



**Innovative design and operation of new or upgraded
efficient urban transport interchanges [Theme: SST.2012.3.1-2.]**

City-HUB Project



**City-HUB Fact Sheet N° 8:
The City-HUB validation case studies: An
overview**

The City-HUB project has utilised two sets of case studies as part of the work. At an early stage of the project a set of five pilot case studies was used to assess good and bad practices and improvement potential in urban interchanges. The lessons learnt from these case studies served as input to the remaining work in the project.

After a draft version of the City-HUB model was established, six validation case studies were used to test the model for specific interchanges across Europe. The validation case study interchanges were:

- Gare Lille Flanders/Europe (France)
- Utrecht Centraal (Netherlands)
- Oslo bus terminal Vaterland (Norway)
- Paseo de Gracia, Barcelona (Spain)
- Prague terminus, Dejvicka (Czech Republic)
- Intermodal terminal of Miskolc (Hungary)

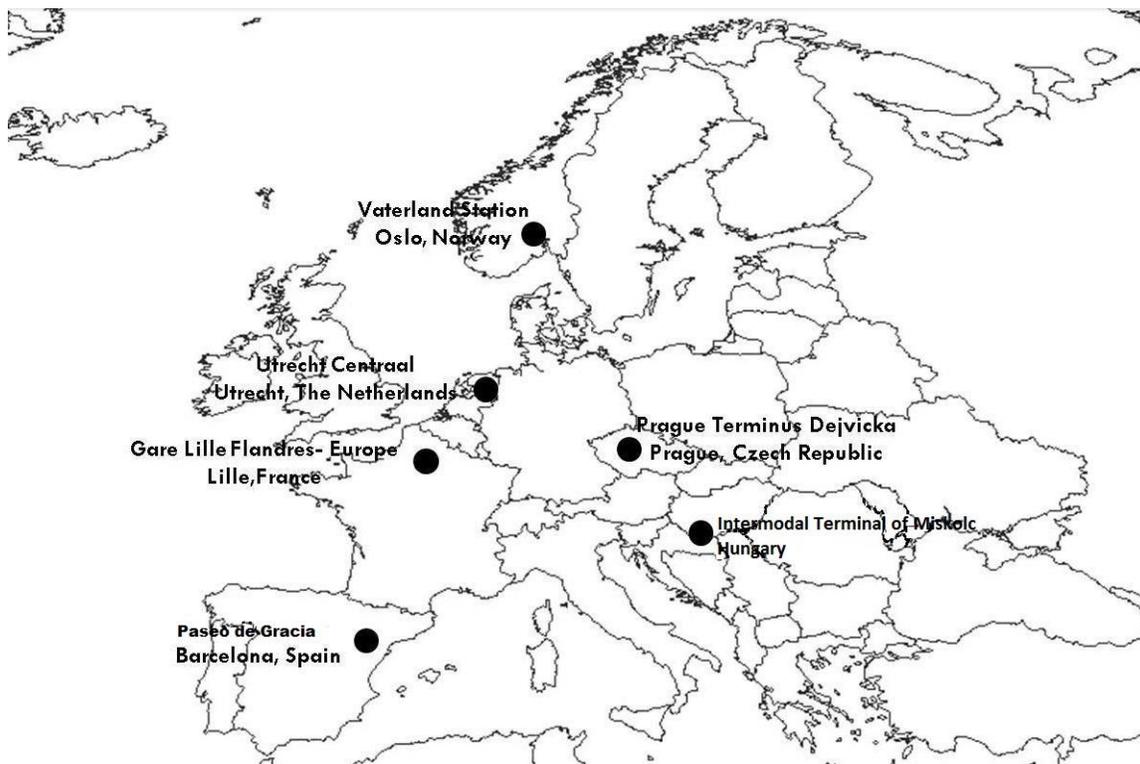


Figure 1: Validation case studies of the City-HUB model

The Validation Case Studies have been used to assess good and bad practices and to identify potential improvement for developing a successful interchange. From some of the validation case studies it could also be understood that the model was assumed to be more useful for larger than for smaller interchanges. For instance, the more modes involved, the more stakeholders, and the stronger need to have a holistic model as City-HUB. Likewise, the more passengers, the more need to separate passenger flows, offer relevant services, etc.

The City-HUB validation cases studies tested the draft City-HUB model in six real-life contexts across Europe. The basis for the validation cases was a version of the City-HUB model that resulted from Deliverable 5.1 and was further improved based on a project meeting and workshop with external experts in Thessaloniki in October 2014.

The model was supported by a checklist covering a broad spectrum of interchange qualities, covering different categories varying from management and ownerships issues to key interchange properties that are important for travellers. In the validation cases the following steps were performed:

- Assessment of interchange status by use of the checklists (collaboration between practitioners and researchers)
- Then, the responsible case study partner needed to propose solutions based on project findings and assess the feasibility of the proposed solutions.
- The next stage consisted of interviews with relevant stakeholders. The main stakeholders were defined to be operators, interchange managers, transport authorities and business. The questions were related to whether the City-HUB model would have any expected benefits and whether the model and the checklist needed any adjustments.
- The findings from the interviews, the checklist and the analysis, constituted a broad empirical material that was used to validate the City-HUB model and receive feedback on necessary improvements.

For all validation cases the interviewees have expressed an interest in the City-HUB model and have stressed the need for such a model. The variety of cases studies and types of actors consulted reveals, however, that there may be different needs, and all of these cannot be satisfied with one model.

The checklist that was used to assess interchange properties is particularly appropriate for evaluation of existing interchanges to identify room for improvement. For new interchanges the checklist is rather an indication of which elements should be considered in the planning.

Feedback from the case study interviews also related to the discussion between different stakeholders and the need to define clear roles and responsibilities. The degree of stakeholder complexity and the roles allocated to each stakeholder varies between countries and regions, between ownership structures, and between interchange types and modal combinations. Therefore, the City-HUB model does not deal with exactly which role each stakeholder should have, but the key message is that the roles have to be clearly defined. The consequence is that the improved City-HUB model takes into account the importance of having all roles and responsibilities clear from the very start.

The experiences from the use of checklist were in general positive. From several interviewees it was reported that the checklist seems very useful and that it can help identify important characteristics that not otherwise would be detected. As a result of the validation work an updated version of the checklist was developed.