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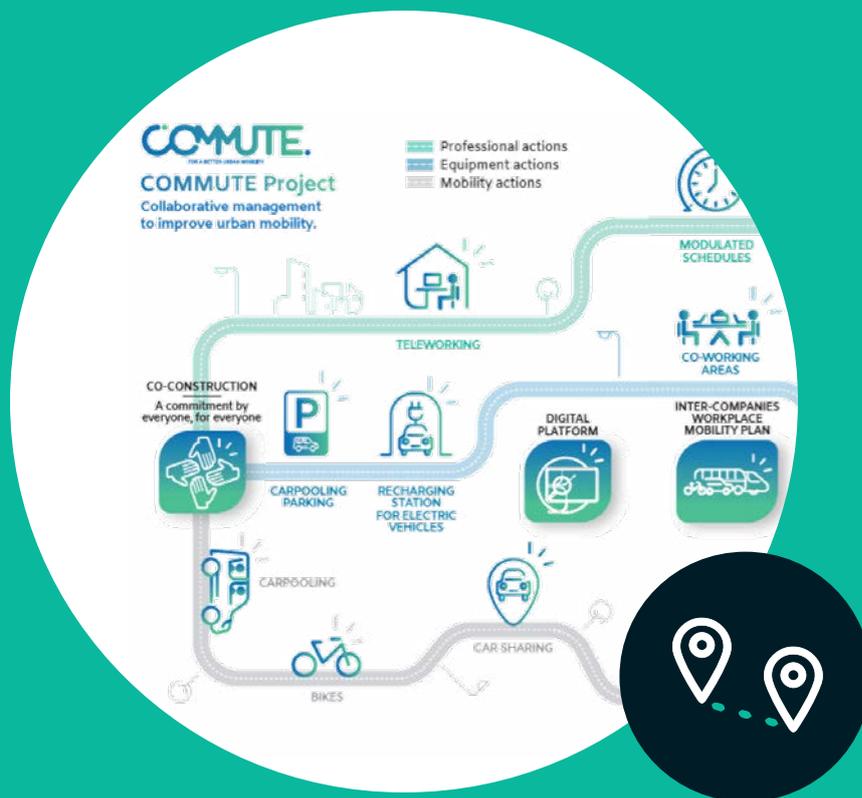
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The Urban Lab of Europe !

The COMMUTE project Journal N° 4

Project led by the City of Toulouse



**URBAN
MOBILITY**



The **COMMUTE** project (Collaborative Mobility Management for Urban Traffic and Emissions Reduction)

The **COMMUTE** project looks to tackle the difficulties accessing the aeronautical and airport area where many of the city's jobs are located. This area will experiment an increase in employment opportunities as well as new dwellings in the next decade. Poor accessibility due to the congestion of the transport networks that has led to an increased use of private cars. For this reason, the project will look to engage and create a partnership with the main stakeholders in order to change commuters travel patterns and habits. This will be done through a combination of actions that include a new urban mobility collaborative management system, a digital platform to measure the impact of the measures that will feed into the decision making based on real-time data, new ways of working (teleworking, modular timetables), mobility services (car-sharing) and new infrastructure (autonomous vehicles).

Partnership:

- Toulouse Metropolitan Authority
- SMTC Tisséo - Local Transport Authority
- AIRBUS SAS
- SOPRA STERIA
- French Standardization Association – AFNOR
- Companies Club 'Réussir' CER
- Regional Aircrafts ATR
- SAFRAN
- Toulouse Blagnac Airport - ATB

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1. EXECUTIVE SUMMARY

The fourth Journal of the COMMUTE project (Collaborative Mobility Management for Urban Traffic and

Emissions Reduction) presents the developments of the project between November 2019 and the end of March 2020.

COMMUTE is now in the second half of its lifetime, with all actions being actively implemented and some already evaluated. This edition focuses on the latest developments, current and new challenges identified, and solutions to address them.

The project has matured and sometimes slightly changed directions, i.e. adoption of the cycling action, though always remaining true to its main goal of improving air quality and life quality of its citizens, by testing an innovative governance system between the public and private sector. The objective of the first period was to define the overall management structure and monitoring

framework. Following the implementation phase, COMMUTE is now harvesting results from most of its actions.

