

Measure title: **Development of an integrated multimodal traveller information system in Toulouse**

City: **TOULOUSE**

Project: **MOBILIS**

Measure number: **12.3**

A Introduction

Complementarities between services have to be supported by a multimodal information provision towards users. The development of:

- a passenger's information system;
- an integrated Information provision between a P&R offer and ring road traffic information;
- multimodal information provision at the strategic level between the different mobility actors,

help to improve the level and quality of the multimodal information for travellers and users of the public transport network.

A1 Objectives

The measure objectives are to develop integrated information for travellers by the way of three different (but complementary) services:

- **Objective 1** Development of PT information systems – mainly using in-board vocal system & bus stop VMS informing about next buses
- **Objective 2** Development of Integrated Information Scheme between P&R and Urban Highway – using VMS and delivering the state of P&R occupancy ;
- **Objective 3** Development of multimodal information within the SGGD cooperation – using web sites and diverse multimedia means – including private operators' providers (radio – web – telecom ...).

A2 Description

1/ Development of PT information systems

In the next years the alternative and complementary solutions will be highly developed, with a second subway lines and three High-Quality Corridors based upon a TCSP technology (vehicles in their own site, out of the general traffic) on the following roads: RN126 (East of the conurbation) and RN113 (South-East of the conurbation). That offers a lot of sustainable solutions, in combination with P&R, new uses of cars, cycles promotion etc. Consequently, there is an opportunity (and a need) to increase in a very significant way the multi-modal and inter-modal information.

2/ Development of Integrated Information Scheme between P&R and Urban Highway

One of the goals is to promote the P&R services for users arriving in Toulouse by cars on the highways which constitute main entrances in the city, a lot of them managed by the ASF society (Autoroutes du Sud de la France). The basis of the cooperation is already agreed about the use of VMS providing information, on the highway, about the occupancy rate of P&R. in that area innovation is both technological and institutional : ASF is a society quoted on the Stock Exchange, in which about 48 % of the capital is owned by private owners ; such a cooperation for a purpose which has no direct impact on the financial interest of the private shareholders demonstrates a real common

willingness (this part of the measure could not be achieved (see deviations from original plan section).

3/ Development of multimodal information within the SGGD cooperation

Like in many large French agglomerations in the nineties, Toulouse identified the need of an integrated management of mobility. The innovative solution of Toulouse is built on cooperation between the principal mobility actors (having competences for public transport, urban and/ or interurban routes). This partnership was concretized with the creation of an integrated mobility management system (Système de Gestion Globale des Déplacements : SGGD)

With the help of the French national project PREDIM, a Multimodal Information Management Centre, based on the integration of traffic and PT operators information in the same tool, is planned, with :

- a common geographical reference,
- a system allowing the share of exploitation data (Système d'Exploitation de Partage et d'Organisation des Données – SysPEOD),
- an information data provider producing multimodal information which will be managed by TISSEO-SMTC.

Note that the information broadcast would be treated independently from the SGGD. Each member is responsible of this mission.

It's important to note that the work that would be realised within the MOBILIS project is only work not charged within the French PREDIM Program. For instance, the global evaluation tasks are founded in PREDIM and are not described here. However evaluation and other results will be reported, if relevant, for the purpose of MOBILIS tasks.

Description of activities

Development of multimodal information within the SGGD cooperation

Study concepts and for multimodal information management centre and associated information services;

Define comparative business models concerning the relationship between different partners for the information provision to users, including a scenario involving private partners;

Report about evaluation and business plan describing the potential public-private partnership that could be established.

Demonstration activities

1/ Development of PT information systems

To study new concepts of multimodal information services based upon the knowledge of users needs;

To choice the most adapted technical solutions and locations (multimodal connection stations and stop points of the high quality corridors);

To implement and realize the follow-up of the services.

2/ Development of Integrated Information Scheme between P&R and Urban Highway

To define specific information scenario that could be developed, based on the travel time calculation algorithms developed by ASF and the integration of subway travel time to go to the city centre, in order to propose information encouraging the use of P&R.

