



Project ISSTE

*Improving Safety and Security in public surface
Transport*

Progress Report

Public Part

Project information

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Executive Summary

The project aims at achieving new, higher, innovative qualitative performances in terms of safety and security related to the surface public transportation sector by the vocational skills' and curricula development of the human resources involved in the field. The project's structure reflects the strategic scope: the new, higher and innovative qualitative performances will be reached by the study, analysis, selection, development, implementation, testing, dissemination and exploitation of innovative vocational training methods, procedures and paths capable of substantially increase the vocational ability skills of the human resources dedicated to surface transport, thus establishing the best innovative procedures for curricula development. The project's development and outcome will be quantified by the establishment of new key performance indexes applicable to the specific field. Comparisons between higher standards achieved by the consortium, in terms of safety and security in public surface transport, and the contextual framework analysis developed in the early phase of the project's lifetime will be investigated and disseminated. The work plan may be divided into four main areas:

- 1) International cooperation for the definition of innovative vocational training procedures: training curricula development, procedures' definition, design of the innovative procedures step by step.
- 2) International cooperation for the development of innovative key performance indexes added to new quality certification methods and standards, in order to be able to quantify the higher qualitative standards delivered and to be able to underline to the market and all transport's stakeholders the new levels of skills achieved by the human resources dedicated to the public transportation sector attending the procedures established in area 1.
- 3) Implementation, testing and evaluation. Adaptation and testing of the developed vocational developing material according to specific partners' needs and priorities. Partners involved in the testing phase, according to specific needs and specific contextual national framework, will implement, test and evaluate a selected variety of innovative procedures
- 4) Dissemination and exploitation of results activities: after the implementation activity has taken place, the consortium will gather all information regarding the testing activity, apply the new key performance delivering a simplified and quantified project's outcome to be disseminated and exploited across nations and across generations. The quantified results will be easily transferable: the disseminating and exploiting activities will be pursued on European and national level. The project's outcome will be disseminated on a global scale through the establishment of an ISSTE project Web-site.

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1. Project Objectives

The project aim is mainly based on the research, analysis, selection, implementation, testing and dissemination of innovative vocational training methods, procedures and paths capable of substantially increase the vocational ability skills of the human resources dedicated to surface transport, thus establishing the best innovative procedures for curricula development. This implies that human resources dedicated to the surface transport will be able to comply with innovative skills' forthcoming procedures that are still to be developed and their establishment will be based on the specific crucial issues of surface transport in Europe today.

In this area European added value will be delivered by:

- a) innovation in procedures: the innovative curricula and skills implementation
- b) procedures may be easily personalized and adopted across countries and across generations according to specific needs;
- c) new potentials in curricula and vocational development for human resources dedicated to surface transport,
- d) less incidence impacts in surface transport achieving one of the main European political priorities,
- e) increased awareness in relation to critical European issues that aim at establishing a sustainable surface transport: environmental-friendly impact, efficiency in the use of resources, etc.;
- f) increased image and competitiveness of European public transport;
- g) increased level of safety and security. It is clear that procedures established by ISSTE will substantially change the behavioural attitude human resources, in fact they will be led towards anticipating operative risks, promote qualitative excellence in delivering transport public services, customer satisfaction prospective, efficient use of resources, skills and competence development: two innovative higher goals will be reached such as increasing safety and security while addressing qualitative excellence and customer satisfaction, establishing a virtual mechanism pushing European transport towards a logic of continuous innovation through the strong impact of the ISSTE disseminating and exploiting activities implemented, making the European public transport beneficiate from ISSTE as a whole.

Therefore, on this regard value added and innovation will be delivered on an integrated mode:

1. higher qualitative standards in terms of safety and security,
2. new certification methods capable of certifying the new potentials,
3. an increased image for the companies that achieve the higher qualitative standards,
4. an increased image for European transport.

As a consequence, objectives are as follows.

Overall objectives

The project aims to:

- contribute to the development of quality lifelong learning and to promote high performance, innovation and a European dimension in systems and practices in the field of safety and security related to the surface public transportation.

- support the realisation of a European area for lifelong learning.
- encourage the best use of results, innovative products and processes and to exchange good practices in the fields of safety and security related to the surface public transportation.
- improve the quality and increase the volume of co-operation between institutions or organisations providing learning opportunities, enterprises, social partners and other relevant bodies throughout Europe
- facilitate the development of innovative practices in the field of vocational education and training in the field of safety and security related to the surface public transportation.
- support participants in training and further training activities in the acquisition and the use of knowledge, skills and qualifications to facilitate personal development.

Specific objectives

The projects aims to increase Safety and Security in Public Surface Transport by the vocational skills' and curricula development of the human resources involved in the field.

In particular, focus on drivers' ability enhancement will be implemented as follows:

- to assess a clear picture of the safety and security needs related to the surface public transportation.
- to develop the consequent Framework Analysis of Safety and Security in European Public Surface Transport
- to identify and consolidate the Key Performance Indicators
- to design an innovative and efficient training procedure on safety and security related to the surface public transportation.
- to test the training procedure within PT companies
- to evaluate the training procedure
- to diffuse the results

2. Project Approach

Background

Globalisation exposes transportation and traffic safety to severe vulnerability. The European Commission has estimated that in the UE countries, the cost for the road traffic injuries is €160 billion which is about the 2% of the UE Gross Domestic Product. Each European citizen pays for road traffic injuries a tax charge average rate of € 427 per year.