Between finalisation and evaluation, communication and replication, COMMUTE still has a lot to tell us until its closure, which will be delayed by the Covid 19 lockdown impact. The exceptional situation due to the lockdown has led to COMMUTE pilots being postponed, the public procurement procedure for the cycling action - and generally all project actions and deliverables - delayed. France, like many countries in Europe and in the world, is badly impacted by the lockdown. Most COMMUTE partners are not able to carry out the pilots due to the companies' closures since 17 March until at least 11 May 2020. These circumstances will most probably require an extension of the project, which will be discussed with all partners and the European Commission soon.



Source: Toulouse Métropole

2. PROJECT SUMMARY

COMMUTE is an EU-funded project aiming to reduce traffic congestion around the Toulouse-Blagnac airport while boosting quality of life for local residents and workers by reducing stress, promoting sharing and social bonding. Employees in local businesses will have to travel less to their workplaces and when they do, it will be easier for them to take an environmentally-friendly mode of transport.

Between October 2017 and October 2020, with a total budget of 5,2 M€ (European co-financing 80% (ERDF): 4,1M€), COMMUTE aims to reconcile the attractiveness of the territory with mobility, and to promote modes of transport (home-to-work) that minimise environmental impacts. It also raises awareness among managers and employees about new forms of mobility.

The project's main innovative feature is its private-public collaborative governance system. COMMUTE experiments innovative governance for the public-private collaborative management of urban mobility with all the players on the airport and aeronautical platform to relieve traffic in that zone.

The ultimate goal is to create a model that can be replicated at a greater scale and in new regions.

It includes four major strands:

- Setting up of a new Collaborative Urban Mobility Management System that will formulate suggestions and recommendations but also implement an innovative method for co-creation and cooperation.

- Creation of a digital platform dedicated to urban mobility, allowing the impacts of experimentations implemented to be measured and that can also act as a decision-making tool for mobility on the database in real time.
- Carrying out innovative actions contributing to reducing traffic by deploying innovative solutions such as new working methods (telework, modular working hours, etc.), mobility services (carpooling over short distances, etc.), and new infrastructures (carpooling car parks and electric shuttles)
- Evaluation of experimentation conducted

The transport sector accounts for 29 % of France's greenhouse gas emissions and 32 % of its particulate emissions. Traffic congestion is a particular problem around Toulouse's Blagnac district, which is home to the sixth largest airport in France and many businesses.

By 2030, Toulouse's metropolitan area is expected to be home to 250 000 additional people. New solutions are needed to ensure traffic is kept to a minimum while also letting travellers reach the airport in comfort. To tackle the challenge, local authorities are taking a new approach.

3. KEY MILESTONES

The following milestones present the developments of COMMUTE, where we are now and what is planned until the end of the project. It has to be noted that key actions have already been launched and have generated significant results, to be further developed below in this Journal and in the last one in Autumn 2020.

It is also important to mention that the Covid 19 lockdown measures in France will result in major delays for COMMUTE. This is the case for most EU projects at the moment. COMMUTE will only be able to start its work again on 11 May 2020 at the earliest. Next steps and a new timeline will have to be agreed in cooperation with the COMMUTE partners and the European Commission. Here some key dates since the beginning of the project:

- April 2018: Public kick-off event
- June 2018: Deployment of the carpooling parking and strategy
- January 2019: First version of the digital platform released
- Summer 2019: Mid-term review of the project
- September 2019: Launch of the Inter-Company Workplace Travel Plan
- December 2019: Second version of the digital platform released (including decision-making functionalities and third users' interfaces). The design of the management and governance system are improved including economic and legal dimensions

- May (new date tbc due to Covid 19 consequences): The cycling action operator is selected and the cycling action is launched
- June 2020 (new date tbc due to Covid 19 consequences): Deployment of the autonomous shuttle and further experimentation of teleworking
- July 2020 (new date tbc due to Covid 19 consequences): The economic model of the collaborative management system is defined based on feedback from experimentations. This will ensure the replicability of the project
- September 2020 (new date tbc due to Covid 19 consequences): Evaluation of the experiments and proposal for a collaborative management model (standard) for sustainable urban mobility
- October 2020 (new date tbc due to Covid 19 consequences): Final evaluation and final public event



4. PROGRESS TO DATE:

This fourth Journal identifies three key aspects of COMMUTE that are particularly relevant at this late stage of the project:

1) COMMUTE finalisation, evaluation and replication

2) The autonomous shuttle

3) Key events and meetings

The following chapter will present the outputs from the project, highlighting the key achievements and also presenting the replication strategy proposed by the last Work Package launched.

