



# Dutch Transport Innovation Study Tour The Handbook

Translating Best Practice  
Transport Innovation  
25th - 30th June 2023

Institute for  
*Sensible Transport*

[www.sensibletransport.org.au](http://www.sensibletransport.org.au)





**Prepared by**

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**Institute for Sensible Transport**

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Collingwood, VIC 3066 Australia



# Foreword



It gives me great pleasure to welcome you to the Netherlands for a study tour on transport innovation. I am delighted the Institute for Sensible Transport has identified the city of Utrecht, where I lived and went to university, as a model to look at Dutch ways to integrate transport and spatial planning. Given the small size of a country populated by 18 million people, it is incumbent on the Netherlands to be innovative with regard to transport. Additional requirements are to reduce carbon dioxide emissions and to incentivise the population to live more healthily. As you will find out, these policies reach beyond our country's famous bicycle culture and concern the transport cycle as a whole.

It is tempting, though, to say something about our cycling infrastructure, which comprises over 35,000 km of bicycle paths (a quarter of the total road network), various (e-)bike sharing platforms, newly established 'express cycle routes' specifically designed for commuting and, since recently, the world's largest bicycle storage facility (indeed, in Utrecht, with a 12,500 capacity). And yes, somehow we also managed to reach a 1,3 bicycle per capita ratio.

As stated earlier, the bigger picture is not only one of a seamless connection between active and public transport, but also concerns themes such as Electric Vehicle readiness. In this regard, the Netherlands has the highest EV charging point density in Europe in order to prepare for the European Union's shift to zero-emission mobility. As we all understand, more sustainable transport will require multi-faceted approaches and various modes to get people from A to B in ways that are as efficient and user-friendly as possible.

I sincerely hope you will draw inspiration from Dutch practices you will experience during this tour, which may help to rethink Australian transport and encourage you to design solutions tailored to your own specific contexts.

Enjoy your tour! With best regards,

**Hugo Klijn**  
**Consul General of the Netherlands,**  
**Sydney NSW**









# Introduction



There is no better place to learn about transport innovation than the Netherlands. The Dutch have created a living laboratory of city design that not only maximises transport efficiency, but more importantly, creates convivial cities that encourage the interaction that has drawn people to cities for thousands of years.

This study tour will look at the transport and land use system as a whole, with a focus on lessons that can be translated into the context of car dependent cultures, across all modes. Whilst it is impossible to ignore cycling in the Netherlands, this study tour takes a broader view, encompassing the full set of transport options in the Netherlands.

The Dutch have established themselves as world leaders in city design and policy development and this study tour engages directly with many established thought leaders in the Netherlands.

Over the course of the week you will hear from renowned Dutch transport and land use planners, as well as academics; each of whom have been especially chosen for the practical lessons they can offer professionals working to help make cities more productive, liveable and vibrant.

Some of the topics you'll learn more about over the next week include:

- Recent Dutch planning history and practice
- Integration of land use and transport
- Sustainable Safety - how the Dutch achieved one of the safest transport systems in the world
- Policy options to change the way people pay for car use
- Policies to encourage electric vehicles
- Management of city car parking
- Public transport best practice
- Best practice bicycle planning.

Importantly, while the Dutch do have a reputation for delivering world class cities, they also make mistakes. This study tour will also be an opportunity for the Dutch to talk about policy mistakes, in order for us to learn from them. Innovations in transport can also be about taking risk, and hopefully by the end of this study tour, you will have the confidence to take calculated risks that help transform cities for the better.

While the next week will involve many great presentations from expert speakers, I'm sure you also gain many fantastic insights that had not been built into the program. Waiting for a train, eating lunch at an outdoor cafe, enjoying a quiet walk or ride: it is during these times that many of the most valuable insights come from a study tour to the Netherlands.

On behalf of the Institute for Sensible Transport, welcome to the Netherlands, enjoy the week ahead and bring back plenty of great ideas.

A stylized, handwritten signature in black ink, consisting of several loops and a long trailing line.

**Dr Elliot Fishman**  
**Director, Transport Innovation**  
**Institute for Sensible Transport**



# Planning your trip

## The Important Stuff

We're expecting a fun, relaxed and incident-free study tour. However, if something does go wrong, it's best to be prepared. Below are a few key contact details in case of emergency. If you are feeling unwell or unsafe at any point during the trip, please speak to Elliot immediately.

### Emergencies: 112

**Elliot Fishman: +61 438 547 450**

**Australian Consulate (The Hague): 0800 0224 794**

## Clothing

Summer in the Netherlands is one of the best times to visit. The sun's out, the days are long and everyone is in a relaxed and friendly mood. It can also be prone to rapid changes in temperature.

As the Dutch do, we will be continuing on our schedule throughout the study tour rain, hail or shine. We recommend you pack the following:

- A rain coat
- A compact umbrella
- A warm jumper
- Smart casual clothing, suitable for bike riding
- Comfortable walking shoes
- A camera to take lots of photos
- Sunglasses
- Copies of your passport and travel insurance documents
- **Leave the suits at home!**

Daily maximum temperatures can be as low as 16 degrees, with the possibility of a Dutch heatwave, pushing the temperature up to around 30. Pack accordingly.

## Mobile Phone

We recommend arranging to have mobile phone access during the study tour in case you find yourself lost or want to find more information about something while out and about. Contact your mobile phone carrier before you leave to see what options exist to use your phone while in the Netherlands. Local prepaid SIM cards can be easily purchased and activated on arrival. If you decide to activate data roaming on your existing phone before departing, be aware of the costs per megabyte. Consider keeping the phone in flight mode until you need it to minimise data consumed.

## Money

Non-Dutch Credit and Debit Cards are not universally accepted in the Netherlands. This can make it difficult for those with foreign bank cards. We recommend having enough cash prior to starting each day.

## Accessing Public Transport with your Credit Card

Trips made by public transport as part of the study tour are covered within your registration fee. We have credited your account with the €72 necessary to cover all study tour trips, including travel from the airport to Utrecht upon arrival, as well as back to the airport at the end of the study tour.

Public transport can be accessed via a debit or credit card. It is also possible to use your mobile phone if it is linked to your credit card.

Download OVpay from the Google Play or Apple App Store to enable payment via your mobile phone.

## Bike Riding

The Dutch are known for their casual bike riding, but it can still be a daunting experience riding in bike traffic for the first time. Please remember to check both directions before crossing any street. Please note: People drive and ride on the right hand side of the road throughout the Netherlands. This can be difficult to get used to if you come from a country that drives/ride on the left hand side (e.g. Australia), it is therefore recommended to look both ways whenever you interact with traffic. Bike riders won't always signal before turning in or out of traffic, so be ready to move across to allow people to merge into the lane. The easiest way to riding like a local is: Ride straight, maintain the same speed as everyone else, and be predictable when turning or stopping.

Helmets are not widely used in the Netherlands and there is no legal obligation to wear one. If you feel uncomfortable riding without a helmet, it is recommended you bring one from home.

