





#### puremobility2puremountains International Conference |National Park Gesäuse, Austria 1<sup>st</sup> to 3<sup>rd</sup> of April 2014









### Block 2 SUSTAINABLE TOURISM MOBILITY







### Paul PEETERS

NHTV Breda University of Applied Sciences The Netherlands

### Getting to the mountains – "quick and dirty" or "clever and clean?"

Jointly for our common future

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### Getting to the mountains: 'quick and dirty' or 'clever and clean'?

Paul Peeters Centre of Sustainable Tourism & Transport NHTV Breda University of Applied Sciences The Netherlands

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### Contents



- European tourism transport
- Environmental impacts of tourism transport
- Transport impact on Alpine areas
- Mechanisms driving 'quick and dirty'
- Sustainable tourism transport
- Rail transport challenges and opportunities
- The last miles: 'clever & Clean' solutions
- Conclusions

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### European tourism transport

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## EU tourism trips in 2000

- 875 million outbound return trips.
- 2021 billion pkm (6.6% of world mobility).
- Tourism transport represents 15-20% of all surface based mobility within EU.
- Domestic nr of trips is 60%.

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# Outbound EU O/D transport



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#### **Growth outbound EU O/D-pairs**

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### Outbound EU O/D volumestin 2020



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### EU O/D transport 2020

- 1371 million outbound return trips (+57%).
- 4480 billion pkm (+122%; 8.3% of world mobility).
- Domestic is still dominant.
- Air transport pkm almost 'covers' Europe.

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### "EU tourism transport trips are car-based, but miles are made by air now and even more in 2020"

### "Domestic is the main tourism business, now and for the coming decades"

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### Tourism transport impacts

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# Environmental impacts: the clean and the dirty

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Mode	CO <sub>2</sub> -e	PM10	NO <sub>x</sub>
	(kg/pkm)	(gram/pkm)	(gram/pkm)

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	Coach	0.023	0.0103	0.246	
	Rail	0.028	0.0130	0.160	
	Car	0.140	0.0225	0.500	
	Air (long haul)	0.299	0.0010	0.466	
	Air (short haul)	0.412	0.0018	1.028	

Source: MuSTT study

### Environmental impacts on Alpine environments

- Harming vulnerable landscapes and ecosystems
- Parking problems and congestion
- Noise of car traffic and motorbikes
- Massive transport through vulnerable regions like the Alps
- Overloaded campsites, half by cars...
- Or vans

Source: conceptual

set le

40 Mar











### And it is never silent again...

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https://www.youtube.com/watch?v=yx7\_yzypm5w

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### Environmental impacts: external cost intra-EU25 tourism transport







### "The external costs of tourism transport are very significant"

### "Air transport mode causes global problems, cars the local ones"

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### Mechanisms driving "quick and dirty"

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## The "Quick": Average travel

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# The "&": growth of trips and distances



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# The "dirty": environmental impacts

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### Drivers of change: transport economics

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- Demand (+) = f[cost (-), travel time (-), discomfort (-), 'fun' (+)]
- Cost per seat-km will reduce if:
  - Seat capacity is increased
  - Average speed is increased
  - Maximum technical speed is reduced
- Travel time decreases if:
  - Max speed increases
  - Service frequency increases
  - Network density increases
- So a small soft mobility/rail system by definition is unattractive!

### Causes for mobility growth

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- Mobility growth rates equal to GDP growth rates
- Money budget almost constant (% of income)
- Time budget constant at 70 minutes/day (you will never save time by increasing speed!)
- More money  $\rightarrow$  faster transport modes
- Faster transport  $\rightarrow$  more passenger kilometres.

# Some intermediate conclusions

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- 'The quick' always leads to 'the dirty'
- Climate change is the big external cost of tourism mobility
- Aviation cause climate change (and ends the idea of silence)
- The car causes most local problems

### Rail transport challenges and opportunities

#### Thomas Cook EUROPEAN TIMETABLE

Railway and shipping services throughout Europe

#### INDICATEUR EUROPÉEN





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Sept. 26 - Oct. 31, 1993

ww.n

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Reinforcing tourism rail transport (1)

Average share of rail is 6.1% trips:

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- Domestic market is 6.4%
- Neighbouring countries 7.6% and
- Other relations 3.5%
- But there is large variation:
  - Ireland domestic just 1%, while
  - Switzerland domestic takes 22% and
  - Switzerland-Italy 21%
- So which markets give the best chances?

