INTEGRATING SUSTAINABLE TRANSPORT POLICIES
"From Theory to Practice"

CIVITAS FORUM 2005
2-3 November 2005
Nantes (F)

ASSESSMENT REPORT

February 2006

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Introduction

The CIVITAS Forum is a dedicated platform for the exchange of ideas and experiences between the 36 participating CIVITAS demonstration cities, and the other cities committed to introducing ambitious, clean urban transport strategies. The CIVITAS Forum, which is held once a year, operates at two closely-linked levels:

- ✓ Political level (with the participation of politicians and adjoined staff), which leads the way in defining and discussing ongoing issues. Recommendations issued at this level provide guidance for other cities and policy makers to follow. The Policy Advisory Committee (PAC) ensures continuity and follow-up of CIVITAS FORUM policy meetings;
- ✓ Technical level, for professionals (managers, practitioners, technicians) who are closely involved in the implementation of measures. The conclusions and outcomes of activities on this level are conveyed to the political level to trigger policy recommendations.

The 2005 CIVITAS Forum Conference of the CIVITAS Initiative was organised in Nantes, France on the 2nd and 3rd of November of 2005.

The theme chosen for the 2005 edition was "from Theory to Practice", that is the transition from theoretical plan to concrete implementations. The theme was intended as the natural juncture between the "Mobility Culture" theme addressed by the 2004 Forum of Rotterdam, and the provisional theme selected for the 2006 Forum, which ideally completes a sequence of steps by appraising the "First Comprehensive CIVITAS Results". The rationale being that CIVITAS has overtime progressed enough to produce solid results across all policy fields, and is now ready to assess impacts, processes that worked, things in need of adjustment, and new necessities.

More in details, the 2005 Forum addressed the broad range of political, cultural and financial issues arising when cities progress from "theory" to "practice" in the integration of sustainable transport policies.. The contemporary wrap up of CIVITAS I and the kick-off of CIVITAS II rendered the event particularly interesting for it provided participants with the unique opportunity to participate to a stimulating confrontation between experienced cities eager to share their knowledge and incoming cities eager to learn and discuss barriers and enablers to the integration of sustainable transport policies.

The 2005 Forum was attended by some 250 participants, which also had the occasion to stay on for the back-to-back Final Conference of CIVITAS I. This was an event jointly organised

by the 4 CIVITAS I demonstration projects (MIRACLES, TELLUS, TRENDSETTER, VIVALDI)…

This document will briefly report the main outcomes of the 2005 Forum, presenting the most significant moments of the event:

1. The First Plenary and the Parallel Workshops;
2. The Political Event;
3. The 2005 CIVITAS Awards;
4. The Final Plenary.

The document will in addition present an overview of the impressions gathered by participants, by providing

5. The Analysis of Delegate Feedback.

Please note that the full documentation made available during the 2005 CIVITAS Forum and the Final Conference of CIVITAS I are both downloadable at http://civitas-initiative.org/.

The First Plenary and the Parallel Workshops

Introduction

The 2005 CIVITAS Forum was opened by a ground setting plenary session in which delegates were welcomed by the city of Nantes (Camille Durand, First Vice-President of Nantes Métropole), (PAC), by the CIVITAS Policy Advisory Committee (Helen Holland, Member of Bristol City Council) and by the European Commission (Eleni Kopanezou, European Commission, Directorate General for Energy and Transport).

The chosen theme, "from Theory to Practice" was then addressed by the keynote speech of Phil Goodwin (Professor of Transport Policy, University of the West of England, Bristol) and by a sequence of interventions that presented different approaches and experiences from around Europe and the world. In particular, the audience was given the opportunity to learn more about the cases of Venice (Enrico Mingardi, Deputy Mayor for Sustainable Mobility for the City of Venice), Krakow (Tadeusz Trzmiel, Deputy Mayor of Krakow), Arizona (Colleen Crowninshield, US Clean Cities Program, USA); and Bangalore (Upendra Tripathy, Managing Director of the Bangalore Municipal Transport Corporation, India).

The rest of the day saw the conference breaking up in smaller travelling groups that participated to a range of technical workshops as described below.

Rationale

The Nantes CIVITAS Forum was organised right at the end of CIVITAS I and at the outset of CIVITAS II. It was therefore the perfect time to address the variety of issues arising when implementing sustainable transport policies. The CIVITAS I cities have accumulated a body knowledge ready to be shared with the departing cities of CIVITAS II. The theme of the Forum thence related to the transition from "Theory to Practice" and hinted at buzzwords such as *critical and success factors*, *problems and solutions*, *barriers and enablers*.

The structure of the parallel workshops sought to address all of the above in a cross-cutting way. Instead of taking on the traditional 8 CIVITAS streams of policies (access restriction; integrated pricing strategies; collective passenger transport; new forms of vehicle use; new concepts for the distribution of goods; innovative soft measures, integration of traffic management systems; clean private and public fleets), it took on a set of investigation areas that are transversal to the transport policies implemented by CIVITAS. Though any

categorisation is intrinsically bound to generate artificial agglomerations, the following list was deemed representative of the main sensitive issues any politician, technician or manager must face for a successful implementation of a measure:

A. *Communication & Participation* (issues related to awareness raising, marketing, image improvement, culture, stakeholders involvement, etc.);
B. *Legislative & Institutional* (issues related to institutional cooperation, legislation, regulation, standardisation, etc.);
C. *Technological* (issues related to research and application, reliability of technologies, technical/legal/financial subtleties, etc.);
D. *Financial* (issues related to the accessibility of funding, innovative financing schemes, common barriers, self sustainability of measures);
E. *Political Support* (issues related to the influence of politicians, the ability to win and preserve their support, the disturbances created by political fluctuations, etc.).