## Cafés vs Coffee Shops

Be careful when searching for a caffeine hit during the study tour. In the Netherlands there is a very clear distinction between a 'cafe' and a 'coffee shop'. A cafe is the same as everywhere else in the world, while a coffee shop is a marijuana dispensary that will likely give you a funny look if you try to order a latte.

We've selected a few of our favourite cafe's in Utrecht, guaranteed to satisfy the taste buds. See map on pages 10 & 11.



# Upon Arrival

## Welcome to the Netherlands!

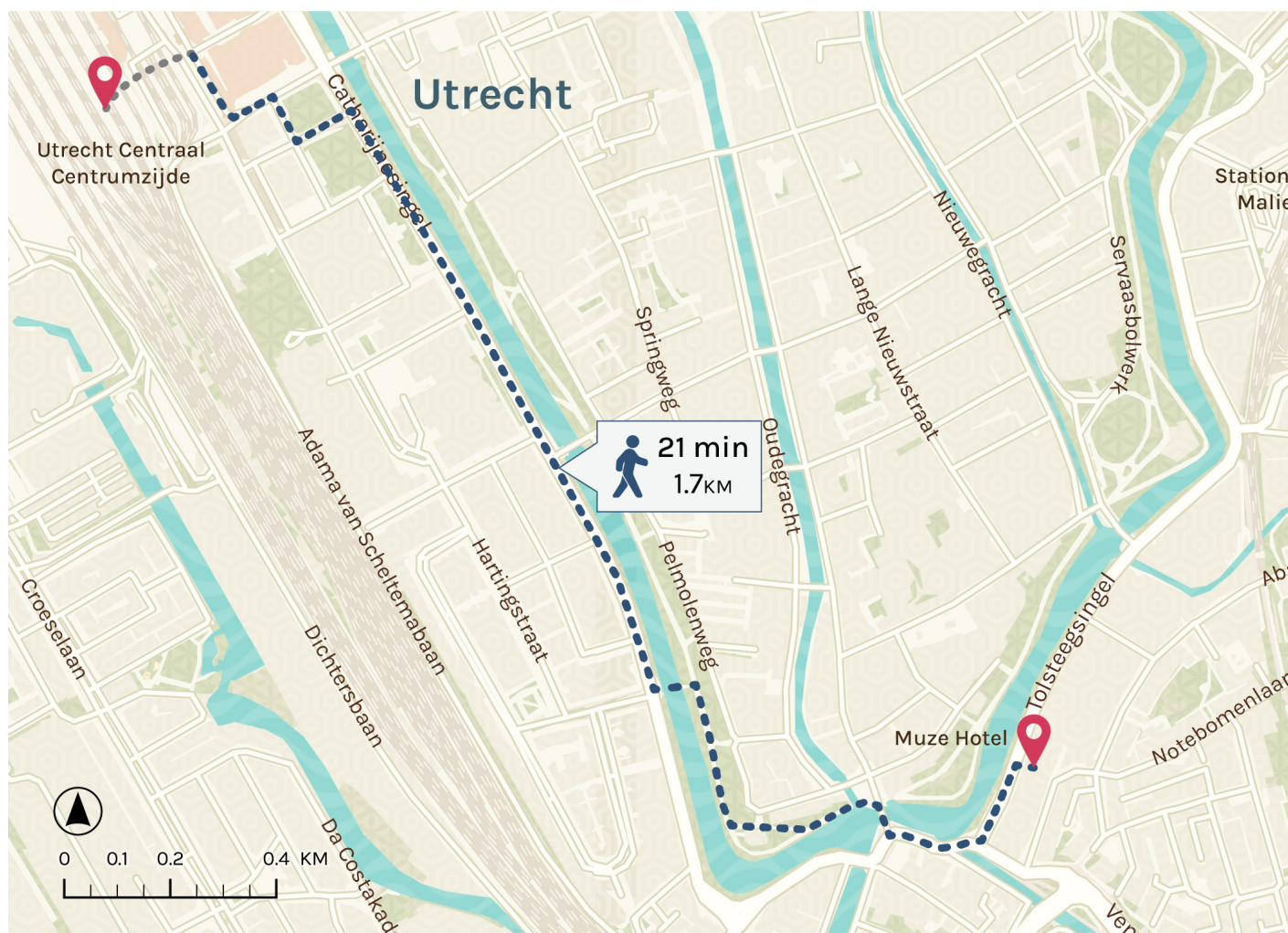
Amsterdam's Schipol Airport is connected to the Dutch rail network, allowing for a fast transfer to anywhere in the country. Direct connection between Schipol and Utrecht is available on select Intercity trains. Your credit/debit card or mobile phone with OVpay can be used to access the public transport system. It takes around 32 minutes to travel from Schipol Airport to Utrecht Centraal Station.

Upon arrival to Utrecht Centraal Station, it is a 20 minute walk to the Muze Hotel. The map below indicates the quickest route between Utrecht Railway Station and the Muze Hotel. For a slightly longer but even more scenic route, take the Oudegracht (Old Canal), parallel but east of the dotted route.



A debit/credit card can be used on public transport

## Route to Muze Hotel from Utrecht Centraal





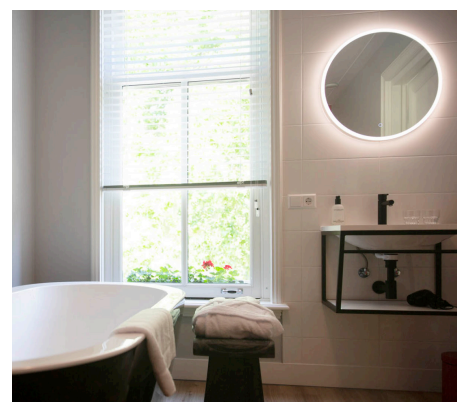
# Muze Hotel

The Muze Hotel will be home and HQ for the study tour. Check-in is available from 11am on Sunday 25th June. If you arrive before 11am, you are welcome to drop off your luggage at the hotel and explore the city.

Complementary breakfast will be provided each morning of your stay.