Source: MuSTT study

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### Reinforcing tourism rail transport (2)



- With high total flow
- Moderate or small rail share and
- Domestic or neighbouring
- Markets (current total market; rail share):



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### Reinforcing tourism rail transport (3)

- The Swiss have consistently planned rail infrastructure...
- towards the optimal time table, without...
- neglecting service, comfort and maintenance, and...
- thus succeeded in >20% rail share for tourism OD transport.



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# Railway marketing: the old days....



SALE HAWAGENS LITS CHI GRANDS EXPRESS EUROPEENS

LOFL'ESTOF FRANCE

# Marketing international rail travel: the basics

- Safety
- Reliability
- Accessible (physically, information, booking)
- Competing travel speed
- Competing Prices
- Supplying transport chains
- Well advertised and published

# When one of the above fails, the whole product fails!

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Tickets Guides

TRAINS TICKET DETAILS

### Sorry, we haven't found any trains!

We found some tickets, but they're only available via the post. Unfortuna enough time to be sure we can get the tickets to you.

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< Ga terug

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## Er is een fout opgetreden

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Your European Travel Itinerary O Add Trip

Ede Wageningen to Innsbruck Innsbruck to Munich Edit Trip

Wed, Apr 09 2014

At this time, our online system can't find tickets or schedules for this trip.

Click Hore for more information

From: **\$58** Per Adult Traveler. 5 Trains / 10 Fares

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## BOOK YOUR UK RAIL TRAVEL WITH OUR PARTNER THE TRAINLINE

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### SORRY, THERE ARE TOO MANY CHANGES TO BOOK THIS JOURNEY ONLINE



Unfortunately there are too many changes in the journey to book this online. Either break down your journey into separate legs and add each leg to your s basket or select an option below:

## Discover your world > www.nhtv.1

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Frankfurt(Main)Hbf		
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Q&A Blo Tickets Guides TRAINS TICKET DETAILS BASKET EDI London Any Zone 12 Station to Abergavenny Outbound - 27 Mar - 06:00 **Changes Duration** Price Departs Arrives LIVEIDUUI 09:28 06:44 Nottingham 1 2hr 44m £81.30 SI + e-on-Trent o + 0 27 Mar 27 Mar Derby England 0 07:44 10:01 1 2hr 17m £99.10 . 27 Mar 27 Mar es Bristol London (A) Warning: This journey starts with a transfer. 0 0 Cardiff Step 1 and 2: Southampton 0 0 Exeter Brighton Portsmouth nouth Fare conditions -£99.10 Standard Class Advance Single Map Data Handlish Google 0 TRANSFER > 1 minute **Discover** v

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# Air ticket shop: one click booking

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# Some conclusions

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- International rail travel sales and marketing are inadequate
- Customers are too often frustrated by very incomplete or inadequate (online) rail travel products, while online is current main stream travel sales system.
- Much of the long-distance (500-1500 km) international travel market is missed due to wrong focus in marketing (the latent demand exists!)

Transport chain generally not too well organised

# Suggestion with respect to Alpine destinations

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- Customers look for destinations, not means of travel.
- Have a fully functional online itinerary and booking system from all origin markets to the Alps and link to home page and pages for activities, accommodations.
- Lottery marketing: every hundredth ticket for free will grow your sales by >10% at the cost of 1%
- Combined marketing; do not sell the train, but sell full packages where the train/no car option is the most convenient solution.

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# The last mile "Clever and clean"

## Cases of sustainable travel

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# Clever and clean solutions

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- 1. Transport between station and accommodations
- 2. Integration of tourism/leisure and public transport
- 3. Ticket integration
- 4. Apps
- 5. Vehicles
- 6. Infrastructure
- 7. Other

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## The challenge...

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# Station to accommodation

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All EU
 InterCityHotels free
 local public
 transport

Transportation

- FreeCityTicket: free use of local public transportation in Frankfurt
- airport shuttle (extra charge) every 30 minutes (4:45-12:30 am)

InterCityHotel

 Transport from railway station to campsite in Netherlands

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# Integration of tourism/leisure and public transport

- Best prospects for really integrated public transport and leisure products
- The PT part becomes a natural part of the leisure itself.
- Cotswolds integrated PT activities brochure
- Interactive UK Carfree
   walking guide

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- Freizeit-Datenbank, Austria, Steiermark (250 integrated trips)
- Leisure activities integrated in local railway brochure
- Swiss hiking website: just click gives rail timetable from home!
- Nockberge bus beautifully integrated brochure.