The 14 parallel workshops (WS) were accordingly organised in 5 thematic streams:

1. Communication – Participation (A1-A2-A3);
2. Technology (B1-B2-B3);
3. Finance (C1-C2-C3);
4. Legislative – Institutional (D1-D2-D3);
5. Political Support (E1-E2).

Each WS was facilitated by a *Chair* and reported on by a *Rapporteur*. Together, they provided feedback to the *Speakers* (Bruno Faivre d'Arcier and Peter Jones) for summary presentation during the final plenary. The table below offers an overview of the different WSs:

COMMUNICATION PARTICIPATION	TECHNOLOGY	FINANCE	LEGISLATIVE - INSTITUTIONAL	POLITICAL SUPPORT
Workshop A1	Workshop B1	Workshop C1	Workshop D1	Workshop E1
Informing and raising the awareness of citizens: what to say and how?	What is the best way to liaise technology researcher/providers and end users?	Is money all it matters?	How to adapt to the legislative and regulatory framework?	Are political "champions" our only hope?
Workshop A2	Workshop B2	Workshop C2	Workshop D2	Workshop E2
Are image-improving campaigns effective in increasing the use of sustainable transport modes?	What kind of issues can hinder the potential of ITS technologies?	Can sustainable transport policies be financially self sustainable?	Lack of communication is the illness of our times: can we cure it in our institutions?	Can we keep the interest of politicians alive on sustainable transport policies?
Workshop A3	Workshop B3	Workshop C3	Workshop D3	
Is it really possible to involve citizens and stakeholders in the design and implementation of sustainable transport policies?	Is service reliability still a concern for the new technologies?	Can we think of innovative financing schemes?	Standardising or not: supporters and opponents, why?	

In line with the spirit of this year's theme (from Theory to Practice), each workshop was meant to elicit key findings in the transition from policy design to policy implementation. That is to say highlighting **critical** (barriers) and **success** (solutions) factors experienced on the field.

Another element of potential interest for the audience was the assessment of the **priority** that the 5 addressed thematic streams should be given in the course of policy design and implementation. In other words, when putting into operation a policy or a measure, what are issues that we are better to address first to ensure a smooth implementation? Political support, availability of financial means? Technical solutions? A mix of them? All of them? This was attained by surveying delegates with an appropriate short questionnaire.

In summary, the parallel workshops strived not only to identify barriers and solutions by stream, but also suggest interdependencies and priorities between streams.

The following is a brief account of the main insights produced by each WS.

WS Communication and Participation

Three topics were considered under this workshop strand:

1 – Informing and raising awareness of citizens: what to say and how;
2 – Are image-improving campaigns effective in increasing the use of sustainable transport modes?
3 – Is it really possible to involve citizens and stakeholders in the design and implementation of sustainable transport policies?

Success factors
A wide variety of presentations presented a very broad range of approaches enabling participants to tease out what works from what does not.

The principal (TAPESTRY) guidelines against which presentations were assessed were:

- Does the *content* of the communication (i.e. language, the message etc.) match the language and interests / aspirations of the target audience, and was a specific audience identified and targeted?
- Is there a Customer Value Proposition – i.e. what is the unique value of the measure being promoted?
- Who is the message-giver and does it / him / her relate to the audience?
- What is the campaign mechanism (compulsion through to meeting needs and aspirations?
- Appropriateness of timing of the communication;
- Location of delivery of the message;
- Media choice.

Those approaches that created greatest public awareness and / or behaviour change tended to follow one or more of the recommended strategies arising from the EC TAPESTRY project. Older more conventional approaches using presence of infrastructure, possibly accompanied by a technical descriptive communication (usually paper-based) were least effective. Amongst the approaches leading to greater success were:

✓ Humour (Bremen);
✓ Offering clear personal advantages of using the product (Bremen);

- ✓ Using a well known icon as the message giver (Bremen);
- ✓ Relating to the life of the subjects (Berlin);
- ✓ Using the audience to develop the campaign storyline and content (Berlin and Malmö);
- ✓ Targeting the message specifically to the intended audience (Berlin, Bremen, Malmö, Winchester).

One important aspect of these workshops was the emergence, possibly for the first time, of participants' willingness to be self-critical and being prepared to accept that an initial approach did not work. This corresponds with the TAPESTR requirement to:

- ✓ Monitor, Evaluate and adapt the communications approach in the light of feedback from the audience and market research (tracking studies).

Many of the presenters were very open about initial errors and wrong presumptions and design errors. This was a very refreshing departure from the norm and hopefully opened the way for accelerated learning in this important area.