The rest of the initially planned activities has not been carried out (see explanation in the “deviation from original plan” section).

3/ Development of multimodal information within the SGGD cooperation (*9 person-months*)

To implement, test and assess a specific service provided (at the level of the Mobility Agency – measure 11.3.T) from the viewpoint of:

Pertinence, availability and visibility of the information;

User’s acceptance,

To perform an assessment exercise of business plan scenario;

To report about evaluation and business plan.

The expected results and targets were:

To promote the PT use with the offer of a high level of multimodal information quality;

To promote the use of P&R;

Therefore to reduce the use of private cars in the city;

To intensify the cooperation level between all partners concerned;

Therefore to encourage the awareness about the fact that a sustainable mobility is a shared goal and not a patchwork of isolated initiatives;

Therefore: to enforce the role of SGGD.

B Measure implementation

B1 Innovative aspects

Innovative Aspects:

- New conceptual approach
- Targeting specific user groups
- New policy instrument
- New organisational arrangements

The innovative aspects of the measure are:

- **Innovative aspect 1** – Development of PT information systems

To increase up to a high quantitative and qualitative level the services offered to urban travellers in the scope of real-time information, mainly in the High Quality Corridors and in the inter-modal stations; possible strategies and technical solutions

are rather well known and widespread, but the innovation is the focus put on the integration in the management of a wide PT network.

- **Innovative aspect 2** – Development of Integrated Information Scheme between P&R and Urban Highway

To develop a cooperation between a part government-owned operator of highway (ASF) in order to promote the P&R facilities and inform final users about their occupancy rate.

- **Innovative aspect 3** - Development of multimodal information within the SGGD cooperation

To develop multimodal information within the local initiative: SGGD¹ cooperation in relation with the national French programme concerning the development of Multimodal Information (PREDIM) and to establish relationship with added-value information providers based on the use of the information elaborated by a Multimodal Information Centre

B2 Situation before CIVITAS

Before CIVITAS, it can be considered that the level of information provided to the public transport users was rather low. This is mainly due to the fact that the offer in public transport has been quite low till the recent years (the first line of the metro has opened in 1993 and the second line in 2007, and one tramway line will be inaugurated in 2010).

No specific multimodal information was provided neither on thanks to displaying panels in the metro stations nor on the highway information panels (P&R occupancy).

On the other hand, the mobility stakeholders of Toulouse started to work on the multimodal information by creating the SGGD cooperation at the end of the 90's. The innovative solution which has started to be developed in Toulouse is built on the cooperation of the principal mobility actors (having competences for public transport, urban and/or interurban routes). The SGGD cooperation is considered has the backbone of the further developments to be realized in relation with multimodal information in Toulouse.

B3 Actual implementation of the measure

The measure was implemented in the following stages:

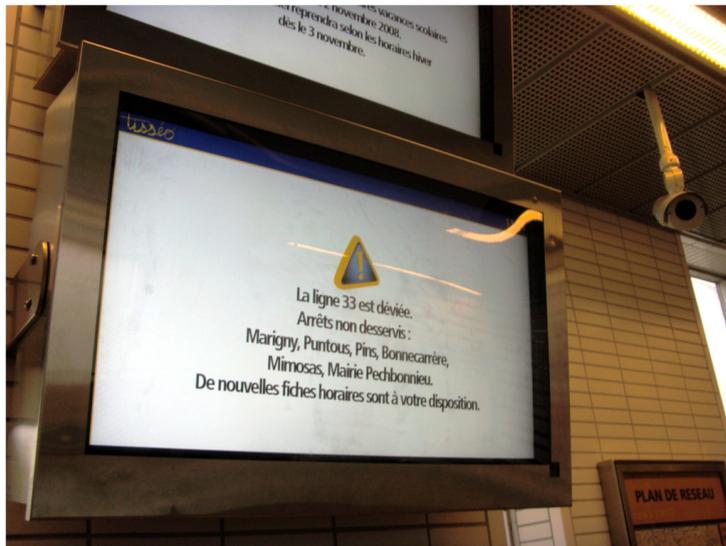
Development of PT information systems:

Stage 1: Implementation plan of the PT information system (*July 2006 – December 2006*) – The Public Transport Authority has defined together with the Public Transport Operator where were the most appropriated place where to implement the PT information systems. It has been defined that such an information system should be installed in all the intermodal nodes of the metro network. As a consequence, it has been decided to wait for the inauguration of the line B of the

¹ SGGD : Système de Gestion Globale des Déplacements is a cooperative structure grouping together the whole stakeholders in charge of the traffic and transports management in order to define and apply common mobility management strategies.

metro (30th of June 2007) for starting the installation of the PT information displaying panels.

Stage 2: Installation of the PT information system (*July 2007 – January 2008*) – The installation of the PT information system has started at the moment when the line B of the metro was inaugurated. All the intermodal metro stations have been equipped with some PT information displaying panels in a 6 months period (the last ones have been installed in January 2008).



Development of Integrated Information Scheme between P&R and Urban Highway

Stage 1: Definition of a strategy for information provision on the highway information panels of the P&R occupancy rate (*December 2005 – October 2007*) – The Public Transport Authority and the Public Transport Operator (Tisséo) have met several times the ASF company (highway operator) in order to determine the feasibility of this sub-measure. ASF has provided Tisséo with the necessary requirements in terms of data provisions but it turned out that Tisséo was not able to manage and determine itself the occupancy of the P&R. As a consequence and due to the difficulty of operation of this issue by the Public Transport Operator, it has been decided to stop this part of the measure and to postpone it to a period which is out of the timeframe of the MOBILIS project.

Development of multimodal information within the SGGD cooperation

Stage 1: Definition of the implementation plan of the SGGD information system (*from January 2006 to July 2006*) – At the beginning of 2006, all the stakeholders who are involved within the SGGD cooperation have confirmed their support for the development of the SGGD information system and they have all together defined an associated implementation plan.

Stage 2: Redaction of a call for tender (*from August 2006 to February 2007*) – As the measure leader, Tisséo-SMTC has been commissioned to redact the call for tender for developing the SGGD information system. The call for tender has been launched in March 2007 and has been attributed to a group of companies in autumn 2007.

Stage 3: Specification of the Multimodal Information System (*from September 2007 to September 2008*) – An important phase of specifications has taken place in

order to take into account all the needs and expectations of the different stakeholders involved in the SGGD cooperation. Specifications have been closed in September 2008.

Stage 4: Installation of the multimodal information server (from January 2009 on)

– The multimodal information server will be installed from January 2009 on and during the first half of 2009.

B4 Deviations from the original plan

This measure is composed of 3 independent sub-parts, and after the mid-term review it has been decided at the local level to postpone (and realise out of the timeframe of MOBILIS) the 2nd sub-part related to the integrated information between P&R and urban highways. Even if some works have already started through the cooperation with ASF (Autoroute du Sud de la France), the justification of this decision is linked to the P&R exploitation problems encountered by the PT operators and the fact that this problem needs to be solved before going forward on this sub-measure. Indeed, at this moment, the reliability of the P&R occupancy rate is not accurate.