**Address:** Tolsteegsingel 34, 3582 AH Utrecht

**Telephone:** +31 (0)30 - 271 55 71





# Delegates



**Deema Aburizik**  
Founder  
Street Design Team  
Dubai, UAE



**Maria Lorena Boersma**  
Senior Urban Design Lead  
Transport for NSW  
New South Wales, AUS



**Dana Crisino**  
Deputy Commissioner  
of Planning  
Oneida County  
New York, USA



**Carol Dutra-Vernaci**  
Mayor  
City of Union City  
California, USA



**Julietta Jung**  
Better Streets  
Sydney, AUS



**Nathan McBriarty**  
Traffic + Transport  
Unit Leader  
Wollongong City Council  
New South Wales, AUS



**Helen Rowe**  
Transport Program Impact  
Manager  
Climateworks  
Melbourne, AUS



**Heath Ryan**  
Better Streets  
Sydney, AUS



**Alicia te Wierik**  
Senior Strategic Planner  
Golden Plains Shire  
Council  
Victoria, AUS



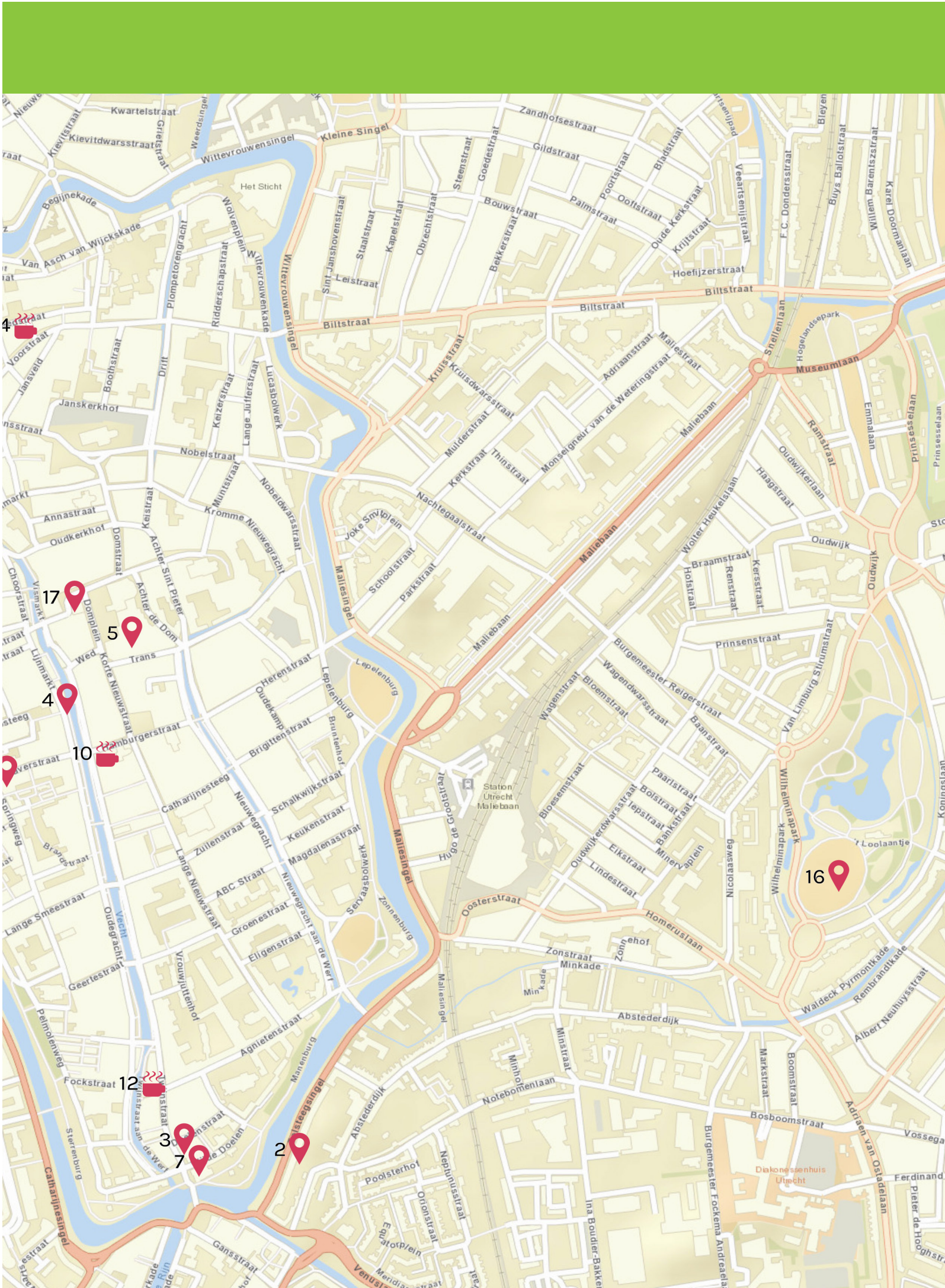
**Tracy Washington**  
Senior Lecturer and  
Researcher  
Queensland University of  
Technology  
Queensland, Australia



# Map of Utrecht









## Your Hosts



**Dr Elliot Fishman**  
Institute for  
Sensible Transport



**Liam Davies**  
Institute for  
Sensible Transport

The idea for this study tour arose while Elliot lived with his family in Utrecht in 2014. To truly appreciate the benefits of Dutch transport and land use planning, it is essential to become immersed in it, and this can only happen by visiting the Netherlands.

Dr Fishman feels privileged to host a group of professionals interested in understanding how Australian cities can become more sustainable and liveable.

Dr Fishman has over 17 years experience as a consulting transport planner for local and state governments around Australia. He has also undertaken work for the OECD, and assisted the NYC Department of Transportation and Transport for London. He has a long standing connection with the Netherlands, having previously worked at Utrecht University and maintains strong connections with leading Dutch transport practitioners.

His research measuring the health and economic benefits of Dutch cycling has appeared on the front page of Dutch newspapers and peer reviewed journals.

Liam is a strategic planner specialising in the development of integrated transport at the local government level. He has led a large number of projects focused on transport modelling, public transport network planning and cost benefit analysis. He is a leader in active travel data analysis and the integration of transport and land use.

He is assisting the Climate Council and ClimateWorks on transport emissions modelling.

He has a very strong understanding of what the community is willing to accept when it comes to changes to the transport system, including speed limits, parking and bicycle infrastructure.

Liam has submitted his PhD on affordable housing policy.

He has Dutch heritage and is in the process of learning the language.





# Your Speakers



**Professor  
Bert van Wee**  
Delft University of  
Technology

Bert van Wee is Professor of Transport Policy and is well known in the Netherlands as one of the most respected authorities on transport and land use planning. In 2020, Professor van Wee was awarded the 'Leermeesterprijs', a prestigious award for excellence in teaching and lasting impact on the professional development of both students and colleagues.

He regularly advises Ministers and local government politicians on transport issues. It is his depth of knowledge in Dutch transport innovation and best practice that makes Professor van Wee an indispensable component to this Study Tour.

Importantly, his international experience, including in Australia, allows him to provide context-specific insights that will be highly valuable for this study tour.



**Ruwan Aluvihare**  
Landscape Architect  
City of Amsterdam

Ruwan is one of the leading urban landscape architects in the Netherlands. As the Chief Urban Designer/Landscape Architect for the City of Amsterdam, Ruwan has been instrumental in the redevelopment of landmark streets in Amsterdam. His attention to detail and focus on increasing the vibrancy and efficiency of key streets has resulted in major public realm benefits that help to increase Amsterdam's liveability.

Ruwan will guide the study tour delegates through some of his recent projects, to gain a first-hand account of the complexities, trade-offs and benefits from major changes to urban transport corridors.



**Lot van Hooijdonk**  
Vice Mayor  
City of Utrecht

Lot van Hooijdonk is a Vice Mayor (Dutch Green party) at the City of Utrecht with a focus on mobility, sustainability and energy transition. She was deputy director of Utrecht's Federation for Nature and Environment and worked as a consultant at the national government for Transport. She studied Political Science at Florida University in the US and History at the University of Utrecht.

Vice Mayor van Hooijdonk is developing some of the most innovative transport projects in the Netherlands, and is excited to be able to share these with international delegations.