Barriers
- ✓ Lack of awareness that communicating mobility measures is not a simple engineering solution involving delivery of hardware or infrastructure together with some sort of technical 'brochure';
- ✓ Lack of importance given to the 'soft' side of communication;
- ✓ Lack of sufficient budget and general unwillingness to accept that mobility management is competing against commercial non-sustainable products with vastly superior communications budgets;
- ✓ Unwillingness to accept mistakes;
- ✓ Lack of knowledge of best practice guidelines.

Conclusions
- ✓ Promote and insist on adherence to best practice guidelines in future demonstrator design;
- ✓ Ensure that communications is adequately resourced;
- ✓ Ensure that resourcing is not just financial, but includes sufficiently skilled and knowledgeable personnel with sufficient authority and status within the organisations / consortium to carry through a consistent and coherent communications plan.

WS Technology

Three questions were addressed under this strand:

- ✓ What kind of issues can hinder the potential of ITS technologies?
- ✓ Is service reliability still a concern for the new technologies?
- ✓ What is the best way to liaise technology researchers / providers and end users?

The conclusions were the following:

Success factors:
- ✓ A feasible and short implementation process (e.g. real-time information per GSM) makes a measure successful.

- ✓ Simple usage, clear functionalities and transparency of the system.
- ✓ A strong and good organised architecture of the system.
- ✓ Public acceptance and the awareness of the need to implement state of the art technology systems.
- ✓ Involve all actors in the set up of the systems (end-users, administration, universities…)
- ✓ An enthusiast tram and sufficient staff to support the implementation.
- ✓ Reliability of the technology is crucial, and the only way to "faith" in the system of end users.
- ✓ Highlight the key benefits as a push to user acceptance.
- ✓ Technology can be essential to measure and show the impacts of measures, or the lack of action.

Barriers:
- ✓ Trust of the end user in the system (especially when there is money involved, e.g. the payment of fees).
- ✓ Price to pay to use the service, or to start to use the service.
- ✓ Different profiles of the end users (age, ICT oriented or not)
- ✓ The user should be able to use the same technology everywhere, this conflicts with the interest of the industry to come up with a variety of concepts.
- ✓ Subsistent ways of behaviour, attitude and knowledge, and this internal (drivers, technicians…) and external (end users).
- ✓ Not sufficient experienced and skilled staff to maintain the system of make optimal use of them.

Recommendations:
- ✓ Extend the behavioural change dimension in legislation (e.g. air pollution).
- ✓ Continued financial support to research in this field.
- ✓ Remove institutional barriers.
- ✓ Establish a truly open standards policy.

WS Finance

The CIVITAS Forum dedicated one part of its work to discussing "money". A debate was organised asking three provocative questions:

- ✓ Is money all that matters?
- ✓ Can sustainable transport policies be financially self sustainable?
- ✓ Can we think of innovative financing schemes?

These were the conclusions.

Success factors:
- ✓ Use CIVITAS I results in future CIVITAS projects. The time overlap between the two funding packages makes it difficult to use evaluation results from the first CIVITAS projects. However, this is seen as very important.
- ✓ Pricing measures are necessary, and their importance will only grow over the next years. They can only be implemented when PT is sufficiently provided as an alternative.

- ✓ Look for investments that induce concrete yearly savings, thus with realistic payback times. Look for instance first at the issue of vehicles with high inner city mileage.
- ✓ Solve obvious problems first and raise the awareness of cost that would occur through not acting.
- ✓ Strong leading actors and decision makers are very important.
- ✓ Procurement is one of the most important tools in the hands of local authorities. This can be helped by separating the procurement of goods, and the transport of these goods. You can then more easy require the use of clean vehicles.
- ✓ Integrate relevant policy fields (energy, environment, transport, urban development and tourism.)
- ✓ Concentrate efforts, so don't run isolated projects.
- ✓ Establish targeted information streams about local funding opportunities.
- ✓ In most of the cases flexible services perform better in cost – benefit analyses.

Barriers:
- ✓ National authorities, gaining substantial resources from car taxation, lack motivation to act.
- ✓ The attitude of consultants: are they interested in solving problems, or are they interested in long term contracts? E.g. most initiative for charging policies comes from politicians, not from consultants.
- ✓ Cities play a double role. They have to support an initiate innovative measures, and at the same time they have a role as enforcer and inspectors.
- ✓ The industry does not deliver certain types of clean vehicles, even when the money is there to pay for them.
- ✓ Inexistent procedures in cities to reallocate unspent money (e.g. after negative evaluation and abortion of projects.)

Improvement of processes:
- ✓ Insert second opinions in evaluation procedures (e.g. environmental NGOs).
- ✓ Thorough evaluation of pricing and incentives programmes.
- ✓ Try first, before really implementing (e.g. Stockholm pricing scheme).
- ✓ Cost – benefit analyses for all projects (e.g. school travel plans), and not only for the 'bigger ones'. Use the results, keep only the best measures. An holistic approach of cost – benefit analyses is necessary, include for instance health effects.
- ✓ Financial incentives are important, but operational conditions and procurement issues might be more important (e.g. city logistics). Subsidies are the first reflex of local authorities, but not always cost/benefit analysis proof. Innovation is acquired through other methods as well (procurement, public private partnerships…).

WS Legislative – Institutional

This strand gathered around three questions:
- ✓ How to adapt the legislative and regulatory framework?
- ✓ Lack of communication is the illness of our times: can we cure it in our institutions?
- ✓ Standardisation or not: supporters and opponents; why?

