage of greenery. A good example of meeting citizens expectations and a way of reaching a compromise.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) The Road Authority in Warsaw - investor 2) The Administrators of the underground infrastructure 3) Citizens
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	A modernised street, improved walkability and liveability in the city centre. Exemplary liaison between the City of Warsaw and the citizens.
Website *if available*	https://zdm.waw.pl/aktualnosci/zielona-swietokrzyska-konsultacje-spoleczne https://zdm.waw.pl/uploads/825/2016-06-01-plac-powstancow-prezentacja_1464876957.pdf https://zdm.waw.pl/uploads/825/2016-06-01-zielona-swietokrzyska-prezentacja_1464876850.pdf
Contact person *RESOLVE partner or other*	Agnieszka Rogala
Contact email	a.rogala@zdm.waw.pl

GOOD PRACTICE *Please provide a title*	49. Comparative analysis of Jerozolimskie avenue and Swietokrzyska street
Location *name the city, region, state*	Warsaw
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Both streets are located in the city centre, not far from each other. Their transportation role is comparable (significant role in PT flows, west-east direction). Moreover, Swietokrzyska street was rebuilt and reopened a year ago. The area for pedestrians and bicycle was expanded at the cost of reducing the capacity for individual traffic. This year, a comparative survey is being conducted. It includes: spatial and economic analysis, traffic survey as well as analysis of pedestrians behavior and spending. It is the first so comprehensive study lead in Poland.
Justification *Describe in your view why it's a good practice*	
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) The Road Authority in Warsaw
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The survey shows the importance of streets layout and its impact on people's travel and shopping behavior.
Website *if available*	
Contact person *RESOLVE partner or other*	Agnieszka Rogala
Contact email	A.rogala@zdm.waw.pl

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GOOD PRACTICE *Please provide a title*	50. Teatralny Square
Location *name the city, region, state*	
Short description *Provide a short description of the GP; one or two sentences might be enough.*	On an everyday basis, Teatralny Square is mainly a car park, albeit during the recent music festival in Warsaw Philharmonic, the square was transformed into beautiful, temporary garden. The organizers had a possibility to put up their tents in the public space for free, providing a green area on the square. After the festival, all the plants were transferred and replanted in different parts of Warsaw. The garden was a great success. The citizens would like to see rather more greenery in this area rather than a car park. The City of Warsaw have announced the changes in this area to be lasting.
Justification *Describe in your view why it's a good practice*	It was a simple experiment, which attracted citizens to this part of Warsaw, and improves the quality of public space in a significant way.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) City of Warsaw 2) Orchestra Sinfonia Varsovia
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The most important output is a common consent on changes in this area, which is quite unusual, given the highly controversial issue it concerns: reducing the availability of parking space in the city centre.
Website *if available*	
Contact person *RESOLVE partner or other*	Agnieszka Rogala
Contact email	a.rogala@zdm.waw.pl

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GOOD PRACTICE *Please provide a title*	51. Festival „Open Ząbkowska street"
Location *name the city, region, state*	Warsaw
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The festival took place in the Praga district, on the Zabkowska street during 7 weekends in spring and summer of 2016 the same as in 2015. During the festival, the street was temporarily closed for car traffic. With nearby squares and corners it became a city stage for different and diverse artistic events and inclusive activities for inhabitants. The festival was part of a revitalization of Praga – one of the most neglected districts in Warsaw.
Justification *Describe in your view why it's a good practice*	A comprehensive project related to sustainable mobility and revitalization. It encouraged inhabitants not only to take part in events but it involved them in the organization process.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) The City of Warsaw 2) NGOs, e.g: NA_PRAWA Warszawa, Hokus Pokus, Fundacja Zmiana 3) Cultural institution: Teatr Powszechny, district's community centre 4) Private sector, e.g: Koneser, Brothers in Arts
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	
Website *if available*	http://otwartazabkowska.pl
Contact person *RESOLVE partner or other*	Agnieszka Rogala
Contact email	a.rogala@zdm.waw.pl

GOOD PRACTICE *Please provide a title*	52. A tram line in the pedestrianized area
Location *name the city, region, state*	Bratislava
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The City of Bratislava redesigned streets in the centre of the Old Town in 2006. The reshaping included: Kapucinska street, Obchodna street and their intersection. As a result, the streets were closed for an individual traffic. Pedestrians may walk on the whole area of the streets, besides the tram line situated in the middle.
Justification *Describe in your view why it's a good practice*	An example of functioning the tram line in a pedestrianized area.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The significant improvement of public space in the historical city centre.
Website *if available*	
Contact person *RESOLVE partner or other*	Agnieszka Rogala
Contact email	a.rogala@zdm.waw.pl