Pedestrians and cyclists using roads are particularly at risk. Crashes are frequent. Deaths and injuries are common. The number of people killed and injured on the world's roads could rise by more than 60% between 2000 and 2020. In addition, a specific concern regarding surface public transport has to be outlined: for every incident that occurs, transport companies have enormous impacts on the service delivered: reduced number of bus lines available, costs for legal affairs, decreased reliability of public transport, insurance indirect costs, etc.

In Italy, more of the 50% of victims from fatal road accidents are persons under 41 years old and 25% of them are young persons under 23 years old.

Based on the UE directives, the Italian National Plan for Traffic Safety (INPTS) aims to reach for the year 2010 a 40% reduction of fatalities and diseases caused by road accidents. The level of safety on the roads is influenced and determined by cultural, social, educational, behavioural factors. A sustainable transport system implies changes in behaviour and new innovative approaches at all levels of society and sectors of the economy. Important prerequisite for realising a sustainable environment transport system in the long term are conformity with ecological limits and the prevention of pollution. Several measures are useful to change the transport behaviour of individuals. In particular they are referred to the movement of people with special consideration to: - More careful driving, - Shifting from the car to public transport, - Education: training drivers in eco-efficient driving. The main behaviours, included changing attitudes, culture, ways of living and acceptance of strong measures, are: - Raising public awareness of traffic-related environmental impacts, incorporation of environment impact and sustainable mobility into teaching materials, - Environmentally Sustainable Transport instruction in schools, - Special training especially related to respect the CO² levels in urban areas. A high-quality driver training programme needs also to show how to anticipate risks and how to avoid them. The training of trainers has to be considered as a very important activity not only merely technical or judicial, but mainly social.

Project mission

It is clear, therefore, that in order to reduce incidence ISSTE seeks to overcome the main constraints and to fulfil the main needs that characterize the surface public sector currently: these constraints may be summarized in the total absence of procedures that make human resources involved in the field aware of the operative risks related to delivering the service, procedures that try to stimulate their working excellence, procedures that teach how to intervene in emergency situations, that make drivers anticipate risks, that make trainers obtain new competences and better tools in order to transfer their knowledge to the companies' "new entrees", that

illustrate and disseminate the need for an efficient use of resources, that transfer the importance of learning as the main tool for personal development, that increase technical skills in the prospective of reducing fatalities and injuries, that make human resources internalize the European goals of promoting excellence and increasing the image of Transport throughout the world.

In addition, ISSTE methodologies will be transferred across nations and across generations, and this will allow European transport to beneficiate from ISSTE as a whole: this means that other transport companies will be able to implement the innovative procedures facing no constraints, while technological innovations, other main tool that addressed safety and security features, are subordinated to copyrights and brand issues.

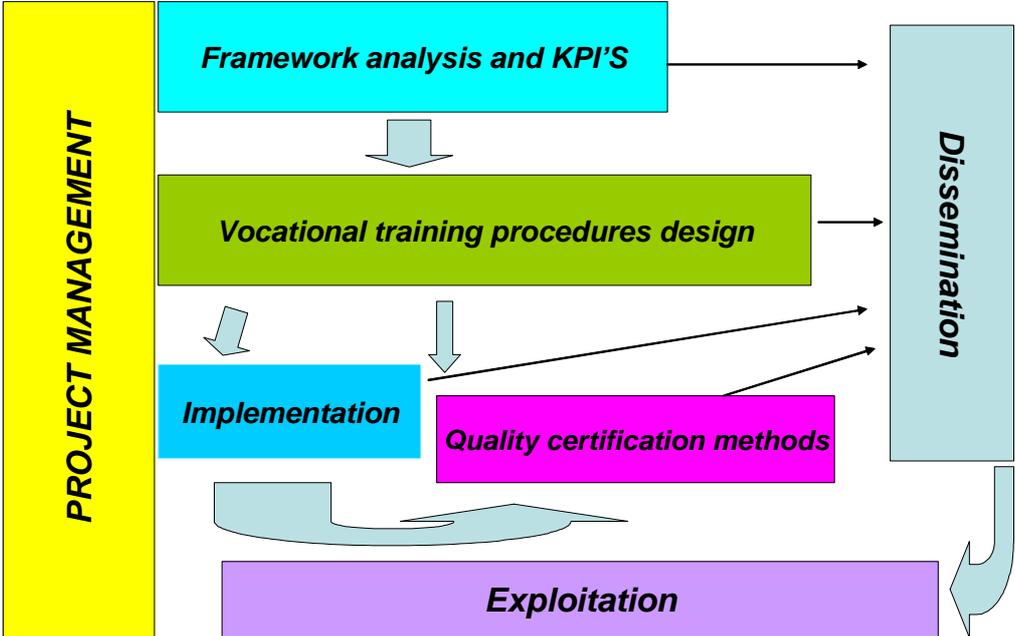
In conclusion, the ISSTE new certification method aims at offering scientific Safety and Security training procedures expressly for public transport companies. The procedures are as flexible as necessary to be adapted to each company’s standard training procedures. Equally, trainees (bus drivers) are the direct beneficiaries of the new certification method. That is to say that trainees are constantly involved in the training activities, in order to exploit at best the full innovative potential of the ISSTE new certification method.