B5 Inter-relationships with other measures

The measure is related to other measures as follows:

No.	Measure title	Relation
6.4.T	High-quality bus corridors in Toulouse and development of PT segregated and secured lanes in the city centre.	There would be no sense to develop a high quality level of multimodal information if PT infrastructure does not offer attractive services.
7.1.T	Innovative multimodal PT contracts, services and electronic ticketing in Toulouse.	Multimodal information would not be sufficient if the users have not at their disposal a flexible and practical solution for the payment of the PT services. Moreover there is a strong link between the 2 measures relying on the cooperation of the Highway and PT managers.
8.3.T	Improving the accessibility of PT services in Toulouse.	There is a social need to extent the potential target of information services to users who, because of mobility restrictions, or because of their location in low deserved areas, have specific difficulties for PT services use.
9.1.T & 9.2.T	Promotion of car-pooling and integration with PT services in Toulouse. Implementation of a new car-sharing service linked to PT services in Toulouse.	A correct multimodal information is a pre-requisite for the improvement of new use of private cars in a sustainable way.
11.3.T	Set-up of a mobility agency and customised services in Toulouse	The tool that would be developed at the level of the Mobility Agency will partly be fed by the SGGD multimodal information centre.
12.1.T & 12.2.T	Demonstration of EGNOS/Galileo services use for the PT control and information system in Toulouse. Implementation of bus priority scheme in Toulouse.	There is a direct link between the AVL system that would be used at the level of the Toulouse PT network and the PT information system.

C Evaluation – methodology and results

C1 Measurement methodology

It is advisable to specify that only the «PT information system» section has been subject to impact evaluation as part of this measure.

The part relating to SGGD (*overall trips management system*) multimodal information could not be treated for impact evaluation, given that these impacts will only be measurable when the system has been implemented (from January 2009). In the same way it has not been possible to carry out impact evaluation regarding the «Integrated Information Scheme between P&R and Urban Highway» section because this part of the measure was not able to come to anything during the MOBILIS project.

Evaluation of the «PT information system» section was carried out on the basis of a survey performed among Metro users who had the opportunity to express an opinion about the installation of passenger information panels in connecting stations.

This survey and its analysis were carried out in partnership with the BVA survey institute. The purpose of this survey was to:

- find out the use and perception of information panels for network customers,
- identify their needs and expectations in terms of the information on these panels.

The survey was carried out in two stages:

- A quantitative phase:

A survey was conducted at several Metro stations on lines A + B, with targets aged 15 years or more, using the Metro and making a connection with a Tisséo bus during their journeys.

- A qualitative phase:

Two meetings with groups of 4 or 5 participants, lasting two hours, organised on 11 and 13 August, with network customers that had responded to the quantitative survey:

Participants were recruited based on the following 4 profiles:

- . Profile 1: had not noticed the panels and said they needed information,
- . Profile 2: were not happy with the current locations of the panels,
- . Profile 3: always or nearly always use the panels,
- . Profile 4: occasionally look at the panels, because they are not appropriate to their needs, ... and being careful to ensure a balanced distribution in terms of age, sex and socio-professional group.

C1.1 Impacts and Indicators

Table of Indicators.

No.	Impact	Indicator
1	Transport & Society	General appraisal of the quality of the PT information
2	Transport & Society	Assessment of the different sources of PT information
3	Transport & Society	Assessment of the functioning of the PT information system (SAI)

Detailed description of the indicator methodologies:

- **Indicator 1** (*Quality of the PT information*) – This indicator shows the feelings of people questioned during the survey towards the quality of information provided by Tisséo on its network.
- **Indicator 2** (*Assessment of the different sources of PT information*) – This indicator qualifies the different sources of passenger information available on the Tisséo network.
- **Indicator 3** (*Assessment of the functioning of the PT information system (SAI)*) – This indicator shows the perception of the SAI system (*PT information system*) by the people questioned.

It is advisable to indicate that the results are presented qualitatively and that there is no quantitative and statistical approach to this assessment.

C1.2 Establishing a baseline

Development of the PT information system is part of providing widespread passenger information across the Tisséo public transport network. Before MOBILIS, only two Metro stations were equipped with passenger information panels showing bus connections.

So it must be underlined that the level of information about bus connections in the Metro was relatively poor and that one of the objectives of MOBILIS is to install passenger information systems throughout its network.

Information is available firstly through implementation of the PT information system, then by means of the multimodal information centre and finally the development of passenger information with the future AVL.