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GOOD PRACTICE *Please provide a title*	53. Reshaping of the Mariahilferstrasse in Vienna
Location *name the city, region, state*	Mariahliferstrasse, Vienna, Austria
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The success of this shopping area caused major pedestrian traffic problems (overcrowded sidewalks). Therefore, a change of the street design was undertaken in 4 steps: 1. Meetings and consultations of inhabitants and users with politicians and engineers; 2. A survey among inhabitants and users was organized in the topic, where the street should be crossed by car traffic; 3. A common projecting process: inhabitants and users participate in planning process; 4. Implementation: at first only temporary, then evaluated and implemented in its final form. The process took 4 years from 2011 to 2015 resulted in a new concept of the street functioning: it was split into more zones with calmed traffic and pedestrian traffic, active and still zones were implemented and many other features that made the street more liveable.
Justification *Describe in your view why it's a good practice*	The change of the street design involved all stakeholders and ensured their contribution to the success of the project through a multi-phase planning and consultation process. It seems to be a win-win situation where all stakeholders are satisfied.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	City of Vienna, inhabitants, users, shopkeepers
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	New street design attractive for every user
Website *if available*	http://www.dialog-mariahilferstrasse.at/projekt/der-ablauf/
Contact person *RESOLVE partner or other*	Stadt Wien, MA 28 – Straßenverwaltung und Straßenbau, 17., Lienfeldergasse 96
Contact email	info@dialog-mariahilferstrasse.at

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GOOD PRACTICE *Please provide a title*	54. Support of Alternative transport - exchange of Regional authority´s cars
Location *name the city, region, state*	Ostrava, Moravian-Silesian Region, Czech Republic
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The change of present cars for new low-emission cars powered by electricity and CNG
Justification *Describe in your view why it's a good practice*	New cars reduce carbon emissions from traffic in target areas of participating regions.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) ČEZ, a.s. (Czech energy group, joint-stock company), Memorandum MSR x ČEZ, a.s. about cooperation within supporting of electromobility development 2) Vítkovice, a.s., (engineering company, joint-stock company), Memorandum MSR x Vítkovice, a.s. about cooperation within supporting development of low-emission transport
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	▪ two electricity car rented by ČEZ, a.s., ▪ power supply station built; ▪ purchase of 6 CNG cars; ▪ Preparing of Action plan for low emission transport development in Moravian-Silesian region 2014-2020
Website *if available*	http://www.msk.cz/cz/zivotni_prostredi/smart-region-48484/
Contact person *RESOLVE partner or other*	Aleš Trnka, project manager, Moravian-Silesian Region
Contact email	Ales.trnka@msk.cz

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GOOD PRACTICE *Please provide a title*	55. Support of Alternative transport – new train connection to regional airport
Location *name the city, region, state*	Mosnov, Leos Janacek Airport Ostrava, Moravian-Silesian Region, Czech Republic
Short description *Provide a short description of the GP; one or two sentences might be enough.*	New train connection between regional airport and Sedlnice city. There is point of integration to the national train network in Sedlnice.
Justification *Describe in your view why it's a good practice*	New train-connection reduce carbon emissions from traffic in target areas of participating regions.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Letiště Ostrava, a.s. (Ostrava Airport, joint-stock company – Entrepreneur of Airport) 2) Správa železniční a dopravní cesty, p.o. (Railway infrastructure Administrator, state organization - Entrepreneur of train network
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	▪ train connection in lenght 2,9 km, ▪ corresponding infrastructure, ▪ train terminal, ▪ corridor connecting train terminal and airport terminal
Website *if available*	http://www.msk.cz/cz/eu/letiste-leose-janacka-ostrava--kolejove-napojeni-34311/
Contact person *RESOLVE partner or other*	Aleš Trnka, project manager, Moravian-Silesian Region
Contact email	Ales.trnka@msk.cz