Project Approach

In order to achieve the necessary efficiency and accuracy, the project is divided in the following Work Packages:

- WP1: Project Management
- WP2: Contextual FrameWork Analysis and Key Performance indicators
- WP3: Innovative Vocational and Curricula advancement procedures design
- WP4: New certification of quality methods
- WP5: Quality testing and Implementation
- WP6: Dissemination of results activity
- WP7: Exploitation of results

The graphical flow chart representation as follows.



3. Project Outcomes & Results

It is important to underline that the project duration was recently extended for additional five months, on the basis of a formal contract amendment.

Reasons for the requested change were as follows.

After the appropriate start-up of the project during the first months, with the accomplishment of the envisaged milestones and deliverables, the activities suffered some delays mainly because of a lack of coordination from Trambus, the beneficiary and coordinator of the consortium.

In particular, Trambus experienced an unusual sequence of internal management changing, including the appointment of two succeeding CEOs within 6 months and the leaving of the internal Project Manager in charge of the coordination of the ISSTE Project.

Such a limited coordination provoked the delay in respecting the milestones foreseen in the project plan, even if the activities never stopped entirely.

With the stabilization of Trambus' top management and the appointment of the new Project Coordinator (ritually communicated to the Agency on October 2008) Trambus first and the consortium as a whole certificated the state of the art and planned a new timetable in order to face the delay and to fully accomplish the project mission and goals, as follows:

- WP2: accomplished.
- WP3: accomplished
- WP4 under way, end month: November 2009
- WP5 start month: April 2009; end month: September 2009
- WP6 under way; end month: March 2009
- WP5 under way; end month: March 2009

The requested change has been discussed and approved by all the partners of the consortium.

As a result, at present the Project produced the following outcomes.

WP2: Contextual Framework Analysis and Key Performance indicators.

In this WP2 of the ISSTE project the Partners, leader ASIA Onlus, have analysed several statistical data on various surface transport databases, looking for incidence, cause and typology of accidents on the European roads. A SWOT analysis was designed and implemented, looking for the strengths, weakness, opportunities and threats all over the Member States of the Partners. A Consultation Questionnaire was developed aimed at collecting data from every potential source of interest for the ISSTE Consortium: transport organisations, associations, operators, companies, and institutions.

The quantitative and qualitative data collected were elaborated by using electronic datasheets, studied and reorganised in order to individuate the right innovative key performance system of indexes capable of significantly reduce the data existing in

the surface transport companies into synthetic qualitative and quantitative indicators aimed to facilitate the decisional process for managers, authorities and government.

A system of innovative key performance indexes was developed and the results will be applied in order to quantify and obtain a clearer perspective of the current situation in terms of safety and security in public surface transport in the consortium's context.

The work package's outcomes constitute the input for next WP in order to configure priorities to which address and focus the vocational and curricula developing training activities' research, according to specific and crucial issues for the consortium's referring framework context.

A comparative work has been started and the added value may be found in:

- a) Quantification of the current European level of safety and security,
- b) Innovative key performance indexes,
- c) Quantification and dissemination of the effectiveness of the vocational training procedures and their impact in terms of incrementing safety and security.

Within the WP2, partners carried out a research in order to find the Key Performance Indicators relevant to the transport company in the area, which serves as a basis for the later WPs regarding the situation of public surface transport.

WP3: Innovative Vocational and Curricula advancement procedures design

This Work Package, led by RATB, identified the necessary abilities for drivers and trainers, taking into consideration that the public transport drivers play a fundamental role in ensuring passengers' safety and security.

First of all, a list of job tasks (roles) and job requirements for drivers was set, in order to define the most important issues that could be improved by applying new training procedures.

Two aspects were considered as being very important:

- ensuring passengers' safety is always more important than complying with schedules,
- working environment for drivers, respectively the context within urban public transport drivers work and implement their skills.

After establishing the roles and requirements of this job, essential skills, knowledge and attitudes for drivers were identified. These are elements that have been taken into consideration when the new curriculum has been designed in order to improve the necessary skills for drivers.

