

CiViTAS
Cleaner and better transport in cities

VANGUARD

**“The first 10 years of
CIVITAS: Share your
experience and improve the
Initiative”**

Survey analysis

WP2, Task 2.3

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Introduction

CIVITAS VANGUARD coordinates the CIVITAS-Plus phase of its CIVITAS Initiative for cleaner and sustainable urban transport, and assists the Commission in the dissemination of CIVITAS-Plus results.

In the context of the 10 year anniversary of the CIVITAS programme and as a part of Work Package 2 - Task 2.3 titled “Continuous assessment and adaptation” – the CIVITAS VANGUARD team was in charge of conducting a CIVITAS Members’ Benefits and Impacts survey. It aimed to examine the benefits and impact of CIVITAS Demonstration and Non-Demonstration cities in the short and in the long term.

Consequently, in March 2012, an online survey titled *The First Ten Years of CIVITAS: Share your experience and improve the Initiative* was launched. As stated by the online questionnaire, the aim of the survey was: “to better understand the ways in which CIVITAS has impacted and benefited Forum Network member and project demonstration cities” since its inception in 2002.

The online questionnaire was sent to all 210 CIVITAS Forum member cities. A number of these cities were involved in the first CIVITAS Demonstration programme, launched in 2002, the second programme (2005-2009) and the most recent CIVITAS Plus programme (2008-2012).

In total, 72 respondents have filled, or partially filled out the online questionnaire. As demonstrated by the table 1 below, of the 72 responses, 65 respondents answered the question “Which CIVITAS Forum Network city do you represent?”. Therefore, 7 of the 72 respondents skipped the question about their city name.

Of those who filled in the question about their city name a further two did not write the name of their city but instead indicated which CIVITAS programme their city was involved in. Furthermore 6 of the respondents answering the survey were from the same city. Therefore, a total of 57 cities (which excludes those that responded anonymously) out of 210 responded to the survey. 27% of CIVITAS cities are represented in this survey. This percentage is the usual rate for surveys of this type.

Table 1: Number of responses to the survey

Total number of responses to the survey:	72
Number of responses to the question “Which CIVITAS Forum Network city do you represent?”:	65
Respondents indicating that they are from CATALIST or ELAN:	2
Number of city name repeated:	6
Total number of respondents indicating the name of their city:	57

Respondents from the following cities have completed the survey two or three times.

- Porto (three Porto respondents have completed the survey)
- Norwich
- Brno
- Bremen
- Ljubljana

Most of these respondents are two different persons from the same city but from a different department. For instance, one person works as a civil servant in the transport department, and another is a civil servant in charge of public relation or climate protection. In other cases, respondents from the same department but having different responsibilities filled the survey. For example, a civil servant works as a project manager and another works as “Head of city development”.

All the survey results have been calculated on the basis of 57 responses.

This document offers an in-depth survey analysis. It includes cross data analysis, coding, content analysis, and statistical tests. First it explains the Methodology and describes sample respondents. It then summarises survey results regarding the benefits of CIVITAS according

to respondents and analyses a series of results dealing with the impact of CIVITAS in cities. Third, a section is dedicated to analyse the results of questions related to Local mobility/transport plans and Sustainable Mobility Transport Plans and their possible link to CIVITAS. The last part of the document deals with the Future of CIVITAS and possible improvements to be made in the CIVITAS programme.

1. Methodology

2.1 Questionnaire and Online Survey

A questionnaire was compiled with the help and contribution of the VANGUARD team.

A total of 25 questions were asked in the survey. Some of them were only applicable to Demonstration cities, others, to Non-Demonstration cities. The questionnaire was divided into 8 main parts. The first part introduced the survey and asked participants for their contact details and key information about their city. In the second part, Forum Network member cities were asked to describe the reasons why they became a Forum member and whether they intended to become a demonstration city. The third part was dedicated to Demonstration cities (CIVITAS I, II or PLUS). They were encouraged to write about their reasons for becoming a Demonstration city. Fourth, participants were asked to rate CIVITAS resources and services and what resources and services of the CIVITAS Initiative could be improved. Fifth, several questions dealt with the benefits and impacts of CIVITAS. Respondents were asked to assess the impact CIVITAS has had and there was an opportunity to provide more detailed feedback. The next part focused on finding out how many cities have a local transport/mobility plan and/or have a Sustainable Mobility Plan and the profile of these cities. Questions were asked to find out whether CIVITAS could have influenced these plans. The seventh part was dedicated to reviewing CIVITAS themes and measures, their potential impact and popularity. Finally, respondents were asked to offer general feedback about CIVITAS, especially about how CIVITAS should develop in the future. The detailed questionnaire is provided in the Annex.

A survey was sent via the VANGUARD team Liaison partners and through an online survey service to the 210 CIVITAS Forum Cities in March 2012. It was also referred to in the CIVITAS internal newsletter.

Telephone contact with CIVITAS I, II, Plus and Forum cities was made to encourage city representatives to respond. The team in charge of conducting the survey received positive answers from respondents and the number of forms completed quickly reached 72 in total.

2.2 Focus Groups

Out of the analysis of the online survey, new questions needed to have an answer. At first two online focus groups were organised in order to:

- gain a comprehensive understanding of the main differences between Western European cities and Eastern European cities;
- discuss in more detail what the CIVITAS Initiative should focus on in the future;

Both the analysis of the online survey, as the results of these two focus groups were presented at the PAC meeting at the CIVITAS Forum Conference in September 2012. The PAC members gave interesting feedback and asked relevant questions which were integrated in an updated version of the report. Next to that, the PAC members asked to have a better view on the differences between demonstration and non-demonstration cities, in terms of engagement in CIVITAS and in the survey. Therefore a third focus group was set up, in order to:

- discuss the CIVITAS initiative from a non-demonstration city's point of view.

A summary of results can be found in chapter 10 of this report. The minutes of the three focus groups are also added to the report as annexes.

2. Sample respondents: Who are they, and How representative?

3.1 Who are the respondents?

Questions number 3 and 4 asked participants to describe who they are. They could choose between a Politician (or a Civil Servant responding on behalf of a politician), a Civil Servant from their city's transport department, or "other". Respondents were also asked to record their job title in the city they represent.

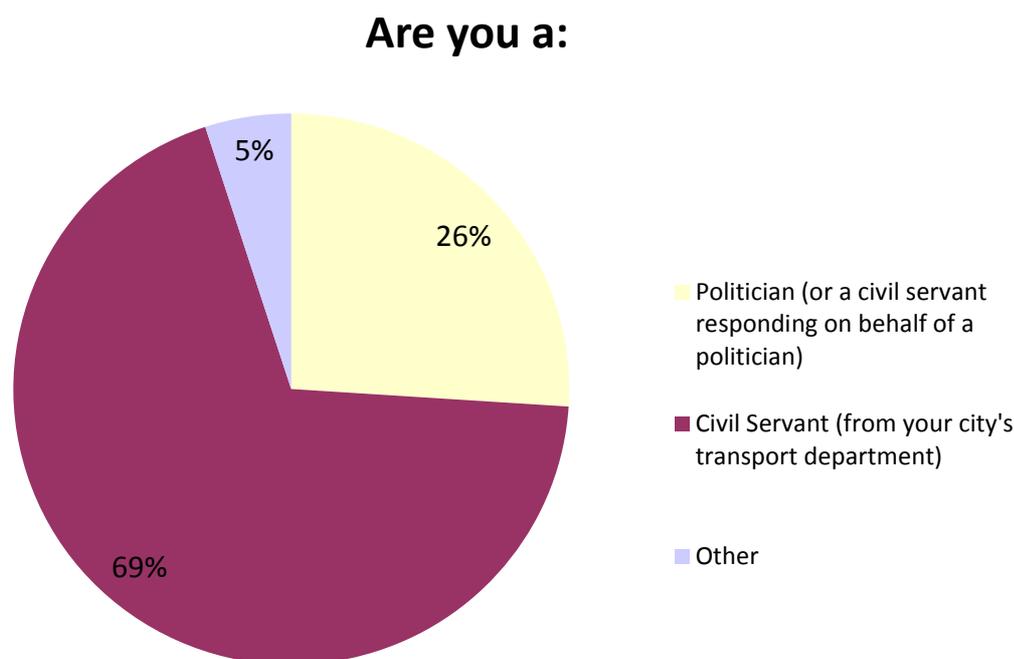


Figure 1: Profile respondents

As indicated in the graph above, most respondents described themselves as Civil Servants, mainly in charge of Mobility, Transport or European policies in their cities. The respondents' job titles vary from Mobility Manager, to Consultant or Coordinator, with a frequent reference to engineering.

The category "Other" includes Consultants, Coordinators, Dissemination Managers and Project Managers.

3.2 Geographical distribution & Location

The following table lists the number of CIVITAS survey respondents per country and compares it to the total number of CIVITAS Forum cities in each country.

Table 2: Total CIVITAS Cities represented per country

Country	Number of CIVITAS cities respondents	Number of CIVITAS Forum cities	Country	No survey respondents	No Forum Cities
Albania	1	2	Lithuania	1	2
Austria	1	6	Luxemburg	0	0
Belgium	2	7	Malta	0	1
Bulgaria	1	5	Macedonia	0	1
Croatia	1	4	Montenegro	0	0
Cyprus	0	1	Netherlands	4	6
Czech republic	2	3	Poland	4	12
Denmark	2	3	Portugal	3	10
Estonia	0	1	Romania	2	7
Finland	0	2	Serbia	0	1
France	3	12	Slovakia	0	0
Germany	3	7	Slovenia	1	3
Greece	0	7	Spain	4	28
Hungary	4	8	Sweden	3	6
Iceland	0	0	Switzerland	0	2
Ireland	1	3	Turkey	1	5
Italy	6	32	UK	6	22
Latvia	1	1	Macedonia	0	0

The following graph illustrates the differences between the total number of CIVITAS Forum cities per country and the number of cities responding per country.

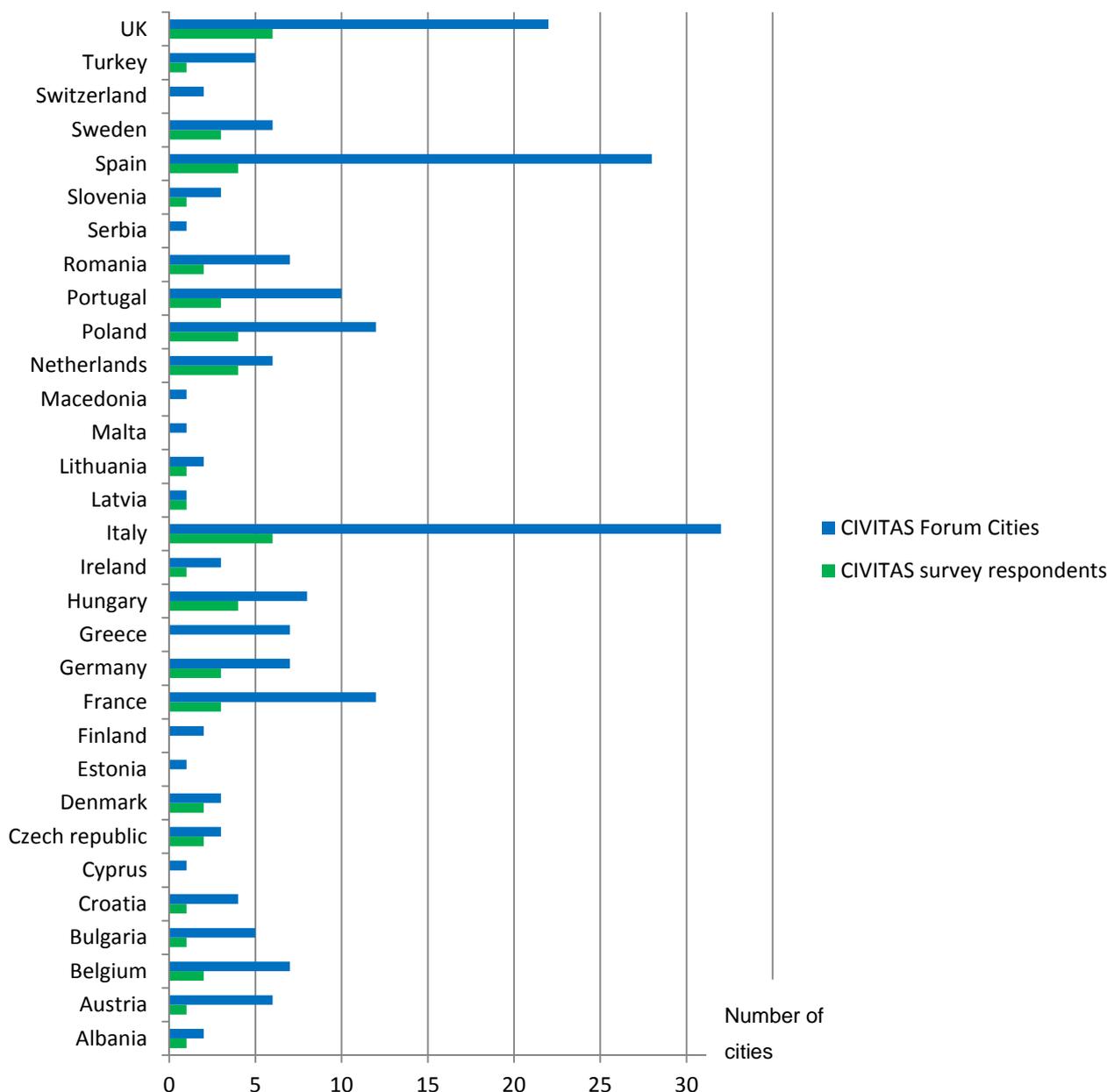


Figure 2: Representation of CIVITAS Cities per country

The results provide a good representation of all European countries. Cities from 23 of the 31 CIVITAS Forum countries responded. The majority of the countries not represented in the survey have 2 or fewer CIVITAS member cities.

However, the following countries are underrepresented: Greece, with 0 respondents (though none of the Greek Forum cities has been a Demonstration city), France, Spain, and Austria, where the number of respondents is low compared to the number of CIVITAS Forum cities per country (less than 20%).

The map below provides an overview of the location of all CIVITAS Forum cities across Europe. It differentiates between Demonstration cities (blue dots) and Non-Demonstration cities (red dots).



Figure 3: LOCATION OF THE 210 CIVITAS FORUM CITIES

Figure 4 below locates the cities which have responded to the survey. CIVITAS Demonstration cities are represented by blue stars with the names of CIVITAS I cities written in light blue, CIVITAS II in dark blue and CIVITAS Plus in green. On the other hand, Non-

3.3 Non-Demonstration and Demonstration cities

In Question 5 respondents were asked whether their city is or ever was a CIVITAS project demonstration city. The results are illustrated in the pie chart below.

Cities belong to one of the three different types of Demonstration programme or are not a Demonstration city but just a CIVITAS Forum member. The results were assembled in the figure 5.

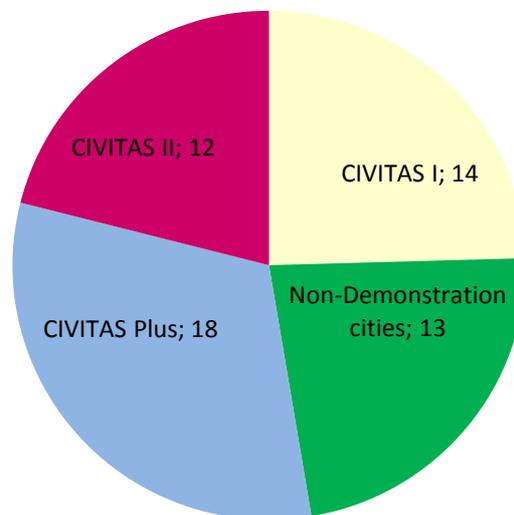


Figure 5: Survey responses CIVITAS programme

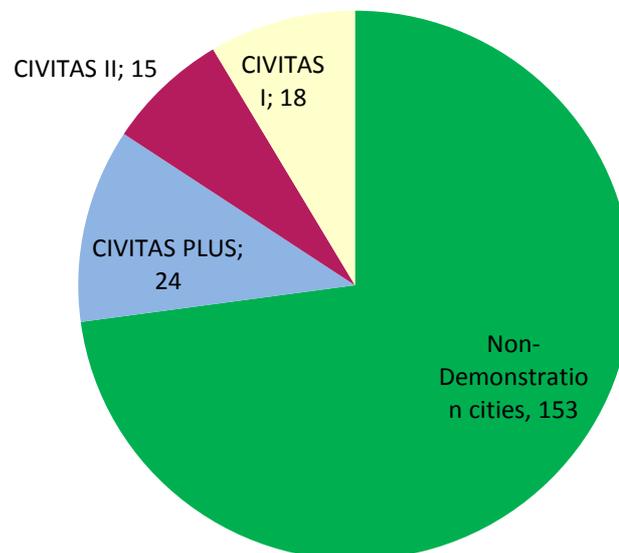


Figure 6: Total CIVITAS cities Forum members (210)

It is evident from Figures 5 and 6 that the majority of CIVITAS I, II and Plus cities have responded to the survey and that the survey is therefore very representative.

The Chi-square test was used to compare results obtained in Figure 5 and 6. The results provide a Chi-square of 47.8, with 3 degrees of freedom and a probability of less than 0.001. Since the P-value is less than the significance level (0.05), we cannot accept the null hypothesis; the conclusion being that there is a relationship between the type of CIVITAS programme and the number of participants' responses.

Therefore, it is clear that compared to the total CIVITAS Forum members cities (Figure 6), there is a much lower number of Non-Demonstration cities which responded to the survey. CIVITAS cities which have been involved in Demonstration projects are more likely to respond than Non-Demonstration cities.

3.4 Representation and location per country

To establish how representative the sample is, the location of survey respondents' cities in either "Western Europe" or "Eastern Europe" has been compared to the relationship for all CIVITIAS cities in the respective regions. Figure 7 illustrates the results.

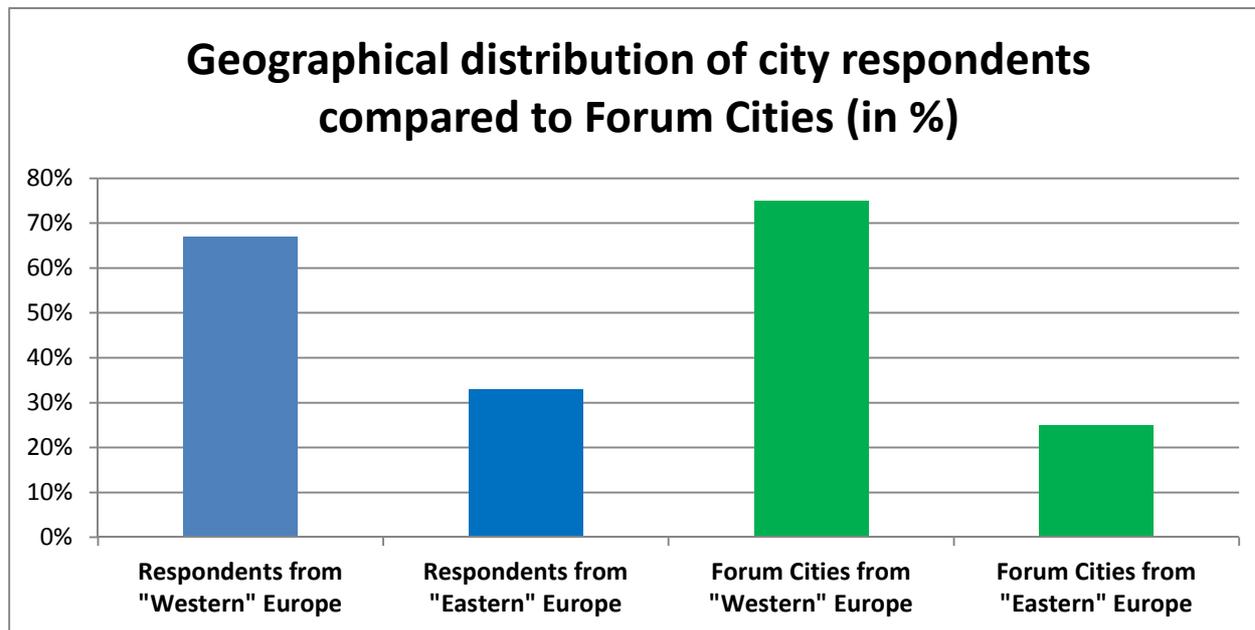


Figure 7: Profile of cities respondents: Geographical distribution

This study considers the following countries as Slavic and Eastern European countries (later referred to as Eastern Europe): Lithuania, Slovenia, Bulgaria, Latvia, Estonia, Poland, Czech Republic, Hungary, Romania, Albania, Croatia, Serbia, and Turkey. This geographical division is based on data from the United Nations Statistics Division¹, and includes candidate countries and member states which joined the European Union after 1994.

The majority of the respondents represent cities located in North, West and South of Europe (referred to as Western Europe). This includes Finland, Sweden, Spain, Portugal, Austria, Denmark, Germany, France, Belgium, the Netherland, the United Kingdom, Ireland, Italy, and Switzerland.

The geographical distribution of city respondents is fairly representative relative to the percentage of Forum Cities in Western and Southern European and Slavic and Eastern Europe. The chi-square test shows a probability of 0.201 which confirms the null hypothesis (for this figure chi-square is 1.64 with 1 degree of freedom).

¹ "Composition of macro geographical (continental) regions, geographical sub-regions, and selected economic and other groupings". United Nations Statistics Division. 2011-09-20.

The survey then categorised responding cities according to their population size. Figure 8 combines population data and geographical location of survey respondents. Five categories of population size were established, the first three were: small cities with less than 100,000 inhabitants, two types of medium size cities, one with a population between 100,000 and 200,000 inhabitants, and one with a population between 200,000 and 400,000 inhabitants. The remaining two categories were cities with in excess of 400,000 inhabitants and Capital cities, regardless of their population.

City Respondents profile: population & location

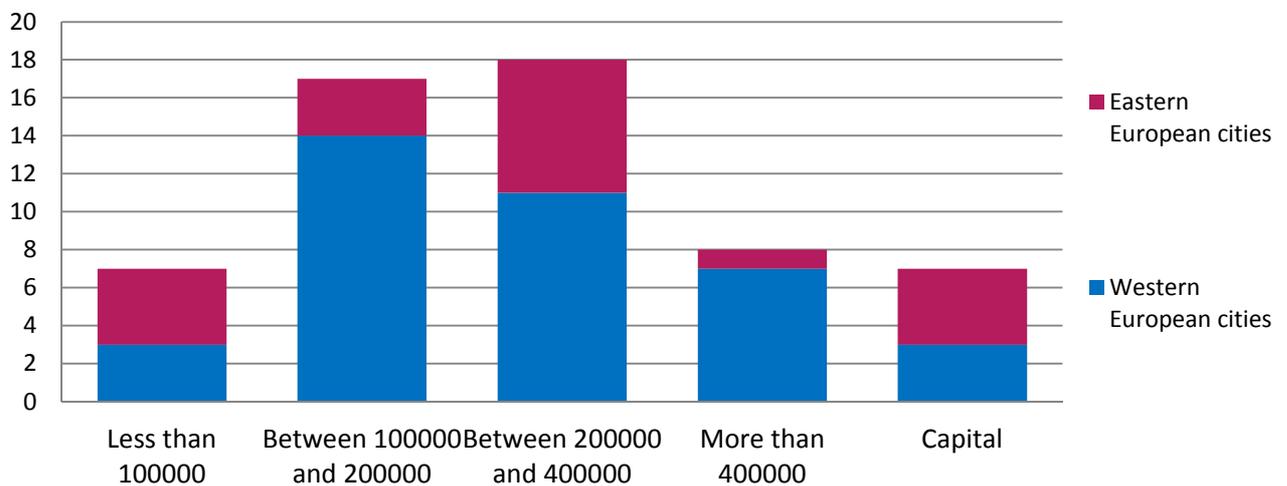


Figure 8: City respondents’ profile: population & location

The majority of the respondent cities have a population of between 100,000 and 400,000 inhabitants, which is, on average, representative of the population of all CIVITAS cities.

Compared to Western European cities, a higher number of respondent cities from Eastern Europe are Capital cities and a lower number have a population between 100,000 and 200,000 inhabitants.

3. Reasons to join CIVITAS

4.1 Forum network

Of 13 Forum network Non-Demonstration city respondents, 4 state that their city has ever applied to become a demonstration city in a CIVITAS project.

Most of the cities which applied to become CIVITAS cities, whose application was not successful, managed to find other sources of funding for the measures they had proposed in their application. These funds came from their local, regional or national government or external funds such as the South Baltic programme.

One respondent commented that the process of applying to become a CIVITAS city has “raised awareness or gained support for sustainable mobility” in its city, even though the application was not successful.

Question 6 of the survey asked Non-Demonstration cities why their city joined the CIVITAS Forum Network. Respondents were asked to rate 5 different options on a scale of one (not at all) to 5 (very much). Figure 9 illustrates the results.

Why did your city join the CIVITAS Forum Network? On a scale of 1 (not at all) to 5 (very much)

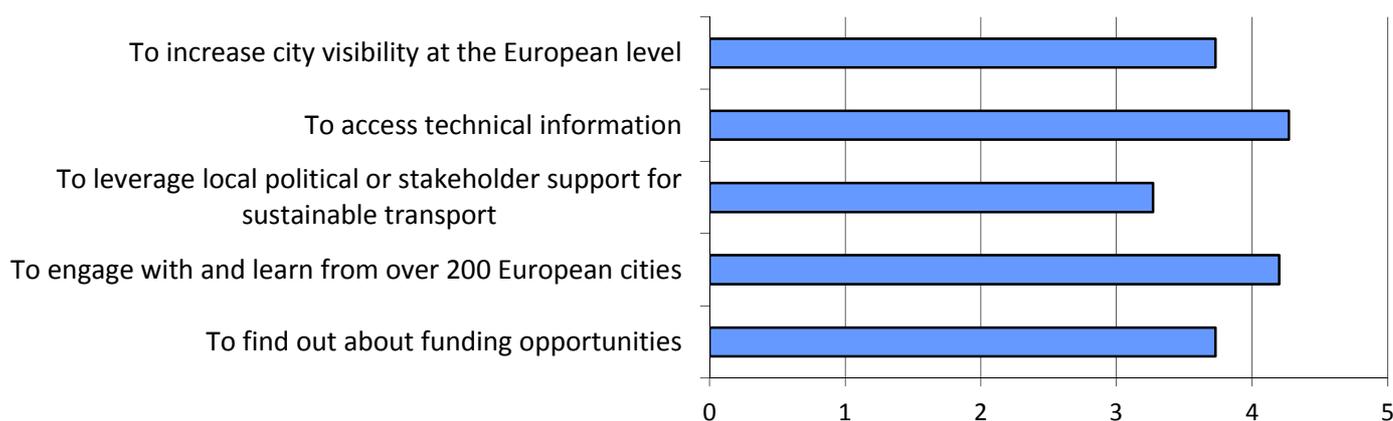


Figure 9: Why did you join the Forum Network?

On average, all options were rated above 3. Responses indicate that “Access to technical information” and “To engage with and learn from over 200 European cities”, are cities’ favourite reasons to become part of the CIVITAS Forum network.

Access to technical information was described in the questionnaire as having the opportunity to go to workshops, or study tours, or having access to publications.

4.2 Demonstration programme

Question 10 of asked participants why their city became a demonstration city. Respondents were asked to rate 6 different options on a scale of one (not at all) to 5 (very much). Figure 10 illustrates the differences between respondents representing CIVITAS I, II and Plus programmes. On average, all options were rated above 3.

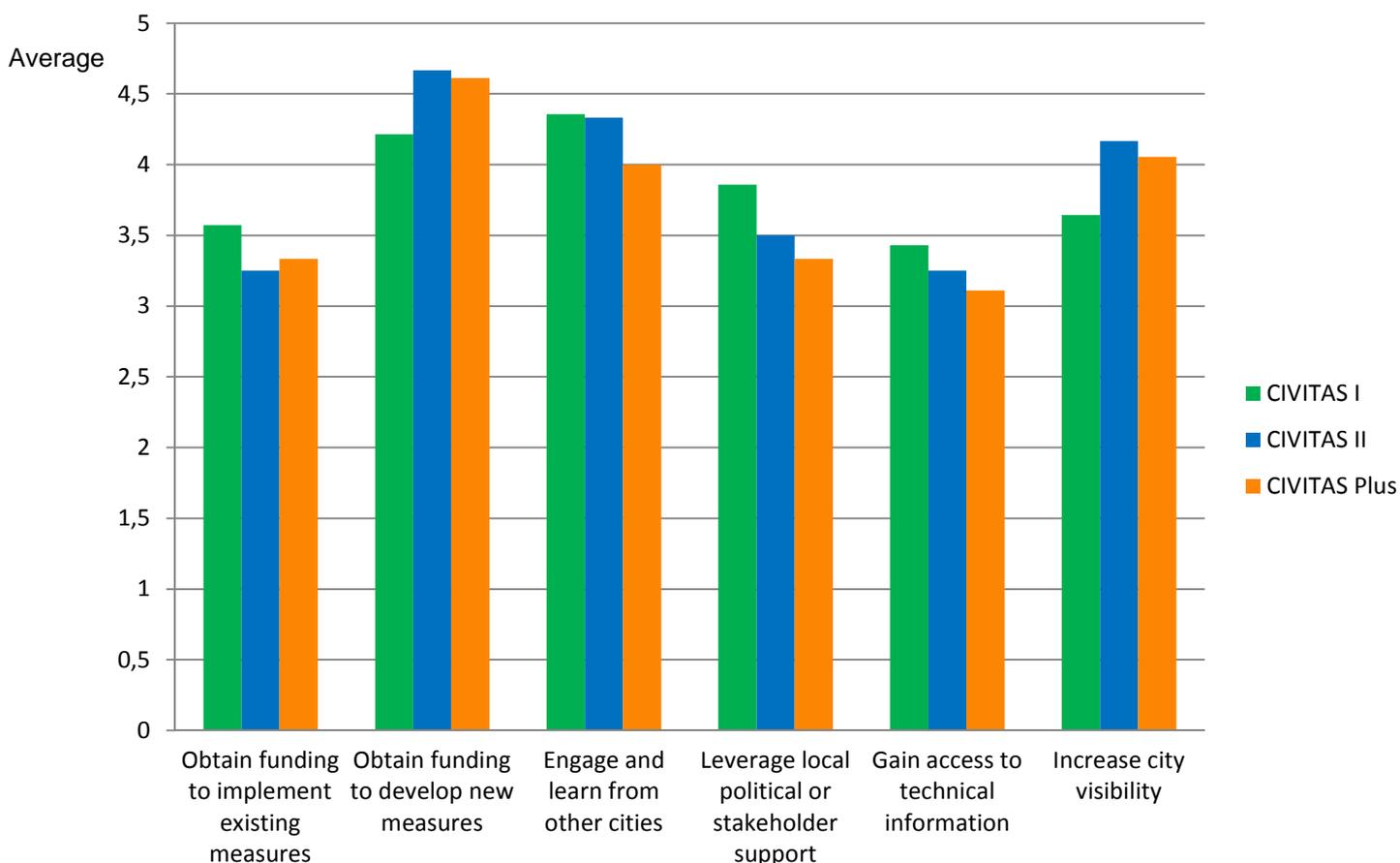


Figure 10: Why did your city become a demonstration city in a CIVITAS project?