1) COMMUTE finalisation, evaluation and replication

COMMUTE actions have been making great progress since the last Journal nr. 3. These are detailed below. They were put on hold by the lockdown due to Covid 19, but should start again soon. Here more details on the COMMUTE's latest developments:

- **Digital platform:** Some new functionalities are being implemented and continuously improved (calculation for potential actions for public transport and cycling). The COMMUTE platform is running well with new data continuously added, indicators (modal shares, average employees travel time, etc.), analysis (maps showing areas where employees are living which allow calculation of potential for alternative modes to private cars and which can be used by companies to focus their actions, etc.). User interface has been improved based on user feedbacks.

- **COMMUTE Inter-Company Workplace Travel Plan:** The Plan has been finalised in March 2020.

A workshop for dissemination to companies outside COMMUTE is planned for 8 September 2020. This date might be impacted by the lockdown consequences.

- **Pilots on new working modes:** These were planned to be implemented in April-May 2020. Due to Covid 19, pilots have been postponed, but not rescheduled yet. Only third-places will be experimented, as there are strong administrative and technological barriers to experiment modulated inter-company schedules. However, teleworking is already implemented in COMMUTE companies and other companies from the area.
- **Cycling action:** The call for tender for new bicycle services has been launched on 11 February 2020 and some candidate's applications were received on 11 March 2020. Due to lockdown measures, the call for tender been stopped. Awarding of this call was planned in June 2020. It is postponed to July at least with a start of service in September at the best, but might also been awarded after the end of COMMUTE, depending on local elections agenda.

All the studies for the cycling infrastructure have been done. 4 sites have been identified based on priorities decided with COMMUTE partners and Local Mobility Committee conclusions.

Beginning of cycling infrastructure works are postponed by 2 to 3 months due to Covid 19 restrictions.

- **Awareness-raising actions and mobility behavioural change management:** All action have to be rescheduled due to Covid 19 impact (Cycling picnic planned in June, workshops on the COMMUTE Inter-Company Workplace Travel Plan). Mobility survey planned in March will be postponed in September. This includes the 2nd phase of the awareness-raising campaign planned in March-April with interviews of COMMUTE employees using alternative modes to private cars has also been postponed due to Covid 19.
- **Autonomous shuttle:** The call for tender for the autonomous shuttle has been launched at the beginning of March, and a project leader has been recruited.

Due to COVID 19, contract for shuttle deployment has not been signed yet. The beginning of works planned in May 2020 will be postponed. The autonomous shuttle will be experimented during summer time (tbc).

As regards evaluation:

- **COMMUTE mid-term review:** Mid-term improvement proposals are being finalised based on the mid-term evaluation.
- **Evaluation:** The COMMUTE mobility survey planned in March is postponed due to Covid 19. Depending on the rescheduling of this survey (June or September), the Update of the mobility plan survey, but also qualitative and quantitative analytical reports” and the evaluation report will be postponed (to Sept or end of 2020 / beg of 2021 – to be confirmed).

COMMUTE replication work:

The challenge for COMMUTE now is to meet the goal of defining a reference framework on the business model of the project. This work has just begun. The participation of AFNOR (French Association of Normalisation) in the project

should be an asset. AFNOR leads on this work and is a partner within the project. Available at the end of the project, the reference base and model should ensure the replicability of the project. We will elaborate more on this action in the next Journal.