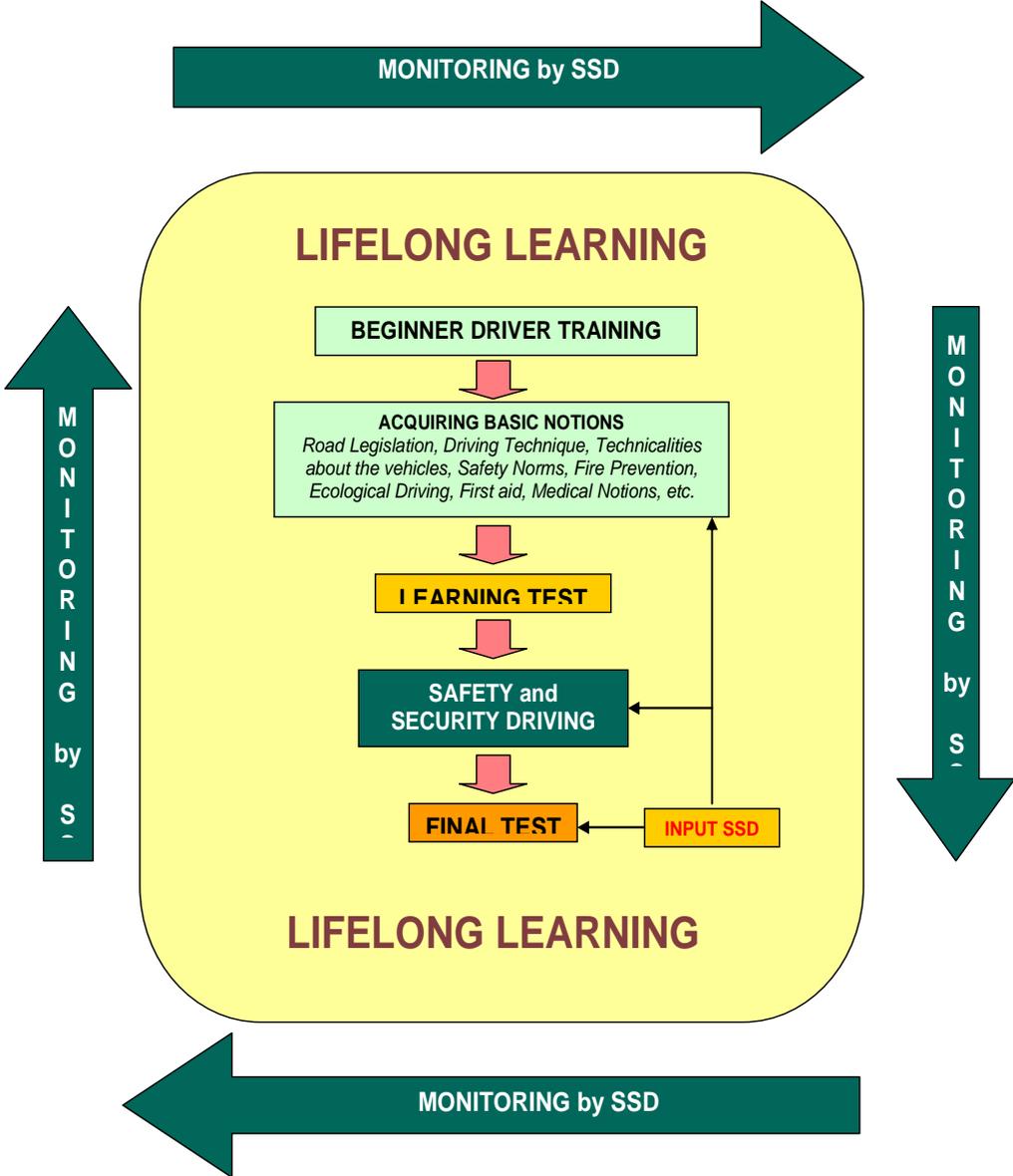
Moreover, the most important knowledge and abilities for trainers were also identified.

In order to draw up innovative curricula, it was designed a Questionnaire, comprising 66 questions. This questionnaire was filled in by all ISSTE partners, in order to collect data from the ISSTE consortium regarding the learning process of the public transport drivers. The questions were aimed to reflect the current status of the public transport drivers learning process within the surface transport companies and to obtain a benchmarking tool on safety and security issues regarding the surface public transport in partner cities / countries. Five main categories of information have been revealed from this questionnaire: (i) national legislative status, (ii) requirements for

training public transport drivers, (iii) content of the actual curriculum used for training urban public transport drivers, (iv) public transport drivers status after finishing the training process, (v) other issues regarding safety and security. The quantitative and qualitative data collected were studied and analysed in order to acquire the best information regarding the actual learning process of the public transport drivers. Based on this information, WP produced the National Report in order to assess the status of public transport training process in ISSTE countries. The National Report provides, by comparison, the methods used in partner countries, without considering that they are the only or the best methods.

The proposed innovative curriculum focused on Safety and Security comprises 6 modules and includes only the elements regarding the specific items that will be assimilated in the training process. This curriculum has the role to improve the driver's skills and performances.

The aims of this training curriculum should be the increasing of the safety and the consciousness while driving a public transport vehicle and to help the adoption of these procedures in case of risk and also to prevent mistakes while driving.



It is compulsory to have a minimum knowledge (on Road Legislation, Technical Knowledge about the vehicles, Safety Norms, Fire Prevention etc.) in order to attend the specific training proposed.

With the objective of satisfying the different training needs of each country, it is suggested 2 ways in which that curriculum should be tested:

1st - One approach can be the implementation of this Safety and Security Training Curriculum separately from the original / basic Driver Training Curricula, at the end of the training period, after testing the driver (learning test) in order to be sure that he/she has acquired the minimum knowledge's and abilities compulsory for the public transport drivers.

2nd - The other approach can be the implementation of this Safety and Security Training Curriculum within the Driver Training Curricula, integrating the elements of the S&S Training Curriculum to the basic training.

The number of hours for each module of the Safety and Security Training Curriculum are suggested (in brackets) and not imposed. This number of hours will be at the training department's choice, according to their needs, trainees' level of knowledge and abilities, the feedback of the SSD departments, etc.

After finishing the 6th modules of the Safety and Security Driving Training, these modules containing only those elements considered being very important for a future safety driving in the public transport service, a final test will be performed.

This final test should supply continuous inputs to the basic training and also for updating the Safety and Security Training Curriculum. Based on these inputs, the training department could choose to integrate the elements considered delicate to the safety and security in the basic/ usual curricula of the public transport drivers, updating continuously the curricula.

A Safety and Security Department (SSD) within the Public Transport Company could also supply inputs for training planning by normative updating, traffic incidents statistics and specific thematic research (Stress, Ecological Driving, Traffic Incidents etc.). By this way the training on Safety and Security becomes more focused and effective.