The results illustrate that responses vary little between the three programmes and that the initial reasons to participate in the programme were similar for CIVITAS I, II and Plus participants.

A high number of respondents indicated that their cities became Demonstration city to obtain funding to implement new measures or ideas, rather than to implement “existing measures”. By using the terminology “new” the survey refers to measures and ideas which cities had not planned or thought about previously and which emerged only because of their involvement in CIVITAS.

Out of 22 respondents which gave a 4 or a 5 to the option “to implement existing ideas”, 17 are cities from Western Europe, many of which are “forerunner cities” (e.g. Bristol), or cities from Western Europe. By using the terminology “existing” the survey refers to measures and ideas which cities had planned or thought about previous to their involvement in CIVITAS.

The desire “to engage and learn from other demonstration cities” and to “Increase city visibility” mirrors one of the central reasons for becoming a Forum city and this has emerged as a central theme for participation in CIVITAS. Interestingly “Access to technical information” was one of the least important reasons for respondents wanting to become a Demonstration city, whereas it is amongst the most important for respondents wanting to join the CIVITAS Forum network.

Additional comments included: “To start creating a European market demand for Clean Vehicles and spread the insight that Cities have a large role to play in the market development of Clean Vehicles“, and “To push forward subjects which are not sufficiently supported from the local level but too controversial on the national.”

4. Benefit of CIVITAS

5.1 How much has each CIVITAS resource benefited the CIVITAS cities?

Question 12 is designed to measure the popularity of different resources and services provided by CIVITAS. In total, 8 resources and services were listed and participants were asked to rate each of them on a scale of 1 (not at all) to 5 (very much). The resources and services listed were the following:

1. CIVITAS Secretariat Question and Answer service
2. Information on local measures (through website, MOVE newsletter)
3. Technical information from CIVITAS publications
4. Training activities (including workshops, study tours)
5. The annual CIVITAS Forum Conference
6. Thematic group activities (more information here)
7. CIVITAS Awards participation
8. Influence EU-level policies through the PAC

The graph below illustrates the results.

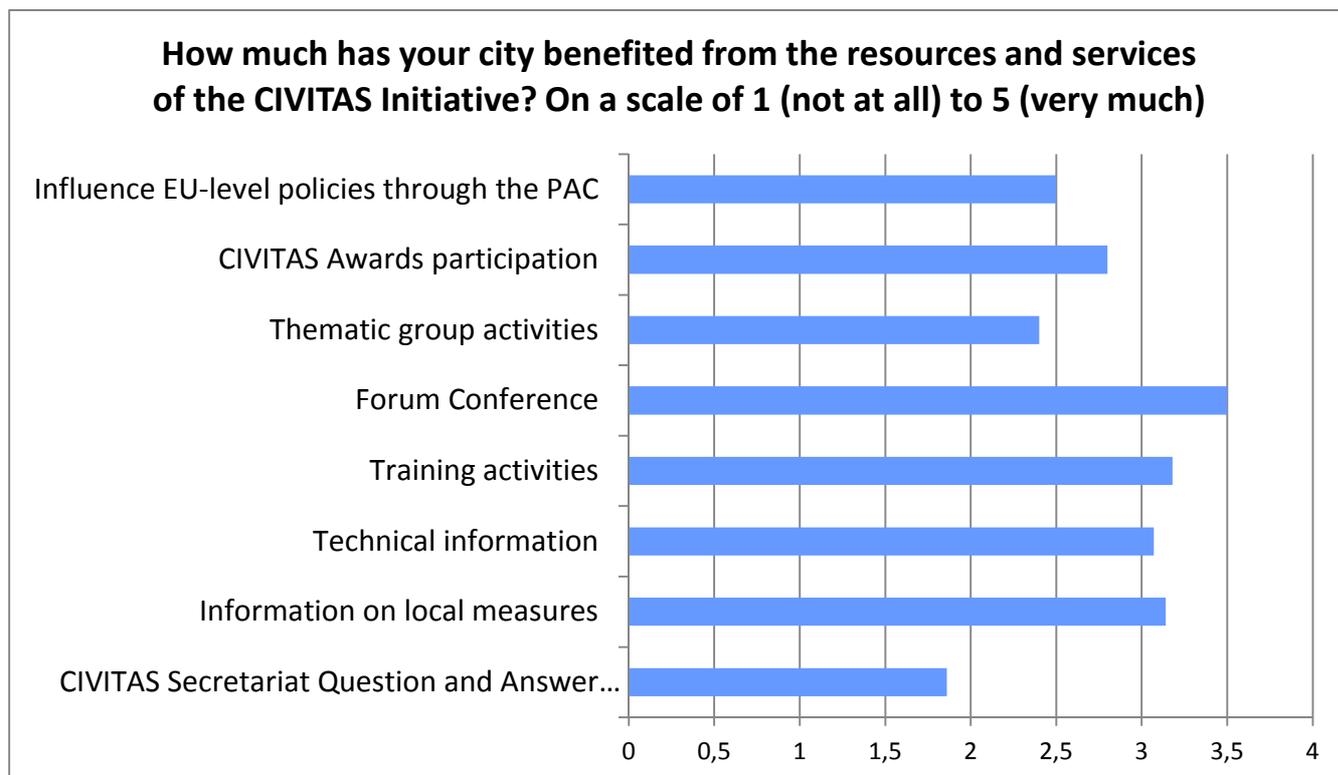


Figure 11: How much has your city benefited from the resources and services of the CIVITAS Initiative?

As shown in the graph above, the most popular resource is the CIVITAS Forum Conference. This choice is explained by the fact that the cities are mainly interested in engaging and learning from other cities (as shown in previous graphs) and the Forum Conference provides an ideal space and time to do so.

Training activities, technical information and information on local measures are also amongst the favourite resources according to the respondents.

There is a 1.4 gap in average between the most popular option and the least popular option. The least beneficial service seems to be the CIVITAS Secretariat Question and Answers, therefore.

5.2 Most useful and beneficial Themes within CIVITAS

Question 21 focused on CIVITAS Thematic areas. The aim was to find out whether participants think that some CIVITAS themes have been more useful than others and why.

Respondents were asked to choose between 17 thematic areas and had the opportunity to explain their choice in an open question. The graph below summarises the responses.

What themes within the CIVITAS Initiative have you found to be the most useful and beneficial in the context of your city?

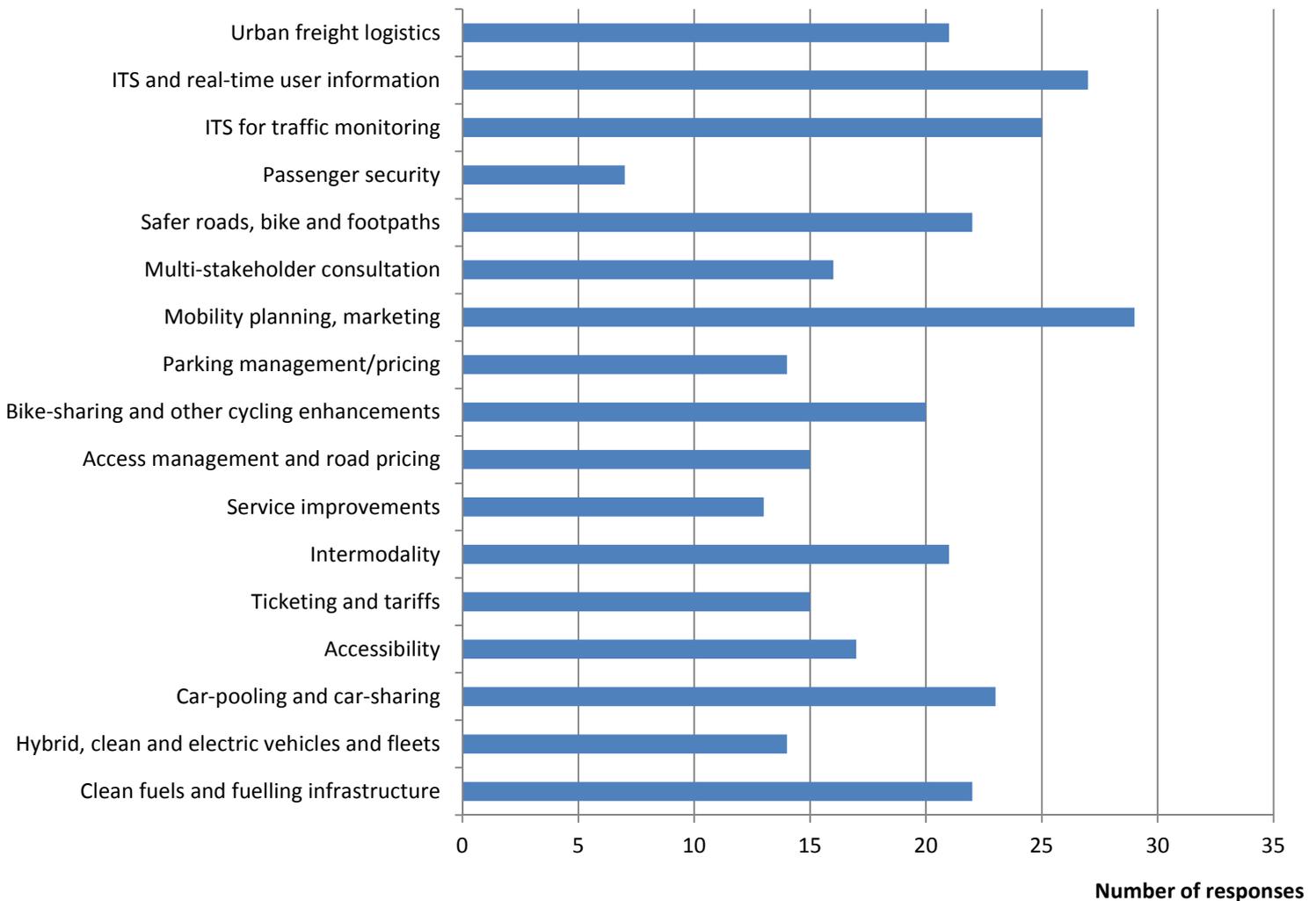


Figure 12: Most useful and beneficial themes of CIVITAS for your city.

On average, respondents found that the majority of the themes have been beneficial, with a preference for three themes:

- **“Mobility planning, marketing and awareness-raising”**
- **“ITS-based enhancement of public transport and real-time user information”**

- **“Intelligent transport systems (ITS) for traffic monitoring, management and enforcement”**

The Chi square probability test gives a result in excess of 0.05, therefore the null hypothesis is valid and we can conclude that there is not a statistically significant relationship between respondents’ favourite themes and the program they belong to or their geographical location.

The analysis of the Open Question “Please identify and describe any of the themes within CIVITAS that have helped most to sustainably develop mobility in your city.” confirms the results of the Figure 12 above.

Content analysis of the Open Question reveals that the following four themes have been identified as the themes that have helped most to sustainably develop mobility in the respondents’ cities:

The themes that have helped most to sustainably develop mobility in respondents’ cities are:

- Mobility Management / Planning;
- Clean vehicles;
- ITS
- Ticketing

with Mobility Management/Planning quoted several times. Respondents also quoted Clean vehicles, ITS and Ticketing as being ‘most helpful’ in implementing sustainable mobility in their cities.

5.3 Benefits of CIVITAS programme in general

In order to find out what benefits the CIVITAS initiative brings to cities, respondents were asked – in an open question – to list the three main arguments they would use to convince other cities to join the CIVITAS programme.

In total 42 respondents provided feedback on this question.

Content analysis and coding has been used to analyse and logically organise the feedback.

The following table establishes the list of main themes which emerged from the analysis. These themes have been identified by way of a word grouping method.

In total nine themes were identified and each of them was ranked according to the frequency of the appearance of words from that theme.

Table 3: Benefits of CIVITAS programme in general

Theme	Key words	Content & Quote extracts	Word Frequency
1. Knowledge Information & Resources	Knowledge Know-How Information Access to information Find Information Technical resources	<ul style="list-style-type: none"> To know about successful mobility measures Know what other cities are doing about sustainable mobility. Know better European strategies for mobility CIVITAS: “Is the best way to gain fundamental technical information in an informal way”. “Very good platform to discuss measures and to get inside information from all around Europe”. “great way to get a knowledge from a widely understood city mobility (workshops, conferences etc.)”. “Increase knowledge in mobility field (technical matters, rules, trends...)” “To select the technical solution which fit better to their needs” “Find out about the vast array of tools towards sustainable mobility in urban and peri-urban areas” 	42
2. Network, Contact & Collaborate	Network Meet Find partners Collaborate Contact	<ul style="list-style-type: none"> Meet new people, get new contacts and new projects “CIVITAS bring together politicians, technicians and researchers within the same family.” “CIVITAS helps the city to set up long term partnerships and create links for future projects and collaboration” CIVITAS is a way to “contact with a lot of expert” and “to meet other like-minded politicians” 	31
3. Ideas & Good practice	Innovative ideas Good/ best practice	<ul style="list-style-type: none"> Innovative ideas, Cutting-edge measures, State of the art Experimentation, “new actions” To “Go further” 	30
4. Support &	Financial Support Help	<ul style="list-style-type: none"> Political Support. “Provides insight and spurs problem solving attitudes where local and national blockades get in the way.” 	27

Help	Funding	<ul style="list-style-type: none"> • Expertise. “Conceptual support to measures to make mobility more rational” • Financial support • Help foster sustainable mobility “help us to develop a better sustainable mobility for our city”, “ help garner support for all the more sustainable modes of travel, PT, EVs for goods distribution, Cycling & Walking” 	
5. Experience Opportunity	Experience Opportunity	<ul style="list-style-type: none"> • “We get more experience on sustainable mobility field” • “To learn from the experience of other cities or to share their own experience” • “An opportunity to go further into innovation and experimentation” 	21
6. Exchange & Share	Exchange Share	<ul style="list-style-type: none"> • “exchange of ideas to be effective, faster and more particularly, to solve realistically the issues related to mobility and urban transport” • “Exchange of knowledge” 	20
7. European Dimension & Image	European dimension/ scale/ project Branding/ showcase Visibility	<ul style="list-style-type: none"> • “to put the city onto the “map of Europe”” • “showcase city internationally” “Showcase measures”, “Branding of the city” • “Measures perceived as innovative on the European scale” 	18
8. Learn & Evaluate	Learn Evaluate	<ul style="list-style-type: none"> • Learn. “Learn about the ways how other cities cope with similar problems” • “Define a better evaluation and dissemination” 	16

The content analysis summarised in the table above illustrates that most themes and key words are linked and overlap. For instance, respondents who used the verbs “Share” and “Exchange” were likely to associate them with the following words: “Experience”, “Ideas”, and “Knowledge”.

The following table represents the main themes and key words mentioned by the respondents, organised logically and in a chronological order.

Table 4: Benefits of CIVITAS

1. CIVITAS Structure provides:	2. CIVITAS Facilitates Exchange, Sharing, and Access to:	3. As a results, CIVITAS cities gain:
<ul style="list-style-type: none"> • Network/Partners /Contact • Funding • Support/Help 	<ul style="list-style-type: none"> • Knowledge/ Know How • Information • Technical Resources • New Ideas/Innovative measures • Experience • Opportunity 	<ul style="list-style-type: none"> • Learning • Evaluation skills • New mobility solutions/innovation • Better practice • to influence EU Policy Making

5. Impact of CIVITAS

6.1 “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?”

To assess the impact CIVITAS has had on cities which were or still are involved in Demonstration projects, several questions were asked to the participants. One key question was: “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?”. The participants could choose “Yes” or “No”.

The following graph indicates that close to 60% of the city respondents confirmed that without their involvement in CIVITAS, they would not have implemented the measures.

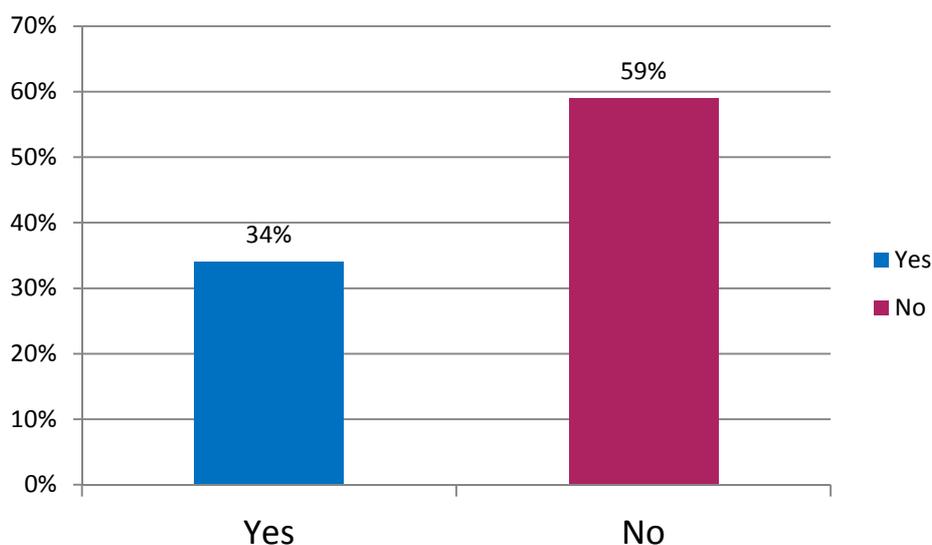


Figure 13: Q 11. “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?”

Of the 15 cities that said ‘YES’, they would have implemented the measures with or without CIVITAS”, 13 are Western European cities. Often they are considered to be “Forerunner” cities, which have a population of more than 200,000 inhabitants.

Respondents who answered “NO” are evenly distributed throughout the total sample of respondents.

In order to better understand the results of this question, data has been divided into three categories to illustrate the potential differences between CIVITAS I, II and Plus cities.

The following graph (Figure 14) shows the number of respondents from each Demonstration Programme that answered “Yes” or “No” to the question “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?”.

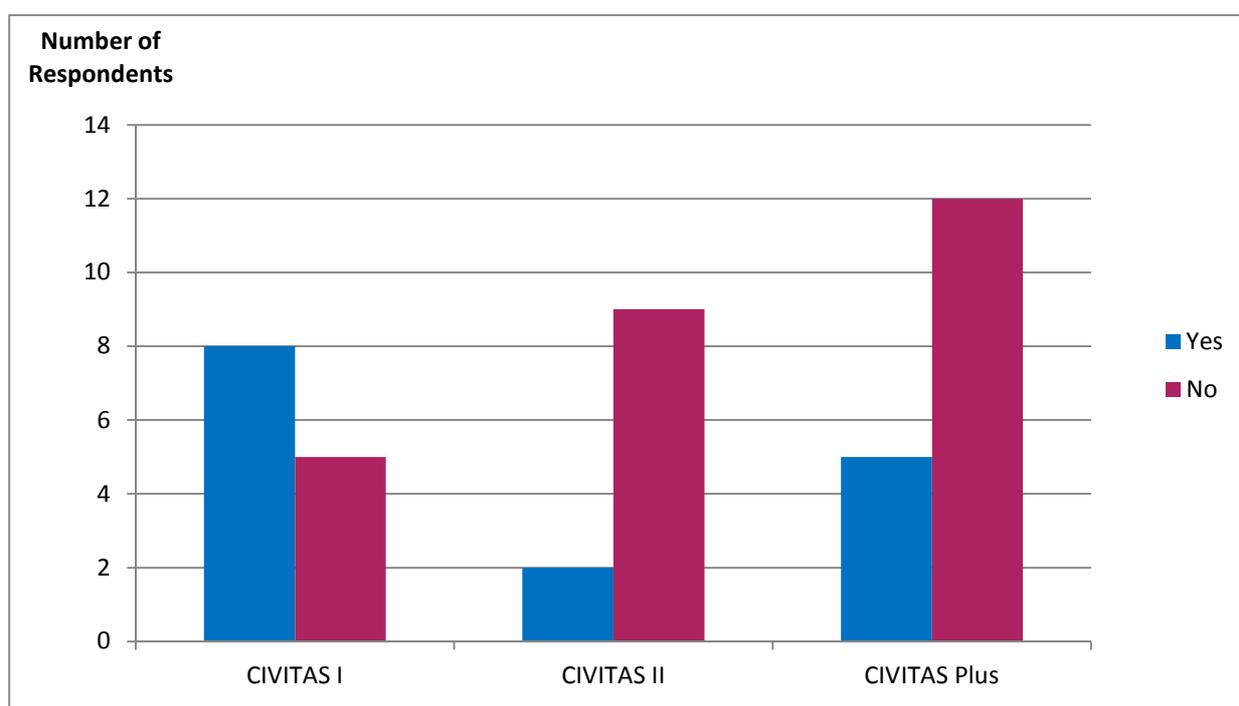


Figure 14: Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative/ per demonstration programme

Statistical tests applied to these results produce a Chi-square of 5.11 with 1 degree of freedom (CIVITAS I responses are compared with CIVITAS II and Plus responses combined). Since the P-value (0.024) is less than the significance level (0.05), we cannot accept the null hypothesis. Therefore, we conclude that there is a relationship between programmes and responses.

Only 7 of 28 CIVITAS II and Plus cities state that they would have implemented the measures without CIVITAS, thus a high number of CIVITAS II and CIVITAS Plus cities seem to have been influenced by CIVITAS.

Therefore, results shown in Figure 14 suggest that relative to each other:

- CIVITAS I cities were more likely to have implemented their mobility measures with or without CIVITAS, compared to CIVITAS II or Plus

To complete this question, respondents were given the opportunity to add comments to better explain their choice.

“YES the measures would have been implemented without CIVITAS”

The following table (Table 6) provides a content analysis of the comments made by the respondents who answered “Yes” to question 11 “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?” It highlights the two main themes which emerged from the analysis.

Table 5: Would measures be implemented without the involvement of CIVITAS? YES...

Theme	Content & Quote extracts
<p>Measures would have been implemented but: on a smaller scale with less impact</p>	<ul style="list-style-type: none"> • Measures would have been implemented “differently and with less strength”. Only a limited number of measures would have been implemented, mainly “the biggest ones already in the pipeline”. • Measures “would have been partly implemented”, “to a smaller extent”, in a less ambitious and less broad way. • “The CIVITAS Initiative encouraged further in implementation and development.” • CIVITAS allows “real impact” and “impetus”.
<p>Measures would have been implemented but: later</p>	<ul style="list-style-type: none"> • CIVITAS helps to implement the measures more quickly • “Without CIVITAS it would have taken much more time to come to the implementation of those measures.” • “Most of the measures would have been implemented but on a longer timeline given the need to secure appropriate funds and approvals.”

“NO the measures would NOT have been implemented without CIVITAS”

Table 7 below provides a content analysis of the comments made by the respondents who answered “No” to question 11 “Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?”. Three themes emerged from the comments left by the respondents who stated that without CIVITAS, their city would NOT have implemented the measures which were developed thanks to their involvement in CIVITAS. Table 7 lists them in order of importance and provides with some extracts and quotes from the comments.

Table 6: Would measures be implemented without the involvement of CIVITAS? NO...

Theme	Content & Quote extracts
Lack of Funding	<ul style="list-style-type: none"> • Some cities would not have had enough Funding to implement the measures. • Funding was a “political condition”
Not enough popular and political Support	<ul style="list-style-type: none"> • City would have had to face “cultural resistance” and “lack of political support”. • Without CIVITAS, some cities would not have had enough support from the city’s stakeholders. It would not have “catalyze(d) the different stakeholders to come together on their own. • City stakeholders would have been less “committed towards measure implementation.”
Not enough “drive”	<ul style="list-style-type: none"> • Without CIVITAS some cities would have lacked “a strong driver” and “impetus in terms of the timescale of delivery and the level of innovation/risk we undertook”. • “Without CIVITAS the city development would have remained at the "level" it used to be, namely, only the real and valuable infrastructural development can make the city more liveable. This point of view was changed during CIVITAS and it was proved that some innovative, low cost solutions can also help to make city

liveable and can help to form the citizens' transportation habits.”

- “CIVITAS was important to kick-off some measures which would not have been implemented or not implemented at the same scale”.

6.2 Which impact has CIVITAS had in cities?

Question number 14, aimed to find out whether CIVITAS has added value to cities' transport/mobility policies and if so, in what way. Therefore participants were asked to rate, on a scale of 1 (not at all) to 5 (very much), the following 8 statements.

“Please indicate how much, on a scale of 1 (not at all) to 5 (very much), the CIVITAS initiative has improved your city's ability to:”

1. Consider new mobility measures
2. Develop new mobility measures
3. Implement mobility measures, which your city had wanted to implement prior to CIVITAS
4. Be perceived as a “pioneer” city nationally and/or in Europe
5. Leverage (Strengthen) local political support to implement measures
6. Leverage (Strengthen) local stakeholder support to implement measures
7. Learn about other cities' measures and share your city's measures throughout Europe
8. Obtain funding

The average scores given by the participants do not differ much between options, as illustrated in Figure 15. The options “Learn and share your city's measures throughout Europe” and “Consider new mobility measures” have been slightly better rated than the other options. Overall the 8 options illustrated in the Figure 15 below seem to have had a similar impact in different cities.

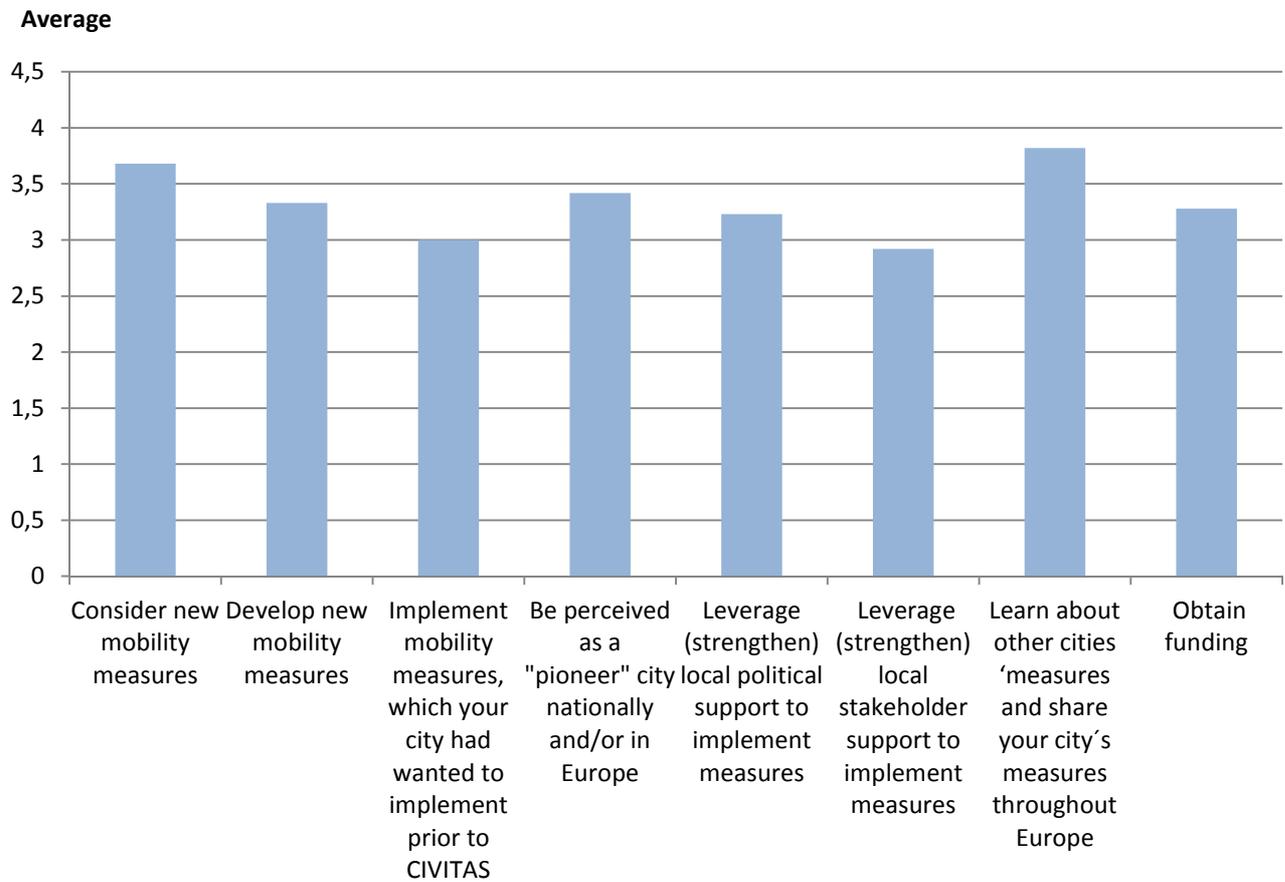


Figure 15: CIVITAS initiative has improved your city's ability to...