More generally, here some KPIs from the project:

- The distribution of the COMMUTE employees’ mobility practices are as follows:
 - o 65 % for particular passenger car (-5 %)
 - o 10 % for carpooling (+7 %)
 - o 13% for active modes (+3%)
 - o 12% for public transport (+4%)

We note an increase of COMMUTE’s partnership employees teleworking among private companies: +10%.

There is also a reduction of CO2 emissions generated by the modal shift from employees: -10%, and a reduction of pollutants emissions other than CO2 (NOx) generated by the modal shift from employees: -10%.

2) The autonomous shuttle

The action has been launched and a new leader has been nominated to work full time on the action’s deployment. The action leader started her mission on 9 March 2020 and will ensure the full realisation of this pilot. Coordination between the action lead and Airbus is ongoing.

The action leader will work on the logistical deployment of this shuttle. Her background will also make it possible for her to work on events and to develop environment and mobility communication material, that we wish to deploy within and around the shuttle. Ambitions are high, and motivation from all parties is there.

Airbus has already drafted the terms of references and has launched a call for tender to select the

operator of the shuttle on the site. A first identification has been carried out. A technical visit had already been organised last January. The contract should be finalised and signed within the coming weeks.

The itinerary of the shuttle has already been identified and technically validated. Located close to a tram stop (and to the company canteen), it will link the entrance of Airbus campus 2 to two buildings of Airbus campus 3, which are near a car park but far from public transport. The objective is to guarantee multimodality on the site (tram + shuttle) and to relieve congestion at the exit from that car park in real traffic situation. This will be made possible with the shuttle route crossing these intersections.

Deadlines were being met, as planned in the project application, which had been modified following the signature of the project amendment in January 2020. However, due to the Covid 19 outbreak, this process has been put on hold. The pilot, that was to start in June 2020, including a launch event, is postponed too. Airbus was considering organising the 4th Local Mobility Committee on the theme of the « last mile », which could be linked to the closure event of the autonomous shuttle pilot. This would enable Airbus to present this innovation to all the stakeholders, including third parties, of the area. Due to the lockdown, this will have to be reconsidered.

In addition, Airbus has published at the end of March a special Transport edition of its “Airbuzz” publication. This is the company’s magazine, that is available both in paper and electronic format on the Airbus hub. This edition puts the spotlight on the COMMUTE project and on its actions. A dedicated column announces the deployment of the autonomous shuttle by summer 2020.

This action has been long awaited and many stakeholders are very impatient to see it become reality. More information and photos should be available in the 5th and last Journal of COMMUTE, following the launch the action in June. We will also then be able to report on users’ experience, since users’ surveys and short interviews will be carried out during the pilot.

3) Key events and meetings

Past events

Early 2020, COMMUTE was represented at many events organised either by the partners of the project with professional stakeholders as a target, or organised by other entities targeting a wider audience.

- CESE report:

COMMUTE has been quoted as reference pilot project in the report of the CESE

(French state consultation body) in November 2019.

- UIA capitalisation plans:

COMMUTE also contributed to a questionnaire including questions for UIA mobility cities on data management entitled: “Data is the new fuel, but what next?” Toulouse Métropole contributed by presenting local opportunities of data-accessibility, new perspectives for traffic management, etc. It also looked at how to benefit most from data has not been systematically analysed in Europe. With this questionnaire, the UIA secretariat would like to understand how UIA cities are using data both within the UIA project and beyond.

- DG Regional and Urban Policy communication:

the DG contacted COMMUTE for an article on the COMMUTE project, to be published on the DG’s

website: http://ec.europa.eu/regional_policy/en/projects/

- Tisséo Guidelines:

Tisséo also launched « Thematic Guidelines to develop a successful employers' mobility plan addressed to the companies located in the airport area" (awareness-raising): <https://retraitfichier.extranet.toulouse.fr/file-ac63dd03c83070a5c82d9fbd54a9d97b>

Events to come:

- Local Mobility Committee

Following the first COMMUTE Day on 18 January 2018, the project set up the Local Mobility Committee, which brings together the 9 partners and a wider group of third parties from the airport area. It first met for the first time on 15 May 2019 and for the second time on 30 October 2019. Its 3rd meeting was scheduled for 3 June 2020 at the Airbus site and should focus on the active modes of transport (cycling and walking), with a particular attention to civil society associations. However, due to the Covid 19 outbreak and the related lockdown, this event has been delayed. No new date has been set yet. Big events in France will still be prevented for a while.