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GOOD PRACTICE *Please provide a title*	56. Sustainable transport in Ostrava
Location *name the city, region, state*	Ostrava, Moravian-Silesian Region, Czech Republic
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Ostrava - a regional city with 300 thousand. residents (within the agglomeration with 1 mil. inhabitants) has undergone in the past seven years, significant transformation in the field of sustainable transport - thanks to subsidies from Regional operational Program and Operational Programme Environment has been upgraded public transport and cycling infrastructure, and thanks to the project PIMMS CAPITAL town gained international impulses (Birmingham, Stockholm, Frankfurt) to create a SUMP (pilot in the Czech Republic). In addition, the city is part of the Regional integrated transport System.
Justification *Describe in your view why it's a good practice*	In the programming period 2007-13 Ostrava had sufficient funds for the development of public transport infrastructure (terminals, smart stop low-floor eco-vehicles), cycling infrastructure an opportunity for sustainable planning (pilot SUMP). A good practice is to show the good side of European investment funds, as well as the difficulties that city at that time accompanied.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) The City of Ostrava 2) Dopravní podnik Ostrava, a.s. (Transport Company Ostrava, joint-stock company) 3) Ostravské komunikace, a.s. (Ostrava´s roads, joint-stock company) 4) Koordinátor ODIS s.r.o. (Koordinator of ostrava´s transport integrated system, limited liability company)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	- Improving the quality of passenger transport (information to passengers, the quality of public transport vehicles and transport terminals) - Linking the main cycling routes network in the city - Approved SUMP - Deepening the integration of regional integrated transport system
Website *if available*	www.mobilita-ostrava.cz www.ostrava.cz www.dpo.cz www.kodis.cz
Contact person *RESOLVE partner or other*	Vaclav Palicka Head of strategic development Department City of Ostrava Tel: +420 599 443 382
Contact email	vpalicka@ostrava.cz

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GOOD PRACTICE *Please provide a title*	57. Electrobuses-development and production
Location *name the city, region, state*	Ostrava, Moravian-Silesian Region, Czech Republic
Short description *Provide a short description of the GP; one or two sentences might be enough.*	City of Ostrava and its organization Transport Company Ostrava, joint-stock company, throught its company EKOVA ELECTRIC is focusing on development and production of electric buses and their integration to the transport network. By this way is developed electromobility and integration low-emission vehicles in framework of sustainable urban mobility draft
Justification *Describe in your view why it's a good practice*	Development of a stable, progressive and promising industrial sectors and the development of related activities in the field of electromobility and educate the general public and education professionals.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Ekova Electric a.s. 2) Dopravní podnik Ostrava, a.s. (Transport Company Ostrava, joint-stock company)
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Electrobus "Ekova Electron" is 100% electrical low-floor bus produced in various utility versions depending on the particular intended use and needs, that is integrated to the transport network in Ostrava and to the Moravian-Silesian Region.
Website *if available*	www.ekova.cz
Contact person *RESOLVE partner or other*	Radoslav Hanzelka
Contact email	hanzelka.radoslav@ekova.cz

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GOOD PRACTICE *Please provide a title*	58. Infrastructure for electromobility network – universal charging stations for public transport and freight transport with accumulative support facilities and with multiplatform connectivity
Location *name the city, region, state*	Ostrava, Moravian-Silesian Region, Czech Republic
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Development and production of advanced technological means connecting operational infrastructure for electromobility - charging stations. The charging station is designed to charge a wide spectrum of independent electric traction vehicles. As an energy source, it is possible to use the AC electrical network of 400 V as well as DC traction power network 600 V commonly used in public transport in Ostrava and also in the cities of the region MSK.
Justification *Describe in your view why it's a good practice*	The device is an essential element of the whole system technology in order to create the necessary infrastructure for the establishment of a network of charging stations for public transport electrobuses and light truck vehicles, especially urban services and fleets. Properties of charging stations in cooperation with an accumulation module can be utilized for the management and storage of electrical energy from renewable sources both in the individual mode and in the general scheme of the system "Smard Grid", respectively. allows its involvement in the context of active systems involved in energy management of the city, which is now developed in Ostrava in the application of the concept of "Smart City".
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	1) Envicrack Cluster 2) Ekova Electric a.s. 3) Technical Univerzity of Ostrava
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The universal charging station Performance parameters of Station for charging of vehicles and especially electric buses and light electric trucks allows you to charge up to 600 kW of performance, appropriate and proportionate just for use in the operating conditions of public transport and freight transport. Device charging station is an essential element respectively. basic technology platform, which also allows connection of other sub-systems that enhance its utility properties, which are listed below. Accumulator system Connection topology of power electronics basic charging stations, among other things, allows a technically simple connection of the storage element without the need for additional technical adjustments. Mobile accumulator with 320 kW of available power to strengthen the sudden need or outages of up to 320 kW is equipped with a power and communication interface. Power output is via protective elements directly connected with cooperating device (eg. The charging station). Communication interface then provides the necessary exchange of information about actual status of the accumulator. Individual cells of the entire accumulator block are equipped with electric circuit that monitors or controls their voltage. Automatic control of the indoor temperature keeps batteries in optimal operating conditions, ensuring a wide operating temperature range of the entire equipment for different application or location. Automatic contact system