WP4: New certification of quality methods

The main goal of the project in WP4 is to improve safety and security by employing a good strategy for drivers' instruction and certification methodologies.

While the new technologies and equipment has improved and helped the drivers in performing their tasks on the road, the knowledge is the key factor that is needed for getting higher performances in traffic behaviour. The public transport drivers have much more responsibilities and stresses in traffic:

- they carry a large number of persons;
- their vehicle is usually harder to manoeuvre and has a bigger inertial behaviour;

- the dimensions of the vehicle are larger than main of the other traffic vehicles, sharing the same carriageway;
- the driver has to face several challenges: to carefully monitor the passengers in stations and/or in the vehicle, while driving;
- the driver must deal with different emergency situations etc.
- Therefore, they have to learn more about the behaviour in traffic and in the relationship with the passengers. From the point of view of the trainers of these drivers, there are several risk factors in the public transport:
 - Traffic congestion due to private vehicles and absence of own paths, signal prioritisation – how do you deal with them, when driving a big bus in the city?;
 - Extensive demand for public transport in peak hours or special events – how do you deal with public and travellers?;
 - Traffic incidents and accidents involving public transport vehicles – which are the most appropriate and first measures to undertake in such cases? How does the onboard equipment of a PTV1 help?;
 - Social incidents [aggressions, people (including drivers) behaviour, terrorist actions] – Which are the best behavioural procedures, which are the authorities that are to be involved?;
 - PTVs, infrastructure, operation etc. failures: to deal with modern technology; The low integration level of new emerging technologies has to be raised (Centralised Public Transport Management, traffic detection and pre-emption, security systems etc.);
 - Quality of service given to public – how can it be assessed and certified?;
 - The low level of education for the drivers, in terms of using the advantages of new technologies for transport improvement, network operation, behaviour in case of incidents etc.). – must be also improved etc.

These risk factors are milestones of curricula that must be covered and then examined in terms of behavioural procedures.

Role of leading partner (UPB-CEPETET) in WP4:

- Assess the current status of the transports in terms of certification methods, knowledge, good practices in transports training, education and evaluation of personnel;
- Assess the dimension of the human resources in Romanian surface transport sector and identify new or improved methods for certification and deliverance of good quality in transports;
- Manage the Work Package 4, identify good practices and prepare a report for Romania; compile reports from other partners and disseminate results;

P4 UPB-CEPETET is closely collaborating with RATB, which is the first and biggest public surface transport operator in Romania. All important issues regarding training of the drivers, connections with traffic behavior and special conditions of safety and security are discussed previously with this partner, due to its experience in the field. The expertise of other partners in the ISSTE project is also crucial, in order to find the best solutions, in terms of training, evaluation and certification of public transport staff.

¹ Public Transport Vehicle

Activities in WP4

The main on going activities in this WP are the following:

- evaluation of the existing and applied methodologies for training – seeking for the common issues and particular ones;
- evaluation of the existing and applied standards;
- elaboration of recommendations for harmonizing the existing standards;

In order to gather information regarding the educational / certification and accreditation methodologies, WP4 has elaborated a specific questionnaire, which has been distributed to all partners in the project.

Some of the questionnaires' items developed and analysed in this period are:

- General assessment of the training processes for surface transport companies:
 - Methodologies, criteria, procedures, standards and indicators for quality of education;
 - Methodologies, criteria, procedures, standards and indicators for trainees;
 - Rules for trainers' performances evaluation;
 - Rules for effects in improvement of safety and security of surface public transport evaluation;
 - Education quality assessment;
 - Building a Community Transport Training Network for the surface public transport;

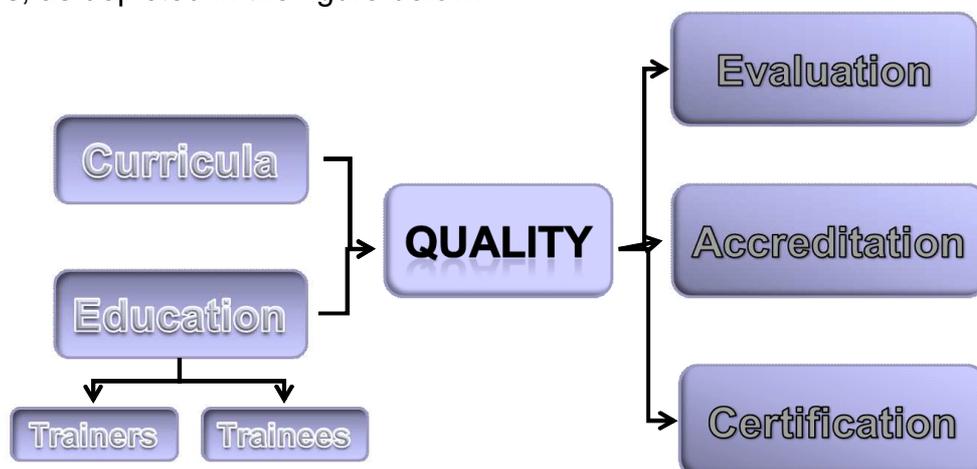
WP4 will analyse the results of the questionnaire responses and will find the best practices in drivers' training certification and quality methods.

Considering the training and the educational process of the PTV drivers as a crucial one, the feedback of this process will be taken into consideration, in terms of certification and quality methodologies.