# Discover your world >

### BusBahnBim-Auskunft



# Integration PT and leisure

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- Up by train, down by bike
- Coach with bicycle
   transport
- Urban rail with bikes
- Alpine Pearls and Werfenweng



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# Cycle routes and integrated leisure-PT

- Rurtal
- La Loire à Vélo
- EuroVelo: Iron Curtain Trail
- Tälerbus





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# **Ticket integration**

Devil's Dyke.

the 77 bus.

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walking-guides/podcasts

or pick up the Route Guide leaflet while you're on

Things you'd never see

Find out about interesting sights along the route and facts about

Download the Devil's Dyke Podcast at

www.visitbrighton.com/things-to-do/

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Ontdek Gronin

Drenthe metide

Devil

Seven Diak

Churchill Squ

Trains to Worthing

- AltoAdige Pass
- Breeze up to the Downs: cheap, bargains in restaurants, etc.
- Freizeit ticket
- Full day PT ticket (€10)
- Mobilcard (Bolzano)
- Pass Rochelais





## **Innovative Vehicles**

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# Last mile: do's and don'ts (Hallstatt)



Home Hallstatt entdecken Unterkünfte

Webcam:

Wettervorhersage

9°C

allstättersee Rundlauf 4. Mai 2014

Hallstatt.

7°C

mehr Wetter...

26.03.2014 Mittag: Abend: Bilderbuch Veranstaltungen Informationen

en Informationen Parken

### Parken in Hallstatt





# Last mile: do's and don'ts (Salzkammergut)

SCOTTY

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Uber SCOTTY

deutsch | english www.oebb.at

# Fahrplanauskunft Stationsinformation Züge/Linien Zugradar Fahrplanheft Autoreisezug Streckeninformation Sehr geehrte Kundin, sehr geehrter Kunde, Ieider konnte zu Ihrer Verbindungsanfrage kein Weg gefunden werden (evtl. eine Via-Station eingeben). Vir bitten Sie, Ihre Anfrage zu wiederholen. Vielen Dank Code: H891 Image: Code State State

SCOTTY - der Routenplaner für Öffis.

### Reiseinformationen verfügbar vom 15.12.2013 bis 13.12.2014.

Softwareversion/Datenstand: HAFAS 5.35.OEBB.4.7-p6/5.35.OEBB.4.7/t-9.59 - 20.03.2014 / 10:12 / c0mnu

ΰВВ

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Duration =

# Last Mile: do's and don'ts (Werfenweng)



### NEWS

### 08.02.2014

Morgengrüsse aus Werfenweng ...es wartet weiterhin herrliches Urlaubswetter >> weiterlesen

### 26.02.2014

HEUTE anrufen -MORGEN anreisen Jetzt kurzfristig in den Winterurlaub... >> weiterlesen

### 29.01.2014

**Bilder der Woche** Neu: Schnee & Sonne 29.1. >> weiterlesen

### 05.01.2014

SKI Special 2014 Tiefschneewochen, Sonnen-Skilauf, NEU: 60+ Angebot



### Urlaub vom Auto - "Sanft-Mobilcard" Modellgemeinde Werfenweng

Werfenweng befindet sich in einer der schönsten Naturregionen Österreichs und ist seit mehreren Jahren Modellgemeinde für "Sanfte Mobilität". Das Hauptanliegen der Gemeinde ist die Lebens- und Urlaubsqualität von Einwohnern und Gästen beispielhaft zu verbessern. Den Erholungssuchenden steht ein gut ausgebauter öffentlicher Verkehr und alternative E-Mobile zur Verfügung. Auf Mobilität muss also nicht verzichtet werden.

Ganz besonders möchten wir Sie aber auf die vielen Vorteile und kostenlosen Leistungen aufmerksam machen, wenn Sie **"Urlaub vom Auto"** machen. Und das ist ganz einfach:

- Sie reisen entweder umweltfreundlich mit der Bahn an und wir holen Sie kostenlos vom Bahnhof ab und bringen Sie wieder zurück oder
- Sie geben den Autoschlüssel für mind. 4 Tage bei uns ab und lassen Ihr Auto auf unserem sicheren Hotelparkplatz stehen
- ◆ Sie bekommen dann die Sanft-Mobil-Card mit beliebten Urlaubsleistungen wie Busausflüge (Salzburg/Burg/Eishöhle), Badesee, Leihautos, Fahrräder, E-Mobile, Mountainbikes usw. Umweltbeitrag: € 8,--/Person und Aufenthalt

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21 zusätzliche Leistungen mit der 🕨 SANFT-MOBIL-CARD

# Last Mile: do's and don'ts (NP Gesäuse)

- Pros:
  - Soft mobility on top
  - Accurate and direct booking information rail
  - Limited car information
  - No air access info
  - Integrated app

## Cons:

- Soft mobility/rail not on home page
- The soft mobility promotion text is
- defensive not attractive





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### SOFT MOBILITY:





Simply arrive using the Gseispur mobility platform..