	Automatic contact system is designed to automatically ensure non-troubled connecting of electric vehicles to the power source (charging station) in charge mode, which consecutively allows for full day operation of operated electric vehicles. Due to the design and robustness of the equipment is primarily focused on electric buses, trucks and light commercial vehicles and vans.
	Equipment is another element of the system of technology in order to create the infrastructure for a network of charging stations for public transport electrobuses and light truck of services.
	It is designed in two versions with optional active or passive connection to the charged vehicle.
Website *if available*	www.envicrack.cz
Contact person *RESOLVE partner or other*	Frantisek Peterka
Contact email	info.envicrack@daas.cz

GOOD PRACTICE *Please provide a title*	59. La Diabline
Location *name the city, region, state*	Aix-en-Provence, France
Short description *Provide a short description of the GP; one or two sentences might be enough.*	A flexible micro-bus system that crosses the city centre, links to transfer points (stations, bus interchanges, etc…) and provides a social service too (very low tariff)
Justification *Describe in your view why it's a good practice*	It's an innovative way to tackle traffic congestion and promote city centre retail by offering a very flexible bus service at a very low price
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	* Local and regional authorities * Aix-en-Provence Tourism Office
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	This Good Practice focuses on innovative and sustainable transport solutions for visitors of the city centre. It's very attractive for users also for retail related activities. The outcome is a reduction of car trips in the city centre an increase of air quality.
Website *if available*	http://www.la-diabline.com
Contact person *RESOLVE partner or other*	Tim Cordy
Contact email	tim@resolveproject.eu

GOOD PRACTICE *Please provide a title*	60. Bella Mossa
Location *name the city, region, state*	*Metropolitan Area of Bologna, Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Bella Mossa is an effective behaviour change programme run by Bologna's transport agency, SRM, which encourages citizens to make fewer single-occupancy car journeys. Bella Mossa rewards the positive behaviours of citizens by giving discounts and prizes every time they complete a sustainable trip, namely using environmentally friendly transport modes or even walking, acquiring healthy habits. Sustainable trips are tracked through a web platform, which includes a tracking GPS-based app.
Justification *Describe in your view why it's a good practice*	The scheme is a public-private partnership, with 85 shops (small to very large) giving discounts/prizes. 15,000 people joined the six-month Bella Mossa programme between April and October 2017, and recorded almost a million activities.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	With Bella Mossa the city of Bologna has been able to establish a very effective public-private partnership, involving public bodies, businesses and citizens.
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Cities need to find innovative approaches, incentives and tools in order to engage with citizens on sustainable mobility issues and promote behavioural change. Bella Mossa, during the six-month implementation, reached very important results in terms of kms run and number of trips performed with sustainable modes of transport: around 3,700,000 kms and 900,000 journeys have been made by bike or public transport or on foot by the participants. Bella Mossa therefore represents a successful experience of reduction in the use of conventionally fuelled vehicles, leading to an increased air quality and reduced CO2 emissions. Bella Mossa has been also successful in involving commercial operators in sustainable mobility activities. Furthermore, all journeys have been tracked with a GPS-based app, providing the Metropolitan Area of Bologna with important data-set representing the real mobility behaviours of its citizens that will be used for planning the future mobility with the SUMP framework.
Website *if available*	https://www.bellamossa.it/
Contact person *RESOLVE partner or other*	Cristina Pellegrini Marco Amadori – Giuseppe Liguori (SRM)
Contact email	Cristina.pellegrini@comune.re.it marco.amadori@srmbologna.it - giuseppe.liguori@srmbologna.it