- Final event: 2 main events with the participation of politicians and business leaders:

Initial plans were as follows:

- 10 September 2020: Mobility picnic at Odysud: targeted at employees and companies located on the airport area. The content of this event is still to be defined, but the goal is to present to

employees the balance sheet from the COMMUTE actions carried out within the framework of the Inter-Company Workplace Travel Plan.

- 12 October 2020 (date tbc): Final event targeted at EU officials

As mentioned above, as a consequence from the Covid 19 outbreak and the related lockdown, these events will be postponed by a few months. COMMUTE actions will first have to be completed. These have dramatically been impacted by the lockdown.

More generally, as regards visibility and dissemination, the COMMUTE team can also report on the following:

- Press releases
- Dedicated project webpage: <https://www.projetcommute.fr/>
- Social network: LinkedIn webpage: <https://lnkd.in/g93Ab5S>
- Visibility on the French Mobility Platform: <https://www.francemobilites.fr/projets/commute>



Source: Tisséo Collectivités

5. COMMUTE CHALLENGES

The table below provides an overview of COMMUTE challenges based on the UIA challenges mapping, which corresponds to challenges identified throughout all UIA projects. It is to be noted that many challenges have been

listed as “Medium” since the implementation of the French lockdown linked to the Covid 19 outbreak. COMMUTE has been put on hold since 17 March 2020:

TABLE 1: MAPPING COMMUTE AGAINST THE ESTABLISHED UIA CHALLENGES

Challenge	Level	Observations
1. Leadership for implementation	Low	<p>The nature of the collaborative management system is the real challenge for the project leadership, namely to succeed in implementing common solutions while respecting public and private targets and interests.</p> <p>The interests, work processes, and actions of the partners are, in many cases, different. However, all actions are elaborated together, co-constructed, and with absolute transparency. In order to follow each of the actions in a horizontal and joint way, the Project Manager holds a weekly meeting with all the partners on Friday mornings to discuss the different points of the project. In this way, it is possible to identify difficulties and anticipate solutions together. These regular meetings do help to tackle this major challenge. The different working methods and constraints between public administration and companies require indeed a great deal of anticipation so as to respect the planned timetable for the actions. The definition of a joint timetable, regular meetings and the respect of the project plans are tools that contribute to overcoming this challenge. This new working method makes it possible to achieve the desired objectives with greater consistency. The methodology of sharing and co-construction allows for a more coordinated and integrated correlation and deployment of the action plan, while respecting the different public and private interests.</p> <p>Weekly consortium meetings are complemented by thematic workshops where all the partners meet to develop the actions and deliverables, e.g. within the framework of the Inter-Company Workplace Travel Plan (teleworking, cycling, carpooling, micromobility), but also in the context of the drafting of the COMMUTE reference framework.</p>