There is a specific chain that is also to be taken into account, formed of the following actions in the training / certification process:

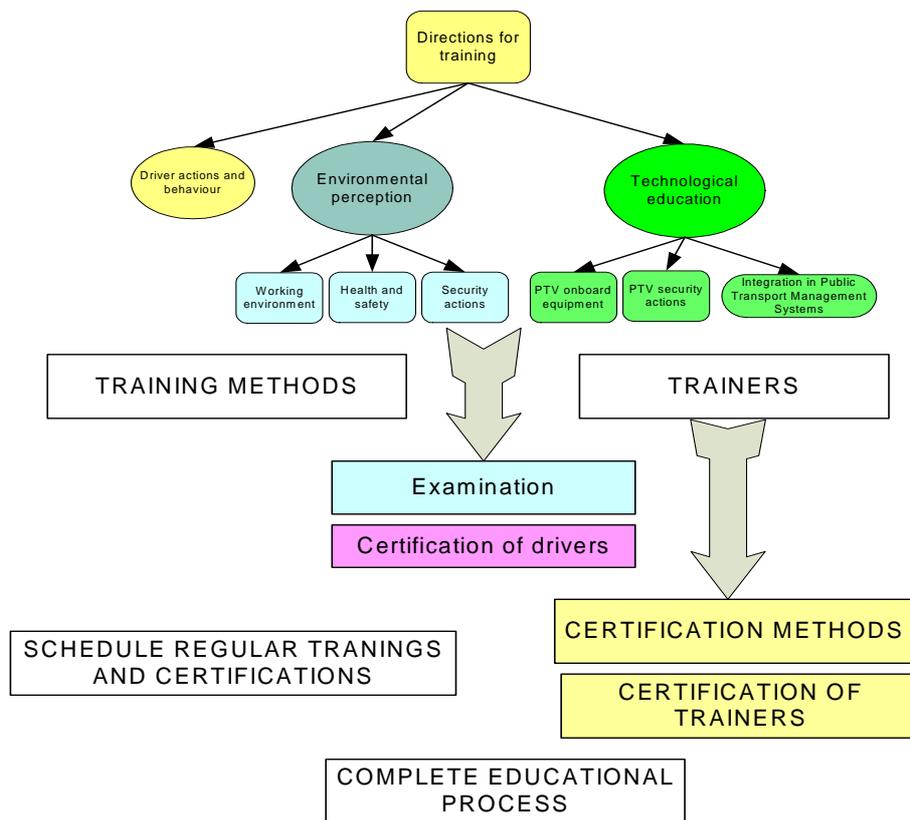
- the evaluation;
- the accreditation;
- the certification.

All of these rotate around the principle of *QUALITY*, which must be the foundation for all of them. But the concept of quality in this context is provided by two sources: curricula and education. Not only the trainees, but also the trainers are part of this process, as depicted in the figure below.



Based on the results obtained from the questionnaire and the research performed by WP4, in cooperation with all partners in the project, it will design a new approach for increasing the role of education in improving safety and security in surface public transport.

The WP4 “New Quality Certification Methods” is very closely dependant on other WPs. This WP is seen in a feedback relationship with Contextual Framework Analysis WP and Innovative Vocational Skills / Curricula Developing Methods Design WP, as depicted in the figure below.



Conclusions – current results

The responses to the questionnaires have been received. The WP partners are now in the process of assessing the information collected and elaboration of the draft report regarding the new certification of quality methods. The WP will also employ models from high-education level (mainly universities) in quality implementation. The quality assurance system for the public transport must also include a quality assurance for the training of the drivers and the certification methods; this quality assurance system should comprise both assessment and remediation methods in a feedback system.

WP5: Quality testing and Implementation

WP5 will start on April 1st 2009. The WP will be lead by Trambus.

The main aim is in testing the set of tests elaborated within the WP4 (proposals). These tests will try to assess, based on methods developed in WP4 and other WPs in the project, the quality of the transport enterprise, in terms of training of drivers. The partner also seeks for methods to perform a continuous evaluation of both the trainers and the trainees. This could improve the general quality of the training process itself. The quality should also manifest in the form and the availability of information for manuals, books and related publications, too.

Operatively speaking, two partners will test the two training options designed in WP3. In particular, Trambus will implement the Safety and Security Training Curriculum separately from the original / basic Driver Training Curricula, at the end of the training period, after testing the driver (learning test). The learning test will be produced within the WP and before the training test.

RATB will implement the Safety and Security Training Curriculum within the Driver Training Curricula, integrating the elements of the S&S Training Curriculum to the basic training.

WP6: Dissemination of results activity

All partners of ISSTE took part in the dissemination activity.

So far we've developed:



- the Logo of the project:
- website of the project www.isste.eu
- brochures of the project as well as a banner

There has been developed a database of suitable beneficiaries of the project results as well as key actors that can provide qualitative feed back on the deliverables.

The project will be directly and widely disseminated in the following countries:

- UK
- Italy
- Romania
- Slovakia
- Bulgaria
- Germany

Partners will assist the WP leader in the dissemination process. All partners have, or are having, a short description of the ISSTE project posted on their websites

The main activities of dissemination will take place as soon as results from the project are available.

Nevertheless, with reference to the ISSTE mission itself and outputs already available, dissemination of this project has already started during meetings with relevant stakeholders such as the local transport company as well as during other projects in which partners are collaborating.

Some dissemination examples.