GOOD PRACTICE *Please provide a title*	61. Promoting SUMP realisation in Emilia Romagna Region
Location *name the city, region, state*	*Emilia Romagna Region, Italy*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	The Emilia-Romagna Region has been actively promoting the implementation of SUMP's among the cities in the region through a set of different tools: among others, financial incentives, trainings and the organisation of meetings and conferences to promote the exchange of experience among cities. The Emilia Romagna Region has also developed regional guidelines for the SUMPs realisation, complementary to the EU and National guidelines.
Justification *Describe in your view why it's a good practice*	It's an interesting practice on how a regional government can help local authorities to implement SUMPs that also influence retail-related mobility. With this action, the Emilia Romagna Region aimed to support cities in the development of SUMPs, which is a prerequisite to access structural funds in Emilia Romangna for the 2014-2020 programming period.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Cities of the Emilia-Romagna Region
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Since the approval of the EU guidelines, the Emilia Romagna Region has been active to promote the realisation of SUMPs at local level, supporting cities in different ways. One of the most important outcome is that, thanks to all the supporting actions put in place by the Region, by the end of 2018 the main 12 cities in Emilia-Romagna will have adopted their SUMP.
Website *if available*	http://mobilita.regione.emilia-romagna.it/mobilita-sostenibile/sezioni/pums-piani-urbani-per-la-mobilita-sostenibile
Contact person *RESOLVE partner or other*	Cristina Pellegrini Andrea Normanno (Emilia-Romagna Region)
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GOOD PRACTICE *Please provide a title*	62. Smart Lorries
Location *name the city, region, state*	*Schiphol Region (Amsterdam Airport), The Netherlands*
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Over a thousand lorries pass through the Schiphol region (Amsterdam Airport) each day. In a pilot project we test the benefits of the communication between traffic lights and lorries via a 4G network. Approaching lorries inform the traffic lights about their location and speed. The traffic lights adjust their signal plan and the lorry driver receives a speed advice in order to let the lorry pass without stopping. The communication uses European standards agreed with the automotive industry so that this tool can be used internationally.
Justification *Describe in your view why it's a good practice*	Most shops are still supplied by large diesel lorries. Heavy traffic entering city centres are a major cause of carbon emissions. By preventing unnecessary breaking and acceleration the emission of CO2 caused by retail related traffic can be decreased.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	In this pilot the following partners work together: the province of Noord-Holland, KPN Telecom, Vialis, Dynniq, FloraHolland, Rietveld, Dobbe transporten and Ministry of Transport.
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Preventing unnecessary breaking and acceleration of lorries leads to a reduction of carbon emission, improved air quality, lower fuel costs and more reliable travel times.
Website *if available*	https://www.vialis.nl/nl/nieuws/detail/slimme-vrachtwagens-praten-met-verkeerslichten (Dutch Language)
Contact person *RESOLVE partner or other*	Jan Waalen Vialis, The Netherlands
Contact email	jan.waalen@vialis.nl

GOOD PRACTICE *Please provide a title*	63. Schwung, More green for cyclists at intersections
Location *name the city, region, state*	's-Hertogenbosch, The Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Schwung is the solution that gets cyclists at their destination faster, with less stops at traffic lights along their route. And Schwung gives insight in bicycle flows and bottlenecks in the municipality. Schwung is an app for cyclists, that automatically detects each trip. Schwung 'knows' the user, knows which mode of transport he uses at this moment, and learns the daily bicycle routes of the user. When Schwung detects that a user is moving along the network by bicycle, the GPS location and cycling direction of this user are registered. Based on this information, Schwung can request a green light or an extension of the current green light in the direction desired, from traffic lights that are connected to Schwung. From the point of view of traffic safety, Schwung only requests a green light when the cyclist is not actively using his phone, the phone must be 'locked'.
Justification *Describe in your view why it's a good practice*	The RESOLVE Monitoring and Evaluation Tool shows that already many visitors to retail areas's travel by bike, but there is room for growth! Sustainability, safety, health, accessibility, and Smart Mobility (technological developments) are important reasons for renewed policies regarding cycling. Nevertheless, routes and services for cyclists are still not focused on a comfortable journey. Also, there is little insight into the utilization of the infrastructure, and efficient policies have not yet been implemented. At traffic lights, many cyclists are irritated by having to stop and wait for a red light. With Schwung, cycling is stimulated and cyclists are rewarded for their choice to cycle.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Province of Noord-Brabant, municipality of 's-Hertogenbosch and Vialis.
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	Schwung stimulates the use of bicycles, and therefor helps reducing carbon emissions and improving air quality.
Website *if available*	http://nmtm.eu - download 'als pdf' - go to page 22
Contact person *RESOLVE partner or other*	Jan Waalen Vialis, The Netherlands
Contact email	jan.waalen@vialis.nl