C1.3 Building the business-as-usual scenario

It is important to highlight that the principal progress made in terms of passenger information as part of MOBILIS concern above all the development of the multimodal information centre that will come into operation in January 2009. Coming out of the close cooperation achieved with the other members of the SGGD partnership, this multimodal information centre will be the central pillar of the passenger information system implemented across the Tisséo public transport network.

C2 Measure results

The results are presented under sub headings corresponding to the areas used for indicators – economy, energy, environment, society and transport.

C2.1 Economy

Not relevant

C2.2 Energy

Not relevant

C2.3 Environment

Not relevant

C2.4 & C2.5 Transport & Society

Quality of the PT information

- Satisfactory information:

All the participants considered the information provided by TISSÉO effective:

«The timetables are still accessible, you have the route and the itinerary, there are spoken announcements in the train; connections are marked, it's practical; there are maps over the Metro doors, inside the train.»

- With a special mention for a rather well designed Internet site:

For those who use it, the site appears complete and easy to use: *the appearance and browsing are easy; it's fast and you get the information you want*. Even if one person found the PDF format isn't ideal for everyone and another sometimes had problems with inputs into the search engine: *if I type the name of the stop I don't get the bus routes going past it*.

- And no specific opinion about SAI, simply grouped with the others.

- Unclear or inadequate messages when there's a problem:

A single criticism emerged: as soon as a problem occurs, *«there's no information; speaker information isn't enough; there's a bus panel but it's not very clear.»*

Clearly, in these cases, customers had difficulty finding the information they wanted quickly:

- On connections to take in such a situation:

When there's a breakdown, it's the pits, you get off but you never really know too much; connections aren't obvious; when you have to leave the station, that's the question; you're lost, you don't know which bus to take because you're used to the Metro, so you don't know how or where to go.

- On the wait to be endured:

During breakdowns, you don't know the waiting time, you don't know how long you'll have to wait, and you can't warn someone how long you'll be delayed.

- And on route changes:

I recently took a bus on the Montaudran area, there was a detour, I got on the bus and thought I'd got on the wrong one, I wasn't told about it.

Conclusion: In principle Tisséo appears competent in terms of information except in critical cases where it could be appropriate to be even more so in order to reassure and support customers disrupted in such a situation.

Assessment of the different sources of PT information

There is no common behaviour when it comes to using this or that source of information. Each person uses them according to the type and context of their trip (regular or not), urgency of their needs and their culture.

- Two systems were quite regularly used:

- Internet site: regularly by people familiar with the web

Regular Internet users easily found their way to the TISSÉO site to get the information they wanted: *«I download PDF files to see the buses and their connections; I look for the route on*

the Internet, it's much easier; when I'm looking for a timetable, I give the starting point and destination and I get the bus I can take for this trip.»

- Paper sheets: A feeling of security for most people

All profiles mixed together, people often still use the traditional timetable sheets, to which they are long accustomed: *«The paper sheets work for us; I get the sheets at Place du Capitole; the leaflets you find everywhere; I use the timetable sheets every time I take the bus.»*

- A fairly mixed use of the other systems including SAI:

Beyond the Internet site and the sheets, the other systems are known and used in very different ways: *«I use the panels for the bus timetables; I look at the screen; I use the post; »*

Conclusion: Most of the time, participants make trips that are familiar to them. When making a trip, signs essentially help them, step by step, almost without thinking, to confirm a timetable or a direction.

Assessment of the functioning of the PT information system (SAI)

- A degree of mixed apprehension, as for the other systems:

Over the two meetings, posts and screens did not turn out to be familiar for everyone.

- One (female) daily user of PT absolutely never saw the screens but always used the posts.
- Three participants, also intensive users of both means of transport, had never paid attention to the posts on the bus platforms.
- Others know these two sources of information but use them to different degrees.