Figure 16, below, illustrates the differences in average between respondents representing Forum Network city only, CIVITAS I, II and Plus projects related Question 14.

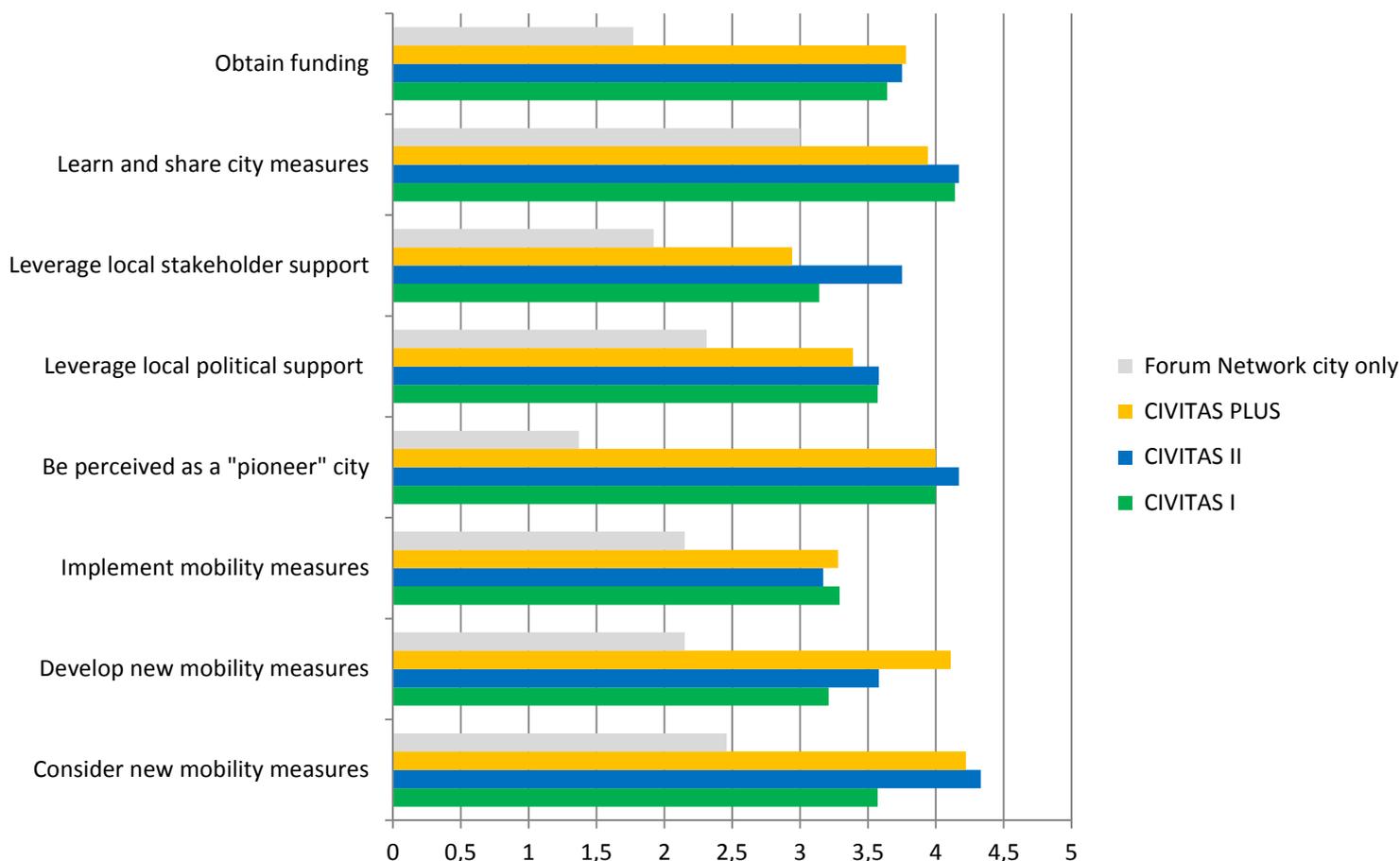


Figure 16: Please indicate how much the CIVITAS initiative has improved your city’s ability to...

No significant differences are noticeable between different demonstration programmes. However, on average, the ranking given by Forum Network cities is lower compared to demonstration cities.

In the open question 16, participants were asked to comment on whether there are: “any other ways that engagement in the CIVITAS Initiative has benefited or impacted sustainable transport in your city?”

Content analysis of the answers shows that the most recurrent theme in the survey was the Transfer of Knowledge. Spreading knowledge and learning from other cities, exchanging ideas, were all themes respondents highlighted, as it was suggested by the results of Figure 16.

Comments left by respondents confirmed that “bringing together stakeholders and other institutional actors” and “being an excellent platform for networking” are recurrent themes in

the survey. Comments also referred to CIVITAS as being a platform for cities to gain credibility and visibility in the field of urban transport/mobility.

Many respondents mentioned that CIVITAS has encouraged the acceptance of sustainable mobility solutions. Comments referred to the long term impact of a number of CIVITAS measures and the fact that in some cities urban mobility policies have changed on the long term, e.g. plans.

In question 20 cities' representatives were asked to describe how the CIVITAS Initiative has contributed to their city's transport policies. Respondents listed a range of measures, policies or other initiatives as constituting the most influential aspects of CIVITAS. Content analysis has identified six themes. These are listed in order of popularity in Table 8:

Table 7: How has the CIVITAS Initiative contributed to their city's transport policies.

General aspects	Specific aspects
Tools	<ul style="list-style-type: none"> To implement To evaluate
`Concrete´ measures	<ul style="list-style-type: none"> Such as Parking pricing
Soft measures	<ul style="list-style-type: none"> For instance measures related to cycling Citizens engagement
Policies	<ul style="list-style-type: none"> Such as freight policies
Conceptual approaches	<ul style="list-style-type: none"> Integrated approach to mobility
Activities	<ul style="list-style-type: none"> Such as “mobility workgroup”

All the “general aspects” mentioned on the left hand column refer to words often used by respondents to describe CIVITAS’ contribution to their city’s transport policies. According to the majority of the respondents, “Tools” to implement or evaluate, “Concrete measures” such as parking pricing, and “Soft measures” (e.g. Citizens engagement), were aspects of CIVITAS which have had the strongest impact in their city’s transport policies. Policies, such as freight policies, conceptual approaches and activities such as “mobility workgroup”, were also mentioned as being amongst the most common impact CIVITAS has had.

In the following quote the respondent describes how CIVITAS has impacted its city: “The CIVITAS measures formed a completely new approach of city development in terms of technical feasibility and awareness raising as well. Without CIVITAS the city development would have remained at the "level" it used to be, namely, only the real and valuable infrastructural development can make the city more liveable. This point of view was changed during CIVITAS and it was proved that some innovative, low cost solutions can also help to make city liveable and can help to form the citizens' transportation habits.”

6.3 Leverage political and stakeholder support

Figure 15 indicates that the majority of respondents have stated that the CIVITAS initiative has helped their city to leverage local **political** support to implement measures (in average 3.2 out of 5). More than half of all the respondents indicated that it has helped “very much” (5 out of 5) or “much” (4 out of 5).

Similarly, a high number of respondents stated that CIVITAS has made it easier to leverage local **stakeholder** support to implement measures, but only 41% of them ranked it 4 or 5. Question 15 investigated further whether CIVITAS has influenced politics and stakeholders in cities. Respondents were asked to describe if and how CIVITAS has helped their city to leverage political, stakeholder or other support for measures.

Respondents have commented that CIVITAS provides a pan - European dimension to cities’ policies and projects and the EU umbrella provides backing for the projects and support to implement unpopular measures. According to the respondents, as well as speeding up local decision making, CIVITAS provides support and benchmarking between cities, and pushes/encourages local politicians to act.

Respondents have also mentioned that CIVITAS offers a platform to gather many different local stakeholders and create a dialogue between them and the local authority.

6. Comprehensive mobility or transport Plan

7.1 Number and profile of cities having a Plan

In question 17, participants were asked to indicate whether their city has a local transport/mobility plan or not. Results are illustrated in the chart pie below (Figure 17).

Does your city have any comprehensive mobility or transport plan?

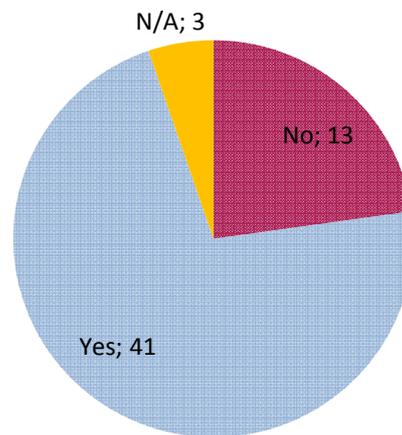


Figure 17: Does your city have any comprehensive mobility or transport plan?

Of 57 respondents, 41 confirmed that their city has a mobility or transport plan.

The total number of respondents from Western and Eastern Europe was then summed in order to identify possible differences. The results are illustrated in the Figure 18 below.

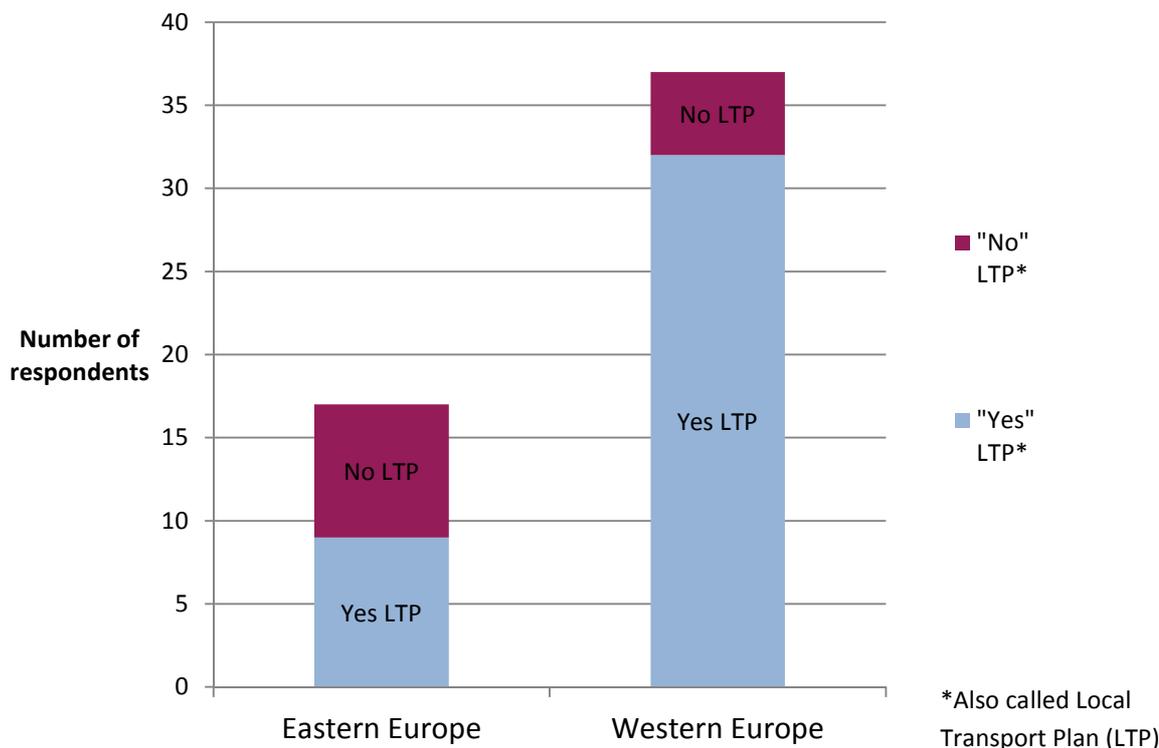


Figure 18: Location of cities having a comprehensive mobility or transport plan

Almost all the respondents from Western Europe confirmed that their city has a transport/mobility Plan.

Applying the Chi-square test on these results produces a chi-square of 7.10 with 2 degrees of freedom. Since the P-value (0.029) is less than the significance level (0.05), we cannot accept the null hypothesis. We can therefore conclude that there is a relationship between the location of respondents and their responses.

The large majority of western respondents do have a LTP whereas cities from Eastern Europe are less likely to have a transport/mobility plan than their West European counterparts. Almost half of them do not have a plan.

CIVITAS cities with a transport/mobility plan are concentrated in the UK, the Netherlands, Germany, Italy, Spain and France.

In countries like the UK, Germany and France, Local Transport Plans are widely established and were, or in some cases are, a legal obligation for cities over a certain size.

In order to find out whether the size of the city influences the fact that this city has a transport/mobility plan or not, respondent cities which have such a plan were categorised according to their size. The following graph offers a representation of the number of cities with a plan categorised according to their size and location.

Results show that the majority of cities that have a local transport plan are from Western Europe (as confirmed in Figure 18) and have between 100,000 and 200,000 inhabitants.

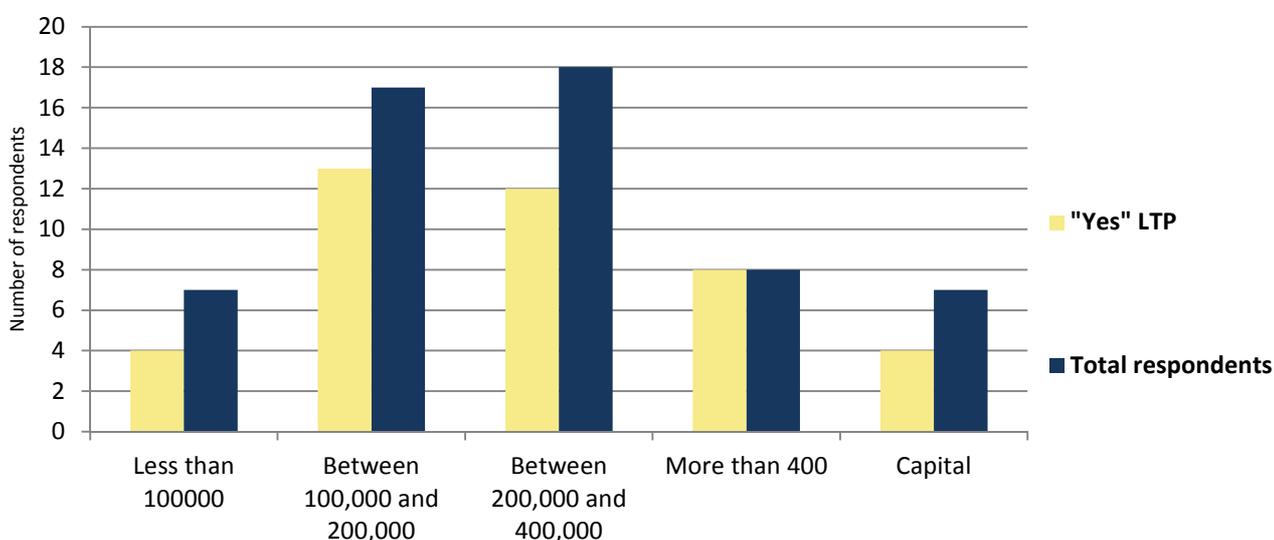


Figure 19: Profile of cities having a comprehensive mobility or transport plan: population

Results have also been categorised according to which programme cities belong to (CIVITAS I, II or Plus), or whether cities are Forum members only. Figure 20 illustrates this.

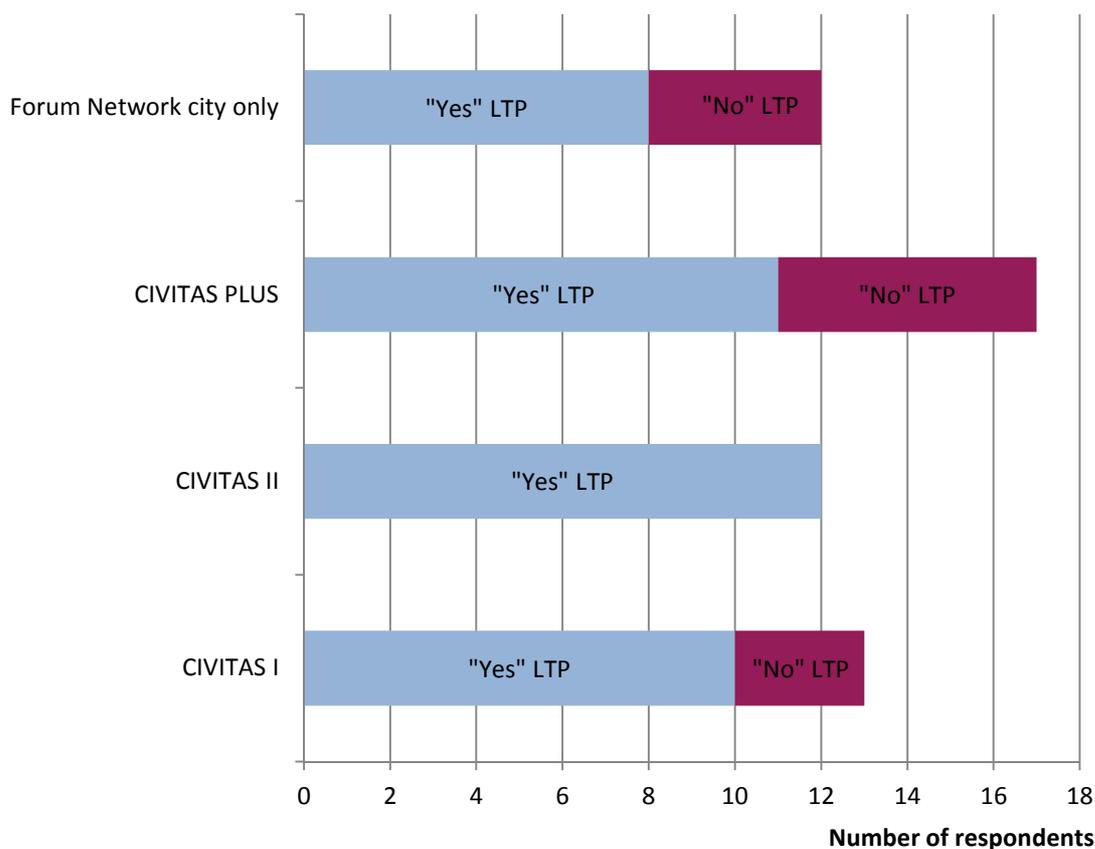


Figure 20: Profile of cities having a comprehensive mobility or transport plan

Compared to the total number of city respondents, there is a relatively low proportion of Non-Demonstration and CIVITAS Plus cities with a Transport/Mobility Plan. All CIVITAS II city respondents stated that their city has a local transport/mobility plan. Almost all the CIVITAS I cities that answered the survey have a transport/mobility plan.

Statistical analysis was applied to test whether differences between CIVITAS II and CIVITAS Plus are significant. Results provide a Chi-square of 5.34 with 1 degree of freedom. Since the P-value (0.021) is less than the significance level (0.05), we cannot accept the null hypothesis. Therefore we can conclude that there is a relationship between the location of respondents and their responses.

The analysis shows that Demonstration cities tend to have more transport/mobility plans than Non-Demonstration cities only.

7.2 Sustainable Urban Mobility Plan (SUMP)

The concept of SUMP is relatively new. EU guidelines aimed at “Developing and implementing a Sustainable Urban Mobility Plan” were only published recently (September 2011). The short definition it gives to SUMP is “A Sustainable Urban Mobility Plan is a Strategic plan designed to satisfy the mobility needs of people and businesses in cities and their surroundings for a better quality of life. It builds on existing planning practices and takes due consideration of integration, participation, and evaluation principles.”

Since one of the key objectives of the programme CIVITAS was to encourage cities to establish transport/mobility plans, and more recently to foster SUMP, this survey investigated how many CIVITAS cities have established a SUMP, which cities these are and whether there is a link between CIVITAS and SUMPs.

The following two graphs (Figures 21 and 22) offer an overview of the number of CIVITAS cities with a SUMP and the profile of these cities based on the city location.

Is it a sustainable mobility urban plan?

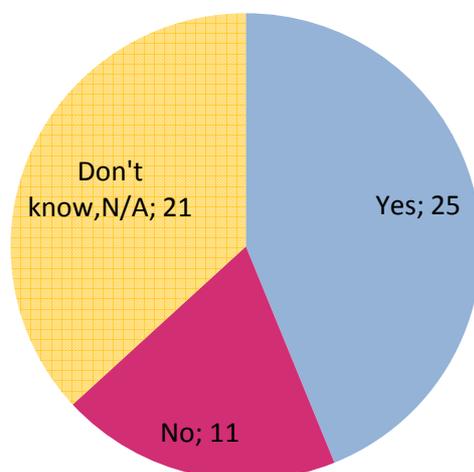


Figure 21: Number of respondents having a Sustainable Mobility Urban Plan (SUMP)

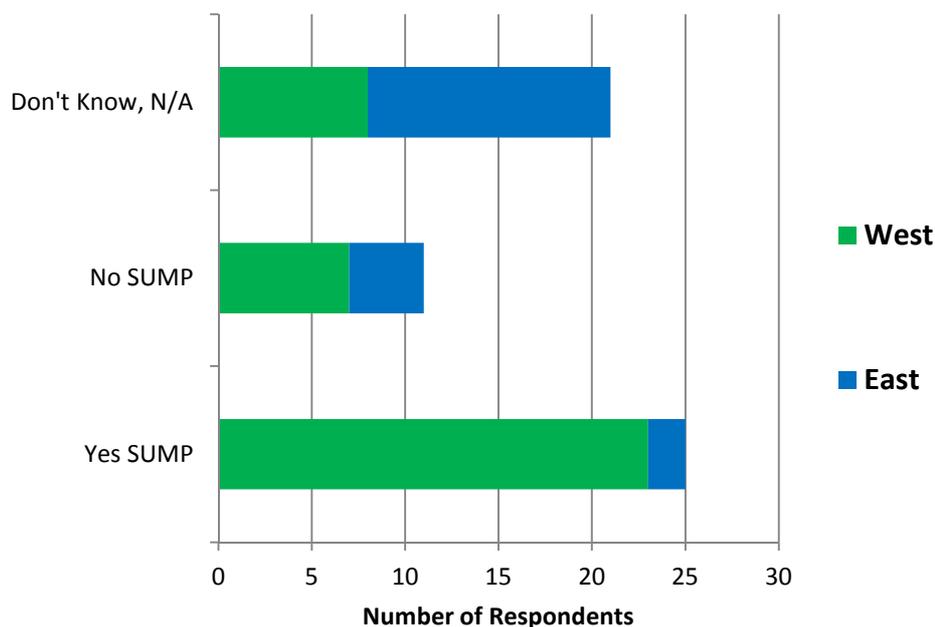


Figure 22: Location of respondents having or not having SUMP

Thirty cities of the 48 that claimed their city has established a local transport/mobility plan, stated that this plan is a SUMP. Caution should be exercised when assessing these results. Although many Local Transport Plans contain elements of sustainable mobility, it does not follow that they comply with all the SUMP characteristics. Guidelines aimed at “Developing and implementing a Sustainable Urban Mobility Plan” provide a good understanding of what a SUMP should be, however no official document to date offers an exhaustive definition of what a SUMP should be; therefore it is difficult to assess what a SUMP is.

Results show that a high proportion of Western European cities have a SUMP and a low proportion of Eastern European cities. There is a high concentration of CIVITAS cities characterising their LTP as a SUMP in the UK, Germany and Spain.

Statistical analysis of the results illustrated in Figure 22, provides a Chi-square of 15 with 2 degrees of freedom. Since the P-value (0.001) is less than the significance level (0.05), we cannot accept the null hypothesis. Therefore, we can conclude that there is a relationship between the location of respondents and their responses.

Figure 23 categorises respondents with or without a SUMP according to the program they belong to.

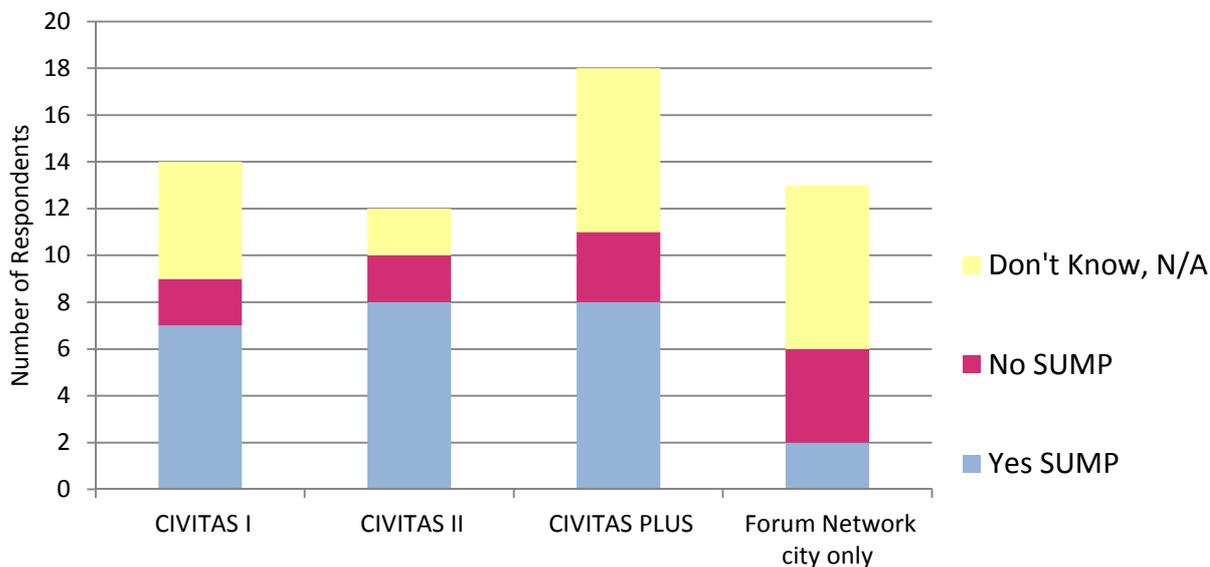


Figure 23: Programme of respondents having or not having SUMP

Statistical analysis does not identify any differences between Demonstration cities and Forum cities from the results shown in Figure 23 (Chi-Square =5.58, Degrees of freedom= 2, Probability = 0.061). However, results have to be handled with care because some of the data is smaller than 5.

7.3 Has CIVITAS influenced these plans?

Part of the survey was dedicated to finding out whether CIVITAS has had any impact of cities' transport/mobility plans, and if yes, which cities has it impacted. In Question 20 Respondents were asked whether their city has created or updated its Local Transport/Mobility Plan based on its experience within CIVITAS. Results are illustrated in Figure 24 below.

Has your city created and/or updated this plan based on experiences and exchange within the CIVITAS Initiative?

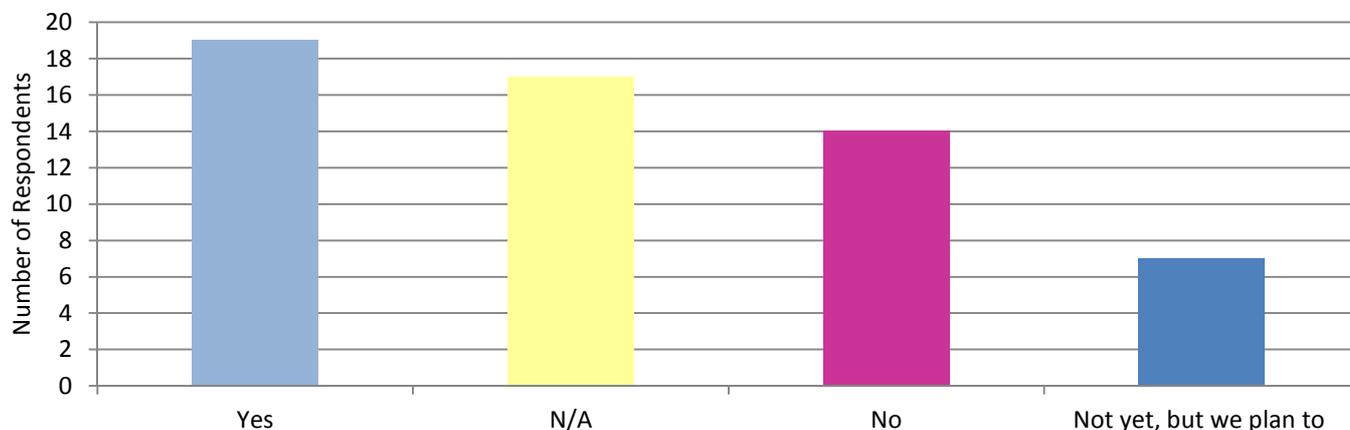


Figure 24: Has your city created and/or updated this plan based on the experiences and exchange within the CIVITAS Initiative?

In total, 47 respondents answered this question. Twenty six of 47 answered “Yes” or “Not yet, but we plan to”. Analysis was then carried out to categorise the answers according to city location and belonging to different CIVITAS programmes. Figure 25 and 26 two illustrate the results.