Challenge	Level	Observations
<p>2. Public procurement</p>	<p>Medium</p>	<p>Minor procurement issues to be reported at this stage, but more could come up. All the rules of public contracting and competition are respected by the partners without any difficulty and based on their own internal rules. For public actors, this challenge is more significant since procedures tend to be longer. Having to respect the action plan timeframe adds another difficulty. A lot of anticipation and planning is done, so the risk is subsequently managed.</p> <p>As regards the autonomous shuttle in the town of Pibrac, one of the actions planned within COMMUTE: due to the Municipal Elections of 15 and 22 March 2020, the deployment of the shuttle in the town of Pibrac was expected to be impacted and to experience delays. These constraints relating to the election period led to the adoption of an alternative solution, namely the deployment of the shuttle on a private site (Airbus) - but with the same test conditions of a public site (pedestrians, crossroads, etc). The nature of the action has not changed.</p> <p>Within the framework of the cycling actions' launch, a new public procurement procedure will be opened by Tisséo Collectivités (TC). TC envisages a 2 years contract, including 2 packages:</p> <p>1/ « Back on track » pack including maintenance, repair and long-term rental</p> <p>2/ Test of a digital tool to supervise / monitor the practice / use of cycling</p> <p>It is to be noted that due to the lockdown following the Covid 19 outbreak, the cycling action, including the public procurement procedure, is on hold.</p>
<p>3. Integrated cross-departmental working</p>	<p>Low</p>	<p>Toulouse Metropole has set up a team to manage COMMUTE. Piloted by a Project Manager (expert in European project management), this team integrates several departments: Direction of Finances, Environment, Smart City and Innovation, IT, Infrastructure, Communication and Transport.</p> <p>Each of the partners have appointed three COMMUTE contact points (technical, communication and finance contact points), who, as ambassadors, have the mission of informing and involving all the relevant departments and employees.</p> <p>Given the range of stakeholders involved, organisational arrangements could become challenging. Nevertheless, transversal collaboration across and with partners is controlled. Work with stakeholders has been carried out without any major difficulty so far. The COMMUTE project team is very organised and hierarchised. Each COMMUTE partner has a specific role within the project (WP leader, contributor, action leader, etc.), under the control and steering from the Project Manager. Under the guidance and control of the project leader, this collaborative and teamwork allows for better coherence and monitoring of the action plan.</p>

Challenge	Level	Observations
<p>4. Adopting a participative approach</p>	<p>Medium</p>	<p>The challenge is to make the collaborative system work by being very inclusive and ensuring full participation of all partners, incl. external stakeholders. This participative approach is crucial, especially for the provision and collection of data throughout the project, and for the take-up of the measures by the citizens. The project has so far been very inclusive, with participation happening within all the decision-making structures of the project, even with stakeholders.</p> <p>In addition to the weekly coordination meetings, COMMUTE includes several working and decision-making bodies: technical committees composed by the leaders of the different working groups, to supervise and resolve technical issues, and a steering committee, to decide and analyse strategic issues.</p> <p>The communication with the stakeholders is done through the Local Committee of the Urban Mobility (the first meeting will take place on May 15).</p> <p>The participative approach of COMMUTE is ensured in all instances - COTECH (technical committee), COPIL (steering committee), Local Mobility Committee with all stakeholders and third parties interested in the project, etc. No restriction is imposed to join the project – the only requirement being to sign the COMMUTE Charter, which formalises the subscription to the COMMUTE project and defines the commitment details of each interested party. The major principles are the following:</p> <ul style="list-style-type: none"> - The interested parties consider urban mobility as a major challenge for the territory and subscribe to the principle of a collaborative management system led by Toulouse Metropole. - The interested parties respect each other mutually and adopt a positive attitude. They are open to dialogue and commit to actively participate in the process suggested by the COMMUTE project. Toulouse Metropole commits to respect the variety of third parties and to regularly communicate and provide updates on the latest developments of the project. <p>In addition, during the various public events, partners bring in a high number of participants – employees, local inhabitants, and the general public. This guarantees a strong participatory approach of the project. Finally, the wide range of communication tools used during the project ensure a far-reaching communication about the project.</p>

Challenge	Level	Observations
<p>4. Adopting a participative approach</p>	<p>Medium</p>	<p>Collaborative governance in the COMMUTE project as well as communication with stakeholders is formalised and guaranteed with the creation of the COMMUTE Local Committee, which is composed of COMMUTE Project Partners and any stakeholder wishing to contribute to the process and having signed the COMMUTE Charter beforehand. The objective is to define a collaborative working method and to co-construct with the stakeholders concerned a common vision of urban mobility at the scale of the airport area. The functioning implies setting up collaborative workshops and a steering and monitoring committee. To date, the numerous requests from stakeholders (public and private actors) who have become members of the Local Committee for Commute Mobility (more than 25) have led to the creation of the COMMUTE Local Mobility Committee. Civil society and associations will be invited to the 3rd meeting of the Local Mobility Committee. Initially scheduled for 3 June 2020, this meeting will be postponed due to delays linked to the lockdown following the Covid 19 outbreak.</p>
<p>5. Monitoring and evaluation</p>	<p>Medium</p>	<p>Determining and agreeing on the KPIs with all public and private partners has been a challenge. Nevertheless, a dedicated work package helped to facilitate it. Still, the identification of the KPIs took longer than expected. The existence of a large number of indicators per action required prioritisation and synthesis work. This work is led by the project management and the work package leader in charge of evaluation.</p> <p>Defining the right indicators has not been easy. It implies a great deal of mobility indicators that are mostly coming from the Human Resources Department of the companies, and relates to personal information. A long time has been needed in order to identify common targets and objectives to achieve. This work is carried out together with the UIA team and is about to be finalised.</p> <p>A “Governance” indicator will be included in the list of KPIs: a qualitative survey will be carried out among COMMUTE partners during May 2020. This action was also in progress but delayed due to the Covid 19 lockdown measures.</p>