- A degree of mixed apprehension, as for the other systems:

Whether known or not, SAI seems to appeal in its method of conveying information: *«It's really great at Argoulets, when you've missed your bus you know that the next one is at such and such a time, you know when it's leaving because it flashes; at bus stops, when you come out of the station, you see it too, it's good; I've not seen it but it's good.»*

- Identification of performance gaps in SAI:

- A unanimous criticism: SAI is not everywhere: in so far as they consider it useful, everyone deplored the fact that SAI was not present everywhere.
- And installation criteria that pose questions.
- A certain lack of readability of the screens because of the small display size, too much useless information, too much empty space, information structure that is difficult to grasp, to see a barely visible display of the current time.
- Debatable positioning: the location of screens is not optimum for everyone: too high for some, not highlighted enough for others... but some were happy with them.

Conclusion: In its current state SAI is:

- An information system suited to the context and potentially effective;
- But people haven't really taken to it;
- Because, only available in stations so the common point is not perceived, it isn't used as a matter of course;
- And the screens fall down in terms of readability even accessibility of information.

C3 Achievement of quantifiable targets

No.	Target	Rating
1	To enforce the role of the SGGD partnership	□□
2	To develop the traveller information at the level of the public transport network	□
NA = Not Assessed 0 = Not achieved □ = Partially achieved □□ = Achieved in full □□□ = Exceeded		

C4 Up-scaling of results

Up scaling must be considered in several ways as part of this measure.

First of all and considering the SAI system, it is advisable to indicate that the survey brought out the need to spread the SAI system throughout the Metro network.

In regard to the P&R connecting information on the information panels at the ring road, it is advisable to resume the collaboration with ASF as soon as the operating problem for the relay parks has been sorted out, in order firstly to implement an experiment and secondly to consider its use with the rest of the information panels on the ring road located close to relay parks.

Finally and in relation to the third section of this measure, namely the development of the multimodal information centre through the SGGD cooperation, it is advisable to indicate that this multimodal information centre is intended to cover the entire network of public transport in Toulouse; the question of up scaling isn't relevant here.

C5 Appraisal of evaluation approach

The study was carried out in August, so in a context in which most network customers, especially those making connections, were used to it.

As much in the quantitative phase as in the qualitative phase, it was not possible to questions «new customers» discovering Toulouse's transport connection system. So this target was not really considered in the analysis.

On the other hand the survey results do not provide figures that could have been interesting to analyse. Nonetheless this survey brought out qualitative and precise characteristics and improvements that should be considered for the SAI system.

Finally, it should be noted that the assessment of two other sub-measures could not be carried out for the reasons given previously and that the assessment therefore proved to be simplistic in relation to all the activities that could have been carried out as part of this measure.

C6 Summary of evaluation results

The key results are as follows:

- **Key result 1** – Strengthening of the SGGD collaboration and starting the multimodal information centre from January 2009. This multimodal information centre will then be considered as the central pillar of the passenger information system for the Toulouse public transport network.

- **Key result 2** – Assessment of the implemented *Information Help System (SAI)*: consideration of potential improvements and customer expectations for possibly spreading it across the public transport network and improving its operation.
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D Lessons learned

D1 Barriers and drivers

D1.1 Barriers

Development of Integrated Information Scheme between P&R and Urban Highway:

- **Barrier 1** – Even if some works have already with cooperation of ASF (Autoroutes du Sud de la France), the justification of the decision to abandon the measure within the MOBILIS project is linked to the P&R exploitation problems encountered by the PT operator and the fact that this problem need to be solved before going further on this sub-measure. Indeed, at this moment, the reliability of the P&R occupancy rate is not correct, though it was the information to be used.

Development of multimodal information within the SGGD cooperation:

- **Barrier 1** – The delay which has taken place in the measure seems to be caused by difficult processes of cooperation between the different stakeholders involved in the SGGD cooperation.
- **Barrier 2** – A partnership like the SGGD consists of many different organizations with a very different perspective on transport and mobility. The concept of multimodal information instead of monomodal information is rather new and some of the organizations do not see the need for multimodal information and have prioritized the project.