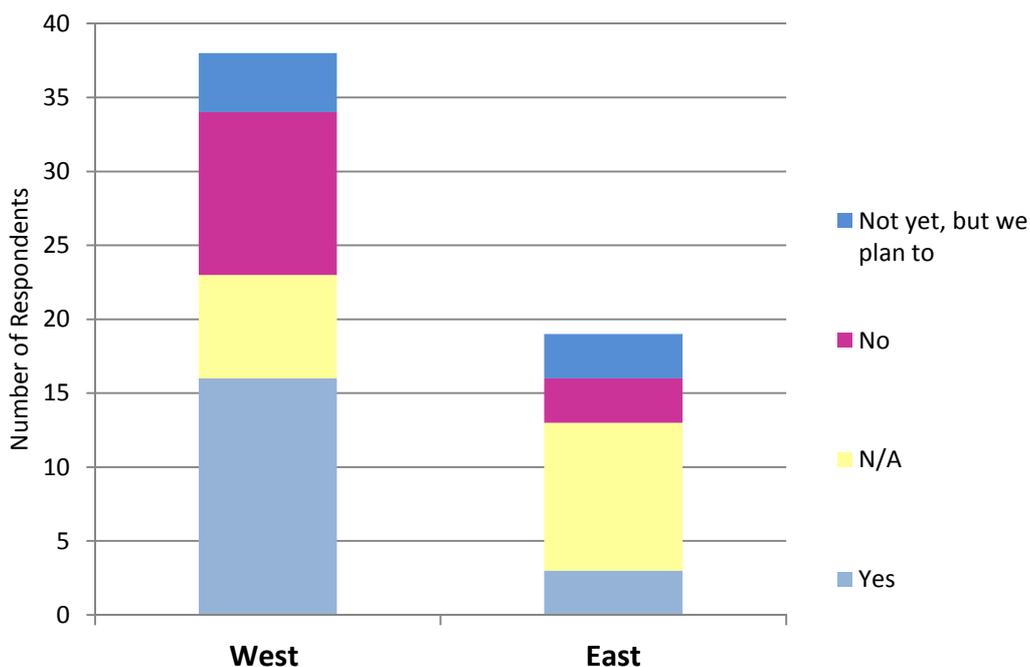


Figure 25: Has CIVITAS influenced your transport/mobility plan? - Location of respondents

Statistical analysis was applied to the results of this graph (Chi-Square 8.78, 3 degrees of freedom). Since the P-value (0.032) is less than the significance level (0.05), we cannot accept the null hypothesis. Therefore, we can conclude that there is a relationship between the location of respondents and their responses. These results should be treated with caution since the statistical test was applied to small samples.

Most of the respondents which state that CIVITAS has influenced their local transport plan are from Western Europe, and most of their Local Transport Plans have been updated in 2010 or 2011.

Relative to the total number of city respondents, only a small number of Eastern European cities state that CIVITAS has influenced their transport/mobility plan.

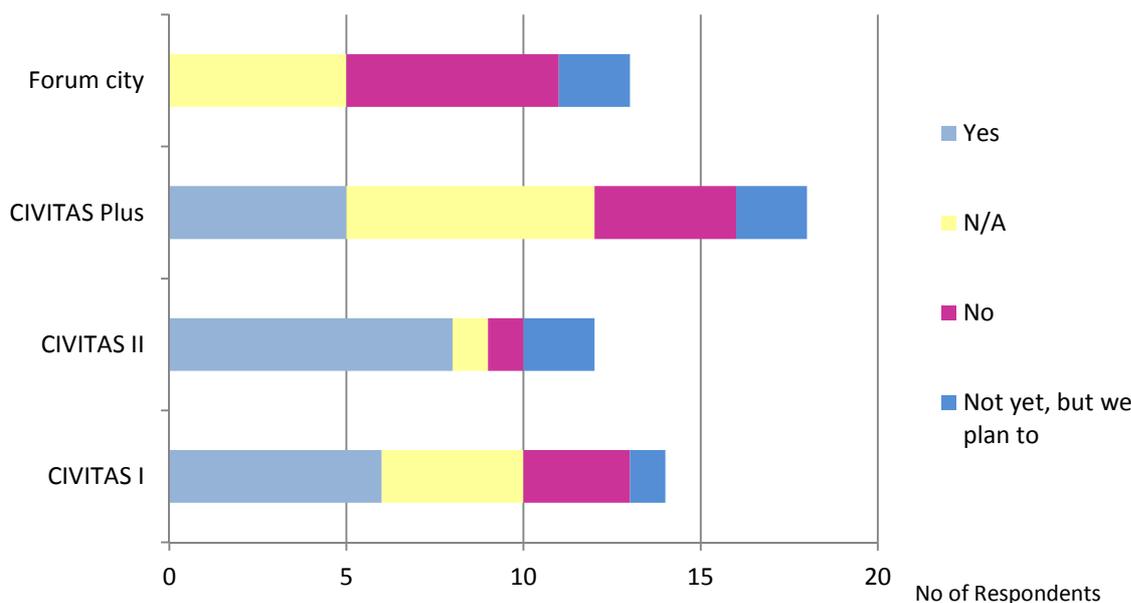


Figure 26: Has CIVITAS influenced your transport/mobility plan? - CIVITAS I, II, Plus of Non-Demonstration cities

Figure 26 provides a Chi-square of 16 with 9 degrees of freedom and 0.066 Probability. Therefore we can conclude that there is not a significant statistical relationship between the choice of the respondents and the programmes they belong to. However, results need to be handled with care since some of the values are less than 5.

However, Chi-square test shows that there is a significant relationship between the Demonstration cities and non-demonstration cities (Chi-square 9.36, 3 degrees of freedom, and 0.025 Probability)

Indeed, as illustrated in figure 26, no Forum network city only claims that CIVITAS has had an impact on its transport/mobility plan, a small number intend to update their mobility plan based on CIVITAS.

7. Future of CIVITAS

8.1 Resources and services which could be improved

Several questions in the survey were designed to canvass participants' opinion regarding the future of CIVITAS. According to them, what are the improvements needed, what would they like CIVITAS to be and how to get there. Question 13 focused on CIVITAS resources and services and asked the participants to comment on: "In general, what resources and services of the CIVITAS Initiative could be improved?".

Responses to Question number 13 indicated a number of aspects which could be improved. The following table summarises them, by order of importance.

The results of this table have been delivered through content analysis and coding.

Table 8: In general, what resources and services of the CIVITAS Initiative could be improved?

Resources	Content & Quote extracts
Thematic Groups & Training Activities	<ul style="list-style-type: none"> • CIVITAS needs to expand its training activities, including workshops, and study tours. It should become easier for participants to attend, less expensive and in English. (Possibility of establishing "special programmes for learning cities"). • "I think it would be better to send a list of the implemented measure and if someone is interested they would find the information on website. Or contact the measure leaders. The thematic groups were artificial and that is the reason why it didn't work."
PAC	<ul style="list-style-type: none"> • PAC needs to be given more importance, to become a real lobbying tool • "it needs to become more institutional with an official position in relation to the EU, and national governments" • Need to "find solutions for increasing the responsibility of political representatives" • "The political involvement needs to be reinforced, the PAC has to be

	<p>constituted as a more institutional group with an official position towards the EU schemes.”</p>
<p>Diffusion of information & sharing knowledge</p>	<ul style="list-style-type: none"> • Need more diffusion at the local level in the local language or virtual diffusion of information • “opportunity to share knowledge on different levels” between cities which “play’ in the same league but still come from different European backgrounds”. • Need more “trans-nationality”, and more “inter-European solutions” • study tours and conferences are crucial for “Knowledge gathering”
<p>Administration & Bureaucracy</p>	<ul style="list-style-type: none"> • “Better advice on bureaucratic aspects of Civitas framework projects” • Deadlines to submit information are too short, because “It takes sometimes very long to get an approval on a city-level” • “Too much bureaucracy. Dissemination demands too much. Evaluation demands should be more flexible to allow for changes in measure implementation.” • “making the financial reporting easier should be considered”
<p>Technical information</p>	<ul style="list-style-type: none"> • Need more means of sharing and exchanging technical information • “Push projects towards best practices using technical information from other cities/experiences.”
<p>Visibility</p>	<ul style="list-style-type: none"> • “It is important that the CIVITAS initiative gained visibility as a permanent initiative that has an impact on EU policies” • “The services / resources that are less known and less used should be made more visible”

8.2 Themes and measures CIVITAS should focus on in the future

A wide range of responses were received to the question “What themes and measures should the CIVITAS Initiative focus on in the future?”. Many of these responses mirror the participants’ preferred thematic areas. For example, respondents mentioned **Mobility Management** and **Planning** as a theme for the future, including **Sustainable Urban Mobility Plans**, as well as **ITS, clean vehicles, car and bike sharing**.

Respondents have also emphasised the need for more **Pedestrian focused policies**, especially in the context of Sustainable Urban Mobility Plans. Furthermore, some respondents highlighted the need to focus on **communication and information**. One respondent mentioned that CIVITAS, in the future, should: “Support standardization and progress of technology in the field of clean and electric vehicles and fleets”.

Another respondent stated that: “the CIVITAS initiative should focus much more on the areas which are not yet covered and sometimes not yet fully known: - in relation to land use planning - car-independent lifestyle, changing lifestyle and image aspects of transport modes (e.g. for cycling, collective modes) - "half-collective" modes like micro-bus services, collective taxis, ride-sharing.” The same person added that: “The CIVITAS initiative should now also take more the regional aspects of metropolitan areas / conurbations into account - as here is the car-dependence much higher than in the city itself!”

ITS for freight as well as **ITS** for personal information systems and ITS and the environment or air quality was mentioned. Respondents also suggested that CIVITAS could focus on **making transport more accessible**, thinking about mobility in the context of **urban planning** and adopting a **holistic approach** towards mobility policies.

One respondent suggested that CIVITAS could help the “development of mobility infrastructures for cities (...) in cooperation with other EC Programmes (e.g. INTERREG, TEN T etc).”

Another interesting quote from a participant stated:

“Developing sustainable electric transport networks in cities and regions (based on energetically independence issues) EU and regional public transport integration - Behavioural change - Compatible and integrated Transport Statistics - Etc.”

8.3 What could CIVITAS offer it does not already

Finally, participants were asked: “What could the CIVITAS Forum Network offer that it doesn't already?” Eighteen participants out of 57 responded to this question.

Participants reiterated that there should be more focus on the PAC to give it more visibility. One respondent noted, “We could reinforce the PAC role with an official election and mandate, to give to the chair a President status with more effective influence on European institutions”. Participants also mentioned the need for more active CIVINET networks with further activities within different member states.

Financial issues were raised. Some respondents wanting more money to be spent supporting demonstration measures, and “Special funds for trips, training...”. Requests that CIVITAS offers more administrative support, increase in publications and improved innovation were made.

Other suggestions included:

- “a label to classify the participation of each city to the network. It could be a auto assessment tool to calculate how "green" is the city.”
- A Welcome “toolkit” for cities interested in joining CIVITAS.
- “A dedicated session on barriers, encountered in implementing CIVITAS measures and how they were successfully removed or why they couldn't be removed.”
- Invent a new “CIVITAS pair-programme that will take the CIVITAS measures to another level, that of large-scale application”, a “brother-programme” focused on investments. The two programmes should work together and have the same goals / objectives.”

8. Executive Summary

The “First 10 years of CIVITAS: Share your experience and improve the Initiative” survey conducted in March 2012 resulted in a good number of responses. Indeed, 65 out of 210 cities contacted responded to the survey (including 6 which repeated the name of their city and two indicated to which CIVITAS Consortium they belong). Therefore 27% of CIVITAS cities are represented in this survey.

How representative is the survey?

Almost all CIVITAS countries are represented as well as the majority of European Countries.

Cities which have been involved in a Demonstration project are more likely to respond to the survey than Non-Demonstration Forum cities. Indeed, 44 of the 57 CIVITAS Demonstration cities have replied to the survey whereas only a limited number of Non-Demonstration cities are represented.

Reasons to join CIVITAS

Four of the 13 Non-Demonstration city respondents have applied unsuccessfully to become a demonstration city in a CIVITAS project; most of these cities managed to find other sources of funding to implement the measures they had proposed in their application.

When asked “Why did your city join the CIVITAS Forum Network?” Non-Demonstration cities respondents rated the following options above 4 (5 meaning “very much”):

- “To access technical information (e.g. workshops, study tours, publications)”
- “To engage with and learn from over 200 European cities”

Demonstration cities were also asked to explain why they became a Demonstration city in a CIVITAS project. A high number of respondents indicated that it was in order to obtain funding to implement new measures or ideas, rather than to implement “existing measures”. The majority of the respondents that rated high “to implement existing ideas” are from Western Europe, many of them being “forerunner cities”. “To engage with and learn from other demonstration cities” and “To increase the visibility of their city” were also rated highly.

Benefit of CIVITAS:

According to the results of the survey, the most popular CIVITAS resource is the Forum Conference, followed by training activities, technical information and information on local

measures. The Forum Conference is an opportunity for cities to engage with other European cities.

The CIVITAS thematic areas that respondents found most helpful were:

- Mobility Planning, marketing and awareness-raising
- Intelligent transport systems for traffic monitoring, management and enforcement
- ITS-based enhancement of public transport and real time user information

Respondents were asked to list three main arguments they would use to convince other cities to join the CIVITAS programme. In total nine themes emerged, amongst them:

- Knowledge, Information and resources
- Network, contact and collaborate
- Ideas and good practice
- Support and help
- Experience and opportunity
- Exchange and share

Impact of CIVITAS:

The majority of the respondents state that without their involvement in CIVITAS, their city would **not** have implemented the measures proposed. This is especially the case for CIVITAS II and Plus cities, whereas CIVITAS I cities were more likely to have implemented their measures with or without CIVITAS. Of the 15 cities that would have implemented the measures with or without CIVITAS, 13 are Western European cities, often “forerunner” cities. To explain why the measures would **not** have been implemented without CIVITAS, respondents mentioned problems with lack of funding, and lack of popular and political support.

Respondents stated that CIVITAS improved, in equal measure, their city’s ability to:

- Learn and share their city’s measures throughout Europe”
- Consider new mobility measures
- Be perceived as a “pioneer” city
- Develop New Mobility measures
- Obtain funding
- Leverage local political support

- Implement existing mobility measures
- Leverage local stakeholder support

Furthermore, respondents commented that their engagement in the CIVITAS initiative has facilitated transfer of knowledge in their city.

According to the majority of the respondents, CIVITAS has helped their city to leverage local political support. Respondents have also commented that the EU umbrella provides support to implement unpopular measures, and that CIVITAS offers credibility, prestige and visibility to a city.

A recurrent theme mentioned by respondents when asked about CIVITAS's impact in their city, was the capacity to engage with stakeholders and create a dialogue between them. The importance of the Transfer of knowledge between cities, which is greatly fostered through CIVITAS, was also highlighted. Three of the most influential aspects of CIVITAS on their city's transport policies have been:

- Tools to implement or evaluate
- Concrete measures
- Soft measures

Local Mobility Plans

A majority of the respondents stated that their city has some sort of comprehensive mobility or transport plan. Demonstration cities and Western European cities are more likely to have plans than Non-Demonstration cities and Eastern European cities.

Almost all the CIVITAS I and II city respondents stated that their city has established a Local Mobility Plan. Compared to the total number of city respondents, there is a relatively low proportion of Non-Demonstration and CIVITAS Plus cities that have a local transport plan.

Twenty five respondents stated that their city has a Sustainable Mobility Urban Plan (SUMP). However the definition of the word SUMP varies and more research should be done to establish what respondents mean by a SUMP. The majority of the cities stating that they have a SUMP are from Western Europe.

Forty seven respondents answered the question "Has your city created/or updated this plan based on experiences and exchange within the CIVITAS initiative?". Twenty six of 47 answered "Yes" or "Not yet but we plan to". Most of the respondents that stated "Yes" are from Western Europe and have updated their local transport plans in 2010 or 2011.

Furthermore, save for those cities involved in a demonstration programme, being a Forum member has had no impact on cities' local transport plan, only an influence on their Local Transport Plan.

Service and resources to be improved:

According to the respondents of the survey the following resources could be improved:

- Thematic Groups
- Training activities
- Political Advisory Committee
- Diffusion of information and sharing knowledge
- Administration and Bureaucracy
- Technical information as well as visibility

Future of CIVITAS:

To the question "What could CIVITAS offer that it does not already?" participants offered different responses:

- Give more visibility and focus on the PAC
- More focus on CIVINET
- More financial support
- More administrative support

Participants were asked to describe which themes and measures should CIVITAS focus on in the future. Amongst others, recurrent themes were:

- Mobility Management and Planning, including SUMP
- Pedestrian policies
- Communication and information
- Standardization and progress of technology

Some respondents also mentioned "relation to land use planning", "car independent lifestyle", and "ITS for freight".

9. Conclusions

The survey provides a representative sample both in terms of the types of cities and their geographical location. In fact 44 of the 57 CIVITAS Demonstration cities have replied to the survey. However, the number of Non-Demonstration cities is relatively low compared to the total number of Non-Demonstration city members of CIVITAS Forum.

The survey results suggest that one of the most significant reasons for joining the CIVITAS Forum and becoming a Demonstration city are in order to engage with and learn from other cities, to obtain funding for developing new mobility measures, and finally to increase the visibility of their city.

It is therefore unsurprising that, according to the respondents, the principal benefits of CIVITAS are the knowledge, information and resources shared amongst participants as well as the opportunity to network and to collaborate. Consequently the Forum Conference is mentioned as being one of the most beneficial resources CIVITAS offers. Mobility Planning and ITS, were quoted as being amongst the most helpful thematic areas CIVITAS provides.

The impact of CIVITAS appears to have been substantial in many cities. The majority of the respondents state that without their involvement in CIVITAS, their city would not have implemented the measures proposed in their application, mainly because of lack of funding and lack of popular and political support. Respondents report that CIVITAS has helped their city to leverage political support, gather stakeholders, learn and share their mobility/transport measures throughout Europe, and consider new mobility measures.

The majority of the respondents have a local mobility/transport plan, and 25 of them state that their city has established a SUMP. This is especially the case for Demonstration and Western cities. A majority of the responses indicate that their cities have updated, or plan to update, their plan based on their experiences within CIVITAS.

Respondents mentioned that, amongst others, the thematic groups, training activities and the PAC, are measures and resources CIVITAS should improve in the future. They also recommended that in future CIVITAS should focus on mobility planning (including SUMP) as well as pedestrian policies, communication and information.

10. Focus Groups and Future Research

10.1 Focus groups

Three online focus groups were organised in order to:

- gain a comprehensive understanding of the main differences between Western European cities and Eastern European cities;
- discuss in more detail what the CIVITAS Initiative should focus on in the future;
- discuss the CIVITAS initiative from a non-demonstration city's point of view.

The focus groups were entitled: “The Future of CIVITAS”, “Differences between Eastern and Western cities” and “Discussing CIVITAS from non-demonstration city's point of view”. Three external representatives (outside of VANGUARD) participated in the three focus groups. Each participant received a document beforehand with some general conclusions on the surveys from their respective focus themes. Those conclusions were used as a basis for discussions. Engaging discussions nearly two hours in length ensued among both groups.

Out of the focus group “Future of CIVITAS” we can draw the following general conclusions:

- Training activities and thematic groups: these are very important and need to stay. But implementing measures is the core activity of CIVITAS. Networking is important and therefore the Forum Conference is evaluated positively. CIVITAS colleagues who have met in person are more likely to telephone each other to with questions.
- The PAC: A good working PAC depends on the politicians who belong and their enthusiasm. But the role of the PAC in relation to the EC needs to be clarified. At the moment its purpose is a bit vague. At local level, the PAC has influence on policy makers. At the European level, it would be good if the PAC's proposals were represented in European political papers.
- Themes and measures in the future: (1) Policies about walking need more attention. Walking has a high modal share in cities but it be much higher. (2) The regions surrounding cities are very important. Car dependency is highest in suburbia. (3) CIVITAS needs to make the link with climate change. CIVITAS can help cities to tackle climate change and this needs to be emphasised.

Out of the focus group 'Non-demonstration city's point of view', we can take out the following ideas:

- Money and funding remains the most important factor to get or not get actively involved in CIVITAS. This included traveling to Forum conferences, to trainings and workshops, but also to implement ideas, measures learned from the CIVITAS initiative.
- There is a need for direct, targeted and specific information of CIVITAS to use locally, to motivate local politicians, local technicians to see the added value of CIVITAS and get actively involved in the initiative. A comment here was that the Forum Conference is content-wise too focused on the demonstration cities. Local politicians expect to see good examples and practices in non-demonstration cities too. In this way it becomes easier to obtain supervisors permission to attend the Forum Conference.

Another suggestion was that CIVITAS information ought to be presented in the context of key issues such, e.g. SUMP and Mobility Management via all forms of CIVITAS media. This information needs to be made more clearly available to Forum network newcomers too.

- The added value of CIVITAS needs to be better emphasised, to convince local politicians to be actively involved and give the permission to technicians to get actively involved. The most popular aspects indicated within this 'benefits survey' would therefore make a useful starting point.

10.2 Future Research

More research needs to be done to investigate whether the long-term impact of CIVITAS varies from one CIVITAS demonstration phase to another. In addition, further research should determine how many measures continue running after each CIVITAS phase wraps up. This investigation should ascertain why some measures fizzle out while others endure.

11. Annex 1: Questionnaire

The following annex is the questionnaire titled *The First Ten Years of CIVITAS: Share your experience and improve the Initiative* which was sent to all CIVITAS cities, via an online Survey, in March 2012.

NB: because of the format of the online questionnaire, the numbering of the questions does not necessarily correspond with the hard copy version. The survey analysis report above follows the online numbering format.

“The First Ten Years of CIVITAS: Share your experience and improve the Initiative

Welcome!

Thank you for your interest in completing this survey!

"The First Ten Years of CIVITAS Survey" aims to better understand the ways in which CIVITAS has impacted and benefited Forum Network member and project demonstration cities. By taking part, you will be able to share your city's experience and provide feedback on the benefits, impacts, and successes of your participation in the Initiative and help us identify areas for improvement.

The results of the survey are strictly anonymous.

By completing this survey, one representative of your city will be eligible to have an Amazon UK voucher of €100. Be aware, that therefore you need to fill in your name and complete the survey before May 24th 2012. This will only be used for the distribution of vouchers and will not be used in the analysis, unless we ask for and receive your consent.

The results of this survey will be analysed during the late spring and plan to be presented and discussed at the CIVITAS Ten-Year Anniversary Event in autumn 2012.

If you have any questions/comments regarding the survey or would prefer to complete the survey via telephone, please contact Elke Franchois (elke.franchois@mobi21.be) or Els Van den Broeck (els.vandenbroeck@mobi21.be).

The survey should take approximately 20 minutes to complete.

Please note that the deadline for completing this survey is May 24th 2012.

Please provide your contact information below. This information is kept private and will only be used to contact you in regards to this survey.

Name

E-mail

Telephone

2. Which CIVITAS Forum Network city do you represent?

3. You are a:

- You are a: Politician (or a civil servant responding on behalf of a politician)
- Civil Servant (from your city's transport department)
- Other

4. What is your actual job title in the city you represent?

*

5. Is or was your city ever a CIVITAS project demonstration city? (see a map of demonstration cities [here](#))

- No, we are a Forum Network city only
- Yes, in CIVITAS PLUS
- Yes, in CIVITAS II

Yes, in CIVITAS I

This series of questions was given in option for all respondents which answered: *No, we are a Forum Network city only*” to question 5.

6. Why did your city join the CIVITAS Forum Network?

Please indicate how much on a scale of 1 (not at all) to 5 (very much) for each option below.

	1 (Not at all)	2	3	4	5 (Very much)
To find out about funding opportunities	<input type="checkbox"/> 1 (Not at all)	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5 (Very much)
To engage with and learn from over 200 European cities	<input checked="" type="checkbox"/> 1 (Not at all)	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5 (Very much)
To leverage local political or stakeholder support for	<input checked="" type="checkbox"/> 1 (Not at all)	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5 (Very much)

	1 (Not at all)	2	3	4	5 (Very much)
sustainable transport					
To access technical information (e.g. workshops, study tours, publications)	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To increase city visibility at the European level	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)

Other (please specify):

7. Has your city ever applied to become a demonstration city in a CIVITAS project?

- Yes
- No

This series of questions was given in option for all respondents which answered: Yes, in CIVITAS I, II or Plus to question 5.

6. Why did your city become a demonstration city in a CIVITAS project?

Please indicate how much on a scale of 1 (not at all) to 5 (very much) for each option below.

	1 (Not at all)	2	3	4	5 (Very much)
To obtain funding for implementing existing mobility measures and ideas	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To obtain funding for developing/implementing new mobility measures and ideas	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To engage with and learn from other demonstration cities	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To leverage local political or stakeholder support	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To gain access to technical information	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)
To increase city visibility at the European level	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)

Other (please specify)

7. Would the measures implemented during the demonstration project have been made without involvement in the CIVITAS Initiative?

Yes

No

Please describe why:

This series of questions was given in option for all respondents which answered: *No* to question 7.

8. Did your city find other sources of funding (non-CIVITAS) for the measures proposed in your CIVITAS demonstration project application?

Yes, locally (local or municipal government)

Yes, from our regional or national government

Yes, externally

No

Not relevant (our city has applied for the upcoming CIVITAS demonstration project)

If you chose externally, please describe:

9. Did applying for a CIVITAS demonstration project raise awareness or gain support for sustainable transport in your city?

Yes

No

Please describe:

8. How much has your city benefited from the resources and services of the CIVITAS Initiative?

Please indicate how much on a scale of 1 (not at all) to 5 (very much) for each option below.

	1 (Not at all)	2	3	4	5 (Very much)	Not aware of resource / service
CIVITAS Secretariat	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Question and Answer service	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Information on local measures (through website, MOVE newsletter)	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Technical information from CIVITAS publications	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Training activities (including workshops, study tours)	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
The annual CIVITAS Forum Conference	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Thematic group activities (more information here)	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service

	1 (Not at all)	2	3	4	5 (Very much)	Not aware of resource / service
CIVITAS Awards participation	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service
Influence EU-level policies through the PAC (see description below)	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Not aware of resource / service

The **Political Advisory Committee (PAC)** is a small group of motivated politicians, from within CIVITAS cities, who identify political priorities, deliver policy recommendations and define themes relevant to CIVITAS. They then deliver information in the form of "PAC statements" to politicians on the European-level, as well as to industry, transport operators and other stakeholders. More information can be found [here](#).

9. In general, what resources and services of the CIVITAS Initiative could be improved?

10. Please indicate how much, on a scale of 1 (not at all) to 5 (very much), the CIVITAS Initiative has improved your city's ability to:

	1 (Not at all)	2	3	4	5 (Very much)	Don't know
Consider new mobility measures	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know
Develop new	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know

	1 (Not at all)	2	3	4	5 (Very much)	Don't know
mobility measures	at all)				much)	know
Implement mobility measures, which your city had wanted to implement prior to CIVITAS	(Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know
Be perceived as a "pioneer" city nationally and/or in Europe	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	4	<input type="checkbox"/> 5 (Very much)	Don't know
Leverage (strengthen) local political support to implement measures	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know
Leverage (strengthen) local stakeholder support to implement measures	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know
Learn about other cities 'measures and	<input type="checkbox"/> 1 (Not at all)	<input type="checkbox"/> Europe 2	<input type="checkbox"/> Europe 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 (Very much)	<input type="checkbox"/> Don't know

1 (Not at all) **2** **3** **4** **5 (Very much)** **Don't know**

share your city's measures throughout Europe

Obtain funding 1 (Not at all) 2 3 4 5 (Very much) Don't know

11. How has the CIVITAS Initiative helped your city to leverage (i.e. strengthen) political, stakeholder or other support for measures?

12. Are there any other ways that engagement in the CIVITAS Initiative has benefited or impacted sustainable transport in your city?

13. Does your city have any comprehensive mobility or transport plan?

- Yes
- No

If no, please describe what type of policy for mobility and transport exists in your city:

14. Is it a sustainable mobility or transport plan?

(e.g. a Sustainable Urban Mobility Plan, or SUMP - more information [here](#))

- Yes
- No
- Do not know

Please include an online reference or link to it here:

15. When was it last updated? (indicate the year and month if you know it)

16. Has your city created and/or updated this plan based on experiences and exchange within the CIVITAS Initiative?

- Yes
- Not yet, but we plan to
- No

Please describe how the CIVITAS Initiative has contributed to your city's transport policies:

17. What themes within the CIVITAS Initiative have you found to be the most useful and beneficial in the context of your city? Check all that apply.

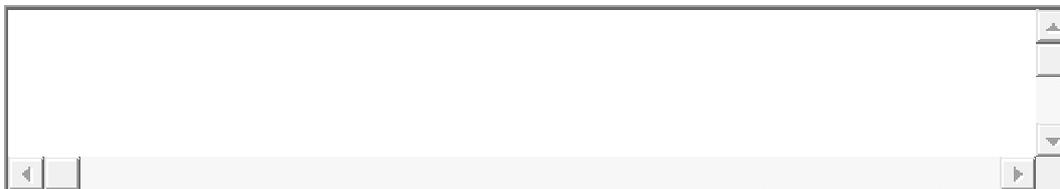
- Clean fuels and fuelling infrastructure
- Hybrid, clean and electric vehicles and fleets
- Car-pooling and car-sharing
- Accessibility
- Ticketing and tariffs
- Intermodality
- Service improvements
- Access management and road pricing
- Bike-sharing and other cycling enhancements
- Parking management/pricing
- Mobility planning, marketing and awareness-raising
- Multi-stakeholder consultation/public participation
- Safer roads, bike and footpaths

- Passenger security
- Intelligent transport systems (ITS) for traffic monitoring, management and enforcement
- ITS-based enhancement of public transport and real-time user information
- Urban freight logistics

18. Please identify and describe any of the themes within CIVITAS that have helped most to sustainably develop mobility in your city.



19. What themes and measures should the CIVITAS Initiative focus on in the future?



20. What are the three main arguments that you would use to encourage other cities to join the CIVITAS Forum Network?



21. What could the CIVITAS Forum Network offer that it doesn't already?



Thank you for taking the time to complete this survey!

We highly value your input and therefore cordially invite you to join a **web-based group discussion on the benefits and impacts of the 10-year CIVITAS Initiative**. Discussion will center around the topics and questions of this survey.