These are the conclusions of the discussions:

✓ Political support is very important. Personal involvement of local champions can make it work.
✓ Financial possibilities are there, but mostly for investments. There is a big problem concerning exploitation and maintenance.
✓ User acceptance could depend from concrete needs, but also from economically attractiveness of services and products.
✓ Partnerships at the local level are important, but sometimes regional approaches are necessary.
✓ A quick win, or fast success experience is important. This should be shown to the public.
✓ Avoid complex organisational structures.
✓ Find the balance between technology and human involvement.
✓ Establish a high quality physical infrastructure.
✓ Provide standards (flexible for update) to open systems to different providers.
✓ Legal issues take time to be solved, but can be solved.

WS Political Support

This workshop highlighted the importance of the political support to ensure the successful implementation of sustainable mobility policies. Key issues pointed out during the discussion are:

✓ Strong political commitment is fundamental;
✓ Provided that local authorities lead the process, other stakeholders will follow;
✓ Strong involvement of politicians is important, adequately informed on different options and solutions by civil servants;
✓ General bipartisan agreements on global aims of policies (e.g., on climate change) are required, also in order to guarantee continuity of the action in case of "colour" changes;
✓ The participation and the involvement of politicians in European networks is an added value;
✓ An open and transparent communication and awareness strategy towards citizens is vital in order to increase their participation and consensus;
✓ Agreements with main stakeholders facilitate the success of the process;
✓ Sticks and carrots have to be adequately calibrated;
✓ Coherent fiscal, economic and support policy at European and national level are extremely important to avoid scattering the measures.

The Political Event

The morning of 3 November 2005, in the room of the Nantes City Council, some 35 politicians (together with their staff) attended a high level political session dedicated to the discussion of the more politically relevant issues related to the general 2005 CIVITAS Forum theme. Food for thoughts was provided by a preparatory work carried out by the PAC and METEOR, which, in the weeks preceding the CIVITAS Forum, elaborated a short document highlighting some of the most important recommendations gathered in almost 4 years of work inside CIVITAS (see list below).

The political event of the 2005 CIVITAS Forum steered by Ms Anneli Hulthén, Chair of the CIVITAS Policy Advisory Committee (PAC), was particularly appealing to delegates due to the presence of Mr. Jacques Barrot, Vice-President of the European Commission and Commissioner Responsible for Transport. The ensuing discussion was in fact lively and extremely interesting for all of the involved. The main topics addressed by the audience essentially dealt with:

- **The effectiveness of sustainable policies requires a common language**
  Different definitions of clean vehicles and (new/alternative) fuels are used across Member States and local authorities.

  "*Harmonisation is needed, and the EU should initiate/speed up the process, in close consultation with Member States and local authorities*".

- **Supporting political champions**
  European cities do not lack courage, and their political champions are willing to take the risk of innovative measures, but the lack of adequate policy frameworks is often an obstacle.

  "*Recognition, and enabling legislation are needed at the EU level to empower cities on issues like i) the establishment of clean zones, ii) urban road pricing, iii) differentiated parking charges and iv) speed reduction measures*".

- **More consultation and participation**
  Regulation and legislation that bears an impact on local policies MUST be prepared in close consultation with city authorities.

  "*The EU should systematically involve cities in the preparation of relevant policies, regulation and legislation*".

- **The limits of subsidiarity**
  Overall, global sustainability will not be achieved without the contribution of cities. The subsidiarity principle cannot be used as an alibi that prevents the EU from issuing policies and guidelines that target actions at the local level.

  "The recognition of the role of cities in achieving EU policy goals calls for a review of the understanding of the subsidiarity principle in the transport sector".

- **A "Marshall Plan" for urban public transport**
  Radical changes in mobility culture and in the performance of urban transport systems require substantial investments that cities cannot afford alone. In this sense, a "Marshall Plan" for urban transport has been called upon the Commissioner to support local authorities in their efforts towards sustainable mobility.

  "Dedicated funding mechanisms must be devised to ensure that public transport can play an increasing role in European cities (both in the old EU15 and in New MS)".

  "This is not just about financing the construction of additional capacity, but also about measures that are required to achieve radical improvements in the performance of transport systems and networks".

During the discussion, Vice-President Jacques Barrot reaffirmed the Commission's support for the programme and announced his intention of sharing positive results with any interested cities.

Addressing the CIVITAS network representatives, Mr Barrot declared: "The pioneering experiments launched by the 36 CIVITAS cities provide the essential foundations for building an ambitious urban transport policy. Europe needs to help cities deal successfully with the growing congestion and pollution caused by urban transport."

In the words of the Commissioner, the Commission plans to promote the exchange of good practice and innovation to ensure that urban transport can meet the challenges of the twenty-first century in areas such as the role of the car in the city, the transport systems necessitated by the ageing of society, the environmental impact of urban transport and the urban transport applications of new technologies, such as Galileo.

Mr. Barrot also stated that the Commission will continue its financial support of the CIVITAS programme under the seventh Framework Programme for Research and Development (2007-2013). To date, the Commission has provided €100 million in cofinancing. The cities participating in CIVITAS are tackling congestion and pollution by introducing innovative planning schemes, employing new technologies to increase energy efficiency and using alternative fuels.

