CIVITAS
Sustainable and smart mobility for all
2030

CityConsult: SUMP-PLUS Service Delivery Options

THE CIVITAS INITIATIVE
IS CO-FUNDED BY
THE EUROPEAN UNION

Cross sector links and service delivery options

Cross-sector ‘Links’ go beyond just supporting transport policy measures, to ensure that the measures implemented to deliver business service delivery models consider the implications of those decisions for the transport sector. For example, when considering, say, the location of a new hospital or shopping centre, by taking into account the consequences of that locational decision for traffic congestion, air pollution, physical activity, etc.

While, historically, most sectors would have regarded such consequences as externalities that lay outside their areas of interest or responsibility, growing commitments to achieving net zero carbon are encouraging many companies and organisations to take transport carbon emissions into account in their forward planning, when they adopt ‘Scope 3’ carbon accounting.

Direction of impact	Type of impact	Examples of impacts
Transport → Sector =>SUMP-PLUS PARTNERSHIPS	**A**: Vehicle-related impacts	Traffic accidents Air quality Noise levels CO_2 emissions Congestion & Delays
	B: Mobility- and access-related impacts	Provision for walking, cycling and public transport Access to sector facilities
Sector → Transport => SUMP-PLUS LINKS	**C**: Impacts of decision-making regarding facility locations and service/business delivery models (freight and passenger)	Number of trips to sector facilities Trip lengths to sector facilities Scope to walk, cycle or use public transport

THE CIVITAS INITIATIVE IS CO-FUNDED BY THE EUROPEAN UNION

Service Delivery Option Table

This table shows four general ways in which public and private sector organisations can provide their goods and services to their customers, at fixed or mobile sites, or to or within homes.

Use this simple table to explore new service delivery models that help to reduce travel, and thereby carbon and other negative externalities.

Form of delivery	Details	Consequences
Fixed Physical Facilities	Trade-offs: Numbers vs Size	Varying size of catchment areas (trip lengths) and modal options
Mobile	Neighbourhood provision	Access on foot, but limited temporal availability
Provision to people's homes	Goods deliveries	Ordered by occupier or professional agency
	Personal services	Providing forms of care
Provision in-home	Physically	Purchase of equipment
	Digitally	Internet + receiver

THE CIVITAS INITIATIVE
IS CO-FUNDED BY
THE EUROPEAN UNION

Case Study: Health

Successful measures to reduce the need to travel while accessing healthcare are linked directly to health sector strategies that deliver patient care pathways, etc.

These include measures to: Reduce the volume of personal travel from home, by: substituting physical meetings with on-line consultations; providing services within the home; making prescription deliveries to homes, to replace visits to pharmacies; and provide at-home visits. Shorten health-related trips through the localisation of some types of health facilities.

Use this table to discuss with Health colleagues within a City Integrator.

Accessibility and mobility framework		Transport benefit	Interventions (examples included)	Impacts		
			Type	Customers/ patients/ visitors	Staff	Logistics
LINKS	'AVOID' travel	1. Reduced volume of travel	Internet communication	NHS Direct Remote consultations		
			In-home service provision	Dialysis machines		Home delivery
			Home deliveries	Prescriptions		Home delivery
			Health-related visits to homes	District nurses		
		2. Shorter health-related trips	Localisation of health facilities	District health centres		Local deliveries

THE CIVITAS INITIATIVE IS CO-FUNDED BY THE EUROPEAN UNION

Case Study: Education

In Europe, most education services are provided by the public sector. In principle, this gives the education sector a similar degree of flexibility as in the health sector, to adopt policy measures that 'Avoid' the need for travel. However, in practice the options may be far more limited compared to the healthcare sector, due to the fact that face-to-face interaction is recognised as centrally important to primary and secondary and tertiary education.

Accessibility and mobility framework		Transport Benefit	Type of Intervention	Examples
LINKS	'AVOID' Travel	1. Reduced volume of personal travel	Education-related visits to pupils' homes	Personal tutors
			Internet communication	Remote teaching
		2. Shorter education-related Trips	Localisation of education facilities	Smaller sized schools
		3. Less congested or crowded trips	Re-timing of school activities	Later start to the school day

Consider using the table to discuss possibilities to reduce the need to travel, with education colleagues. Pay attention to the location of schools and introduce inter-municipal collaboration as a key factor when running a Education City Integrator.

THE CIVITAS INITIATIVE IS CO-FUNDED BY THE EUROPEAN UNION

Case Study: Tourism

In contrast to the other sectors, the breadth of organisations involved is much more diverse (from public authorities to charities and the private sector), with a wide range of independent actors. In terms of travel, there are two distinct parts: the (longer distance) journey between home and the attraction and local travel in the vicinity of the attraction, particularly when people stay overnight. Compared with other sectors, there appears to be very limited scope to introduce tourism policies that avoid the need to travel.

Expand the discussion to include modal shift, and consider including public transport operators alongside tourist operators in your Tourism City Integrator. Use the Options Table to encourage creative thinking.

Accessibility and mobility framework		Transport Benefit	Type of Intervention	Examples
LINKS	**'AVOID'** Travel	1. Reduced volume of personal travel	Internet communication	Online tours of museums and tourist sites
		2. Shorter tourism-related trips	Encouragement to visit more local tourist facilities	Advertising campaigns; 'sustainable tourism' concept
			Co-location/clustering of tourism-related facilities	Spatial planning and proactive tourism management
		3. Less congested or crowded trips	Encouraging temporal dispersion of visitors throughout the year	Tourism concepts and/or visitor incentives encouraging travel in off-peak season

THE CIVITAS INITIATIVE IS CO-FUNDED BY THE EUROPEAN UNION