**Dr Meredith Glaser**  
University of Amsterdam

Meredith is an urban mobility researcher and lecturer, based in the Netherlands since 2010. Her work focuses on policy innovation, knowledge transfer, and capacity building for accelerated implementation of sustainable transport goals. In addition to research, she is one of the world's most experienced educators for students and professionals seeking to learn Dutch transport planning policies and practices. She is also a member of the board at CROW, a Dutch knowledge platform for bicycle policy. She received her PhD in urban planning from the University of Amsterdam.



# Your Speakers



**Jeen Kootstra**  
Urban Designer  
City of Utrecht

Jeen works at the City of Utrecht as project manager in urban planning. He studied at the Technical University of Delft and now works as an urban designer at the Office of Leidsche Rijn, a district in Utrecht. Leidsche Rijn is the largest urban greenfield development in the Netherlands.

Transport, mobility and sustainability have been key principles in the development of Leidsche Rijn. Leidsche Rijn offers an excellent example of urban development purposed around active transport where car use is minimised.



**Karin van de Weele**  
Project Manager  
City of Utrecht

Karin works at the municipality of Utrecht as project manager in urban planning. She studied building environment and architecture at the Technical University of Delft.

For over 20 years, she has worked on the Leidsche Rijn project. Sustainability has been central to the development of this area, and Karin brings a wealth of experience and in-depth knowledge on how to create new successful communities. Importantly, her work has involved stronger connections between the new Leidsche Rijn development and Utrecht's old town.

She is also working on the redevelopment of a former site of the Ministry of Defence, transforming the precinct into a urban habitat with 600 dwellings and services.



**Wijnand Veeneman**  
Associate Professor  
Delft University of  
Technology

Wijnand Veeneman advises, teaches and researches on governance, especially on matters related to infrastructure and transport. He is leading a European project on the governance data platforms for mobility. He is scientific director of Next Generation Infrastructure, a cooperation between six major infrastructure managers in the Netherlands. He understands the context of transport planning in automobile-dependent societies.



**Adriaan Kok**  
Senior Designer  
ipv Delft

Adriaan Kok is an experienced Senior Project Manager / Designer with wide-ranging experience designing bridges and urban elements, Urban Planning and Feasibility Studies for infrastructure. Co-author of the Dutch Design Guidelines for bicycle and pedestrian bridges and Designer of the Hovenring bridge in Eindhoven. He regularly shares knowledge and experience in presentations.





**Adjunct Professor  
Divera Twisk**  
CARRS-Q Queensland  
University of Technology  
(QUT)

Divera is a human factors psychologist, with a PhD in adolescent risk-taking. She has over 30 years of experience in road safety research and policy development at the Dutch institute for Road Safety Research, and later as a professor at Queensland University of Technology. She has made significant contributions across a wide range of road safety issues, including, cycling safety, young drivers, road user behaviour, and safe system approaches.

Concerning cycling safety she was a lead investigator on electric bicycles, initiated the International Cycling Safety Conference (ICSC), guest edited several special issues on cycling safety of research, and contributed to Dutch design guidelines for bicycle Infrastructure.



**Dr Marco te  
Brömmelstroet**  
Professor in Urban  
Mobility Futures  
University of Amsterdam  
Academic director of Lab  
of Thought

Marco te Brömmelstroet holds the chair on Urban Mobility Futures at the University of Amsterdam. He is the founder of the Urban Cycling Institute and academic director of the Lab of Thought. His teaching focuses on the relations between land use and mobility behaviour. In his research, the way we think about mobility and mobility innovations is a central fascination.





# Your Speakers



## Hillie Talens

CROW Technical Advisor  
to Local Government  
on Transport, Utrecht

Hillie Talens is a leading transport engineer with over 30 years of experience in both public and private sector. Ms Talens' career has focused on improving the role of the bicycle in the transport system, parking policies and the optimization of the use of parking facilities. She is also interested in sustainable safety and the quality of public spaces, the effects and optimization of traffic control lights in the local road network. She is a specialist in legal aspects of transportation planning and design subjects such as cycling and parking.

She is one of the leading specialists in Dutch street design, parking and bicycle network planning. Hillie Talen has created some of the most authoritative, globally recognised handbooks on transport system/network design guidelines, including:

- Handbook on Traffic Calming and Street Design. Hillie has written the best selling handbook on how to create safe, vibrant streets through the use of traffic calming and improved street design.
- Design Manual for Bicycle Traffic. The Manual, developed by Hillie Talens, is the most consulted handbook on bicycle facilities and policies in the world.
- Design Manual for Bicycle Parking. This handbook provides detailed policy and design specifications for high quality bicycle parking.

In addition to the above handbooks, Hillie Talens leads a project on creating successful shared spaces in cities, and sustainable safety. She has led a large number of study tours for international delegations visiting the Netherlands to learn about transport innovation and street design.



## Mark Wagenbuur

Dutch Transport  
Commentator  
Den Bosch

Mark Wagenbuur is recognised as one of the most insightful commentators on Dutch transport innovation. As a *Dutch Cycling Ambassador*, he is one of the cycling experts in the pool of the Dutch Cycling Embassy.

Mark will provide a guided tour of how streets in Utrecht (where he was born and raised) have been transformed over four decades, with an emphasis on Complete Streets, network design, Safe Systems and general Dutch traffic principles. Mark will describe how changes in street design didn't 'just happen' but were the result of decisive action by successive governments.





**Remco van der Panne**  
Project Leader  
Sustainable Mobility  
City of Utrecht

Remco van der Panne provides innovative and sustainable mobility solutions in the public space for the City of Utrecht with a focus on car sharing and charging stations. His previous commercial experience centred around making physical and digital improvements to existing and prototype cars. In his current role, Remco concentrates on improving the quality of life for the citizens of Utrecht. The municipality has an increasing urban environment, expected to grow more than 30% in the coming years, with a focus on health and sustainable urban development. Remco will give insight into what is being done now to encourage zero emission transport and electric vehicles, as well as what is planned for the future.



**Dr Mark van Hagen**  
Principal Consultant  
Customer Experience  
Netherlands Railways

Mark van Hagen has been heavily involved in public transport for more than 30 years. Mark started his career at Schiphol Airport Amsterdam, the Netherlands. Since 1990 Mark has worked for NS (the principal Railway Operator in the Netherlands) as a principal consultant customer experience. He is responsible for (innovative) studies on customer demands, chain management and station development. Working as a thought leader analyzing customer data and advising the top management of NS is also his responsibility. He received a distinction from the University of Twente, the Netherlands, for his dissertation on “Waiting experience at train stations”, completed in April 2011. Mark has published over one hundred international (scientific) articles with a customer centric view of the experience of public transport modes.