As of 2007, and in addition to the current 36 CIVITAS cities, the Commission intends to

select further groups of demonstration cities, with special emphasis on cities in the new Member States and the accession countries, which are witnessing rapid increases in the rates of car ownership and a falling-off in the use of public transport. Local authorities therefore need help to develop and test appropriate transition strategies designed to maintain high rates of public transport use, walking and cycling. (Press Release, 3rd November 2005, Brussels).

The political event was concluded by a press conference.

The Final Plenary

The 2005 CIVITAS Forum was concluded by a large final plenary session attended by all delegates, and with concluding speeches given by Anneli Hulthén, Deputy Mayor of Göteborg and Chair of the CIVITAS PAC, Jean-Marc Ayrault, President of Nantes Métropole, Mayor of Nantes, and Jacques Barrot.

The session was introduced by Prof. Bruno Faivre d'Arcier and Prof. Peter Jones, members of the CIVITAS Advisory Committee, who gave the audience a brief overview of the main insights provided by parallel workshops.

In the words of the two speakers, "the conference was very successful in showing what can be achieved by working together in the CIVITAS Initiative. We have seen several interesting practical examples, on the ground in Nantes, plus a range of presentations from across the CIVITAS family - including cities from among the New Member States. While each city makes its unique contribution to European urban life, each can gain confidence, experience and encouragement from seeing what others have achieved, in improving quality of life for their citizens, and in providing more sustainable urban transport systems. Like any family, we can learn from problems as well as successes! Over the last two days, fourteen parallel workshops have provided the opportunity to examine in depth how to translate 'Theory into Practice' in different cultural, economic and geographical contexts".

When looking both at barriers and solutions, the speakers found that "in these workshops, the implementation of specific measures has been explored under five broad themes relating to potential barriers and success factors: Communication and Participation, Technology, Finance, Legislative/Institutional and Political Support. Delegates were invited to indicate how important they felt that each factor was in achieving successful policy design and implementation.

The analysis of the returned questionnaires indicated the most important factor to be Political Support, followed by Communication/Participation and Finance. Interestingly, Technology was regarded as being the least of the barriers to success".

The intervention then elaborated these factors in more detail, addressing them one by one.

1.   Politicians:
They are becoming more and more sensitive to urban transports, as it concerns all aspects of the daily life of inhabitants: congestion, air pollution, accessibility to the city; people are looking for a better quality of urban life, and transport appears to be key point. It is important to highlight the leading role of local politicians for the success of new policies, as it can be observed for the CIVITAS I demonstrations.

In a wider perspective, they are also partners for EC, and could be a strong lobby for sustainable mobility, on a position which can be different / contradictory with the States. The PAC has to play an important role to promote a new culture for mobility, including during negotiations between EC and the States.

2.   Finance:
It was of course deemed a key point, as it allows experiments and demonstrations. It is also seen as a means for the EC to act directly with cities, even when they are not supported by their own State.

But a priority should be given to efficient projects, which could lead to reduce costs for cities, for example bus lanes improving PT productivity, securing routes for home to school trips for children.

Finance from EC normally offers the possibility for innovation. However it does not have to come only in the form of financial incentives, for the EC's assistance should also be reforming fiscal tools or pieces of legislation (such as for congestion pricing or access restrictions).

3.   Communication:
Should not be limited to pure information, but has to try to involve the population at large, particularly final users (residents, customers). It has to favour an appropriation of the projects by the targets of the actions.

4.   Legislation:
The EC was called upon to help cities to remove barriers when they occur on specific issues. As there is a great diversity of rules and laws within Member States, actions must be taken to favour harmonisation and/or compatibility. This does not mean to go to European norms and standards but to enable things to become possible, especially when innovative, thus favouring the formation of original partnerships.

5.   Technology:
It appears to be a necessary condition, but not a sufficient one, as it remains a means which has to be included in a wider action of demand management. The EC could really help on some key points, such as to reach the critical mass to incite car and trucks makers to become real partner : for instance, developing clean trucks cannot be obtained by one or two cities, as their market is too small; on the contrary the EC network of 36 CIVITAS cities could lead to a sufficient market for firms.

It was also suggested to improve measurement means and tools to monitor the improvement of environment, and let citizens be informed about.

Two last points appeared across all workshops: 1) continuity is really important (i.e. maintaining the CIVITAS trademark and its network of "winners" cities); 2) citizens must be encouraged and stimulated to become effective partners in a new mobility education.

The 2005 CIVITAS Awards

Mr. Barrot closed the 2005 CIVITAS Forum handing the relay to Burgos, the host of the 2006 CIVITAS Forum, and personally conferring the 2005 CIVITAS Awards (at their second edition) to the winning cities.

CIVITAS AWARD "Implementing Sustainable Transport Policies" for a City running a CIVITAS project
Presented to the CIVITAS city that has shown a proven record of success in translating "planned" policies into "concrete" facts. The Award addresses activities stretching outside and beyond the CIVITAS time frame.

CIVITAS AWARD "Implementing Sustainable Transport Policies" for a City not running a CIVITAS project
Presented to the city member of the CIVITAS Forum that has shown a proven record of success in translating "planned" policies into "concrete" facts. The Award addresses activities stretching outside and beyond the CIVITAS time frame.