The session will occur in March 2012 and is open to representative of CIVITAS Forum Network member cities.

22. Would you or another representative of your city be interested in speaking further on the benefits and impacts of the 10-year CIVITAS Initiative?

Yes

No

23. If yes, how should we contact you or another representative of your city?

Contact me using the contact information provided at the beginning of this survey

Contact the following email address:

Please submit your survey by clicking **Done** below.”

12. Annex 2: Overview evaluation activities of services provided by CIVITAS

12.1 Overview

VANGUARD has evaluated most of the services they have provided:

- MOVE newsletter
- Internal newsletter
- The dissemination Liaison Group
- All trainings and working groups
- All dissemination workshops
- All webinars
- All study tours
- Two handbooks

In the future, upcoming evaluation activities are planned:

- Thematic working groups
- Upcoming training events
- Upcoming dissemination workshops
- Website

12.2 Methodology

Several evaluation methodologies were developed.

- For trainings, workshops, dissemination workshops and study tours: quick scan questionnaire during online registration process and an evaluation form in paper, handed out to all participants to complete immediately. For some training events and workshops on online version of the questionnaire on paper was set up.

- For webinars, internal newsletter, MOVE, DLG: An online evaluation form was developed and sent together with the newsletter and MOVE, sent to the DLG members, and sent to participants of the webinar. For MOVE next to the online evaluation form a street interview was done during the Forum Conference in Funchal.
- For handbooks: Evaluation form in paper, together with the handbook and also the possibility to complete the questionnaire online.

12.3 Results

For every separate evaluation activity, an evaluation report was made. Some general conclusion will be presented here.

Evaluation of general content

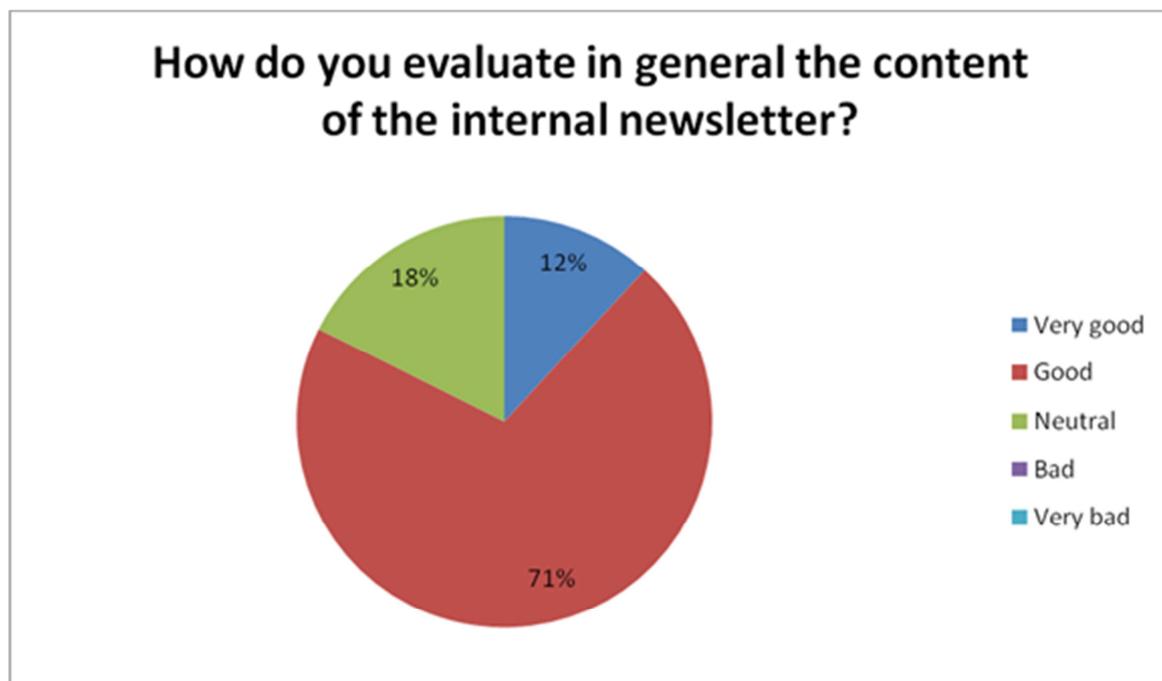


Figure 15: Internal newsletter - evaluation general content

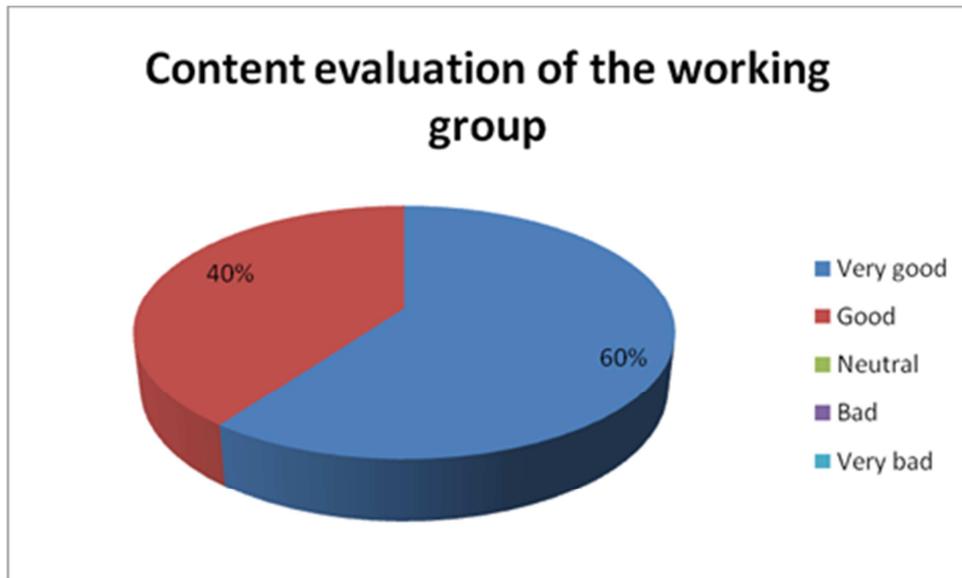


Figure 16: Working group e-ticketing - evaluation general content

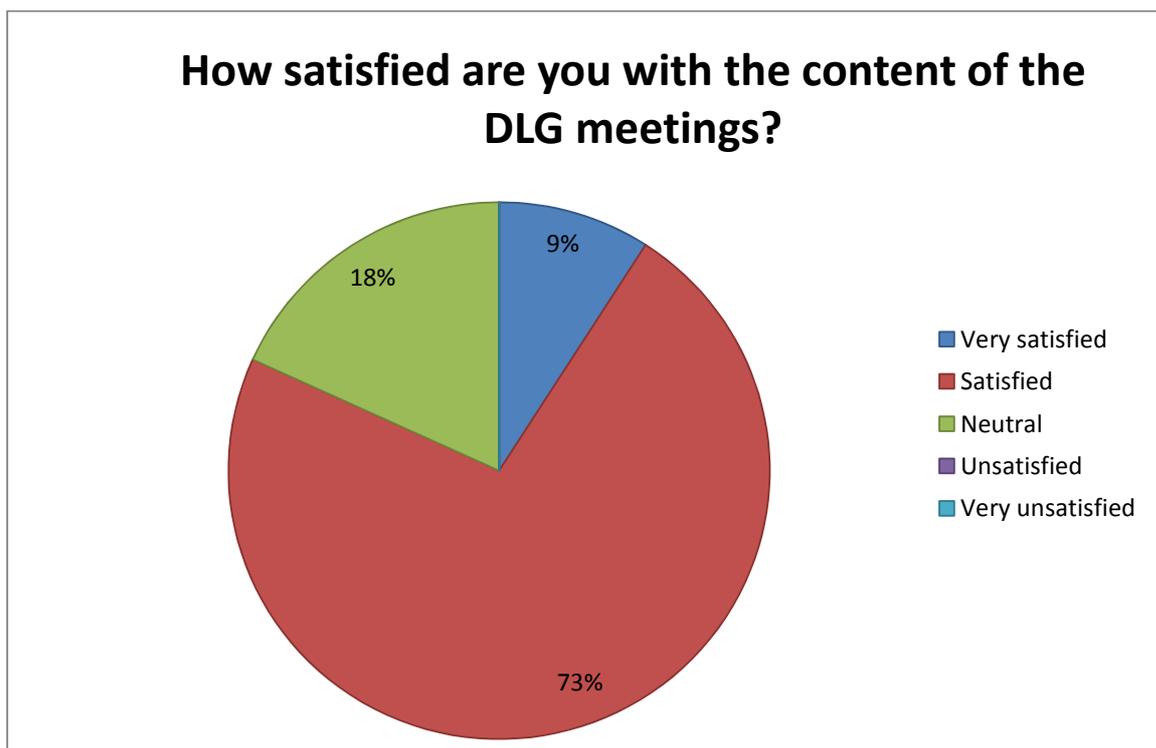


Figure 17: DLG - Evaluation general content

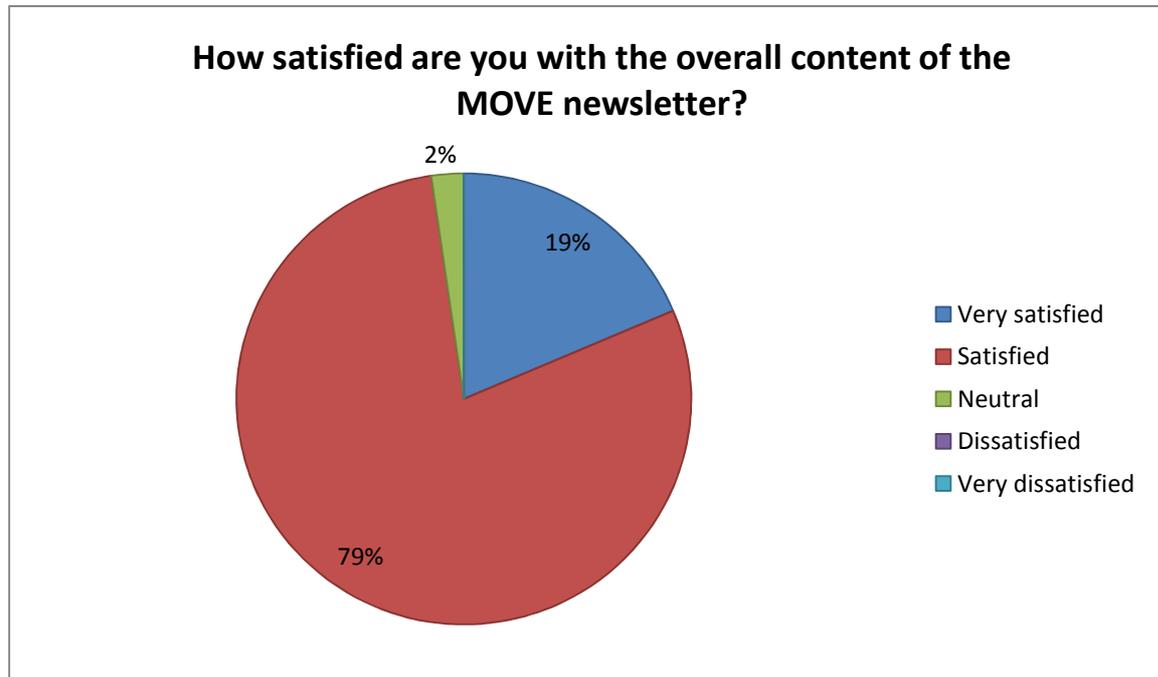


Figure 18: MOVE - Evaluation general content

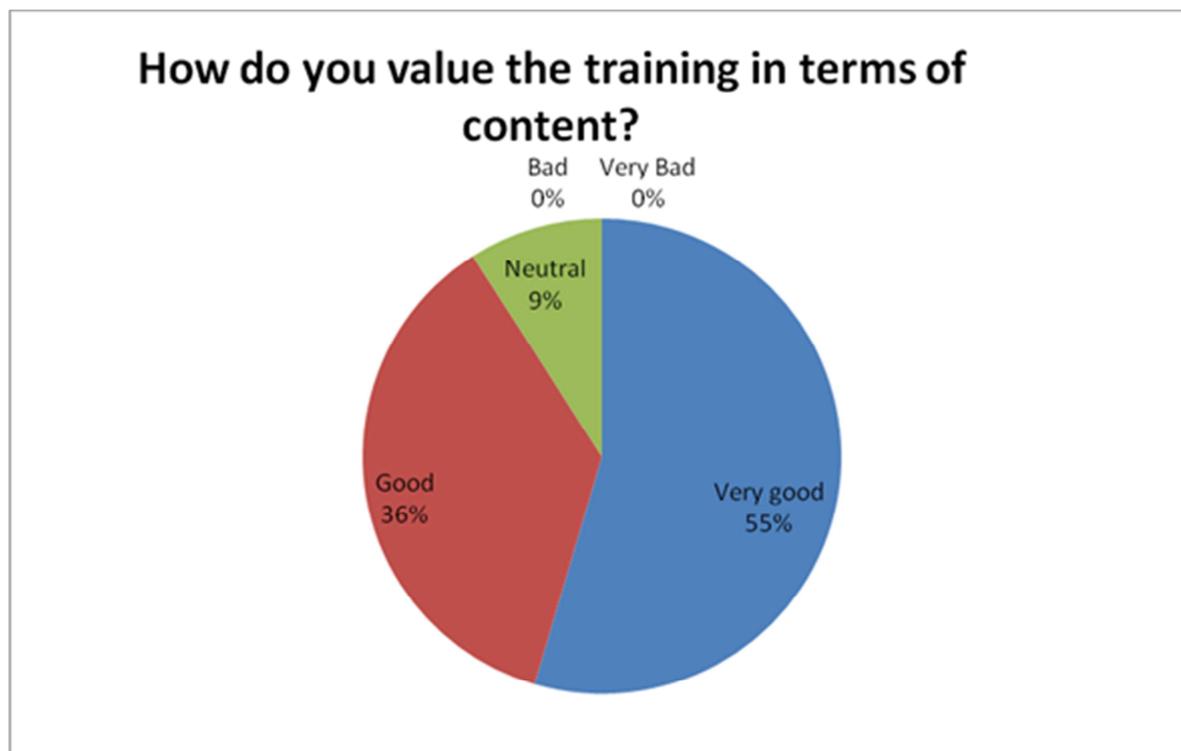


Figure 19: Training stakeholder consultation - Evaluation general content



Figure 20: Training communication to citizens - Evaluation general content

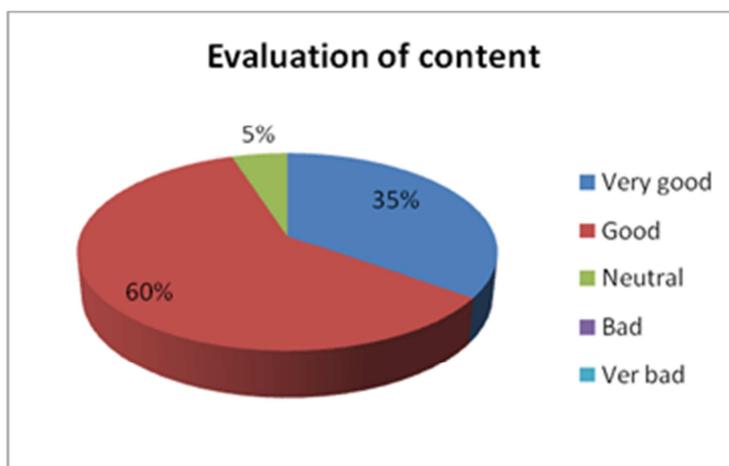


Figure 21: Training Mobility Management and Company Travel Planning - Evaluation of general content

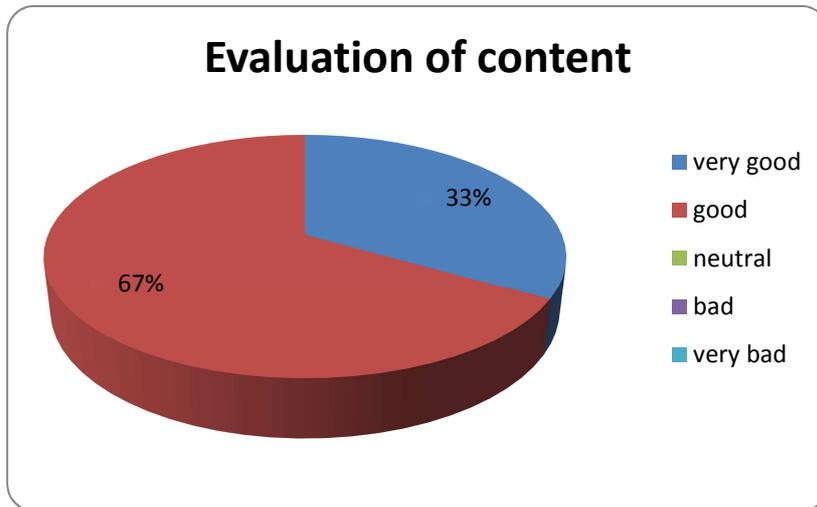


Figure 22: Training on organising an individualised social marketing - evaluation general content

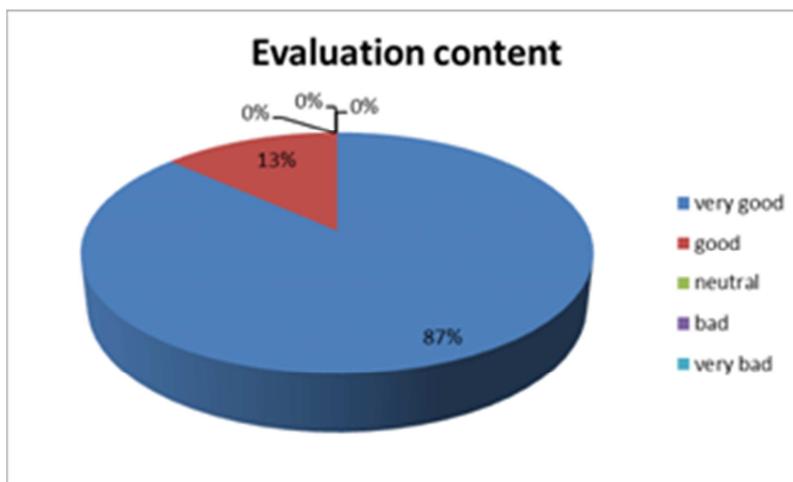


Figure 23: Training urban land use and transport planning - Evaluation general content

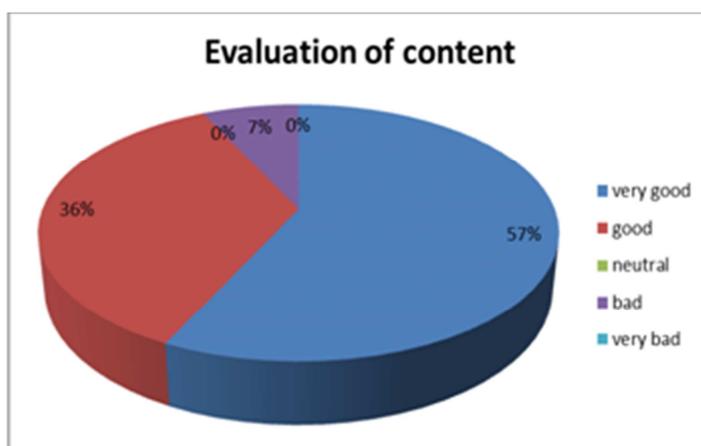


Figure 24: Training Clean Fuels, Clean Vehicles, Cleaner Cities - Evaluation of general content

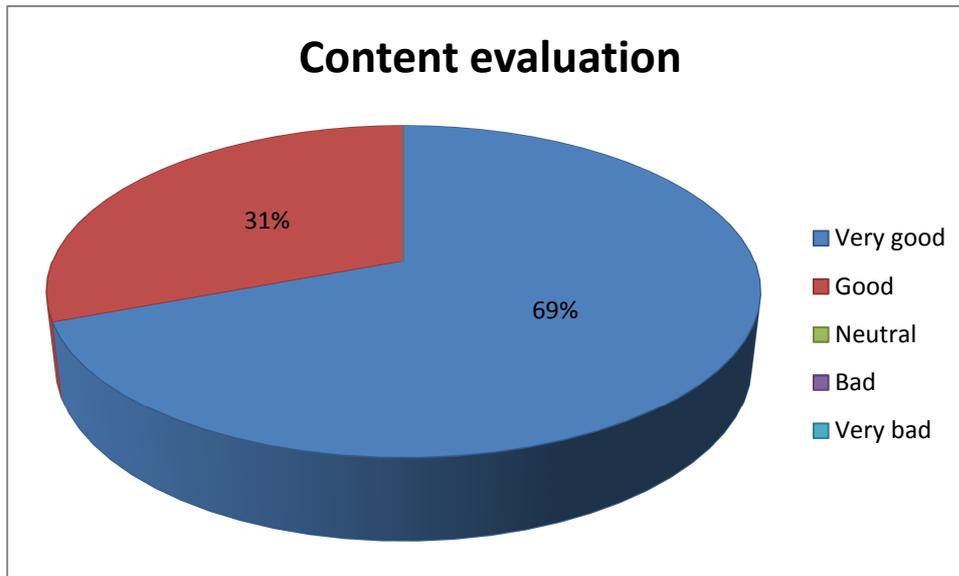


Figure 25: Training Intelligent Transport Systems for enhanced policy delivery - Evaluation general content