**Lucas Harms**  
Managing Director  
Dutch Cycling Embassy

As the Director of the Dutch Cycling Embassy Lucas is responsible for the strategic development of the public private partnership, as well as the operational and financial activities of the organization. Under delegation of the board, he manages the daily office and the team and coordinates, together with the project coordinators, the Embassy's various projects that result from incoming requests from all over the world. Lucas has a background in urban geography and more than 15 years of research in various roles,





## Street transformation

A green transport corridor in Amsterdam, converted from a car-oriented road



# Program Overview

## Sunday 25th June

Welcome boat tour and dinner

- **11:00am – 12:00pm** Guests check into the Muze Hotel in Utrecht
- **12:00pm – 1:30pm** Welcome at Muze Hotel and introductory casual bike ride, Utrecht
- **1:30pm – 2:30pm** Free time
- **2:30pm – 3:30pm** Getting the most out of your study tour
- **3:45pm – 4:00pm** Walk to boat tour from Muze Hotel to 16 Oosterkade (Sloep Huren Utrecht)
- **4:00pm – 5:30pm** Boat trip featuring guest speakers Bert van Wee and Mark Wagenbuur on history of Dutch planning
- **5:30pm** Guests walk to dinner
- **6:00pm – 8:00pm** Dinner at Restaurant Blauw (64 Springweg, Utrecht)
- **End of day 1**

## Saturday 24th June

### Optional Side Trip: Tour of Groningen

Details of the Tour of Groningen are found on page 36

## Monday 26th June

Introduction to Dutch planning: theory and practice


- **8:30am – 9:00am** Overview of Tour, Muze Hotel
- **9:15am** Depart Muze Hotel with bikes to Academic Building, Dom Square, University of Utrecht
- **9:30am** Arrive at Academic Building, University of Utrecht.
- **9:30am – 11:30am** Professor Bert van Wee on Dutch Planning: An Overview of Principles, Practice and Road User Pricing, Academic Building
- **11:30am – 11:45am** Light refreshments
- **11:45am – 12:45pm** Vice Mayor Lot van Hooijdonk on Cutting Edge Transport Innovation: The Case of Utrecht
- **12:45pm – 1:45pm** Lunch (independent)
- **1:45pm – 2:45pm** Panel discussion with Bert van Wee, Lucas Harms and Wijnand Veeneman
- **2:45pm – 3:25pm** Ride from Academic Building to Leidsche Rijn residential development, led by Jeen Kootstra and Karin van de Weele
- **3:30pm – 4:30pm** Bike tour of Leidsche Rijn
- **Optional**
  - **5:00pm – 5:30pm** Social drink in central Utrecht
  - **6pm** Dinner (independent)
- **End of day 2**



# Program Overview

## Tuesday 27th June


Sustainable Safety, bicycle infrastructure and the Hovenring, Eindhoven

 **8:30am – 9:30am** Short ride from Muze Hotel to Bike Parking Facility (2 Mariaplaats)

- **9:30am – 9:45am** Walk to Academic Building
- **9:45am – 10:30am** Understanding the place of Study Tours within professional practice, Dr Meredith Glaser
- **10:30am – 10:45am** Refreshments
- **10:45am – 11:45am** Sustainable Safety: Understanding the Fundamentals of World's Best Practice Road Safety, Adjunct Professor Divera Twisk
- **11:45am – 12:30pm** Panel discussion: Divera Twisk, Hillie Talens, Dick Ettema
- **12:30pm – 1:15pm** Lunch (independent)
- **1:30pm** Meet back outside Bike Parking Facility (2 Mariaplaats)
- **1:30pm – 1:40pm** Walk to Utrecht Centraal Train Station
- **Catch 2:03pm** Intercity train to Eindhoven from Platform 18 (check departure screens to confirm platform number). Train arrives into Eindhoven at 2:54pm
- **3:00pm – 3:15pm** Walk to Velo Rent, 3 Gasfabriek, Eindhoven

 **3:15pm – 3:45pm** Ride to Hovenring

- **3:45pm – 4:15pm** Inspect Hovenring

 **4:15pm – 4:45pm** Travel back to Velo Rent to return bikes

- **4:45pm – 6pm** Refreshments in central Eindhoven
- Depart Eindhoven to Utrecht by train (pick up bikes from Utrecht Bike Parking Facility)

### Option 1

- Depart at 6:17pm (Platform 6)
- Arrive at 7:04pm

### Option 2


- Depart at 6:34pm (Platform 5)
- Arrive at 7:19pm


- Dinner (independent)

- **End of day 3**

## Wednesday 28th June


Electric vehicle charging, train system strategy and user experience optimisation, innovation in street design

 **8:00am** Leave Muze Hotel - ride to electric vehicle charging facility

- **8:20am – 9:20am** Explanation of Utrecht's encouragement policies for electric vehicles, Remco van der Panne
-  **9:20am – 9:30am** Ride to Dutch Railways HQ, 100 Laan van Puntenburg, Utrecht
- **9:30am – 12:45pm** Dutch Railways: Network development, innovations for optimising the user experience, managing peak demand, integration of cycling and public transport, Mark van Hagen and other NS staff

- **12:45pm – 1:45pm** Lunch (independent)

- **1:45pm** Meet at CROW Office (22 Jaarbeursplein, Utrecht)

 **1:45pm – 5:00pm** Active Transport Infrastructure Design Principles and Practice, Hillie Talens

### Optional


**5:30pm – 6:30pm** Drink, Louis Hartlooper Complex, 1 Ledig Erf Tolsteegbrug

- **End of day 4**



## Thursday 29th June

Amsterdam: Best practice examples of innovative street re-design

 **8:15am** Depart Muze Hotel by bike

- **8:30am** Short tour of world's largest bike parking facility (Utrecht Centraal Station)
- **8:59am** Train departs Utrecht Centraal (Platform 7) Intercity to Alkmaar
- **9:25am** Arrive Amsterdam Centraal Station
- **9:25am – 9:45am** Travel by rail to University of Amsterdam
- **10:00am – 12:00pm** The three myths of urban cycling, Marco te Brömmelstroet, Room C4.50, 166 Nieuwe Achtergracht, C building, fourth floor, University of Amsterdam
- **12pm – 2:45pm** Lunch and free time
- **2:45pm – 4:45pm** Policies, principles and practice of enhancing the streetscape, lessons from Amsterdam, led by Ruwan Aluvihare. Lecture at Entrseol, 4 - 8 Voormalige Stadstimmertuin.

Street tour follows lecture, including Ferdinand Bolstraat and Van Woustraat

### Option

Choice of either travelling in afternoon back to Utrecht or spending more time in Amsterdam

- **End of day 5**


## Friday 30th June

Field trip: Applying best practice transport planning principles to car-dependent cities

**9:00am – 11:00am** Field trip led by Mark Wagenbuur, highlighting the application of sustainable safety and network design. Begins at Muze Hotel

- **11:15am – 12:15pm** Tour of Vehicle to Grid Trial, Utrecht
- **12:15pm – 2:30pm** Lunch, free time (independent)
- **2:30pm – 3:00pm** Reflections on lessons learnt, led by Elliot Fishman and Liam Davies at Muze Hotel
- **3:00pm – 5:00pm** Translating the study tour experience and insights into practical outcomes, Muze Hotel. Led by Meredith Glaser

• **5:00pm – 5:30pm** Free time

 **5:30pm – 6:00pm** Ride to group dinner, Restaurant Goestings, 150 Veeartsenijpad

- **6:00pm – 8:00pm** Group dinner

- **End of day 6**

### End of study tour

#### Saturday 24th June

#### Optional Side Trip: Tour of Groningen

Details of the Tour of Groningen are found on page 36





## Wilhelminapark

A great place to rest and relax during moments of downtime on the study tour. It is also a great example of pedestrians and cyclists sharing road space in Utrecht







# Sunday 25th June

## Welcome boat tour and dinner



An introduction to Dutch urban planning with Bert van Wee and Mark Wagenbuur in a traditional canal boat

### Today's Schedule:

- **11:00am – 12:00pm** Guests check into the Muze Hotel in Utrecht
- **12:00pm – 1:30pm** Welcome at Muze Hotel and introductory casual bike ride, Utrecht
- **1:30pm - 2.30pm** Free time
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- **5:30pm** Guests walk to dinner
- **6:00pm – 8:00pm** Dinner at Restaurant Blauw (64 Springweg, Utrecht)
- **End of day 1**



## Goals for the study tour

Write down at least three things you'd like to get out of this week.