CIVITAS AWARD for the "City of the Year"
Presented to the CIVITAS city that has best handled the transition from "theory" to "practice" in the integration of sustainable transport policies. The Award addresses policies that are explicitly undertaken as integral part of the CIVITAS programme and during its time frame.

The Awards drew as many as 16 cities into the contest, thus confirming that their value is fully recognised by European cities. The quality of applications proved consistently high, prompting true - though healthy - competition. The following cities ultimately emerged as winners from the voting process:

⇨ **Implementing Sustainable Transport Policies – City running a CIVITAS project**
KAUNAS

The city of **Kaunas** has been working toward an ambitious sustainable transport policy that has been able to turn around the local urban environment. The effort is all the more remarkable if one considers the difficult post soviet conditions in which Kaunas was no longer than 10 years ago. Noteworthy accomplishments of the local strategic plan include the thorough modernisation of the public transport fleet, the introduction of electric vehicles, the development of a bicycle network, the involvement of citizens in service improvement and the promotion of public-private partnership for service provision. A key success factor in Kaunas is the strong and continuously won political support, comprehensive evaluation and monitoring campaigns that have always backed policy implementation, and the increasing exposure of the city to European policies, programmes and experiences.

⇨ **Implementing Sustainable Transport Policies - City not running a CIVITAS project**
   <u>**DRESDEN**</u>

The defining element of the city of **Dresden** is a clear political vision that has been consistently supported by a broad partnership of local institutions. This winning combination has enabled the city to accomplish many of its transport policy ambitions and to continuously monitor results throughout the process. Remarkable examples of the projects undertaken by Dresden include an innovative tram-based freight delivery, an award winning disabled-friendly public transport system, and a state of the art public transport fare integration.

⇨ **City of the Year**
   <u>**BREMEN**</u>

The city of **Bremen** has lived up to the expectations of a true CIVITAS ambassador successfully covering all the 8 main policy pillars of the CIVITAS initiative. The trademark Bremen approach is traditionally founded on an active networking and a frantic exchange of information, which has involved cities and citizens at local, national and European level. What really strikes is the ability of Bremen to share its vast experience in promoting a new mobility culture through the presentation of good examples but also problems and obstacles. In doing so, the city likes to resort to innovative and unconventional communications means such the recent "James Bond" inspired public transport campaign.

The Analysis of Delegate Feedback Questionnaires

Summary

1. Overall satisfaction with the Forum was at about the same level as in 2004.

2. Satisfaction with the venue and standard of organisation was very high.

3. Workshop standards need to be improved by
    - Trying to keep presentations on the workshop topic;
    - Reducing the number of 'introduction to the city' slides to 2;
    - Reducing the number of presentations (or shortening them);
    - Adding time for discussion;
    - Improving the involvement of the chairmen;
    - Arranging the layout of rooms so as to make cross-table discussion easier (e.g. round tables).

Specific comments:

i.   The overall reaction to the Forum was very positive.

ii. Relevance of the information and range of the topics were very much in line with the expectations.

iii. The workshops were appreciated, though to a lesser degree than the overall support level for the Forum.

iv. The political sessions, both the workshops and the political meeting, were particularly highly rated.

v.   Occasionally the workshops featured presentations that diverged from the topic and were too extended in time. The following question sessions inevitably lacked time and depth.

vi. The main feedback related to desire for improved workshop standard of presentation, especially in relation to usefulness.

vii. Respondents indicated in concrete support to local measures one of the areas the Forum needs to improve, especially for practitioners, governments and municipalities.

viii. The main reason for attending the Forum is meeting new people and networking. This need was well met.

ix. Many comments were received for new topics for the Forum. However no consistent theme emerged.

Evaluation of the Forum by participants

A simple single page questionnaire (Appendix **) was distributed to participants. Thirty-two questionnaires were completed (compared with 72 in 2004) with the sample having the following composition:

Sample composition according to type of job

3%

Political/Executive
Manager/Senior Manager
Practitioner/researcher/academic

44%

53%
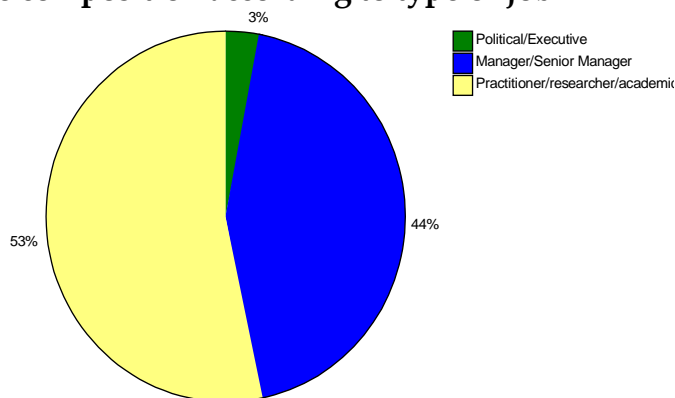
In 2004 the evaluation questionnaire was completed during the final session of the Forum. 11% of respondents (8) politicians responded compared with only one in the 2005 sample which relied on self-completion outside the Forum and email or fax return.