D1.2 Drivers

Development of PT information systems:

- **Driver 1** – The identified need at the highest political level of a better passenger information provision.

D2 Participation of stakeholders

Development of PT information systems:

Not relevant

Development of Integrated Information Scheme between P&R and Urban Highway:

- **Stakeholders** – The highway operator ASF (which a MOBILIS third party partner) has showed a strong interest on the sub-measure but the problems of operation of the P&R was too strong to go further in the development of this project.

Development of multimodal information within the SGGD cooperation:

- **Stakeholders** – The stakeholders who are involved within the SGGD cooperation are the following : the State, the Region Midi-Pyrénées, the County Council of Haute-Garonne, the Greater Toulouse Authority, the City of Toulouse, the SICOVAL (local authority covering several municipalities in the south-eastern part of the conurbation of Toulouse), RFF (national company in charge of managing the railway infrastructures), SNCF (national railway operator), AUAT (local territory planning agency) and Tisséo (Public Transport Authority and Operator). Having such a long list of stakeholders involved in this cooperation requires a strong coordination of each stakeholder's competences and visions for the development of an integrated multimodal information.

D3 Recommendations

Development of PT information systems:

- **Recommendation 1** – A public transport network without a sufficient information provision is almost like a network that does not exist. A performing information provision improves considerably the quality and attractiveness of the public transport.

Development of multimodal information within the SGGD cooperation:

- **Recommendation 1** – A customer is reasoning from A to B. They need integrated information, or approaching a high level of integration, in order to be able to make the trip in a multimodal manner with sustainable transport modes.
- **Recommendation 2** – Such a complex partnership can only reach its aim when people accept to work together and to go over their own company's interests.

D4 Future activities relating to the measure

Development of PT information systems

PT information systems have been installed in the different intermodal nodes of the metro network. The equipment of the PT network with some PT traveller information system is being done in the frame of the current realization of the Traveller Information Master Plan.

The coming issue is the integration of the traveller information strategy within the definition of the future AVL system. The AVL system will be integrated first at the level of the tramway line (with the associated traveller information systems) at the end of 2010 and it is foreseen to

deploy the AVL system (and associated traveller information functionalities) to the rest of the public transport network during the year 2011.

Development of Integrated Information Scheme between P&R and Urban Highway

This part of the measure could not be carried out during the MOBILIS timeframe. This was due to the fact that Tisséo was not able to manage and determine itself the occupancy of the P&R systems. As a consequence and due to the difficulty of operation of this issue by the Public Transport Operator, it has been decided to stop / postpone the implementation of this sub measure during the MOBILIS lifetime.

Nevertheless, Tisséo is still finding some interest in this project which will be implemented as soon as the public transport operator will put a higher priority on it.

Development of multimodal information within the SGGD cooperation

The continuation of this sub measure will be realized as initially foreseen in the frame of the CIVITAS MOBILIS description of work. As this sub measure has been delayed with regards to the initial planning, implementation activities will continue during the year 2009 in order to have the multimodal information central system ready as initially foreseen.

E Transferability analysis

The development of a necessary close cooperation is the most difficult part of the measure. This is mainly due to the different nature of the participating actors:

- Private and public partners,
- Different level of partners, local, regional and national;
- Partners of a different “political family”;
- Partners with each different and a different level of interests for multi-modal information.

Several private partners have information that they exploit commercially. It needs to be clearly defined which information can and how will be shared, and what they get for it in return.

Several public partners have different objectives and are in other stages of development of their own information systems.

Sharing of information means also providing an insight in its own management and collection of information, in certain cases this sharing might prove that the shared information is of poor quality or badly managed. This might provoke a lack of wiliness to share information.

The measure is considered as an excellent learning practice for practitioners that want to set up a shared multimodal information service with multiple stakeholders. However the exact transfer to other European, even French, cities is considered possible on a limited scale. The constitution of the authorities and their different competences differs per conurbation. A transfer of the concept can take place.