**Come back at the end of the study tour and reflect on how you went.**

[illegible]



# Monday 26th June

## Introduction to Dutch planning: theory and practice



Mixed-use developments that interface well with the street is common throughout the Netherlands.

### Today's Schedule:

- **8:30am – 9:00am** Overview of Tour, Muze Hotel
- **9:15am** Depart Muze Hotel with bikes to Academic Building, Dom Square, University of Utrecht
- **9:30am** Arrive at Academic Building, University of Utrecht.
- **9:30am – 11:30am** Professor Bert van Wee on Dutch Planning: An Overview of Principles, Practice and Road User Pricing, Academic Building
- **11:30am – 11:45am** Light refreshments
- **11:45am – 12:45pm** Vice Mayor Lot van Hooijdonk on Cutting Edge Transport Innovation: The Case of Utrecht
- **12:45pm - 1:45pm** Lunch (independent)
- **1:45pm - 2:45pm** Panel discussion with Bert van Wee, Lucas Harms and Wijnand Veeneman
- **2:45pm – 3:25pm** Ride from Academic Building to Leidsche Rijn residential development, led by Jeen Kootstra and Karin van de Weele
- **3:30pm – 4:30pm** Bike tour of Leidsche Rijn
- **Optional**
  - **5:00pm – 5:30pm** Social drink in central Utrecht
  - **6pm** Dinner (independent)
- **End of day 2**

### Topics

- Introduction to Utrecht
- Overview of Dutch transport and land use planning
- Road user pricing
- Sustainable greenfield development: the case of Leidsche Rijn
- The politics of transport planning

### Readings / Videos

- Ex-Post Evaluations of Thirty Years of Compact Urban Development in the Netherlands, Geurs K.T., van Wee, B., (2016), Urban Studies
- The Dutch transition from the 1970s to now (bikes): <https://www.youtube.com/watch?v=XuBdf9Yj7o>
- Policies implementing lessons from six road pricing cases, D.V. Noordegraaf, J. A., Annema, B. van Wee., Transportation Research Part A: Policy and Practice (2014)
- What type of road pricing scheme might appeal to politicians. Viewpoints on the challenge in gaining the citizen and public servant vote by staging reform, D.A. Hensher, M.C.J. Bliemer, Transportation Research Part A: Policy and Practice (2014)
- Bert van Wee on road user pricing: <https://vimeo.com/233422234>
- Michiel Bliemer on how road user pricing could work in Australia: <https://vimeo.com/234416162>
- Former Premier John Brumby on the politics on road user pricing in Australia: <https://vimeo.com/233420030>



# Reflections


[illegible]



# Tuesday 27th June

## Sustainable Safety, and the Hovenring, Eindhoven

### Today's Schedule:

 **8:30am – 9:30am** Short ride from Muze Hotel to Bike Parking Facility (2 Mariaplaats)

- **9:30am – 9:45am** Walk to Academic Building

- **9:45am – 10:30am** Understanding the place of study tours in professional practice, Dr Meredith Glaser

- **10:30am – 10:45am** Refreshments

- **10:45am – 11:45am** Sustainable Safety: Understanding the Fundamentals of World's Best Practice Road Safety, Adjunct Professor Divera Twisk, Dick Ettema and Hillie Talens

- **11:45am – 12:30pm** Panel discussion: Adjunct Professor Divera Twisk

- **12:30pm – 1:15pm** Lunch (independent)

- **1:30pm** Meet back outside Bike Parking Facility (2 Mariaplaats)


- **1:30pm – 1:40pm** Walk to Utrecht Centraal Train Station

- **Catch 2:03pm** Intercity train to Eindhoven from Platform 18 (check departure screens to confirm platform number). Train arrives into Eindhoven at 2:54pm

- **3:00pm – 3:15pm** Walk to Velo Rent, 3 Gasfabriek, Eindhoven

 **3:15pm – 3:45pm** Ride to Hovenring

- **3:45pm – 4:15pm** Inspect Hovenring

 **4:15pm – 4:45pm** Travel back to Velo Rent to return bikes

- **4:45pm – 6pm** Refreshments in central Eindhoven

- Depart Eindhoven to Utrecht by train (pick up bikes from Utrecht Bike Parking Facility)

#### Option 1

- Depart at 6:17pm (Platform 6)
- Arrive at 7:04pm

#### Option 2

- Depart at 6:34pm (Platform 5)
- Arrive at 7:19pm

- Dinner (independent)

### End of day 3

### Topics

- Bicycle End of Trip Facilities
- Sustainable Safety: best practice transport safety
- Innovation in Dutch infrastructure: Case Study of the Hovenring (Eindhoven)

### Readings

- The Institute for Road Safety Research, 2013. SWOV Fact Sheet <[https://www.swov.nl/sites/default/files/publicaties/gearchiveerde-factsheet/uk/fs\\_sustainable\\_safety\\_principles\\_archived.pdf](https://www.swov.nl/sites/default/files/publicaties/gearchiveerde-factsheet/uk/fs_sustainable_safety_principles_archived.pdf)>
- Wegman, F., 2017. The future of road safety: A worldwide perspective. *IATSS research*, 40(2), pp.66-71.
- Weijermars, W. and Wegman, F., 2011. Ten years of sustainable safety in the Netherlands: an assessment. *Transportation Research Record*, 2213(1), pp.1-8.
- Schepers, P., Twisk, D., Fishman, E., Fyhri, A. and Jensen, A., 2017. The Dutch road to a high level of cycling safety. *Safety science*, 92, pp.264-273.
- Schepers, P., Heinen, E., Methorst, R. and Wegman, F., 2013. Road safety and bicycle usage impacts of unbundling vehicular and cycle traffic in Dutch urban networks. *European Journal of Transport and Infrastructure Research*, 13(3).



The world famous elevated Hovenring, separating bike riders from the cars below.



# Reflections

[illegible]




# Wednesday 28th June

## Electric vehicle charging, train system strategy and user experience optimisation, innovation in street design




Electric car charging stations like this are common throughout the Netherlands.