Sample composition according to type of organisation

Sample sizes are small with only Municipalities and Private consultancies having a reasonable representation.

Type of organisation	N° cit.	Percent	
National Government	3		9%
Municipality	14		44%
Transport Operator	3		9%
PTA	1		3%
Other public authority	0		0%
Other private business	1		3%
Academic	1		3%
Private consultancy	9		28%
Non Government Org	0		0%
TOTAL OBS.	**32**		**100%**

The evaluation questionnaire focussed on the following categories:

- Relevance of the information
- Range of topics covered
- Ability to provide concrete support to your local measures
- Standard of presentations
- Opportunities for networking
- Quality & comfort of meeting rooms
- Format of the workshops and standard of presentations
- Quality of discussion and usefulness of information at workshops
- Free-text suggestions for topics and themes for future Forum meetings

Responses were on a 4 point scale from Totally satisfied to Totally dissatisfied.

Results

Satisfaction with the Forum

% of respondents
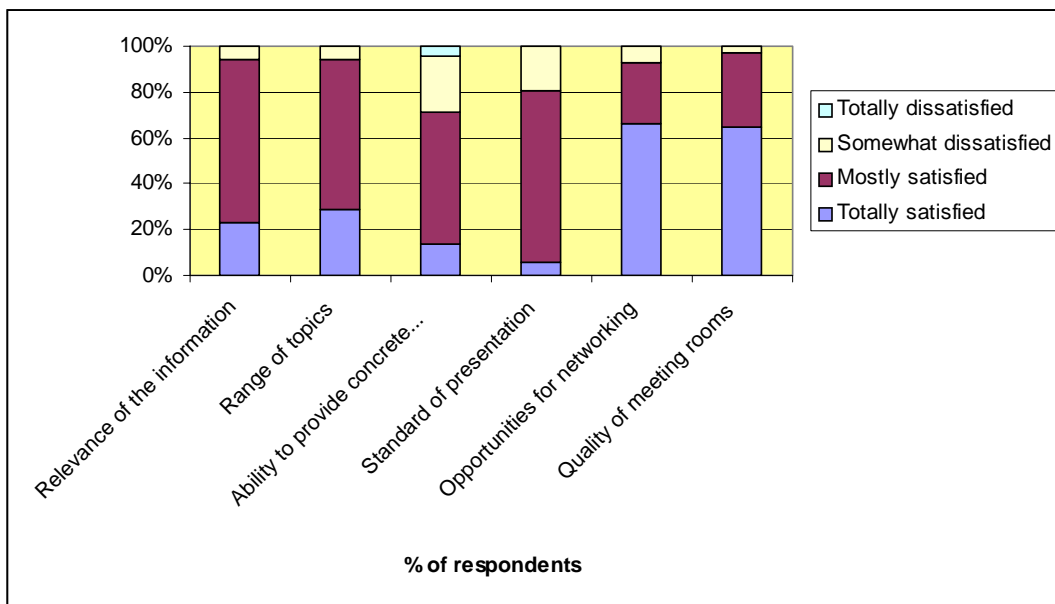
The graph above shows the proportion of people totally dissatisfied through to totally satisfied. The Forum performed well this year on Quality of Meeting rooms and Opportunities for networking. Ability to provide support and Standard of presentations are a cause for concern and the latter is mirrored in some of the workshop results.

Comparison 2004 - 2005

% respondents totally or mostly satisfied
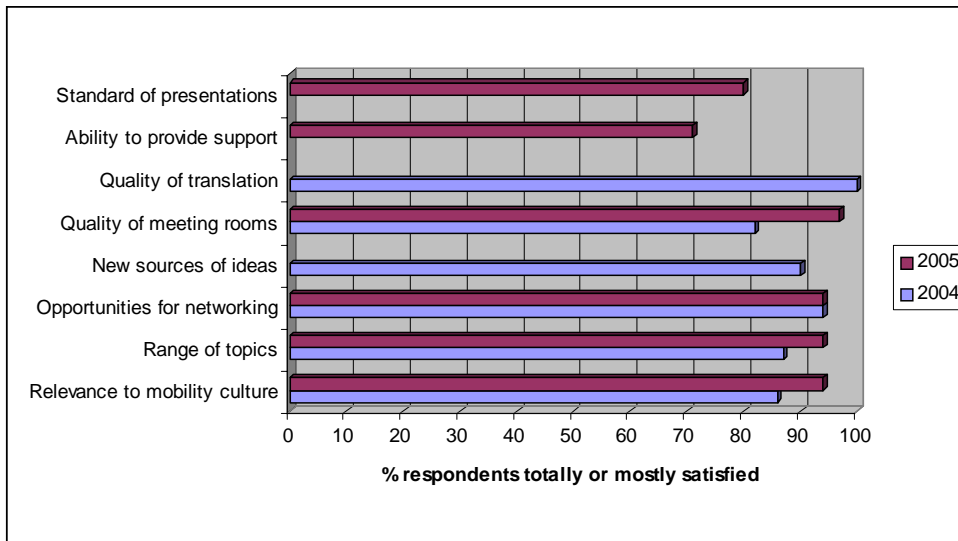
Overall results for 2005 compare well with those for 2004 and reflect general satisfaction with the event.

