

## How to organise a Mobility Centre?

The aim of the open forum is to exchange ideas and discuss relevant topics concerning the implementation of Mobility Centres. Therefore experienced operators and experts will attend and provide assistance. The session will start on the 11<sup>th</sup> of March at 3 PM CET. Just enter the system with your user login and go to the forums. The session will be in English language. The e-TREAM partners will be happy to meet you then.

### What is a Mobility Centre?

A Mobility Centre provides information about transport modes and mobility services in a municipality or region. A Mobility Centre usually provides the following services:

- Distribute mobility information, especially about more sustainable transport modes
- Facilitate the connection of different transport modes (seamless mobility)
- Coordinate different mobility services.



Mobility centres provide their services via personal contact, phone and e-mail. Sometimes a kind of “Virtual Mobility Centre” or “Mobility Portal” is also available on the internet. Some Mobility Centres also provide special services for companies and schools, or they offer services not directly linked to mobility (for example sell event tickets).

### What are the aims of a Mobility Centre?

The aims of a Mobility Centre are:

- Improve the mobility of the citizens
- Promote more sustainable modes of transport (public transport, bike etc.).
- Reduce traffic volume, car usage, pollution and energy consumption.

### Who are the operators of a Mobility Centre?

Most Mobility Centres are run by municipalities, public transport organisations or by partnerships of these two. Municipalities often combine the Mobility Centre with other services for the citizens. Public transport companies run Mobility Centres to offer their customer integrated mobility services for all their activities and of course to promote their products. But also Energy Agencies, environmental or mobility associations or other institutions are sometimes involved or actually run a Mobility Centre.

### Who should be involved to operate a Mobility Centre?

The support of the municipality and the public transport provider is vital for a successful Mobility Centre. But many other institutions can provide valuable input, for example mobility service provider (Car-Sharing, bike and car rental, parking etc.), mobility associations (for example bike and car clubs) or institutions that can disseminate information (press, associations, public authorities etc.).

### What are the experiences with existing Mobility Centres?

Mobility Centres are usually very much appreciated by the customers, even so most questions are concerning public transport and other services are sometimes rarely used. They are a good measure for customer care for public transport and to promote a more sustainable mobility.