### Today's Schedule:

 **8:00am** Leave Muze Hotel - ride to electric vehicle charging facility


- **8:20am – 9:20am** Explanation of Utrecht's encouragement policies for electric vehicles, Remco van der Panne

 **9:20am – 9:30am** Ride to Dutch Railways HQ, 100 Laan van Puntenburg, Utrecht

- **9:30am – 12:45pm** Dutch Railways: Network development, innovations for optimising the user experience, managing peak demand, integration of cycling and public transport, Mark van Hagen and other NS staff

- **12:45pm – 1:45pm** Lunch (independent)

- **1:45pm** Meet at CROW Office (22 Jaarbeursplein, Utrecht)

 **1:45pm – 5:00pm** Active Transport Infrastructure Design Principles and Practice, Hillie Talens

### Optional

**5:30pm – 6:30pm** Drink, Louis Hartlooper Complex, 1 Ledig Erf Tolsteegbrug

End of day 4

### Topics

- Strategies to encourage uptake of electric vehicles
- Public transport base practice: lessons from the Dutch National Railways HQ on the user experience, seamless, integrated transport and the future of public transport in the Netherlands
- Understanding the evolution of the Dutch city street: a field trip

### Readings

- Utrecht's pilot project of the world's biggest experiment of Vehicle to Grid Technology:
  - [https://www.youtube.com/watch?v=L\\_\\_BYDKz3\\_JgSee](https://www.youtube.com/watch?v=L__BYDKz3_JgSee)
  - <https://spectrum.ieee.org/vehicle-to-grid#toggle-gdpr>
- Commonwealth of Australia National Electric Vehicle Strategy - Consultation Paper, September, 2022. See [https://storage.googleapis.com/converlens-au-industry/industry/p/prj21fdd5bb6514260f47fcd/public\\_assets/National%20Electric%20Vehicle%20Strategy%20Consultation%20Paper.pdf](https://storage.googleapis.com/converlens-au-industry/industry/p/prj21fdd5bb6514260f47fcd/public_assets/National%20Electric%20Vehicle%20Strategy%20Consultation%20Paper.pdf)
- Recharge Me: Strategic Plan for Recharging Infrastructure 2020-2030, City of Amsterdam. See <https://sensibletransport.org.au/wp-content/uploads/2023/04/Strategic-plan-Charge-infrastructure-AMS-ENG-compressed88.pdf>



# Reflections

[illegible]



# Thursday 29th June

## Amsterdam: Best practice examples of innovative street re-design

### Today's Schedule:

 **8:15am** Depart Muze Hotel by bike

- **8:30am** Short tour of world's largest bike parking facility (Utrecht Centraal Station)
- **8:59am** Train departs Utrecht Centraal (Platform 7) Intercity to Alkmaar
- **9:25am** Arrive Amsterdam Centraal Station
- **9:25am – 9:45am** Travel by rail to University of Amsterdam
- **10:00am – 12:00pm** The three myths of urban cycling, Marco te Brömmelstroet, Room C4.50, 166 Nieuwe Achtergracht, C building, fourth floor, University of Amsterdam
- **12:00pm - 2:45pm** Lunch and free time
- **2:45pm – 4:45pm** Policies, principles and practice of enhancing the streetscape, lessons from Amsterdam, led by Ruwan Aluvihare. Lecture at Entrseol, 4 - 8 Voormalige Stadstimmertuin.

Street tour follows lecture, including Ferdinand Bolstraat and Van Woustraat

#### Option

Choice of either travelling in afternoon back to Utrecht or spending more time in Amsterdam

- **End of day 5**



The Oudegracht (Old Canal) is an excellent example of a street being a destination and a human-scale thoroughfare

### Topics

- Cycling at scale: A tour of the world's largest bike parking facility
- Best practice urban design in Amsterdam: Innovations in intersection design, corridor
- Redevelopment, Complete Streets and public transport prioritisation

### Readings/Videos

- Amsterdam's long term bicycle plan (2017 - 2022). See LONG-TERM BICYCLE PLAN 2017 - 2022 <[https://bikecity.amsterdam.nl/documents/14/Long-term\\_Bicycle\\_Plan\\_2017-2022\\_web.pdf](https://bikecity.amsterdam.nl/documents/14/Long-term_Bicycle_Plan_2017-2022_web.pdf)>
- Glaser, M 2017, 'What happens if you turn off the traffic lights?', *The Guardian*, 15 September 2017 <<https://www.theguardian.com/environment/bike-blog/2017/sep/22/what-happens-if-you-turn-off-the-traffic-lights>>
- Movement: How to take back our streets and transform our lives, 2022. Thalia Verkade and Marco te Brömmelstroet
- Intersection design to enhance cycling levels of service. See <https://www.youtube.com/watch?v=gZOAb1yKNI>

## Reflections

[illegible]




# Friday 30th June


## Field trip: Applying best practice transport planning principles to car-dependent cities



Safe System Design - All modes of traffic are separated along main thoroughfares in the Netherlands

### Today's Schedule:

 **9:00am – 11:00am** Field trip led by Mark Wagenbuur, highlighting the application of sustainable safety and network design. Begins at Muze Hotel

- **11:15am – 12:15pm** Tour of Vehicle to Grid Trial, Utrecht
- **12:15pm – 2:30pm** Lunch, free time (independent)
- **2:30pm – 3:00pm** Reflections on lessons learned, led by Elliot Fishman at Muze Hotel
- **3:30pm – 5:00pm** Translating the study tour experience and insights into practical outcomes in Australia, Muze Hotel. Led by Meredith Glaser
- **5:00pm – 5:30pm** Break at Muze Hotel
-  **5:30pm – 6:00pm** Ride to group dinner, Restaurant Goestings, 150 Veeartsenijpad
- **6:00pm – 8:00pm** Group dinner
- **End of day 6**

### End of study tour

### Topics

- Safe Systems street design
- Implementation of sustainable transport projects
- Translating best practice transport planning into the Australian context
- Reflecting on lessons learned: understanding how to bring your experiences to life

## Reflections

[illegible]



# Saturday 24th June

## Tour of Groningen (Optional)



### Groningen is a picturesque city in the north of the Netherlands

Groningen is widely considered the world's most bike friendly city, with some 50 - 60% of trips being made by bike. Groningen's experimentation with traffic management initiatives dates back to the early 1970s and the city is now seen as a leader within the Netherlands for traffic management and design outcomes that maximise urban liveability.

Groningen is well-known (at least in the Netherlands) for what has become known as the 'Groningen Model' which is an effective technique of lowering vehicle traffic in city centres by requiring them leave using the same route they arrived. Since the introduction of this and many other traffic calming measures, Groningen now has the highest bike mode share in the world and many other Dutch cities are trying to emulate what Groningen has achieved.

**For participants travelling from Groningen from Utrecht, will need to pay € 28.80 per one way trip on their credit card to cover the cost of the journey.**

### Where to Meet

- **1030am** Meet at Fietsverhuurgroningen (bike hire) Gedempte Zuiderdiep 95. This is immediately north of Groningen Railway Station. Approx. 7 minutes walk
- Lunch will be provided
- **6:00pm** Tour ends, participants are free to make their own travel arrangements to Utrecht.