GOOD PRACTICE *Please provide a title*	64. West End Buyers Club
Location *name the city, region, state*	London, UK
Short description *Provide a short description of the GP; one or two sentences might be enough.*	A preferred supplier scheme working across London's West End to save businesses money and improve London's air quality. Retail outlets are encouraged to sign up to the scheme to gain access to one supplier of services including waste collection, recycling, office supplies and catering.
Justification *Describe in your view why it's a good practice*	This helps to reduce the amount of deliveries to a unit and takes large vehicles off the road. It can also save retailers money on their waste collections bill. Wider benefits include better streetscape, better air quality and reduction in carbon emissions.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	Heart of London Business Alliance West End Buyer Club Local Businesses West Minster Council Baker Street Quarter Partnership
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	So far there has been; 94% reduction in waste vehicle movements 67%reduction in incidents 30% savings for businesses 259 businesses signed up.
Website *if available*	https://www.westendbuyersclub.london/
Contact person *RESOLVE partner or other*	Liam Potts
Contact email	Liam.potts@tfgm.com

GOOD PRACTICE *Please provide a title*	65. Bike Sharing system Rotterdam (NL)
Location *name the city, region, state*	City of Rotterdam, province Zuid-Holland, The Netherlands
Short description *Provide a short description of the GP; one or two sentences might be enough.*	In Rotterdam there are several providers of shared bikes. This has lead to a complex situation in which a huge amount of bikes from different providers have been put away all over the city without any control. Recently the city of Rotterdam has started to improve the situation.
Justification *Describe in your view why it's a good practice*	A bike sharing system can offer an alternative / sustainable way of transport for innercity-movements or for example 'the last mile' and therefore contribute to a modal-shift to low-carbon modes of transport. Both visitors and inhabitants of the city can use a shared bike for different purposes (from home to work, innercity-cycling or cycling outside the city in a more touristic way). A bike sharing system may increase the amount of cyclists and contribute to a longer stay of visitors in the city. The situation in Rotterdam is seen as a 'good' practice because we can learn about the mistakes made in the past, chances and risks. Especially the measurements taken by the City of Rotterdam to improve the quality of the whole concept of bike sharing systems is interesting to learn from.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	City of Rotterdam ......
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The RESOLVE Monitoring and Evaluation Tool shows that already many visitors to retail areas travel by bike, but there is room for growth! Sustainability, safety, health, accessibility, and Smart Mobility (technological developments) are important reasons for renewed policies regarding cycling. A successful bike sharing system is an innovative measure which leads to a higher cycling usage (visitors and inhabitants), reduction of carbon emission, improved air quality, more healthy citizens and lower fuel costs.
Website *if available*	https://rotterdam.gobike.nl/nl/home/
Contact person *RESOLVE partner or other*	Paul Hamaekers
Contact email	paulhamaekers@roermond.nl

GOOD PRACTICE *Please provide a title*	66. Bike Sharing system Antwerp (B)
Location *name the city, region, state*	City of Antwerp, province Antwerp, Belgium
Short description *Provide a short description of the GP; one or two sentences might be enough.*	Since a couple of years the City of Antwerp offers a new bike sharing system to its citizens and visitors, called Velo Antwerpen. With a day pass, week pass or year card you can make rides between the different Velo-stations, supported by online application and information.
Justification *Describe in your view why it's a good practice*	A bike sharing system can offer an alternative / sustainable way of transport for innercity-movements or for example 'the last mile' and therefore contribute to a modal-shift to low-carbon modes of transport. Both visitors and inhabitants of the city can use a shared bike for different purposes (from home to work, innercity-cycling or cycling outside the city in a more touristic way). A bike sharing system like this may increase the amount of cyclists and contribute to a longer stay of visitors in the city. Velo Antwerpen is well-known as a good example / good practice to learn from (do's and don'ts) because of the high usage and the increasing part of cycling in the total modal-split.
Stakeholders *Name the stakeholders involved, especially the private sector ones!*	City of Antwerp Velo Antwerpen ......
Most important outcome *Describe briefly the most important result (please link it to the Policy Themes)*	The RESOLVE Monitoring and Evaluation Tool shows that already many visitors to retail areas travel by bike, but there is room for growth! Sustainability, safety, health, accessibility, and Smart Mobility (technological developments) are important reasons for renewed policies regarding cycling. A successful bike sharing system is an innovative measure which leads to a higher cycling usage (visitors and inhabitants), reduction of carbon emission, improved air quality, more healthy citizens and lower fuel costs.
Website *if available*	www.velo-antwerpen.be
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