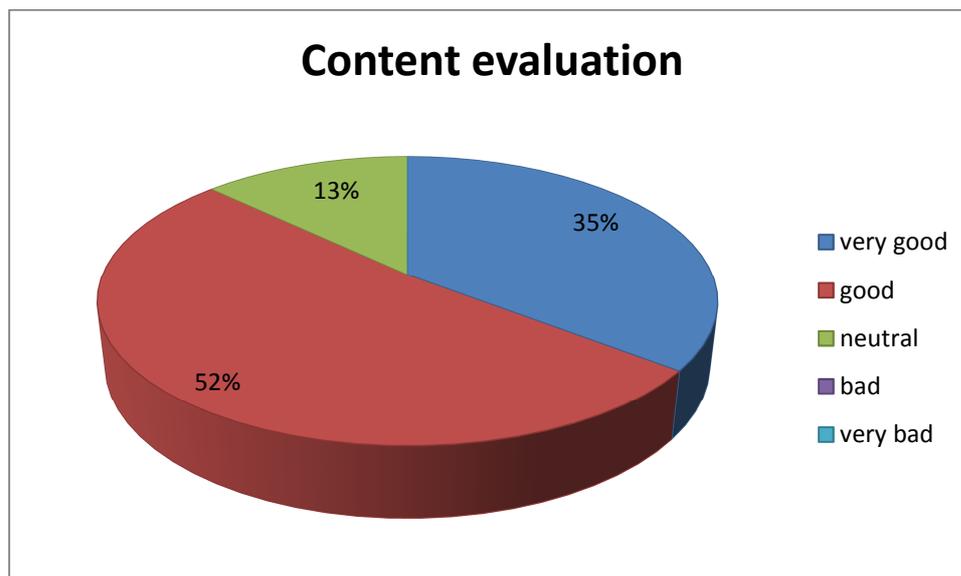


Figure 26: Training Social Inclusion - Evaluation general content

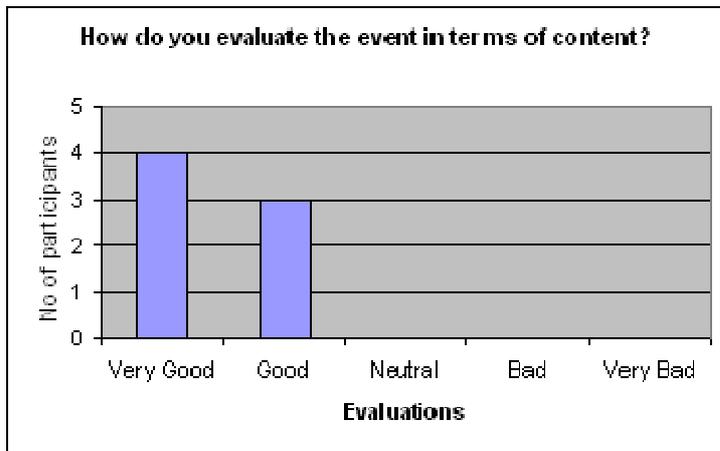


Figure 27: Study Tour Cycling for all - Evaluation general content

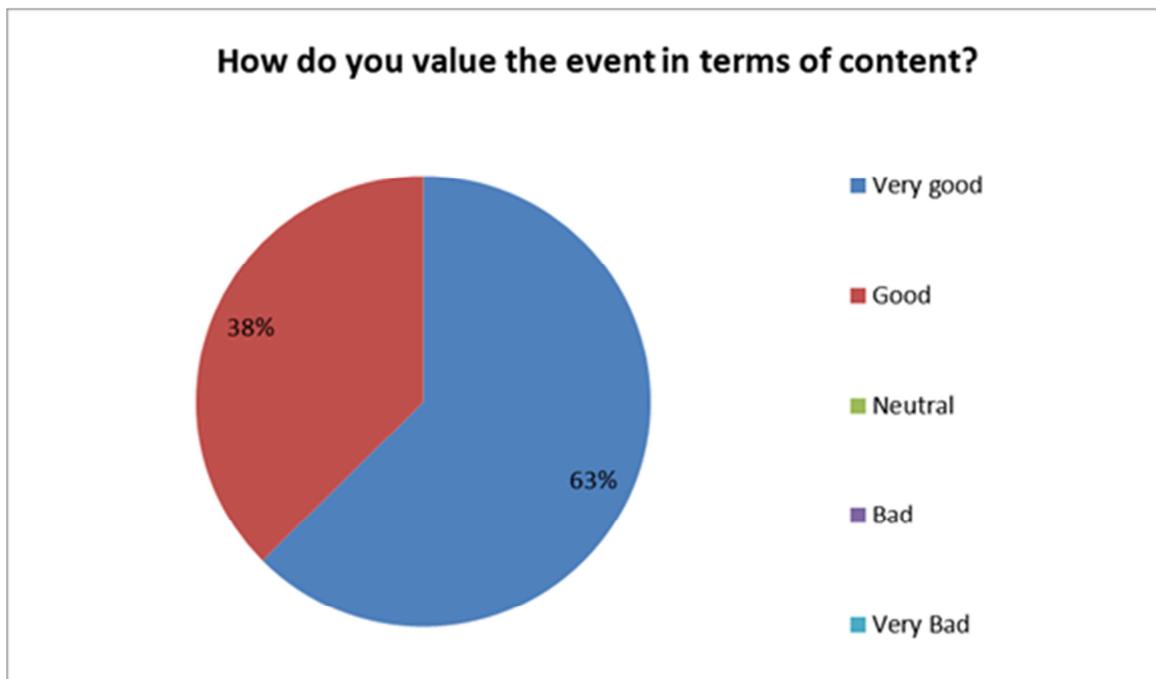


Figure 28: Study Tour Craiova - Evaluation general content

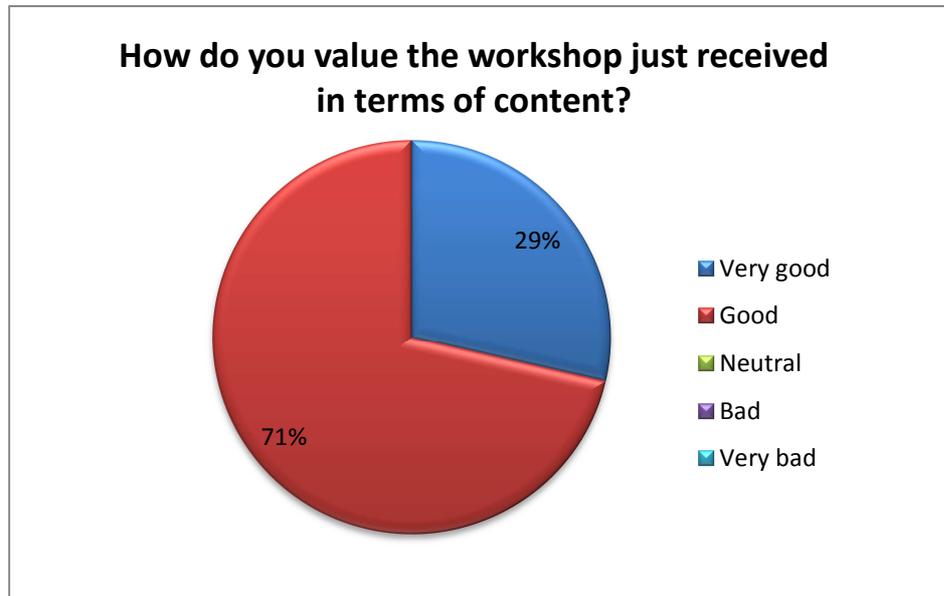


Figure 29: Dissemination workshop Brussels - Evaluation general content

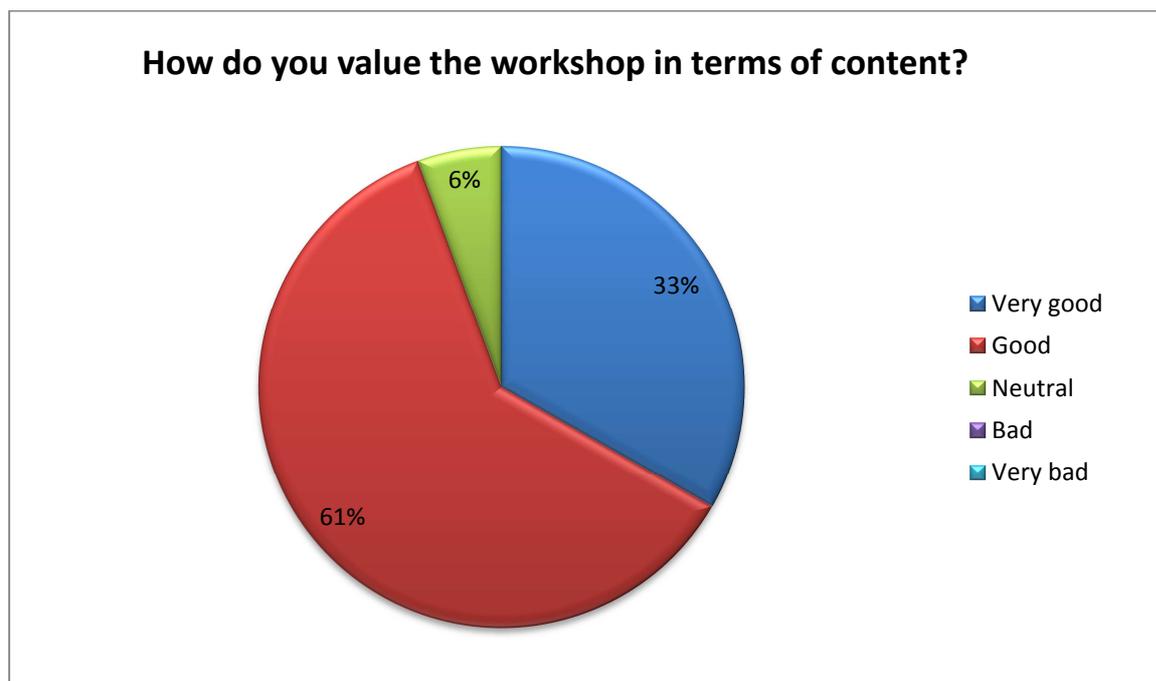


Figure 30: Dissemination workshop Athens - Evaluation general content

Usefulness of content

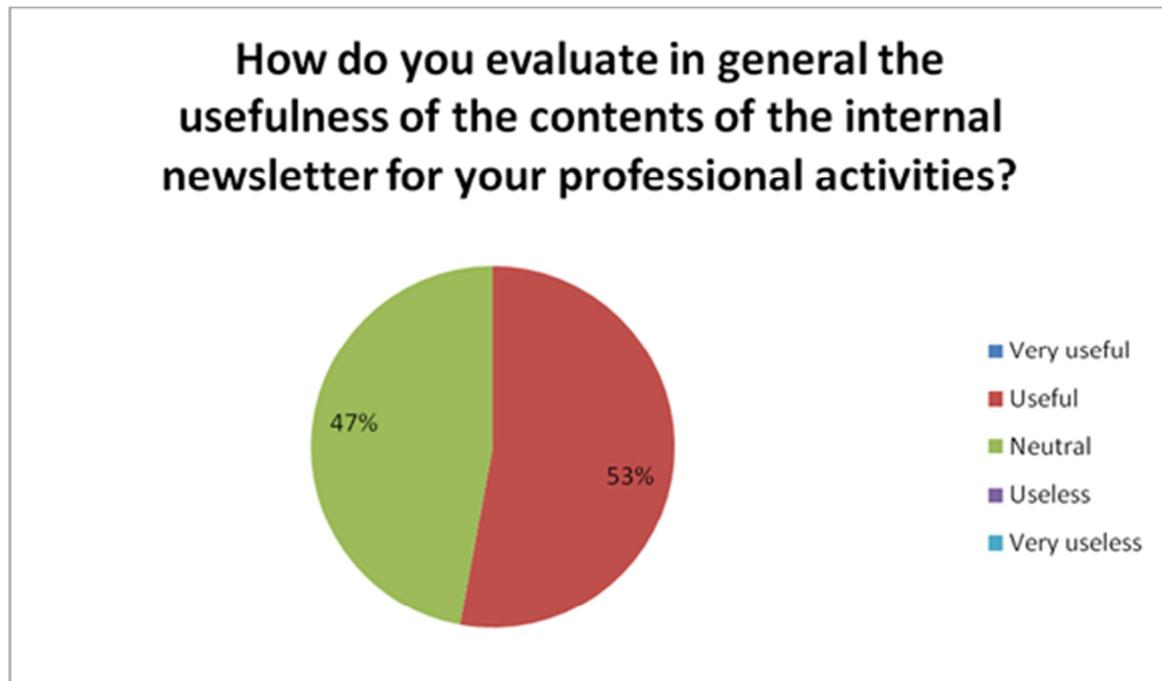


Figure 31: Internal newsletter - Usefulness of content



Figure 32: DLG - Usefulness of content

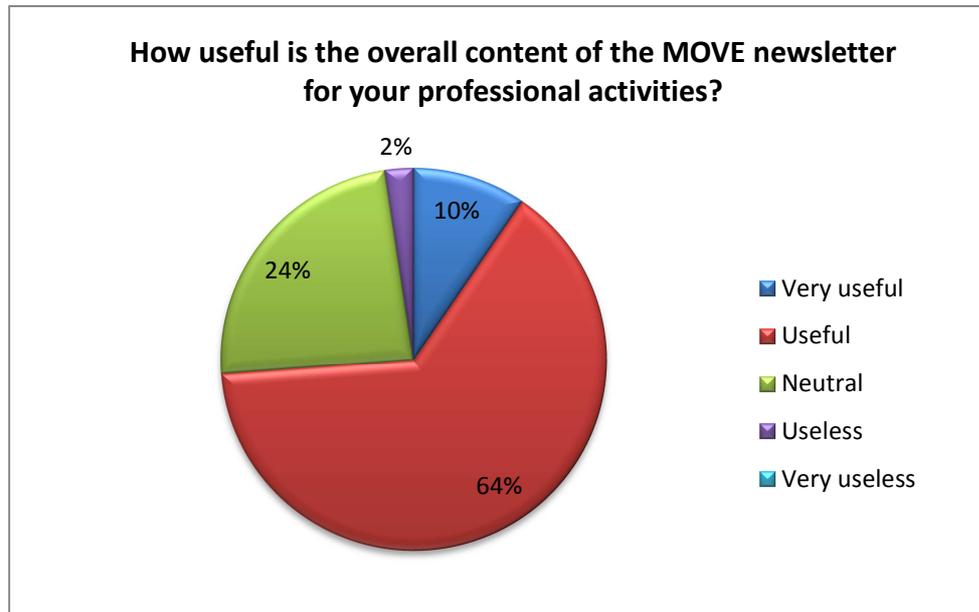


Figure 33: DLG - Usefulness of content

Impact evaluation

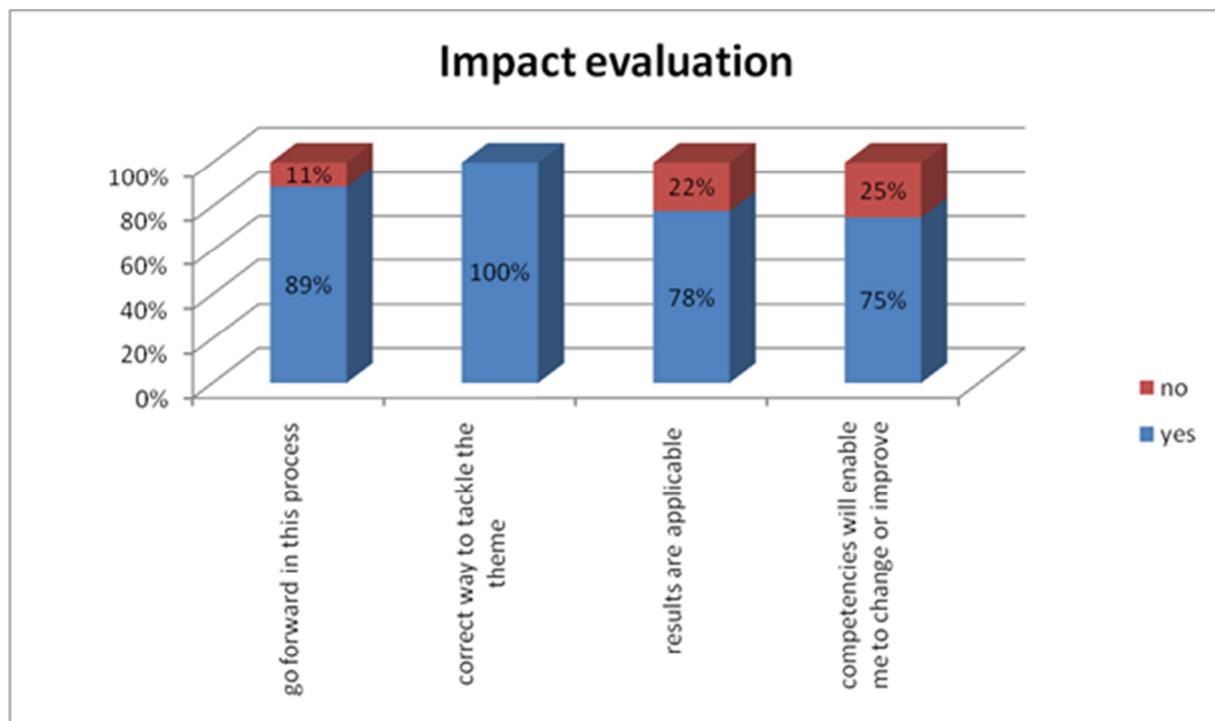


Figure 34: Working group e-ticketing - Impact evaluation

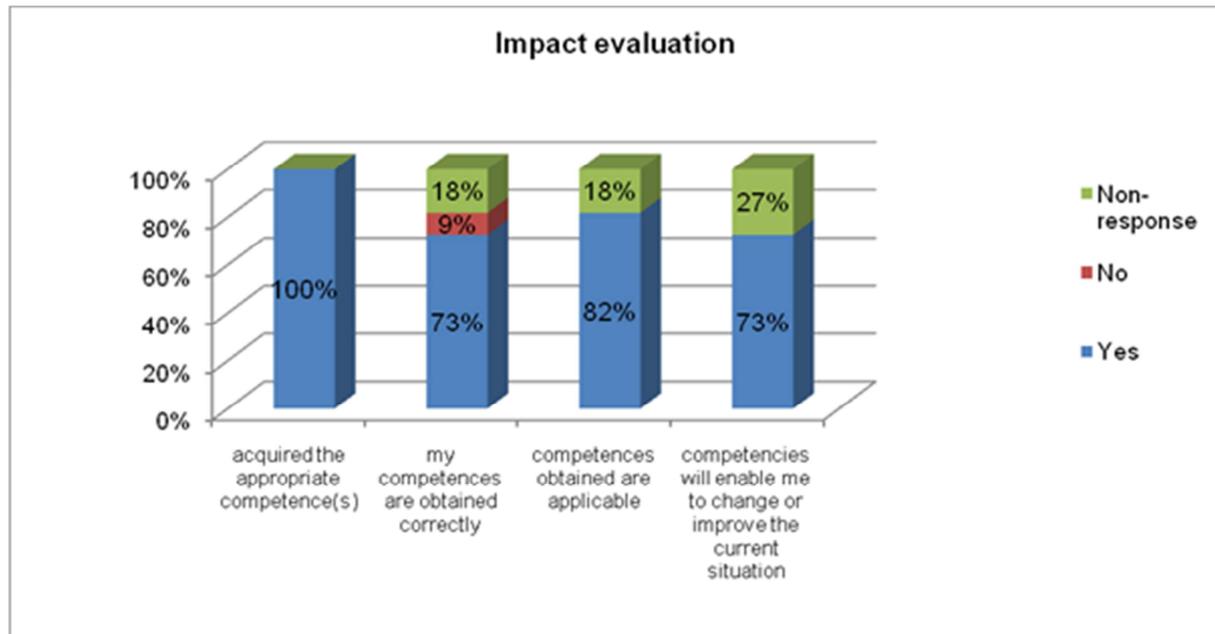


Figure 35: Training stakeholder consultation - Impact evaluation

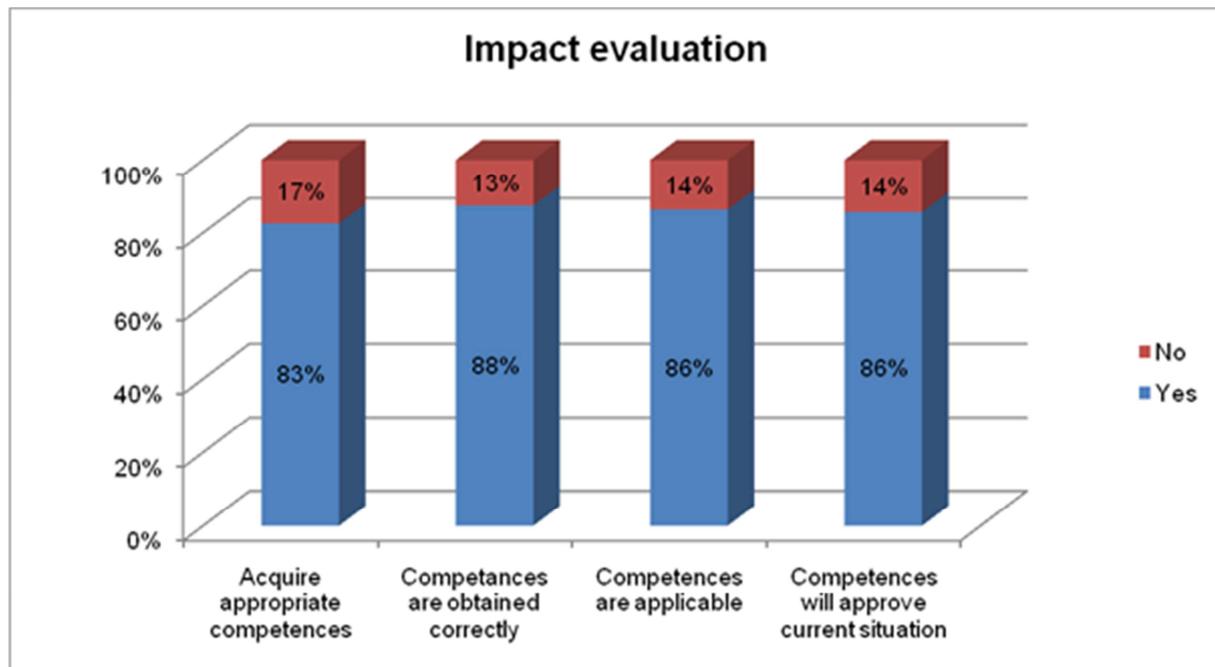


Figure 36: Training communication to citizens - Impact evaluation

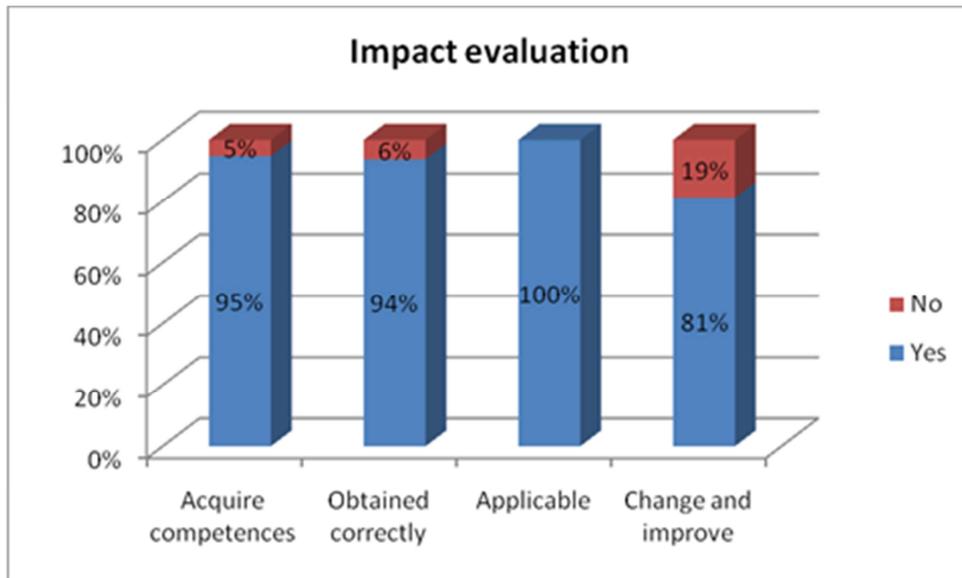


Figure 37: Training Mobility Management and Company Travel Planning - Impact evaluation

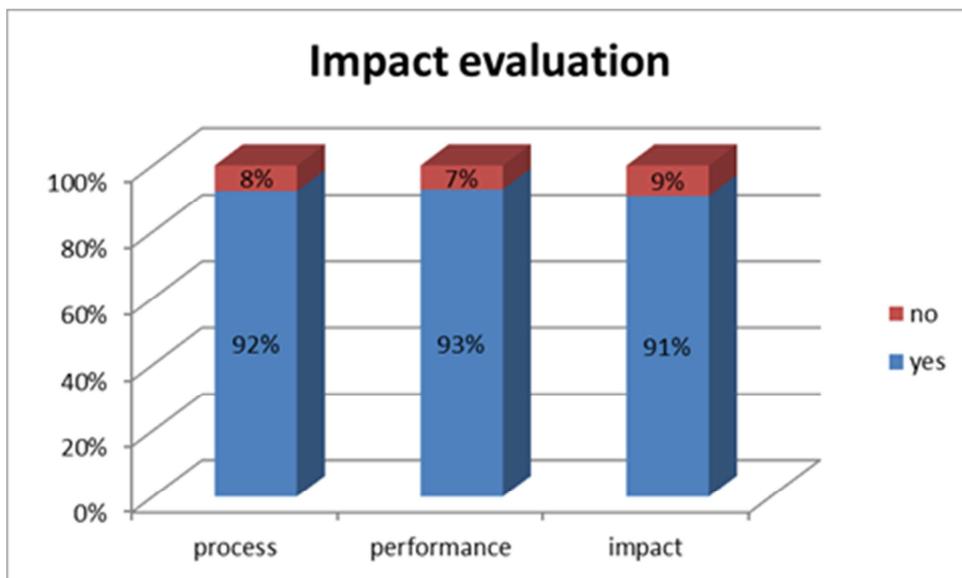


Figure 38: Training on organising an individualised social marketing - Impact evaluation

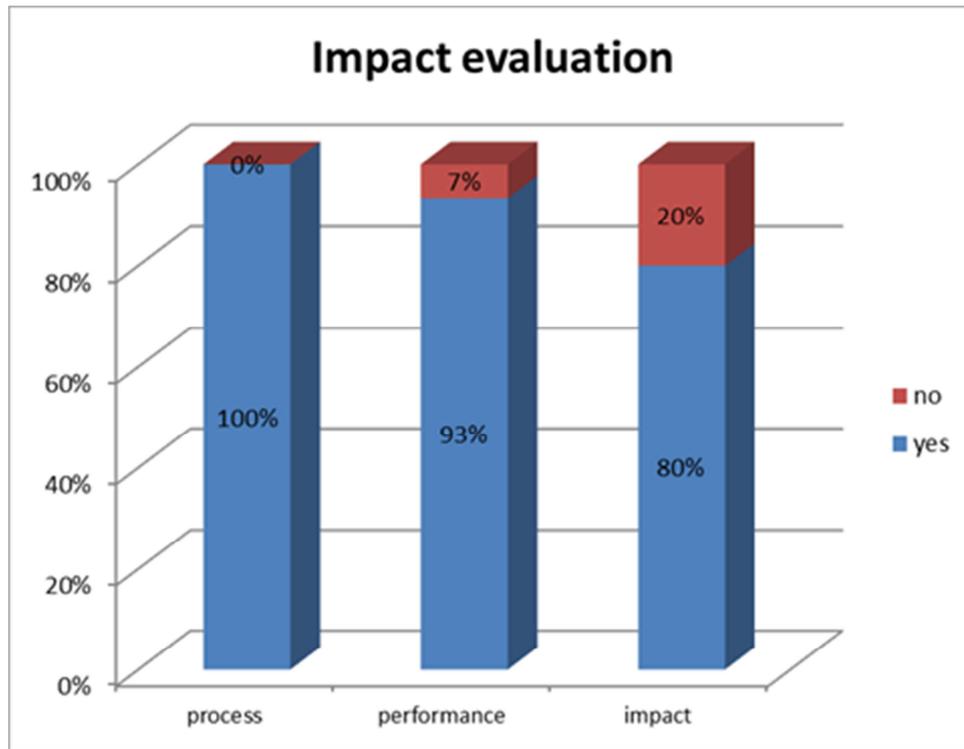


Figure 39: Training urban land use and transport planning - Impact evaluation

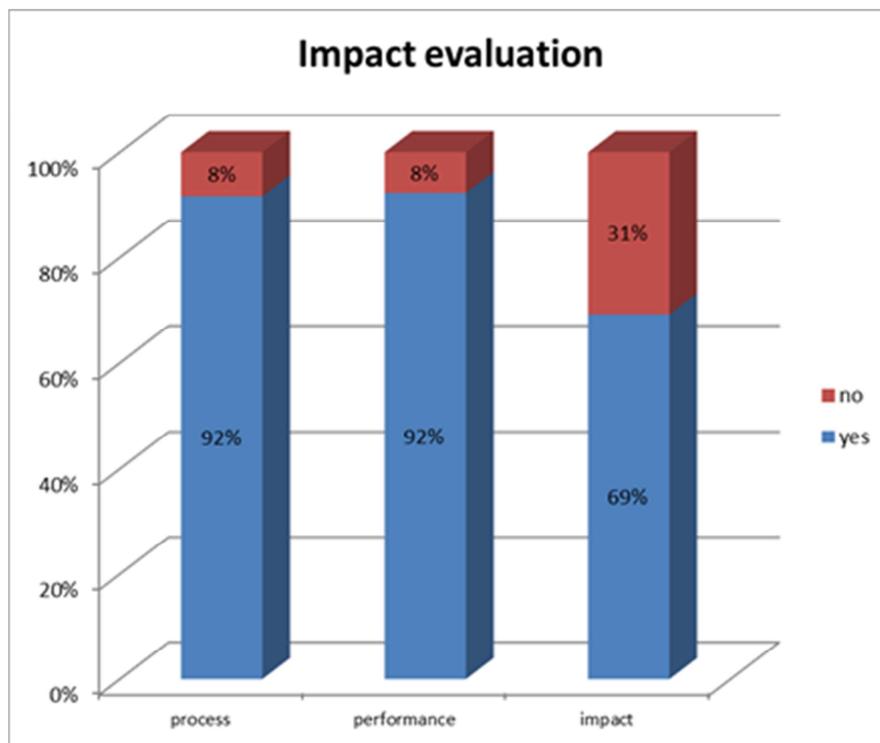


Figure 40: Training Clean Fuels, Clean Vehicles, Cleaner Cities - Impact evaluation

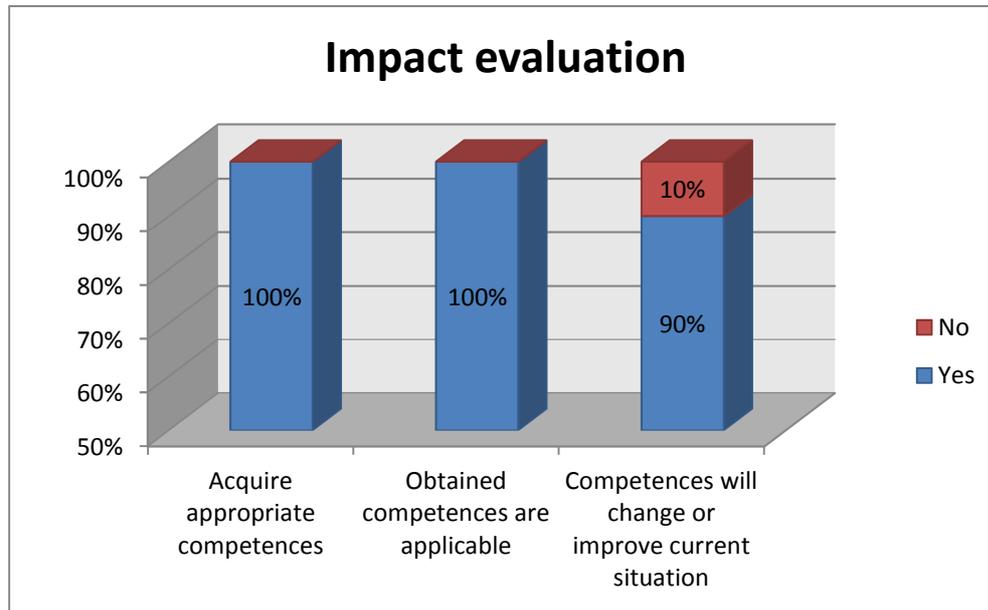


Figure 41: Training Intelligent Transport Systems for enhanced policy delivery - Impact evaluation

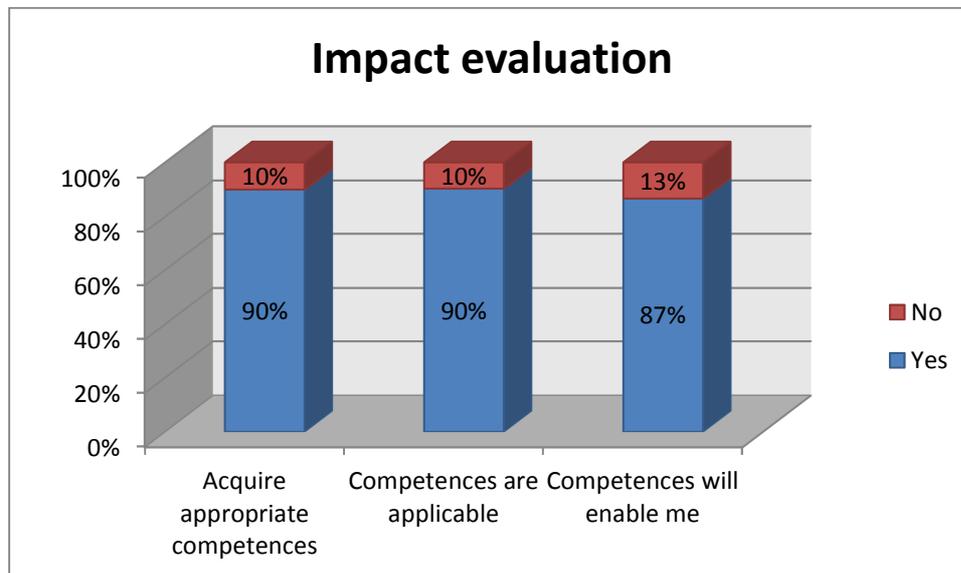


Figure 42: Training Social Inclusion - Impact evaluation

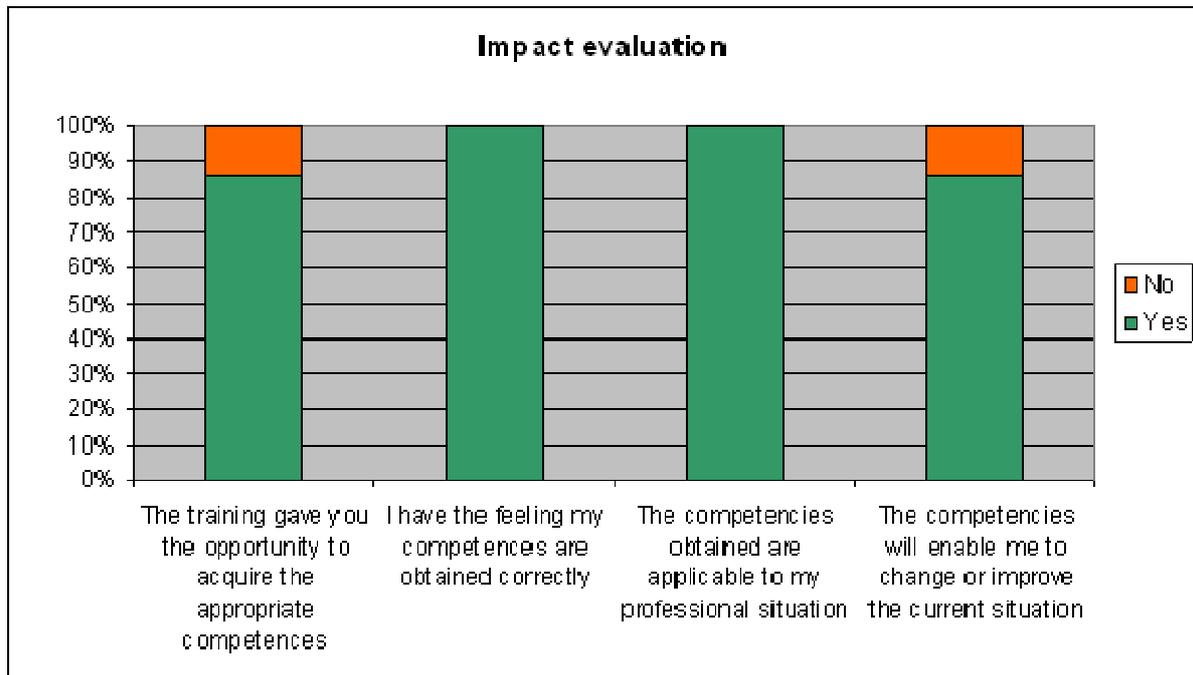


Figure 43: Study Tour Cycling for all- Impact evaluation

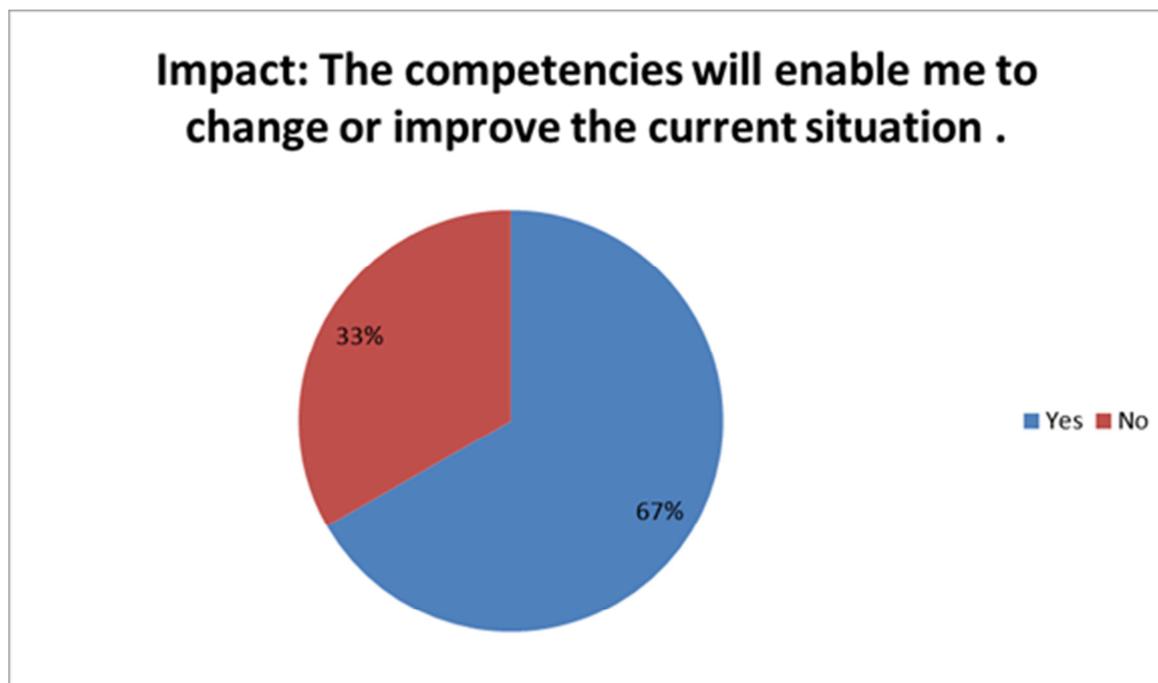


Figure 44: Study Tour Craiova - Impact evaluation

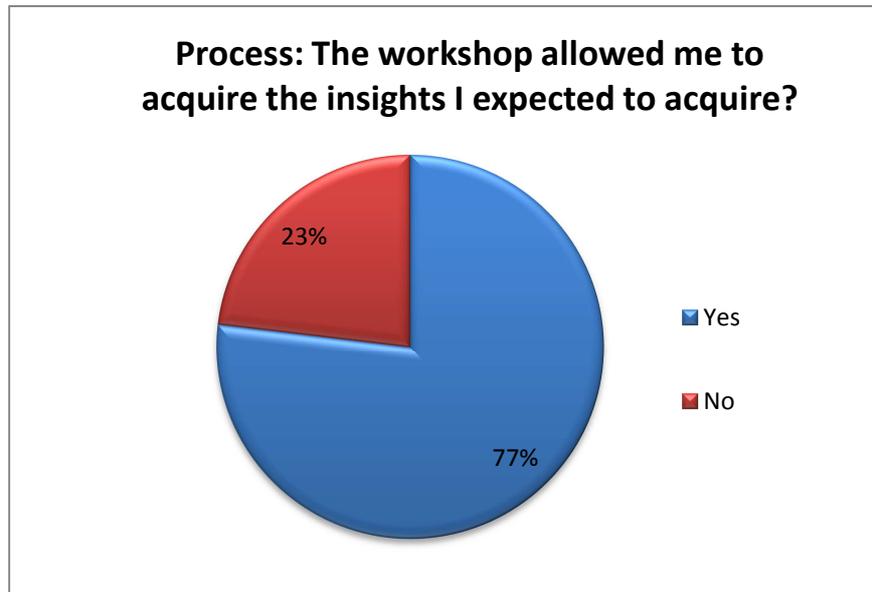


Figure 45: Dissemination workshop Brussels- Impact evaluation



Figure 46: Dissemination workshop Athens - Impact evaluation

Recommend to someone else?

