

**SIXTH FRAMEWORK PROGRAMME  
PRIORITY 1.6.2  
Sustainable Surface Transport**



**INFRASTRUCTURE AND SAFETY  
(IN-SAFETY)**

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**Operators Training Symposium Minutes**

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Authors: Dr. E. Bekiaris (CERTH/HIT)  
Mrs E. Gaitanidou (CERTH/HIT)

No	Company short name	Name	Country	Phone	Fax	e-mail
1	CERTH/HIT	Evangelos Bekiaris	Greece	+ 30 210 9844560	+30 210 9853193	<a href="mailto:abek@certh.gr">abek@certh.gr</a>
2	CERTH/HIT	Evangelia Gaitanidou	Greece	+30 2310 498453	+30 2310 498269	<a href="mailto:lgait@certh.gr">lgait@certh.gr</a>
3	KfV	Martin Winkelbauer	Austria	+43 5770771214	+43 5770771187	<a href="mailto:martin.winkelbauer@kf.at">martin.winkelbauer@kf.at</a>
4	KfV	Cornelia Nussbaumer	Austria	+43 5707771275	+43 5770771187	<a href="mailto:Cornelia.nussbaumer@kf.at">Cornelia.nussbaumer@kf.at</a>
5	VTI	Anna Anund	Sweden	+46 13 20 43 27	+46 13 14 14 36	<a href="mailto:Anna.anund@vti.se">Anna.anund@vti.se</a>
6	Asfinag Verkehrstelematik	Martin Brander	Austria			
7	KTI	Imre Buki	Hungary	+36 - 1 - 371-5904	+36 -1 - 205 - 5932	<a href="mailto:buki@kti.hu">buki@kti.hu</a>
8	KTI	Peter Hollo	Hungary	+36 - 1 - 371 - 5823	+36 -1 - 205 - 5932	<a href="mailto:hollo@kti.hu">hollo@kti.hu</a>
9	MMS	Elena Ferrari	Italy	+39 06 97848142	+39 06 97848141	<a href="mailto:elena.ferrari@roma.miz.it">elena.ferrari@roma.miz.it</a>
10	VTI	Sara Nygardhs	Sweden			
11	BME, Dpt of Highway and Railway Engineering	Csaba Orosz	Hungary			
12	ATTDIA	Aristofanis Papadimitriou	Greece	+30 210 6682000	+30 2106634248	<a href="mailto:fpapadim@attikesdiadromes.gr">fpapadim@attikesdiadromes.gr</a>
13	West Sussex County Council	Tex Pemberton	UK			
14	Swedish Road Administration	Ceci Ruggero	Sweden			
15	Athens Traffic Management Center	Dimitris Serbis	Greece			
16	ICCS	Katerina Sidiropoulou	Greece	+30 210 7722398	+30 210 7723557	<a href="mailto:katsid@iccs.gr">katsid@iccs.gr</a>
17	Norwegian Public Roads Administration	Ivar John Tunheim	Norway			
18	ATTDIA	Vassiliki Vegiri	Greece	+ 30 210 6682183	+30 210 6634248	<a href="mailto:vvegiri@attikesdiadromes.gr">vvegiri@attikesdiadromes.gr</a>
19	National Road Administration	Peter von Heidenstam	Sweden			

No	Company short name	Name	Country	Phone	Fax	e-mail
20	IID	Peter Simlinger	Austria	+43 1 403 66 62	+43 1 4088347	<a href="mailto:Peter.simlinger@iid.net">Peter.simlinger@iid.net</a>
21	SWOV	Atze Dijkstra	The Netherlands	+31 70 317 33 88	+31 70 320 12 61	<a href="mailto:Atze.dijkstra@swov.nl">Atze.dijkstra@swov.nl</a>
22	CSST	Silvana Toffolo	Italy	+39 011 5513831	+39 011 5513821	<a href="mailto:Silvana.toffolo@csst.it">Silvana.toffolo@csst.it</a>
23	NTUA	Ioanna Spyropoulou	Greece	+30 210 7722889	+30 210 772 1454	<a href="mailto:iospyrop@central.ntua.gr">iospyrop@central.ntua.gr</a>

## **1. Welcome & Introduction – Mr. M. Winkelbauer (KfV)**

Mr. M. Winkelbauer of KfV welcomed the participants and made a short introduction on the Operators Training Manual and Training Tool, as well as the agenda of the Symposium.

## **2. IN-SAFETY Project Overview – Dr. E. Bekiaris (CERTH/HIT)**

The relevant presentation follows in Annex I.

Dr. E. Bekiaris of CERTH/HIT presented the content, goals and current status of the IN-SAFETY project. Regarding the Operators Training, he mentioned that guidelines deriving from the GOOD-ROUTE and TRAVELGUIDE projects should be integrated.

Mr. Papadimitriou of ATTDIA commented that the Greek State is putting forward a tendering process for construction and operation & maintenance of the existing and new Greek Motorways under concession schemes, where each motorway will be operated by a different concessionaire. Therefore, a new tolling system is going to be adopted, common for all roads in the country. Regarding a question that was raised about whether or not there should be routine messages on the VMS when there is nothing else to display, he said that the experience of the ATTIKI ODOS road has shown that people would prefer to have routine messages rather than an empty VMS.

Mr. Serbis of the Athens Urban TMC, commented that in their VMS they display travel times from one point to the other, etc. In contrast to ATTDIA practices, when there is no available information the screen remains blank. He also noted that the Greek Ministry of Health suggested displaying social messages rather than leaving the screen blank. Mr. Papadimitriou answered that this suggestion has also been made to ATTDIA, but they rejected it, as the messages seemed too complex and might abstract the driver.