## Reflections

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## Reflections

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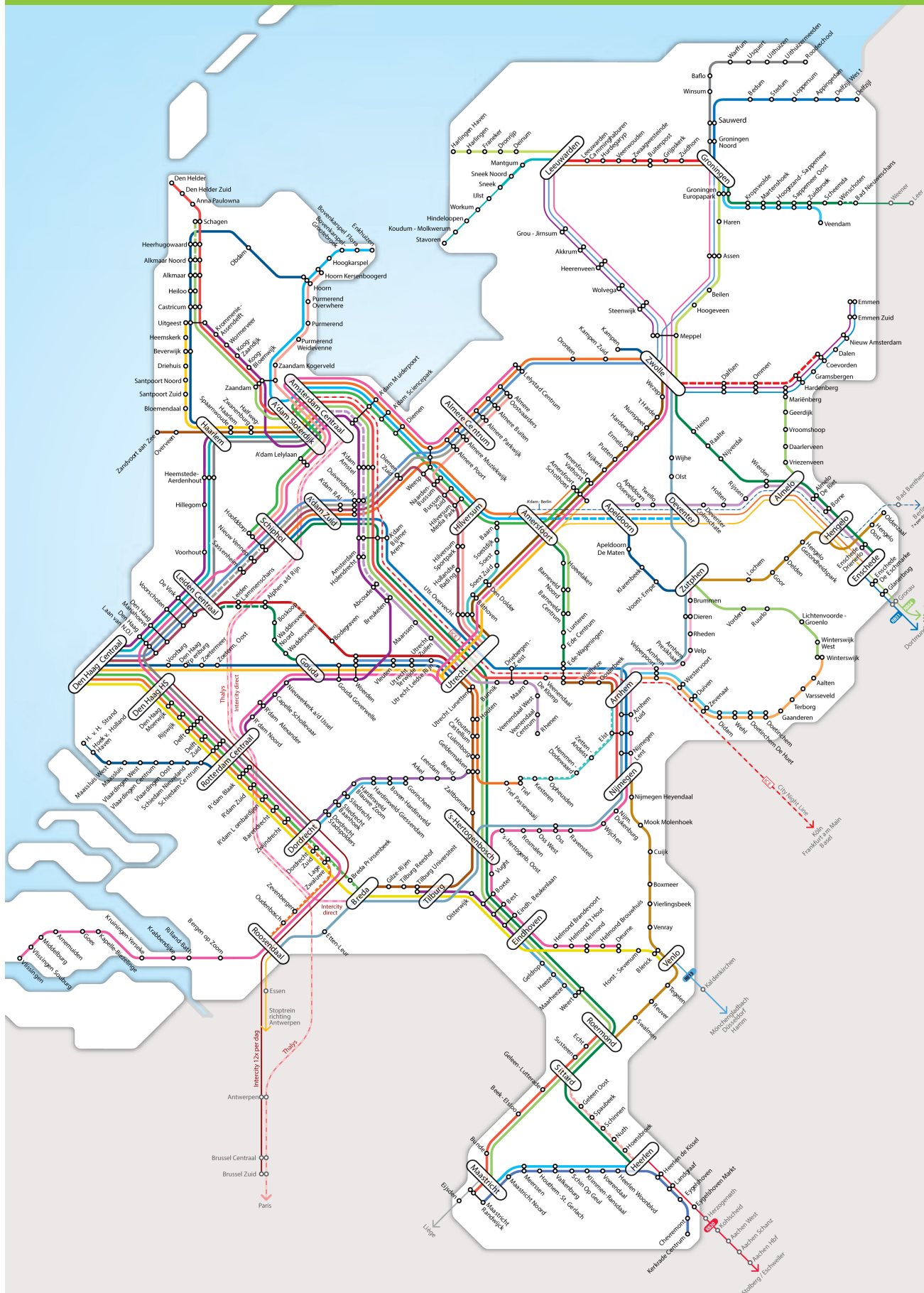
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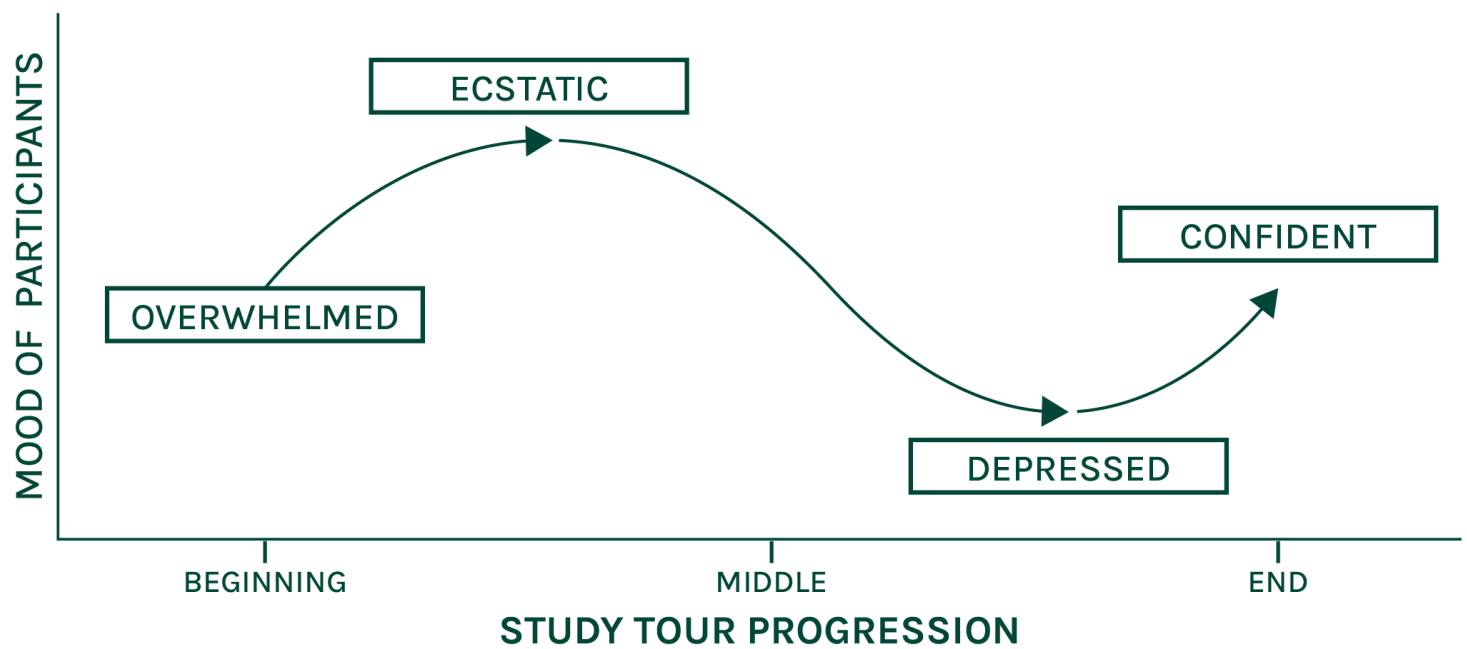
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# Dutch Rail Network





Note: Reproduced from Effective Study Tours: Turning Inspiration into Action. People for Bikes. 2016.



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