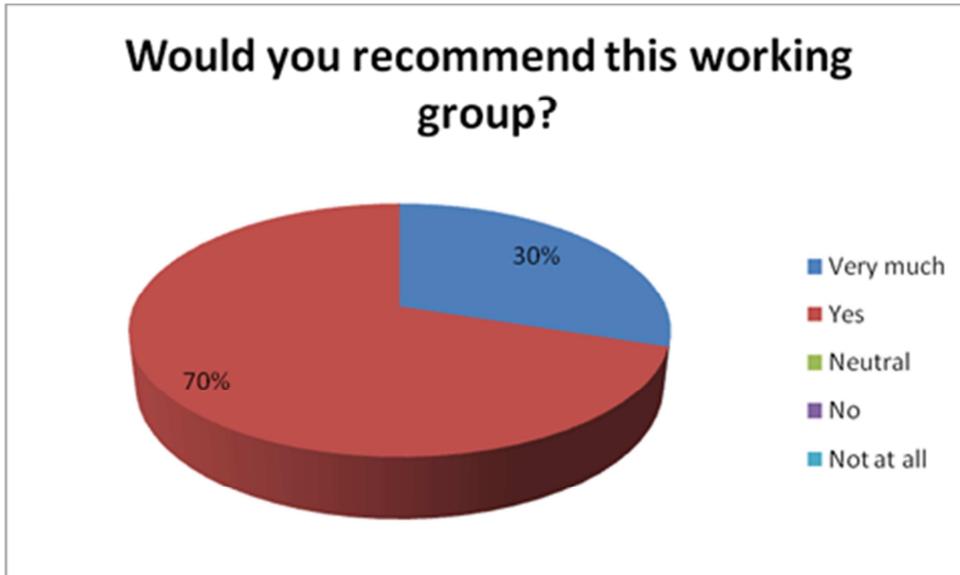


Figure 47: Working group e-ticketing - Recommend to someone else?



Figure 48: Training stakeholder consultation - recommend to someone else?



Figure 49: Training communication to citizens - Recommend to someone else?

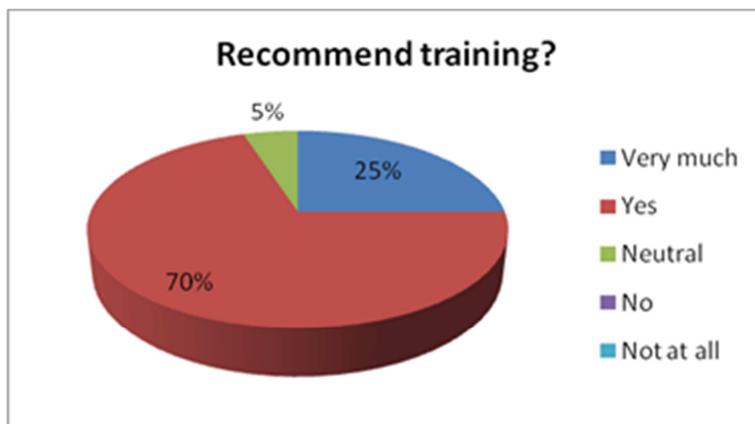


Figure 50: Training Mobility Management and Company Travel Planning - Recommend to someone else?

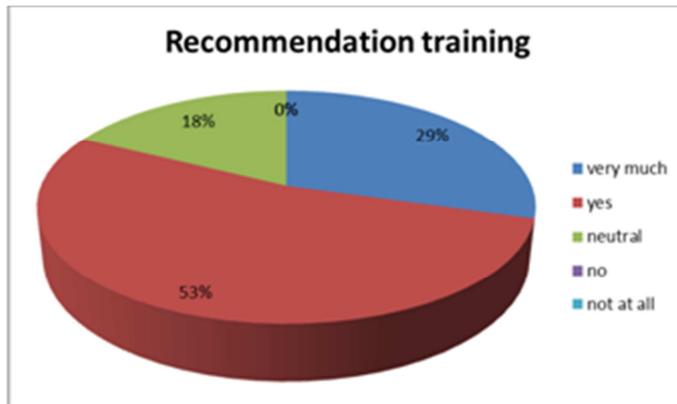


Figure 51: Training on organising an individualised social marketing - Recommend to someone else?

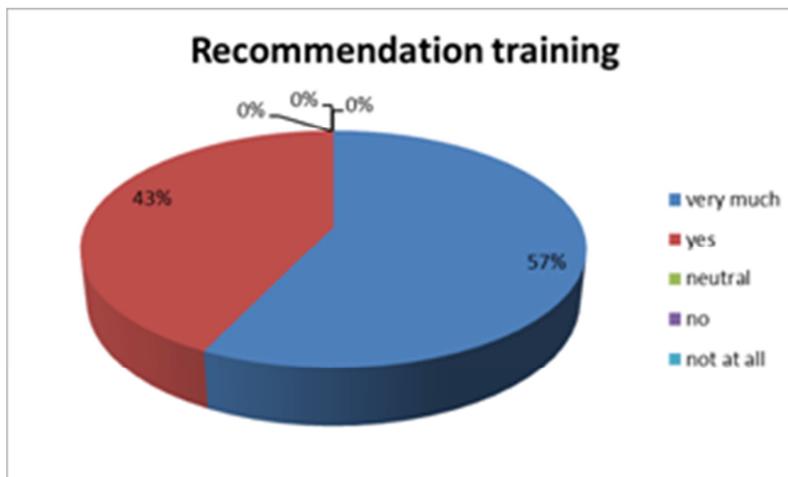


Figure 52: Training urban land use and transport planning - Recommend to someone else?

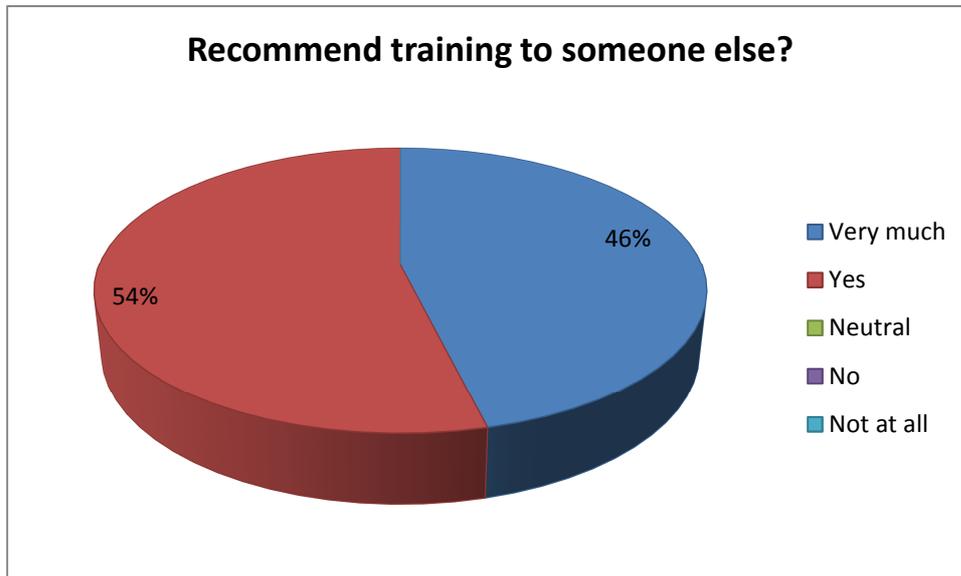


Figure 53: Training Intelligent Transport Systems for enhanced policy delivery - Recommend to someone else?

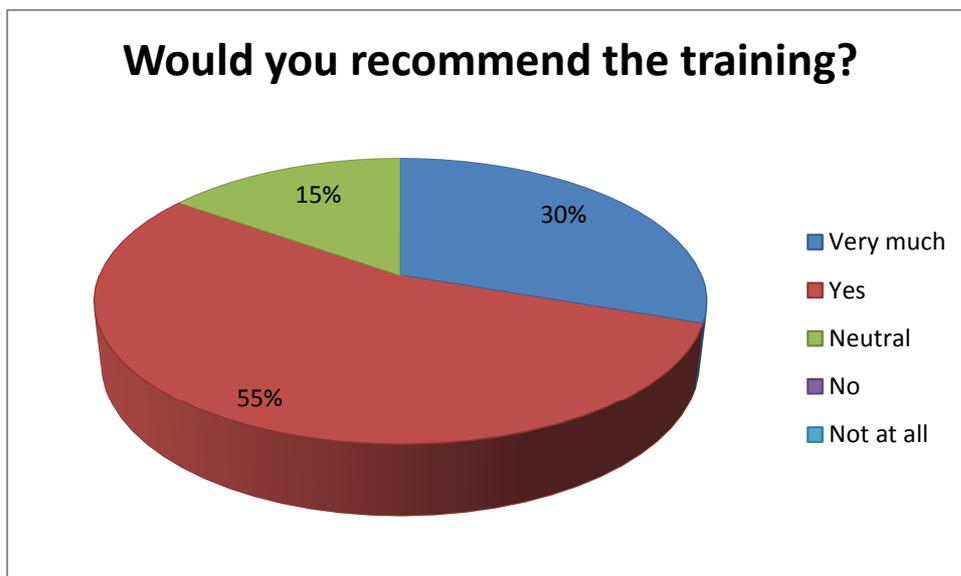


Figure 54: Training Social Inclusion- Recommend to someone else?



Figure 55: Dissemination workshop Brussels - Recommend to someone else?



Figure 56: Dissemination workshop Athens - Recommend to someone else?

13. Annex 3: Minutes Focus Groups

13.1 Focus Group: Differences between Eastern and Western cities

13.1.1 Participants

- Marius George Homocianu (Iasi, Romania)
- Tomasz Zwolinski (Krakow, Poland)
- Katerina Oktabcova (Usti nad Labem, Czech Republic)
- Clemence Cavoli (University College of London)
- Elke Franchois (Mobiel 21/CIVITAS VANGUARD – Meeting presenter)
- Sarah Martens (Mobiel 21/CIVITAS VANGUARD – Report)
- Csaba Mezei (REC/CIVITAS VANGUARD – Meeting host)

13.1.2 Discussion

A. Representation and location per country

RESULTS SURVEY

The majority of the respondents of the survey represent cities located in Northern, Western and Southern Europe (referred to en masse as Western Europe). This includes Finland, Sweden, Spain, Portugal, Austria, Denmark, Germany, France, Belgium, the Netherlands, the United Kingdom, Ireland, Italy, and Switzerland.

The geographical distribution of city respondents reflects to a fair degree the distribution of CIVITAS Forum Cities, with participants from Western and Southern European cities as well as Slavic and Eastern Europe.

The majority of the respondent cities have populations between 100,000 and 400,000 inhabitants, which is, on average, representative of the population of all CIVITAS cities.

Compared to Western European cities, a high number of respondent cities from Eastern Europe are capital cities and a low number have a population between 100,000 and 200,000 inhabitants.

B. Most useful and beneficial themes within CIVITAS

Question 21 focused on *CIVITAS thematic areas*. The aim was to find out whether participants think that some CIVITAS themes have been more useful than others and why.

RESULTS SURVEY:

Respondents who named ITS as a favourite theme are mainly from Western Europe and are CIVITAS I cities.

DISCUSSION FOCUS GROUP

QUESTION: What were the most beneficial themes for your city? How did you perceive ITS?

Usti: The three themes with the biggest impact in the city were:

- Safe roads and bike and foot paths – no big budget for implementation. For measures on road safety issues there were a lot of options that were low cost and easy to implement, but with big impact (public campaigns, safety inspections, proposals of measures, discussions with local schools, public seminars with the elderly, seminars for young drivers, road safety training and brochures. Citizens willing to participate.
- Parking management and pricing: growing numbers of vehicles and inhabitants. Parking problems in the centre and densely populated areas. Research and proposals on new parking schemes with restrictions for local inhabitants – not very popular, but very needed.
- ITS for traffic monitoring would be a solution for many traffic problems in the city – also a proposal for the SUMP. It's not implemented yet, but a big impact foreseen. It's not implemented yet because Usti is a learning city -- all measures are soft measures or research and analysis measures. Without CIVITAS, there would not be a suitable scheme for the city now.

Krakow:

- Mobility planning, marketing and awareness raising:
- Mobility planning: CIVITAS gave Krakow the opportunity to learn a lot – locally things have been differently organised. All meetings with university and transport operators have been something new and very effective. A lot of things had to be done much

quicker than before. There was enthusiasm among all partners. Mobility planning improved the situation.

- Marketing and awareness raising: We had a lot of measures, around 25 workshops in schools, businesses, etc. There was a lot of interest among different age groups and places. This was not done before – the city was not so open to discuss mobility issues in the past. Now we use all the ways to transfer the knowledge to the people and question them on their experiences.
- Accessibility of cars to city centre. This has been a hot topic for many years and several measures were introduced. CARAVEL helped to show people some interesting examples from other cities from Western Europe. The city is not so congested in most areas, but the historical city centre has been very problematic – noise, safety, air pollution... .
- ITS: not a lot of implementation and it's been combined with other infrastructure programmes. For the first time in Poland, we have a demand-responsive tele-bus. Very innovative. Better quality for public transport. Now it is still functioning and upscaled. There were also road information panels, etc. but most were not implemented under CIVITAS. Bigger contracts were already made before the start of CIVITAS. The Commission only pays a small percentage.

Almost all were of the same importance. Except maybe car sharing (there was only a study on car sharing, no implementation) and carpooling (there was success in the beginning at the university, but it was not developed further).

lasi:

- First cycle route of the city: There was a very important campaign to promote cycling with a very big impact -- 8-9 percent of the trips from home to university by students are made by bicycle.
- Stakeholder consultation/public participation during implementation of 2 or 3 measures: Partnerships to build a strategy for goods distribution and with post for access restrictions in city restrictions and with school and universities to change behaviour
- Passenger security by video surveillance: Safety was increased.
- Public transport planner and website: Better information for citizens and potential users.

SUMMARY of discussion

ITS is useful for all, but measures are more focused on research and planning of ITS; there is no implementation yet. Or within other projects, implementation can be difficult because of budget issues. Other measures were much more important: passenger security, road safety, access management, public consultation and mobility planning and marketing.

C. Comprehensive mobility or transport Plan

In question 17, participants were asked to *indicate whether their cities have local transport/mobility plans*. Results are illustrated in the pie chart below.

RESULTS SURVEY:

Almost all the respondents from Western Europe confirmed that their city had a transport/mobility plan.

Cities from Eastern Europe are not only significantly less likely to have a such a plan, the have none.

CIVITAS cities with transport/mobility plans are concentrated in the UK, the Netherlands, Germany, Italy, Spain and France.

In countries such as the UK, Germany and France, local transport plans are widely established and were, or in some cases are, a legal obligation for cities over a certain size.

DISCUSSION FOCUS GROUP

QUESTION: Do you have a local transport plan? How was it developed? If no, are you planning to develop an LTP?

Usti: Before CIVITAS, Usti only had a master plan (regarding transport, it included only a territorial reserve for transport infrastructure) but no integrated transport strategy. During CIVITAS, based on all research in the Initiative, a SUMP is under development for the future decade and our plan is almost finished. Some of the proposals had to be taken out because they are not possible in the current political climate, e.g. due to high investments, restrictions for car drivers, etc. The majority is more or less planned.

Usti had a traffic model before CIVITAS that could be used for any proposal. That was the starting point. Now we are calibrating it with actual traffic data. The plan was based on

lessons learnt. As learning city we had workshops and learned from experiences of leader cities. The structure of the plan was based on the one from Brighton and Hove. We received feedback from the leader cities.

Differences between Usti and Brighton: there are many. Proposals included in Brighton and Hove's plan are very different, e.g. car sharing is not feasible in Usti. Development of public transport in Brighton focuses on getting more people on board. In Usti, lots of people use it, so we focus on keeping them using it and giving a higher status to it. It is not feasible to increase passenger numbers.

Krakow: It was one of the first Polish cities to establish a sustainable transport policy -- 1993. An update was made during CARAVEL in 2007. It involved a new shape, but was not changed a lot. The plan is more detailed and includes more ideas and policies. Changes in the law in 2000 and 2003: a study of spatial development with transport was an important topic. This was an opportunity to plan better and look more carefully to future development of transport infrastructure. It is not a single transport plan, it is a combination of plans. The tram network was included in the plan of development of public transport. At the moment we are finalising parking management plan.

Historically, we have been active from the '90s. Thanks to changes in laws and other projects, the City Council needed to adopt other documents which were very helpful.

Policy 2007: The technical university partner in CARAVEL, the local evaluation manager and other CARAVEL cities sent their transport policies as examples.

Different models for different cities are not needed. The important thing is how policies can fit best with the actual status of infrastructure. For instance, in Krakow there was a lack of activity related to bikes for many years and there was little awareness among people of sustainable transport and how the city benefits from it. A revolution is not feasible. Western examples are useful for Eastern cities, too.

Iasi: There is no plan of transport, but a lot of different policies, and measures are planned for implementation. A strategy was conceived in ARCHIMEDES for cycle use. Various projects rehabilitated and improved urban public transport infrastructure. Iasi promotes intermodality and modes like the bicycle and public transport. Decisions by the local council were taken to restrict access in different zones. There are measures which focus on security of passengers, video surveillance in public transport vehicles. We have discussions with the municipality, the public transport company and other institutions and cities to build a plan.

We have an urbanism plan, but there is no correlation to transport.

Discussion is going on of planning improvement for accessibility by the creation of intermodal points.

Problems may be in the plan, but they are technical problems.

Can CIVITAS help in establishing a plan? For Iasi, it was the first important project in this direction. It helped us to design the cycling plan. We have started another project to extend the traffic management system in the whole city. A measure in ARCHIMEDES is related to improving the ticketing system – but there is a problem with the tendering procedure. The initial measure was cancelled but it is now planned to implement and extend it to the entire city.

SUMMARY of discussion

CIVITAS had an impact in developing a transport plan and strategies. Cities were helped with the input from experienced cities. CIVITAS led to discussions with different partners, which were very useful in developing a plan. Cities are all still busy with developing plans.

D. Has CIVITAS influenced these plans?

RESULTS SURVEY:

Part of the survey inquired into whether CIVITAS has had any impact on the transport/mobility plans of cities and, if so, which cities. In Question 20, respondents were asked *whether their city has created or updated its local transport/mobility plan* based on its experience within CIVITAS.

A majority answered “no” or “not yet, but we plan to”. Analysis was then carried out to categorise the answers according to city location and to which CIVITAS programmes they belong.

Most of the respondents that stated that CIVITAS influenced their local transport plans are from Western Europe, and most of their local transport plans have been updated in 2010 or 2011.

Relative to the total number of city respondents, only a small number of Eastern European cities stated that CIVITAS influenced their transport/mobility plan.

DISCUSSION FOCUS GROUP

QUESTION: Did CIVITAS influence the development of the local transport plan, and did you expect more of CIVITAS?

Usti: The most difficult part for us will be the approval process by the City Council. The most efficient solution is not always the most feasible or desirable option for politicians. The summary of the plan, English and Czech versions, will be checked and given feedback. No improvements are needed.

What can CIVITAS do? Trying to engage politicians more in CIVITAS, with trips to partner cities, events, etc There is not much interest, but in the end the deputy mayor joined in the conferences. But then there was a change in politicians. The current mayor is not interested in the project. I have no idea how this can be addressed. The current economic situation is even worse. There are not many resources for travel and politicians are not willing to travel to project meetings.

Krakow: CIVITAS has quite a big influence. There were policy updates two years after implementation of CIVITAS. Guidelines from horizontal programmes is sufficient. It is quite easy to make contact with the CIVITAS cities in Western Europe. There has been enough input. It is probably impossible to do more to influence the local (political) situation.

Iasi: We had some difficulties convincing the politicians of the importance of a plan and of the measures. Now, with the results of the impact evaluation of ARCHIMEDES measures, and taking action to disseminate important information to citizens, stakeholders and politicians, we have made them aware of the importance of these types of measures.

SUMMARY

Contacts within CIVITAS Network are useful and often used by cities. There is no more input expected from CIVITAS in building up local transport plans.

E. Any other differences?

DISCUSSION FOCUS GROUP

Usti: Infrastructure development is far behind some of the Western cities. Especially cycle transport has a much smaller preference or privilege in the development of transport. The city is more for drivers and pedestrians. Public transport is not much fo a priority in infrastructure development, though widely used. Public transport is not very modern, no

advanced technology is used. Most deficiencies cannot be changed quickly and demand high investments. Long-term change is needed. We have experience from better developed solutions. Small steps are needed toward an eventual solution.

Krakow: The approach to cycling is growing, but still not treated on same level of importance as e.g. public transport. Concerning the level of infrastructure development, such as rolling stock: It is most important to learn from the faults or errors of western society. A big increase in car ownership and the building of wide roads in the city is a problem. How can we really learn from these bad experiences by those who are now trying to recover in a more sustainable way. Most Polish cities are still at a stage where they can stop this negative development and stop the “era of the private car”.

Ideas for the CIVITAS programme and how to organise this: Maybe it should try to force the partnerships, the cities. All the projects are based on the idea that eastern and western cities can go together if they can find each other. During workshops in Krakow, a lot of people still say that it does not work like that. The impact of the negative development in Krakow is not so big, as it is accompanied by investment in sustainable transport, but car development should be stopped.

Iasi: A partnership within CIVITAS is very useful. It permits us to learn from other, western, cities. Even if there are difficulties in implementation of measures, we have learned from it, we had good reactions to reasons for this project. We are going the right way and optimistic about improvements of the strategy of transport.

13.2 Focus Group: Future of CIVITAS

13.2.1 Participants

- Elke Franchois (Mobiel 21/CIVITAS VANGUARD – Meeting presenter)
- Marjan Frederix (Mobiel 21/CIVITAS VANGUARD – Minutes)
- José Maria Diez (JMD)- City of Burgos (Spain)
- Michael Glotz-Richter (MGR)- City of Bremen (Germany)
- Jerome Simpson (JS) - Regional Environmental Centre (Hungary)
- Helen Holland (HH) - City of Bristol
- Clemence Cavoli (CC) - London University

José Maria Diez - City of Burgos (Spain)

The City of Burgos was part of CIVITAS CARAVAL (CIVITAS II). José is now project coordinator of CIVINET. The reason to set-up CIVINET: in 2008 some partners realised that cities weren't contributing actively to the CIVITAS Network due to high travel costs, cultural differences between countries and different problems such as language barriers, etc. National networks were set up where theme-focused discussions in participants' own language can take place. The City of Burgos organised CIVITAS Forum in 2006 and it is going to moderate the next political forum.

Michael Glotz-Richter - City of Bremen (Germany)

The City of Bremen was part of VIVALDI-project (CIVITAS I). Michael has been involved in CIVITAS for a long-time. Together with Bristol they did a lot of promotions during 1990-2000.

Helen Holland - City of Bristol

Councillor, City of Bristol was part of VIVALDI-project (CIVITAS I)

Clemence Cavoli – University College London

Clemence was responsible for conducting the survey and did analyses of the benefits survey together with Mobiel 21.

13.2.2 Discussion

A. Resources and services which could be improved

RESULTS SURVEY:

Question 13 focused on CIVITAS resources and services and asked the participants to comment on: "In general, what resources and services of the CIVITAS Initiative could be improved?".

The table below shows the results of the survey.

Resources	Content & Quote extracts
Thematic Groups & Training Activities	<ul style="list-style-type: none"> Expand training activities, and training activities, including workshops, and study tours: easy to attend, less expensive and in English.

PAC	<ul style="list-style-type: none"> • official position for the PAC
Diffusion of information & sharing knowledge	<ul style="list-style-type: none"> • diffusion at the local level in the local language
Visibility	<ul style="list-style-type: none"> • CIVITAS gains visibility as a permanent initiative that has an impact on EU policies

DISCUSSION FOCUS GROUP

QUESTION: Expand training activities, including workshops, and study tours. They are easy to attend, less expensive and in English?

JMD: It's useful and interesting, but each time it's more and more complicated for the city to move around. And there is the language barrier. But training activities have to be organised. If possible cities have to move with their politicians.

MGR: Based on the experiences with the CIVITAS Catalyst training, this is good, but it needs a core or a heart which are radical measures implemented in CIVITAS cities. If it will be just about exchange of information, then it will lose this core business. We need a momentum of more radical approaches in urban mobility strategy. If we reduce this network just to a network of exchange and transfer, what's the difference from other networks? In the past, CIVITAS promoted and supported much more progressive and innovative measures in the field of urban mobility. The EU has to invest even more in this.

QUESTION (CC): Would you suggest to have fewer thematic groups and training and more measures?

MGR: The priority should be on measures. Results and experiences should be exchanged, of course, and should be the basis for policy transfer. Exchange should be on gathered practical information. If we lose that, it will become something academic. We really need those real-life measures!

JMD: Promotion and dissemination of what has been done in CIVITAS is very important for all national networks. We have to take an approach of the experience and measures implemented in a city in order to maybe organise workshops to discuss measures and visit those measures „in situ“

QUESTION (CC): According to the results of the survey, the Forum Conference has been evaluated very well. But is this the best CIVITAS service?

MGR: What makes the Forum so special? I think it's the combination of the practical and political levels (cfr. Other expensive event). It's gathering a number of PR action takers. This is the beating heart to talk about solutions and experiences in small groups and hear real-life stories of real-life measures. I have to say I have a very strong network to ask my peers to really exchange the details and the political implementation process (not only technical). We need the support of the media

SUMMARY of discussion

Training activities and thematic groups are good, but implementing measures is the core activity of CIVITAS. Networking is important and therefore the Forum is evaluated positively. People who have met in person will pick up the telephone quicker to ask questions of CIVITAS colleagues.

QUESTION: Should the PAC have an 'official' position? Should it get more consideration from the EC?

MGR: I was also involved in the PAC a number of years ago (2005-2006) with my politicians. It was a period where the PAC appeared to be quite strong in the EC's view. In the period 2006/2007 the PAC lost a lot of momentum. The level of debate was not the same anymore, meetings were less frequent and consultation was on a much lower level.

He wishes that the PAC regained the same position as in the beginning.