Mr. Winkelbauer of KfV noted that displaying not necessary messages may be a distraction to the drivers anyway.

## **3. Operators' Training Manual Presentation – Mrs. Cornelia Nussbaumer (KfV).**

The relevant presentation follows in Annex III.

Mrs Nussbaumer of KfV presented thoroughly the current version of the Operators' Training Manual, its goal and current content, as well as what is intended to be added.

Mrs Toffolo of CSST asked whether the Manual includes a description of how to calculate costs and benefits from new technologies application. Mr. Winkelbauer answered that a lot of work on Cost Benefit Analysis, assessment tools, etc for decision making has been done in the ROSEBUD project. The results and processes developed in ROSEBUD are provided as references in the Manual. Mr. Hollo of KTI also added that it is not within the scopes of the IN-SAFETY project to present CBA methods in detail.

Mr. Winkerbauer and Mrs Nussbaumer of KfV noted that it is impossible to include all details in the Manual, because this would result in too huge a document. The Manual aims at providing the general idea. There are links and references for further information. Regarding the CBA, in the general part of the Manual, a generic concept on CBA is provided, together with some examples. In the examples, if results are available on effectiveness and efficiency of the different systems, they could be included. The audience was asked if this would be useful for Traffic Operators.

Mrs Hoadley of POLIS noted that this information could be useful for politicians in the decision making process. Mr. Pumbleton of West Sussex County Council agreed, adding that the politicians need to have at hand a CBA, in order to invest funds for new development.

Then, Mr. Brander of ASFINAG asked how detailed per system at European region are the data included in the Manual.

Also, Mr. Von Heidenstam of the Swedish National Road Administration noted that there is a need for localisation of the Manual.

Mr. Winkelbauer answered that the aim is to have a Manual that would address the whole EU, so only general information can be included, providing background information on the different systems. This would be interesting for people designing new information and assignment software and hardware. It would also be helpful in the decision making process. Systems are continuously being improved, so sharing experience is fastening and enabling a more effective procedure.

Mr. Von Heidenstam then noted that this is more an informative rather than a training Manual.

Dr. Bekiaris then clarified that there is a classification of systems. There are systems that are important to operators, thus the chapters referring to those systems must be read, and informatory chapters, that are just nice to have.

Mr. Pumbleton stated that he sees this more like a toolbox, which could be consulted whenever a problem occurs, in order for the responsible to select an appropriate tool to resolve the problem in question.

Mr Winkelbauer agreed and added that the purpose is not to produce a document that is supposed to be read as a whole but a document that whoever interested would be able to run through it.

Dr. Bekiaris also added that there should be “infopoints” at local level. A map with an infopoint in each country should be produced (the infopoint could be the local IN-SAFETY partner or the National Road Safety Institute or.....), which would be the local point as well as a source for additional information on the issued that are elaborated within the Manual and the Manual itself.

#### ***4. Operators’ Training Software Tool– Mrs. Evangelia Gaitanidou (CERTH/HIT)***

The relevant presentation follows in Annex IV.

Mrs E. Gaitanidou of CERTH/HIT gave a short presentation on the Operators Training Software Tool, regarding its attributes and structure and then presented the tool itself at its present draft version.

The comments from the audience were that, first of all, there should be an introduction for new operators. Moreover, emergency issues should be included, that would give an added value to the tool. Additionally, links with industry developers should be provided, in order for the users to get updated information on the various systems. Another important issue that was raised was that it would be really valuable if contact with operators, that have already used any of the new technologies suggested, would be provided, so that experience and knowledge could be shared. It was suggested that on the map with the infopoints, countries in which applications have already been implemented could be shown in different colour and one could “click” on the country and have the contact details of the authority that was responsible for the specific implementation and from which additional information could be derived.

Other parties that would be interested in the Operators Training Tool (which, as mentioned, could be used for training, retraining as well as an everyday tool), are (according to the audience) politicians, local or national road authorities, road safety experts.

Dr. Bekiaris noted that it should be made clear in the introduction of the Manual and the Tool that they address the Operators as a company, not necessarily the actual operators of the TMC. The TMC operators are aware of the systems they use in their everyday work and are already installed in the specific TMC. It is the management (strategic) department of each TMC or an other department (i.e. procurement) that would be more interested in new applications, in order to try to resolve possible existing problems. In this respect, application guidelines and best practices should be provided, in order to enhance the decision making procedure.

Dr. Bekiaris also asked the audience to suggest what the Manual and the Tool could provide for the everyday operator.

It was mentioned that in Sweden there is a 10 day per year educational programme for operators.

Mr. Pumbleton suggested that there should be a chapter on research and development, giving information on what is the future of the market, what are the systems that are currently under development, what is coming next in the short and long term. This kind of information would be interesting for Road Safety and Accident and Prevention Departments. He also suggested that there should be a database of systems and developers, as well as a contact lists with parties that have already implemented relevant applications. These databases should be kept open.

It was also mentioned that the Manual, and consequently the Tool as well, should remain a living document, continuously updated. It would also be useful that the Tool would include a keywords database, as well as a search function. In the main part of the tool there should be limited text and more multimodality (pictures, links, videos, etc) and the main text should be in the annexes.

Mr. Winkelbauer made then a summary of the main results of the session.

Dr. Bekiaris added that extensive demos of the Tool would be produced and sent by the end of September 2006 to the participants of the Symposium. The final version would be ready by M26 of the project (April 2007). The Consortium will try to keep the tool open and able to be personalised and customised. Moreover, the minutes of this session will be also circulated to the workshop participants.