RATB disseminated the ISSTE project through different actions. The main elements of dissemination through the last period of the project were:

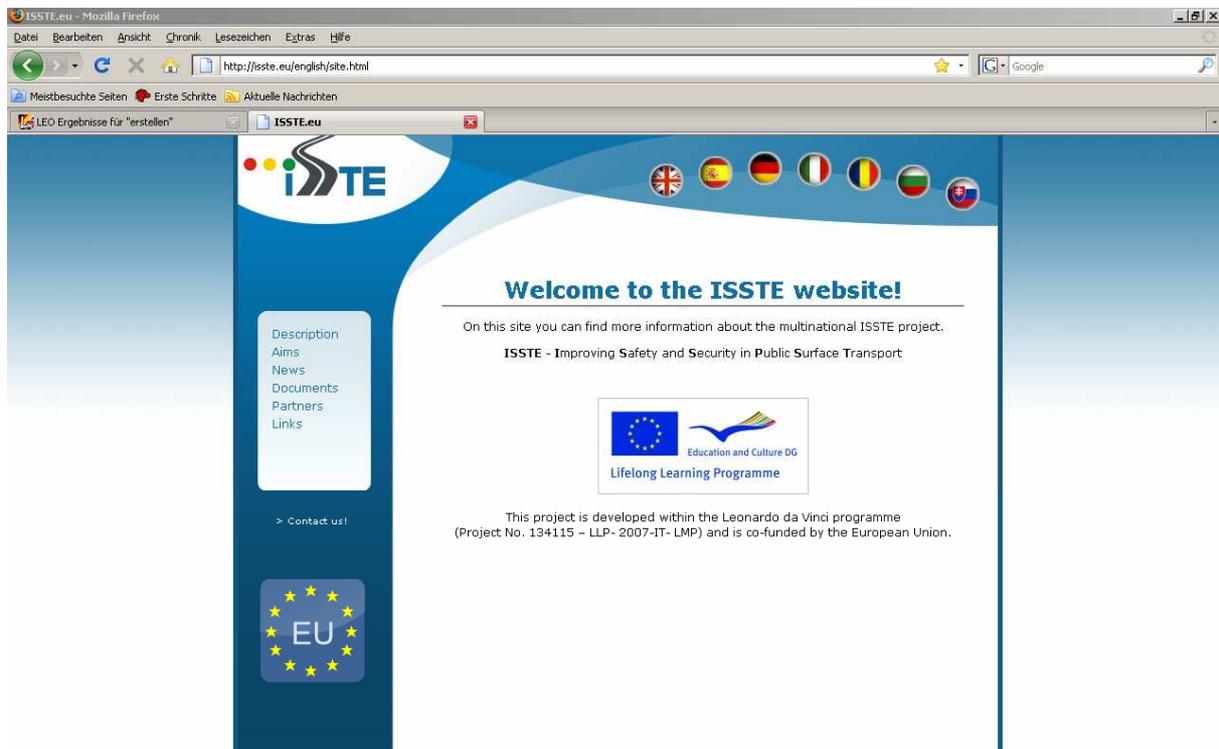
- An ISSTE article in the RATB's newsletter published at the end of January 2008. The RATB's internal newsletter was printed in 350 copies and distributed within RATB departments;
- A series of meeting with the RATB managers, Municipality executives, Traffic Police and other authorities disseminating the project and acquiring useful information;
- Translation in Romanian language of the WP 2 materials chosen by SCA for dissemination purposes;
- On 15.09.2008, RATB attended and disseminated the project at a meeting with urban planning and transport specialists from Bucharest and Berlin;
- Presentation of the ISSTE project at the Romanian Road Safety Forum on 14th October 2008;
- The project banner and leaflets were disseminated at the Spicycles Final Conference organized by RATB, at The Chamber of Commerce and Industry of Romania, in Bucharest, on 19th December 2009. This event was attended by approx. 60 international participants. Spicycles project was financed by the European Commission under the 6th Framework Programme.



ISSTE dissemination at the Spicycles Final Conference

WP7: Exploitation of results

In this WP of the ISSTE-project, leader WBS TRAINING has implemented the essential tool for both national and international exploitation: www.isste.eu.



The project's homepage went online on April, 30th, 2008. In addition, the translated versions of the site are online in each partner's language to assist in their own national dissemination of the results.

Visitors of the site are able to gather information of the project and the project partners. They are able to contact each national project partner as the project site is linked to their company homepages and all contact information is included.

Due to the state of the project, the activity is currently limited to the translation of some abstracts of the WP2 deliverables, in order to upload them to the project's website.

Furthermore, the final reports of WP 2 ("Integrated Report - Framework Analysis on Safety and Security in Public Transport" and "Key Performance Indicators – Measuring Safety and Security in Public Transport" are uploaded in the original full version issued by the leader of WP2. A shorter version of the reports in each project partner's language is also available in the corresponding register "Documents".

Different materials regarding Safety & Security will be printed and used in the partners training process.

The procedures used for improving the curricula will be used in the future, depending on the events' types that will appear in exploitation.

4. Partnerships



TRAMBUS SPA: Public Transport Operator in Rome, ITALY
(Coordinator)



RATB: Public Transport Operator in Bucharest, ROMANIA



WBS Training: German Private Consulting Company,
GERMANY



UNIVERSITY OF BUCHAREST: Transport Department,
ROMANIA



SECOND CHANCE ASSOCIATION: Bulgarian Public Consulting
Company, BULGARIA



ZAS ASSOCIATION: Association of Driving Schools in Slovakia,
SLOVAKIA



ASIA ONLUS: VET Organization ITALY



INICATIVAS PARA LA FORMACION: Spanish Consulting
Company, SPAIN

5. Plans for the Future

Starting from April 2009, WP5 (Quality testing and Implementation) will launch its activities.