JMD: I was involved in 2007-2009, I'm still involved. My politician is leading CIVINET at the local level. The Funchal statement was very interesting. More politicians need to be involved. In Malmo and Krakow attendance was quite good, In general the attendance in Brussels (often they organise one meeting in the Forum and another one in Brussels). That is not good for the image of the PAC. It's not very clear what the position is of the PAC. It is necessary that they can influence the EC. Since there is less money for CIVITAS Plus 2, in that sense it is disappointing. At the local level, we send all PAC information and there is an influence via Francophone, Italian and Dutch networks. I agree with MGR that the Commission used to take the PAC more seriously, but on the other side, the PAC members should be more proud to be members.

Question (CC): How do you envisage the EC to take the PAC more seriously?

MGR: Going back in time, when action plans, and the White Paper were developed, the EC organised workshops on advanced urban mobility strategies to incorporate them into the European strategies. If it's just one other meeting in the row and if there is not an outcome

that is taken seriously, it is just a ‘B team’ (playing in a room next to the ‘A Team’). First-class politicians need to be involved; they will only be involved if they know they will receive consideration from the European Commission.

HH: The Commission at that time was very pleased to have cities involved (instead of consultants). Cities gained so much in the previous phases. We tried to put things in the Parliament. The Commission doesn’t seem to give the same credit to the PAC anymore. Could a PAC summary could be sent to MEPs? It’s something about a long programme, to make a link with other things that are on the radar of the EC.

MGR: Helen Hunt and Camille were invited very often for discussing policy papers. Maybe it was related to personal changes also at the EC. A least at the end of my involvement there was no request for direct involvement in high-level meetings anymore. Later there were nice meetings, but no clear view on the outcomes. That momentum needs to be regained.

HH: CIVITAS needs to do bigger stuff to get on the agenda of the EC. It takes time to get on that level of engagement. There was also a lot more stability in the Commission personnel earlier. Big projects are needed to get on the agenda of the EC. The whole issue about being able to deliver things quickly so they can see quick wins from participation in EU-projects plays a role here. You need to fast-track some ideas, but continuation is very important. An integrated approach is also very important.

HH: Even neighbouring cities didn’t know that we were part of the CIVITAS project, we had to inform them. Finding ways of sending good practices to neighbouring cities and influencing the local policy agenda is very important for me.

QUESTION (CC): Do you agree that we need big projects to gain more consideration?

MGR: We need provocative and radical projects. Measures that we have taken 10 years ago were progressive mainstream. What I miss in some of the CIVITAS projects are radical projects, it’s only then that awareness can take place.

JMD: Provocative I shouldn’t say, since you are working in a city, so we should say innovative. You cannot implement something that’s new in a city, it should be innovative but it should not be too new.

HH: I’m looking to previous projects. That was a fantastic experience. I don’t think CIVITAS needs to be too safe at all times. Sometimes you need to reward cities that are going to push the boundaries.

JMD: What's innovative for one city (country) is not innovative for another. It should be innovative on a local level. In one case, after implementing a measure, the mayor was re-elected even with more votes, which was the best indicator for success.

SUMMARY of discussion:

A good working PAC depends on its members, the politicians themselves. They need to be enthusiastic about it. Also the role of the PAC, seen from the EC, needs to be clarified. At the moment the role of the PAC is a bit vague. So both local politicians and the EC need to take the PAC seriously. At the local level, the PAC has influence on policy makers. At the European level, it would be good if proposals made by the PAC are represented in European political papers.

QUESTION: What about diffusion at the local level in the local language Local culture?

JMD: It's not only local language, local culture is also very important

MGR: A lot of decision makers don't dare to use English, even if they learnt it at school. Materials in local language are very important.

CC: It is an issue for the PAC as well that politicians don't dare to speak English. One proposal is for a spokesperson per national network representing all mayors in their region/country. We need to find a concrete solution for the PAC, the language barrier is clearly an issue.

JMD: I don't think the politicians are going to agree with this approach. Politicians want to go (with an interpreter).

MGR: We had a very active politician and he only speaks French and he had an interpreter from his staff and it worked (even when he gave a presentation in French). I think this is the way it works in the case of the PAC, where the group is small. We have to work on a pragmatic way for the European level.

JMD: The local PAC works, we sent comments for the Funchal Statement and comments were taken into consideration. That's important for local networks. Interchange between the local PAC and the PAC is needed. Two or three cities should take part at the PAC.

B. Themes and measures CIVITAS should focus on in the future

RESULTS SURVEY

Some new themes were suggested in the survey:

- pedestrian focused policies and
- Communication and information.

Another respondent stated: “The CIVITAS initiative should focus much more on the areas which are not yet covered and sometimes not yet fully known - *the relation to land use planning; car-independent lifestyles, changing lifestyles and image aspects of transport modes (e.g. for cycling, collective modes) and "half-collective" modes like micro-bus services, collective taxis and ride-sharing.*”

The same person added that: “The CIVITAS initiative should now also take more consideration of the regional aspects of metropolitan areas and conurbations, as here is the car-dependence is much higher than in the city itself!”

QUESTION: What is your opinion in the suggested themes?

JMD: On many occasions the county is responsible for transport.

HH: City regions seem to be indeed neglected.

JMD: Some standardisation is needed (f.e. electric vehicles).

MGR: When we see the on-going key areas, we see some duplication in other EU-funding (in ITS, Clean Vehicles)? Walking is completely underestimated; conditions for walking are getting worse. Mobility culture is indeed very important. We are losing momentum in suburbia (with increasing fuel prices creating a situation in suburban areas where they will pay the price for their car dependency). Innovative measure here can work. CIVITAS should work on this portfolio.

HH: Climate change (air quality) should be an important part of what we doing, there is overlap with other programmes and policy of course. Cities didn't want to hear this message, but they should, it's their responsibility. We have lost pace here.

QUESTION (CC): Do you think CIVITAS should be linked to the Covenant of Mayors? (both Bristol and Bremen are members)

MGR: A link is useful. The transport sector is so special and needs a combination of political braveness, smart management and a sample of good techniques. There is a need to go on with CIVITAS, but link it and look to see what the impacts are.

QUESTION (CC): Do you think some measures are more visible than others? Is there a link between hard measures (and soft measures, land use planning, changing lifestyles). Does the latter category have less impact?

MGR: Male EE-officers have a fascination with technologies with clear calculated results, as opposed to soft, more long-term impacts and much more complicated measures (the male bias).

HH: My former deputy always had the question: Can you take a picture of it? I wouldn't say CIVITAS should focus on visible measures, it needs to be balanced. It's about trying to sell the message and selling them when you can show something works. Those things are complementary.

SUMMARY of discussion

Pedestrian policies need to receive more attention. It has a high modal share in cities but it can be much higher.

Regional aspects of cities are very important. Suburbia is where there is a higher car dependency. With the higher fuel prices, a lot can be done in suburbia by CIVITAS.

CIVITAS needs to make the link with climate change. CIVITAS can help cities to tackle climate change and this needs to be emphasised.

C. What could CIVITAS offer that it does not already?

RESULTS OF SURVEY:

Financial issues were raised in the survey:

- More money needs to be spent supporting demonstration measures.
- Special funds are needed for trips, training, etc
- CIVITAS could offer more administrative support.

DISCUSSION FOCUS GROUP

QUESTION: What could CIVITAS offer that it does not already?

MGR: There are a lot of questions about how much you need to invest. I have the feeling you need to invest more than before. The evaluation group was like a satellite without ground control. The evaluation was working in an independent way that was not necessary. 80% of the evaluation were things that we knew already. I also learned that process evaluation is more important than impact evaluation (it's especially difficult for long-term evaluation). I should suggest funding for long-term evaluation and to see this as a task from the EC and

the cities and the partners. We had 10 partners working in CIVITAS, and after a few years it was impossible to send the required data for long-term evaluation.

HH: More support for doing European projects can be needed. The question relates to legacy. Will we just get support for three years? The EU wants to know more about legacy. What if incentives from the EC drop out? How do you retain innovation without Commission funding?

QUESTION: *What do you think about the suggestion in the survey: “A label to classify the participation of each city to the network. It could be an auto assessment tool to calculate how “green” is the city.”*

MGH: The label is a good idea, we do it anyway and CIVITAS is still visible (there is the logo). It’s good to label it as an active city, but it needs to be clear what the label means.

MGH: For me it’s what we already have, we are a CIVITAS I city and still active within CAPITAL. The range of measures is quite broad and some cities are on the way, but an automatic assessment tool doesn’t seem to be a good idea.

HH: If you use it to measure how green a city is, people from the green capital will not be happy. It can be perceived as extra bureaucracy.

A Welcome “toolkit” for cities interested in joining CIVITAS.

CATALIST is doing this.

QUESTION: *What do you think about the suggestion in the survey: “A dedicated session on barriers, encountered in implementing CIVITAS measures and how they were successfully removed or why they couldn't be removed.”*

We should talk about more about problems, but we cannot do this in big groups. It is necessary but not in a big workshop. When you know people better, there can be an exchange with mutual trust.

QUESTION (CC): Should CIVITAS encourage more informal exchange?

MGR: Yes. If you know who to contact and who can tell you which way to go, this is very helpful and useful.

HH: Information for financial managers should be included in the information package. Backing from the central department is needed.

QUESTION: What do you think about the suggestion in the survey: *“Invent a new “CIVITAS twinning programme that will take the CIVITAS measures to another level, to large-scale application”, a “brother-programme” focused on investments. The two programmes should work together and have the same goals / objectives.”*

MGR: A combination of investment or a larger project is basically a very good idea. If you want to make progress in your cities, you need money. Back to the starting point, benchmarks should be quite high. It should require a kind of impact assessment that's beyond the standard measures.

I interpreted this suggestion as a combination of hardware and software e.g. improving cycling involves cycling roads and awareness programmes. We need both to have an impact.

CC: Isn't it what CIVITAS is doing? We don't need two programmes?

MGR: In the beginning they did, but now projects are much smaller but still having the same bureaucratic backpack. Euro 2 million, maybe 40% is going to the real measures; the rest is going to consultancy, dissemination, reporting, etc. The new projects are smaller but still having this huge overhead.

HH: Again it comes back to spreading good practises. If one city has this, there is no need for another city to go through all the pain again.

QUESTION (CC): Do you think the EC should invest more money in CIVITAS?

MGR: Absolutely.

HH: Transport is difficult and complex, they need to be pushed on the green agenda. If a city has the ambition to be a green city it cannot ignore transport and mobility.

13.3 Focus group: Discussing CIVITAS from non-demonstration city's point of view

13.3.1 Participants

- Georg Werdemann – Aachen, Germany
- Satu Vuorinen – Tampere, Finland
- Abdulmuttalip Demirel - Kocaeli, Turkey
- Sandor Nagy – Szeged, Hungary (present at the beginning, left soon after)

- Elke Franchois (moderator)
- Clemence Cavoli
- Csaba Mezei
- Jerome Simpson

13.3.2 Discussion

The focus group started at **2:10 pm**

The participants introduce themselves.

From the municipalities:

Abdulmuttalip: Head of Transport Dept. of Kocaeli, Turkey. He is looking forward to establishing connection with CIVITAS cities for possible future projects.

Georg: He joined the Aachen municipality at the beginning of January 2013. He is project manager for CIVITAS projects.

Satu: she works for the city of Tampere, that has joined CIVITAS a couple of years ago. Her experience in CIVITAS is limited.

Overview of relevant results

LOCATION OF THE CIVITAS CITIES RESPONDENTS

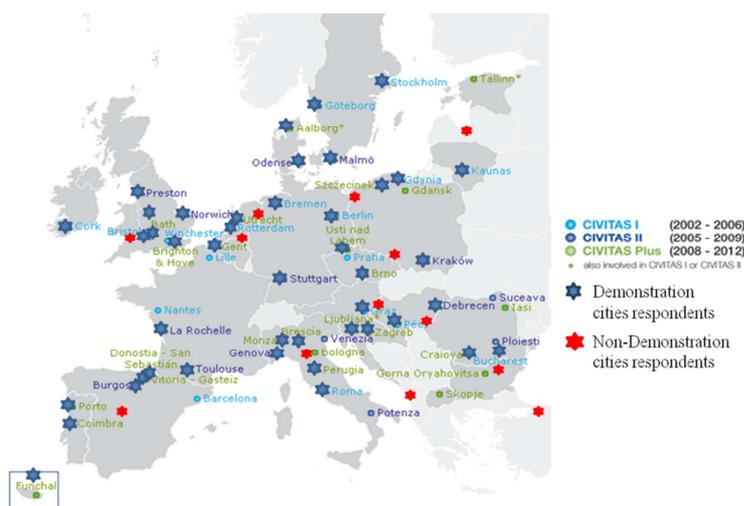


Figure 57: Respondents of survey: Demo and non-demo

A very high number of CIVITAS Demonstration cities are represented in the survey – 77%. These 44 cities cover the majority of the Union European Countries.

On the other hand, only a limited number of Non-Demonstration cities is represented. These 13 cities are dispersed over 11 different countries in the European Union as well as in Europe.

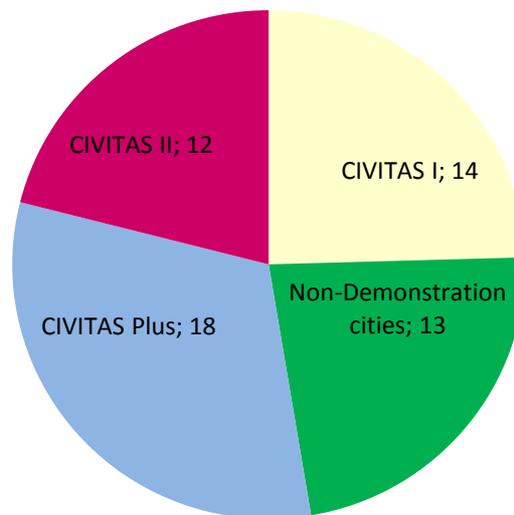


Figure 58: Survey responses CIVITAS programme

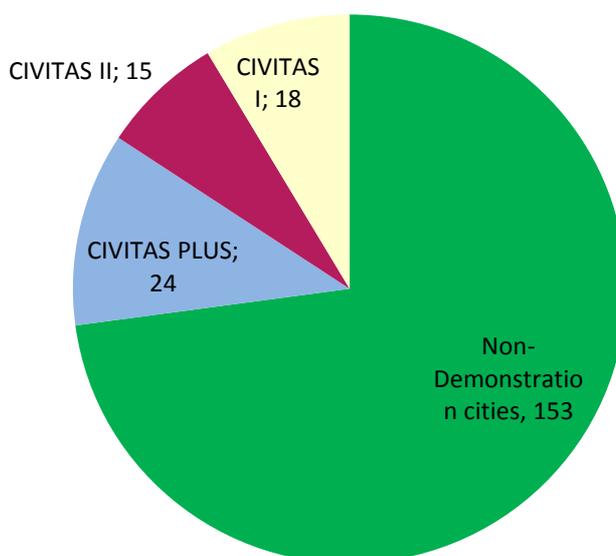


Figure 59: Total CIVITAS cities Forum members (210)

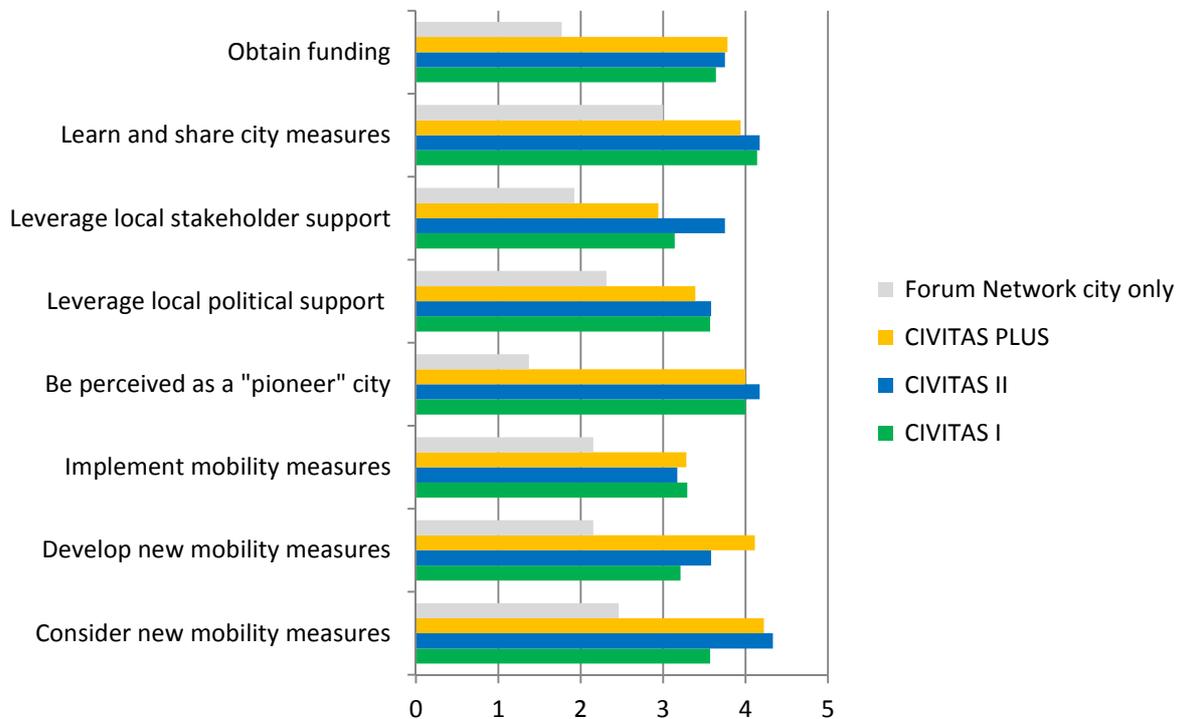


Figure 60: Please indicate how much the CIVITAS initiative has improved your city's ability to...

No significant differences are noticeable between different demonstration programmes. However, on average, the ranking given by Forum Network cities is lower compared to demonstration cities.

Discussion about the results

Question nr. 1

Elke: As shown in the previous charts, non-demo cities are much less represented in the survey than demo-cities. According to you, what are the reasons? And what are the barriers to the non-demo cities' involvement into CIVITAS?

Abdulmuttalip: In my opinion, the most important barrier to non-demo cities' involvement is that we gain less than demo cities in terms of funding from the CIVITAS project. Most of the cities involved in CIVITAS project planned to get money from the EU for their transportation systems. My city is trying to learn more from other experiences, so, to gain even in terms of ideas, but our involvement would be much higher if we got money. This is the main barrier.

Csaba: Abdul, do you have, in your municipality, money to travel to international conferences or meetings on your own?

Abdulmuttalip: Yes, we have some money for international travels. But let's say our supervisor would prefer us to get some money from the EU. The thing is, supervisors always question the aim of your travel if you are asking for money, which means you have to select carefully the activities you want to take part to and limit to those proving to be really useful for your city.

Csaba: So, your travels to conferences depend on whether you can find funding sources.

Abdulmuttalip: Yes, we depend on our supervisor. We have to report him details on the reasons of the travel and the usefulness of our participation.

Csaba: And what about sharing knowledge as a main reason to travel?

Abdulmuttalip: Yes, of course, this is the thing. We want to learn from best examples and share knowledge useful for us.

Clemence: Abdul, has your city applied to become a demo city?

Abdulmuttalip: Well, we have been part to the CIVITAS network since 2010. We are planning to apply.

Clemence: Are there any obstacles preventing your city from getting more involved?

Abdulmuttalip: No. But we heard about CIVITAS very late, that's why we didn't apply earlier to join.

Clemence: In your city, do you have any colleagues who would help you in drafting projects for CIVITAS?

Abdulmuttalip: Well, there is a big language problem. English is not the medium of education in Turkey. When it comes that we need to write a proposal, the language is an obstacle. I would say there are some human resources who could work on that, but still, English is a barrier.

Clemence: Thanks. And how many conferences have you attended since you joined CIVITAS network?

Abdulmuttalip: Two so far. One in Portugal and the other one in Spain.

Clemence: How useful were they?

Abdulmuttalip: Very useful. They represented a chance to enter technical discussions on transportation and to exchange views.

Satu: We had two projects when our city joined the CIVITAS activities. One does not exist anymore, while on the other, ECCO2, I have no people working anymore. Apparently I am the only person being aware of CIVITAS in Tampere. I don't know what happens. I have to follow all the news to get involved in what happens around and always try to involve my colleagues. It would be better if I were addressed direct information. I think a major problem is the lack of information on what to do inside the CIVITAS project.

Elke: Satu, I will try to resume what you said, tell me if it's correct. The main obstacle preventing your city's involvement is that you have not enough direct and specific information on CIVITAS.

Satu: Yes, it is correct. I need direct information to involve my colleagues more and better.

Clemence: Satu, I would like to ask you the same questions I have asked before to Abdulmuttalip. When did your city join CIVITAS? Have you ever applied to become a demo city? And then, have you ever attended the CIVITAS Forum conferences?

Satu: Since 2010 or 2011, as far as I remember. We have not applied to become a demo city yet, and we have not participated to any international meetings.

Clemence: What did you hope to gain from CIVITAS, when you entered the network?

Satu: As I said, we had two projects whose aims were similar to those of CIVITAS, so, we hoped to get along and improve our city via CIVITAS. There are so many potential projects involving traffic issues that it would be important to be more involved within CIVITAS.

Clemence: : Why did your city not participate to the CIVITAS Forum?

Satu: Well, project one disappeared and project two, I do not know what happened.

Clemence: Ok, thank you.

Georg: To me, it has to do with money, frankly. What can decision-makers in the municipality talk about if there is no way to implement projects? I personally think also that the structure of the Forum fits the structure of demonstration cities too much. I mean, it is too targeted on demo's. Travel costs are another big issue. Moreover, the chances to become a demo city are too low, for there is too much competition. Other European funding programmes are financially more promising.

Clemence: Georg, I would like to ask you the same questions than before: When did your city join CIVITAS? Have you ever applied to become a demo city? And then, have you ever attended a CIVITAS Forum conference?

Georg: Aachen has been a demo city since 2012. Dynamo project has started. I went to attend one Forum so far, but my contribution was very small.

Clemence: Could you name those EU programmes you think are more accessible?

Georg: Well, the INTERREG. It has a regional focus and some of its funding priorities are still close to the ideas of CIVITAS. Then STEER and, of course, the Framework Programmes.

Question nr. 2

Elke: As you may better see from these charts, and as mentioned before, there are some big differences of involvement in the survey between demo, non-demo and also non-CIVITAS cities. Again, demo's are much more involved. So, bearing this in mind, we move to the second question: what solutions could be implemented to encourage non-demonstration cities to be more actively involved in CIVITAS? I would like to have your comments on the barriers to remove, apart from money.

Georg: I think the added value of CIVITAS is not always that clear. As Abdulmuttalip said, when we have to apply for money to attend a conference abroad, we are confronted with several questions, such as 'why do you go there? What is the added-value of that meeting?'

Elke: And what would you reply in your city?

Georg: to be honest, the benefits are concrete only if you are a demonstration city. I also think being a demo is strategic to apply to other projects or funding schemes.

Clemence: Georg, could you give me an example of what more could CIVITAS offer?

Georg: For example, CIVITAS could send experts to different cities to give presentations on very specific topics. In this way, only one person would travel to a place, instead of having twenty participants moving, and more people could attend the meetings.

Clemence: So, for example you would suggest an expert from London comes to Aachen.

Georg: For example, yes. A tram expert was sent to Liège to provide information on the topic. In that case, the language was a barrier. An idea is that experts in the field of mobility could report some experiences, so that knowledge is shared.

Abdulmuttalip: Another thing to take into account is that we need a sort of mechanism that allows non-demo cities to be added to previously-organised groups of cities, such as CIVITAS VANGUARD or any other. Non-demo cities could learn from their shared experiences. Otherwise new CIVITAS members or newly-being demo cities will have difficulties in coming up together with new ideas or proposals. We need some help from the older members in order to make new proposals.

Clemence: And you think the Forum could be a good opportunity to enter those groups?

Abdulmuttalip: Of course, an excellent opportunity. The thing is, you cannot enter the details of a technical discussion in two or three days. There should be a mechanism according to which my city –let’s assume it becomes a demo city- is involved in a group of other long-experienced demo cities.

Clemence: So, a good idea in this sense could be to create inside the Forum a special session dedicated to the building up of networks.

Abdulmuttalip: A good idea, yes.

Clemence: So, what about Georg’s idea to send single experts to different cities?

Abdulmuttalip: I agree with Georg about having experts from CIVITAS cities coming to our municipalities. We had a sustainable transportation seminar in Kocaeli in 2011. We got help from Civitas to invite some experts from different countries. For example, Michael Glotz-Richter from Bremen gave a presentation on Car sharing. So far, we have got much knowledge from CIVITAS but we need more.

Elke: Satu, do you want to add something?

Satu: No, I agree with what has been said.

Question nr. 3

Elke: According to you, why do some non-demo cities leave CIVITAS? Are resources too limited to sustain cities’ involvement in CIVITAS (which essentially means to attend the CIVITAS Forum as stated in the non-binding declaration)?

Abdulmuttalip: Well, it’s an hypothetical question for us. My city will not leave it despite the fact that we do not get any funds. Anyway, I guess it is for money.

Clemence: Thanks. Do you have any further idea about how CIVITAS could be even more helpful for you?

Abdulmuttalip: It's all related to money. If there were more funds, the number of meetings with experts or discussion groups would increase. There would be more frequent meetings in different parts of Europe and it would be easier for people involved to reach them.

Clemence: How many people?

Abdulmuttalip: A limited number of people. You can invite 10 to 15 non-demo cities and some other experienced cities and let them work together.

Clemence: Could you get money to travel more frequently to those meetings?

Abdulmuttalip: It is not a big problem, taking into account that I have to make a report stating the reasons for my participation and the added-value. The question always arising is: 'what did you get?' and the answer is always the same: 'in terms of money, we did not get anything'. In terms of knowledge and experience we learn a lot. This may be sufficient, but closely depends on my supervisor or boss. Some of them can be suspicious.

Elke: Satu, do you want to reply to question nr. 3?

Satu: We do not have any intention to leave CIVITAS, but the heads of the municipalities, especially the politicians, are interested to know what the concrete added-value is. It is difficult to explain them what the value is: I sustain CIVITAS but it is really hard. Anyway, I would not see our budget as a limit to travel to attend conferences and meetings.

Georg: It is worth considering allowing more projects to be approved. This will help non-demo cities to turn into a demo city sooner. Secondly, we should take into account platforms such as ELTIS and consider good practices of the civil societies in order to identify successful cities for specific tasks. We should invite them and give them a stage for explaining what they did. Third, in the last Forum that took place in Spain all cities were demo's. This may be politically correct, but newcomers should be welcome too! Plus, it was not well moderated. There should be more professionalism and an independent focus on professional urban transport matters. Fourth, it is hard to tell a Mayor why you should travel to remote places to attend a conference on green energy public transportation: we should reduce CO2 emissions by travelling to more central places.

Abdulmuttalip: I agree. Mayors are expected to see good examples and practices targeted to our cities. If so, it is easier to convince them to let you go.

Question nr. 4

Elke: If you have a look at the chart entitled 'How much the CIVITAS initiative has improved your city's ability to...'. On average, the ranking of those cities that are only part to the Forum Network is lower compared to demonstration cities. What are your expectations towards CIVITAS?

Satu: Having no experience at all, it is hard to answer.

Elke: Since nobody replies, maybe it is a hard question. You could tell me, what are the reasons to get involved into CIVITAS.

Abdulmuttalip: Mainly to get some experience. First of all, we were planning to get a conference in 2011 and we wanted some expertise. A second reason is to get funds from the EU, but we know we need to be educated on how to write a proposal. Third, taking part to the CIVITAS initiative is good to learn about the experience of other cities. To us, CIVITAS represents an area for exchanging information. Fourth, CIVITAS' publications are very useful: I was asked to prepare a report on the future trends of transport, and I used many documents from CIVITAS publications.

Question nr. 5

Elke: Then we can move to the last question. How could CIVITAS further help non-demonstration cities to improve their mobility policy?

Abdulmuttalip: CIVITAS can help public transport in any case. What I am trying to get now is a better use of CIVITAS knowledge. There are more than 700 measures/practices already implemented. We can select and use them in our city, even though it would be great to have a financial support.

Clemence: Do you think this knowledge without funding is less useful?

Abdulmuttalip: Of course it is. Take as an example the fact that we have now –let's say- 200 buses diesel-fuelled. Two years ago we started to buy gas buses. We know they are good for the environment and we know we need to buy some more, but obviously we need money for that.

Clemence: Would soft measures be useful for your city or are you focused on huge infrastructures?

Abdulmuttalip: No, we are also implementing several soft measures, such as cycling and walking. For example, we prevent some areas from car-access. But it is true that politicians like to see the construction of big infrastructures.

Clemence: Have your politicians ever been to a CIVITAS Forum?

Abdulmuttalip: Not yet. I will try to involve them. For instance, in the next conference (France) I will try to bring my Mayor with me.

Elke: Any other comments on this?

Satu: I am not an expert on the topic, so I have nothing to add.

Georg: Strengthening the cooperation between CIVITAS and ELTIS would be helpful.

Clemence: So, do you think the knowledge exchanged through CIVITAS should be more targeted to your city? Is there too much involvement of demo cities?

Georg: Well, as long as info on certain key topics -such as SUMP's and Mobility Management- are well collected and provided it is fine; But we need to be active, there is no other way. Maybe CIVITAS could try to somehow render the information for newcomers more accessible and clear.

Elke: Ok, thank you. If there are no other comments we can conclude our focus group.

Jerome: The next conference will be hosted in a non-demo city. In Brest, France. This is a good thing! It will be a great way to demonstrate how much can be reached by a city even without CIVITAS funding.

Abdul: We wanted to host a meeting this year, but there were local elections. So, next year we are planning to get involved even more and host a conference!

Greetings

End