Further information about soft mobility and car-free holidays in the Gesäuse National Park is available under:

### Gseispur www.gseispur.at

Gesäuse National Park App (Android und iOS) GSEISPUR Hotline +43 3637 212

### BY CAR:



The Gesäuse National Park offers you a holiday from your car. For example, you can reach four mountain huts from the Gstatterboden camping site without needing a car...

### more infos

### TRAVELLING FROM OTHER REGIONS BY TRAIN:



The environmental-friendly way of travelling to the Gesäuse ...

### Travelling from Vienna:

Option 1: Vienna Südbahnhof - Semmering - Selzthal (when arriving with the GSEISHUTTLEPUR) or Liezen (when travelling with regional bus lines)

Option 2: Vienna Meidling - Western Railway - stations Kleinreifling or Weissenbach an der Enns

Option 3: Directly from Vienna to the Gesäuse National Park on Saturdays, Sundays and holidays: Vienna - Amstetten -Kleinreifling with the National Park stations Hieflau, Gstatterboden, Johnsbach, Admont

### Travelling from Graz:

Graz Hauptbahnhof - Bruck/Mur - Leoben - Selzthal (when arriving with the GSEISHUTTLEPUR) or Liezen (when travelling with regional bus lines)

### Travelling from Linz:

Linz Hauptbahnhof - Ardning (when arriving with the GSEISTAXISPUR or regional bus lines) or Selzthal (when arriving with the GSEISHUTTLEPUR)

### Travelling from Salzburg:

Salzburg Hauptbahnhof - via Bischofshofen - Liezen (when travelling with regional bus lines) or Selzthal (when arriving with the GSEISHUTTLEPUR)

Scotty - route planner of the Austrian Railways (ÖBB) Verbundlinie (Styrian Public Transport Association)

# How to add soft mobility to destination promotion?

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- Always give factual information:
  - best rail/long distance coach access station link to booking site)
  - the last mile (link to timetable, booking, general timetable info)
- Just giving information only helps those planning to use soft mobility
- Integrate soft mobility in destination product (discounts with activities, accommodations; integrated ticketing, etc.).

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# Requirements soft mobility access information

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- Always list soft mobility and rail access on home first!
- Limit car info to the parking (car drivers know how to find their way...)
- Give no air access information or just soft mobility info to the nearest main air hub, but ...
- ... avoid low-cost carrier regional airport information
- Soft mobility/rail always directly linked on home page; car (air) through 'visitor information' or 'access' links
- Link directly to soft mobility/rail timetable/booking sites
- Link this info also from activity and accommodation pages/sites
- Formulate positive/hire communication expert...

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# Sell soft!



- The <u>www.bookdifferent.com</u> example: order accommodations green labelled first→ sales of green up to 20% out of green offer of only 1%!
- So order your accommodation with best soft mobility access on top!
- Same for activities and excursions; the easy soft access ones on the first place.
- Do this always: no compromise!

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# Test soft mobility + rail access information

- Use a checklist of directness and concreteness of the information
- Ask family members or friends to find information how to travel from her home to the destination with soft mobility and car and air) and note what goes wrong
- Keep up-to-date
- Develop integrated activities and soft mobility apps
- National Park Gesäuse: does relatively good.....

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# Conclusions

- Tourism transport causes most environmental impacts: air globally, car locally
- Short haul markets are always big!
- The 'quick' always leads to the 'dirty'
- Air causes global problems (and ends Alpine solitude) The car causes most local problems
- International rail sales and marketing inadequate
- Soft mobility/rail: one failing link fails all!
- Fully integrate soft mobility/rail into your destination product and websites
- Invest in 'clever & clean' not 'quick&dirty'

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# Thank you for your attention



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## puremobility2puremountains International Conference |National Park Gesäuse, Austria 1<sup>st</sup> to 3<sup>rd</sup> of April 2014