Challenge	Level	Observations
<p>6. Financial Sustainability</p>	<p>Medium</p>	<p>Sustainability should be good, but as a first pilot project of this type, the financial sustainability of COMMUTE is untested. COMMUTE foresees the realisation of several economic models that will prove the sustainability of it. The question of sustainability and durability of the project is paramount. The COMMUTE team has already launched a reflection in order to anticipate the follow up after October 2020.</p> <p>Moreover, the continuation of the COMMUTE actions will be guaranteed. So will the development of the business models (expected in 2020), which will enable to identify the economic viability of the actions. The cost-benefits analyses that will be carried out will focus on the following:</p> <ul style="list-style-type: none"> - Participative governance system - Teleworking and co-working - Cycling - Autonomous shuttle - Carpooling - Inter-Company Workplace Travel Plan and related active communication - Digital platform <p>This action is generally in progress, but due to the Covid 19 outbreak and the related lockdown measures, most of the above-mentioned actions have been temporarily put on hold. This impacts the timeline and delivery of the actions. Lockdown measure might also impact the COMMUTE budget, with a possible risk of under-usage of the allocated budget due to actions being put on hold.</p>

Challenge	Level	Observations
<p>7. Communicating with target beneficiaries</p>	<p>Medium</p>	<p>One of COMMUTE’s main objectives is to raise awareness of the need to change the way employees move around in the area. Resistance in changing mobility patterns is a high risk, which can be mitigated by clearly communicating about benefits and impacts for target groups. The implementation of project actions (awareness-raising, workshops, services, etc.) facilitate more and more the communication with the beneficiaries.</p> <p>COMMUTE has two levels of communication:</p> <ul style="list-style-type: none"> - A communication towards the general public which informs about the project in general, and makes it possible to put forward Europe’s support in the setting up of concrete actions relating to mobility on the territory (internet, LinkedIn, exhibitions, etc.). - A more targeted communication addressed to the employees of the airport area, which is the actual target of the project. To do so, a communication campaign entitled « Changer sa Mobilité, on a tous à y gagner!» (« Changing one’s mobility habits - a win-win for everyone! ») has just been launched towards the companies to raise the employees’ awareness and to accompany them in a mobility behavioural change. This communication campaign will be presented and developed in the next COMMUTE Zoom In in January 2020. <p>The COMMUTE team is starting to prepare the closure of the project, which will have two audience targets:</p> <ul style="list-style-type: none"> - The employees from the airport area - An institutional / academic / economic audience <p>This action was also in progress but delayed due to the Covid 19 lockdown measures.</p>
<p>8. Upscaling</p>	<p>Medium</p>	<p>The challenge here is to meet the goal of defining a reference framework based on the business model of the project. This work has just begun. AFNOR (French Association of Normalisation) is the lead on this action, which is one of the last key ones of COMMUTE. It was also in progress until the Covid 19 lockdown measures.</p>

6. TAKEAWAYS AND CONCLUSIONS

Since the project's launch, new transport options are encouraging people to avoid using their own cars when travelling alone to the airport or the workplaces in the surrounding area of Toulouse. COMMUTE partners have designed an Intercompany Workplace Travel Plan which is the general framework for implementing alternatives to individual car use. An experimentation will also soon test a driverless or autonomous shuttle bus that will be integrated into the airport's road network. All the available modes of transport will be accessible via a central hub which makes it easy for anyone to transfer between different forms of transport.