The innovative curriculum developed in WP 3 will be implemented and tested in this phase. The innovative key performance indexes developed in WP 2 will be used in order to quantify the results achieved.

The developed curriculum within WP3 will be tested in Trambus and RATB taking into account the internal approved program of training for 2009.

The theoretical training developed during the previous WPs, curricula, procedures and methods, will be assessed in comparison with international standards.

In parallel, the WP4 will carry on some limited activities in order to prepare at best the certification of quality methods to be fully deployed at the end of the WP5.

Partners will diffuse the output already available within seminars, workshops, conferences.

For the future we envisage to translate a significant part of the deliverables and disseminate it through the following channels

- Project website
- Consortium websites
- Brochures
- Newsletters to the database of beneficiaries
- Meetings
- Seminars
- E-mails
- Participation in events
- Etc.

There will be a dissemination of the results from the project, to all those contacts included in the database of partners and those who could be interested in these results, also policy makers and authorities. This will be done via emailing for example, separated by groups such as local and national, and international (collaborating with the responsible partner), as well as by type of activity of the companies / authorities addressed. The website will be completed with all needed documentation and advertised in the communications mentioned above. The leaflet supplied will also be distributed to the relevant partners, along with a Spanish version of it, for the cases of local dissemination. Pictures of local buses as well as local transport company's logo and information will also be included.

Open doors venues will be organized by I.P.F in Spanish, in order to disseminate the project and its products.

Exploitation of results will be pursued at national level by the production of abstracts of the reports and deliverables produced in the ISSTE project translated in all partners' languages.

The results of the ISSTE Project will be communicated to other local public transport operators that will be interested in using the ISSTE outcomes.

The continuing maintenance of the website, e.g. inserting new data and information as the following WP outcomes are available, will be the activities for the next months. As soon as all results are gathered, WBS will be responsible for developing a summarized final project report and for organizing a final concluding conference, which supposedly will be held in March 2010.

6. Contribution to EU policies

The European Commission asserts that indicators of public surface transport have to be related to the economic activities and the European integration².

The competitiveness of the EU economy depends increasingly on the mobility of people, the interdependence of transport infrastructure and on the know how of the labour force.

The Lisbon strategy aims to increase the education levels of people following a life-long learning strategy. Continuing participation in training throughout people's working lives is becoming essential to adapt their competencies to the technological advances. Substantial disparities exist in the education and training of the work force across the EU, at each level of education and in each sector of work.

The work done in the ISSTE follows a methodology aimed to individuate a common set of shared indicators to act on training as a lever to improve safety and security performances of a public transport company without borderlines.

The safety and security in the surface transport tend to overcome the "human error" and assumes the characterisation of a complex theme where a number of different elements have to be integrated and co-ordinated in the ordinary transport process for a "free" mobility of citizens.

Each operator in public surface transport has a knowledge base and a history of successes and failures of safety and security countermeasures that should be shared.

Moreover, the public drivers need to possess, in addition to technical know-how and a natural ability to take decisions in emergency, very strong interpersonal skills. Interdisciplinary work skills are also necessary.

The ISSTE Consortium has devised four composite indicators offering an initial overview of the fields of action to improve the safety and security performances in public surface transport companies in a general context characterised by high levels of interdependence between transport infrastructure, growing sensibility of citizens about sustainability, green technologies, pollution, traffic congestion, stable employment, ergonomic, and others.

A more responding curriculum for safety and security drivers seems emerge and it should be based on technology, focusing both on the use and collaborative design, human behaviour, risk assessment, prevention, and psychology.

New dimensions are opening up for safety and security drivers, but at same time there are increased expectations in terms of the quality of transport performances.

As a result, the project mainly aims to provide its contribution to the White Paper "European transport policy for 2010: time to decide", Brussels, 12/09/2001. COM 2001. In particular, one of the main priorities the EU White Paper: "Managing the effects of transport's globalisation" concerns the educational problems of continuous up-date learning relative to the transport and travelling on the road acting both on the Instructors and Driver-Clients everywhere.

² <http://ec.europa.eu/eurostat>

Beyond this, the innovative curriculum produced by ISSTE Project, will represent a support for a possible European Regulation proposal regarding the training of the public transport drivers. This innovative curriculum is based on the operation experience of two big public transport companies in Europe (RATB and Trambus) and on the know-how of the training institutions / companies engaged in the ISSTE project (SCA, UPB, WBS Training, ZAS Association, ASIA Onlus, Iniciativas para la Formacion).

Ideally the products of this project will be assessed and become part of the European driving system for public transport, although each country in Europe has different training systems and regulations for public transport drivers.

By diminishing the effects of pollution using an eco-driving method assimilated in the training process, the directions regarding the increase of the quality of life from the "Green Paper" will be achieved.

The attractiveness of public transport in European cities will be improved by diminishing the number of traffic accidents through the implementation of this curriculum that aims to enhance the training of the public transport drivers.

We can concluded that, by producing and adopting an innovative curriculum, applicable to the European level, the safety and security of the public transport can be improved, consequently, the attractiveness of public transport will increase, while eliminating the traffic congestions and, last but not least, a healthier lifestyle will be achieved.