

## PROJECT OBJECTIVES

1. Conduct a systematic review and assessment of the state of the art of the resilience assessment and management concepts, national guidelines and their implementation strategies in order to develop a conceptual framework for creating/maintaining Urban Transport Systems
2. Develop European Resilience Management Guidelines (ERMG)
3. Operationalize and validate the ERMG by implementing the RESOLUTE Collaborative Resilience Assessment and Management Support Systems (CRAMSS) for Urban Transport Systems addressing Road and Urban Rail Infrastructures
4. Enhance resilience through improved support of human decision making processes, particularly by training professionals and civil users on the ERMG and the RESOLUTE system
5. Adoption of the ERMG at EU and Associated Countries level



## THE CONSORTIUM

UNIVERSITÀ DEGLI STUDI  
DI FIRENZE, Italy

THALES ITALIA Spa, Italy

ATTIKO METRO, Greece

COMUNE DI FIRENZE, Italy

CENTRE FOR RESEARCH AND  
TECHNOLOGY HELLAS, Greece

FRAUNHOFER IAO, Germany

HUMANIST VCE, France

SWARCO MIZAR SPA, Italy

ADI ISG, Portugal

CMR, Italy



University of Florence, DINFO  
Florence (Italy)



[www.resolute-eu.org](http://www.resolute-eu.org)



[infores@resolute-eu.org](mailto:infores@resolute-eu.org)



RESilience management guidelines and  
Operationalization applied to  
Urban Transport Environment

This project has received funding  
from the European Union Horizon 2020 Programme  
under Grant Agreement n°653460



## PROJECT VISION

RESOLUTE is based on the vision of achieving a higher sustainability of operations in European Urban Transport Systems.

The project recognises foremost the ongoing transformation of urban environments in view of ecological, human and overall safety and security needs, as well as the growing importance of mobility within every human activity.

Sustainability is becoming an imperative need across all economic and social domains. Among many things, this requires overall heightened operational efficiency, mainly by optimising the allocation and utilisation of available resources, whilst striving to continuously minimise any source of waste, namely accidents and other operational failures.

Within this context, RESOLUTE considers resilience as a useful management paradigm, within which adaptability capacities are considered paramount.

Rather than targeting continuous economic and financial growth of businesses and market shares, organisations must generate the ability to continuously adjust the ever changing operational environments.



- Reduce cost and time for implementing resilience guidelines
- Reduce the risks for citizens and the time for taking the right decision
- Make the resilience assessment and management process easier and effective
- Move to a paperless mode of work
- Reduce administrative burdens
- Efficiency in resource allocation during emergency
- Establish coordination with all stakeholders involved in Urban Transport System resilience management
- Increase the usability of emergency services
- Ensure widespread accessibility of emergency services
- Increase communication with citizens and authorities
- Constitute a way for the redesign and enhancement of existing resilience oriented services
- Enhance public services by connecting them with each other

## PROJECT IMPACTS