Carpooling (in which people share a car journey so more than one person travels in the vehicle at a time) is also encouraged. At the start of the project, only 3 % of the employees in the area used carpooling. The project aims to increase this to 10 % by the end of 2020. Since the launch of the project, more than 2 000 Airbus employees have used carpooling apps to commute on a regular basis according to the head of environmental affairs at Airbus.

COMMUTE is financing new equipment to support this transition, such as parking spaces that will be reserved especially for carpooling schemes. In parallel, the project is promoting the use of environmentally-friendly vehicles by constructing charging stations for rechargeable electric vehicles.

The project is also testing flexible working environments. Of course, the most sustainable form of travel is no travel. That is why COMMUTE is also supporting local businesses to help their

employees work from home more often, or to work more flexible hours. Co-working spaces and video conferencing equipment will enable employees to avoid unnecessary trips or meetings by working remotely. With less workers travelling at busy periods – like 8:00-9:00hr or 17:00-18:00hr – there will be fewer vehicles on the road at any one time. Traffic congestion will be eased at peak hours.

The results of these actions and their impacts is monitored in real-time. This data is being made available via a digital platform designed for urban mobility decision-makers that can use it as a tool for planning and policy.

All these actions were however stopped abruptly with the lockdown measures taken by the French government in link with the Covid 19 outbreak. This has led to the whole project being put on hold. COMMUTE pilots being carried out within the COMMUTE partner companies – all of the them have been closed since 17 March 2020 and are not able to test the proposed actions. Nevertheless, a positive learning point from these exceptional circumstances is the flexibility and motivation from all COMMUTE partners: despite the difficult context and the unemployment measures the COMMUTE companies are facing, the project partners are doing their best to keep the project alive and to limit delays. Actions and deliverables will be delayed, budgets will be temporarily under-spent, and impacts will go beyond this for sure. But with the support from the EU and all project partners, the project still promises to be a great success.

The last Journal (nr. 5, expected in the Autumn 2020), will focus on the latest actions launched, namely the autonomous shuttle and the AFNOR reference framework. It will also summarise all the achievements from the project, and mention the post-COMMUTE plans.

7. REFERENCES

Further to information provision from key members of the COMMUTE project, the following sources supported the collation and drafting of this journal:

- Toulouse Metropole: <https://www.toulouse-metropole.fr/>
- COMMUTE website: <https://www.toulouse-metropole.fr/projets/commute>
- COMMUTE dashboard and other planning and monitoring tools
- COMMUTE communication tools
- Interviews with COMMUTE partners
- UIA milestone review
- Cahier des charges COMMUTE
- COMMUTE Journal 1 :
<https://www.uia-initiative.eu/sites/default/files/2019-02/Toulouse-COMMUTE-Journal.pdf>
- COMMUTE Journal 2:
https://www.uia-initiative.eu/sites/default/files/2019-07/Toulouse-COMMUTE_Journal%202.pdf
- COMMUTE Zoom-In 1 :
https://www.uia-initiative.eu/sites/default/files/2019-03/COMMUTE%20Zoom-In%201_formatted.pdf
- COMMUTE Day programme and presentations
- COMMUTE mid-term review reports
- COMMUTE Draft “Fiche Vélo”
- COMMUTE Draft “Fiche Transports Publics”
- LOM : <https://www.ecologique-solidaire.gouv.fr/projet-loi-mobilites>
- LOM:
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- DEMETER:
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Urban Innovative Actions (UIA) is an Initiative of the European Union that provides urban areas throughout Europe with resources to test new and unproven solutions to address urban challenges. Based on article 8 of ERDF, the Initiative has a total ERDF budget of EUR 372 million for 2014-2020.

UIA projects will produce a wealth of knowledge stemming from the implementation of the innovative solutions for sustainable urban development that are of interest for city practitioners and stakeholders across the EU. This journal is a paper written by a UIA Expert that captures and disseminates the lessons learnt from the project implementation and the good practices identified. The journals will be structured around the main challenges of implementation identified and faced at local level by UIA projects. They will be published on a regular basis on the UIA website.



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