Satisfaction with workshops

Overall satisfaction with all workshops in each theme
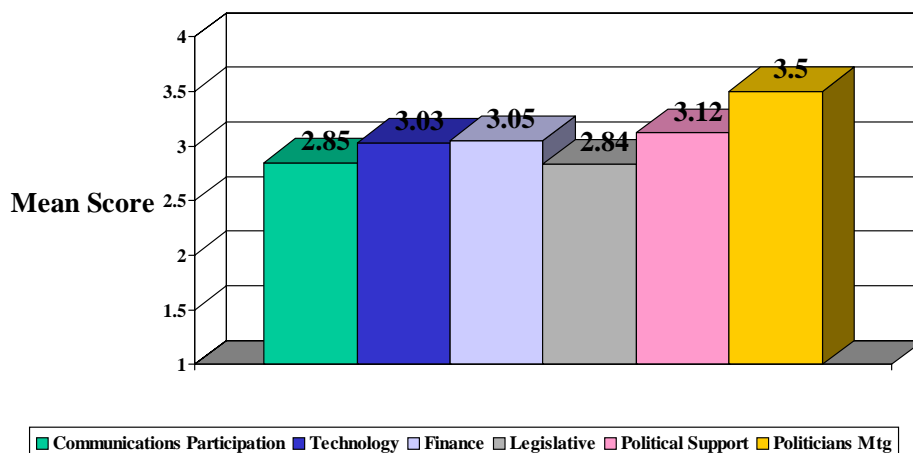
Workshops were organised on a different thematic basis in 2005 compared with 2004 and only the workshop on Communications can be compared with some degree of reliability. The overall mean score across all workshops for 2005 is 3.0 and is shown on the graphs below in red.

Workshops 1 - Communications

Communications Participation
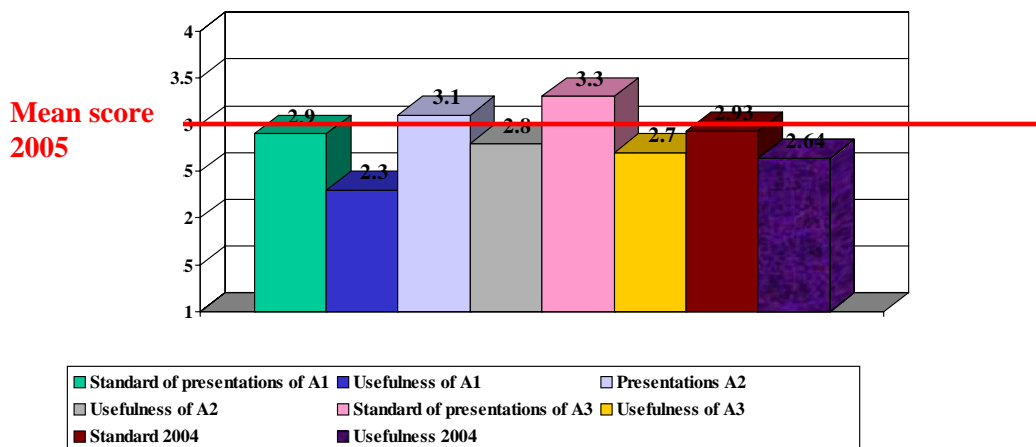
Scores for this topic area are low and very similar to those in 2004. This area needs considerable improvement. Out of workshops A1 and A2 very little contribution actually related to communications – as usual most contribution was on infrastructure and audience reaction to infrastructure, vehicles and services. Nevertheless some change is apparent with two presenters demonstrating their awareness of communications issues and a further two excellent branding and communication video presentations employing conforming to guidelines from the TAPESTRY project.

Workshops 2 - Technology

Technology Workshops
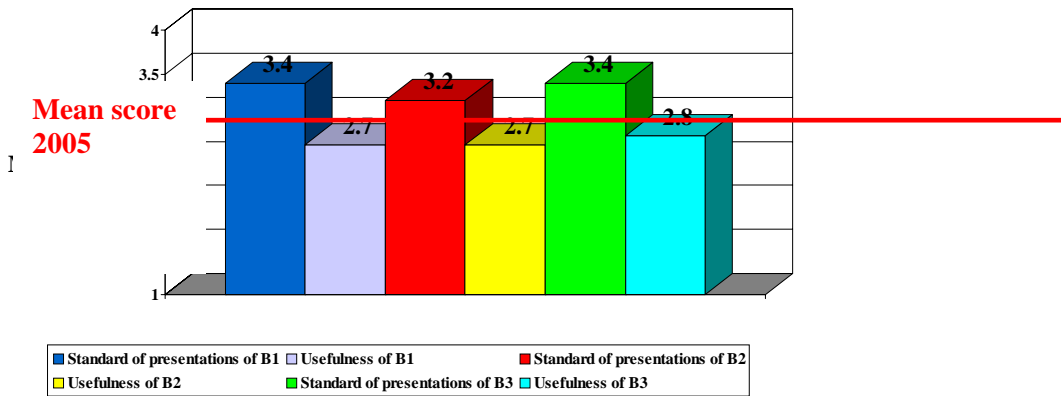
Above average scores for standard of presentations, but less useful.

Workshops 3 - Finance

Finance Workshops
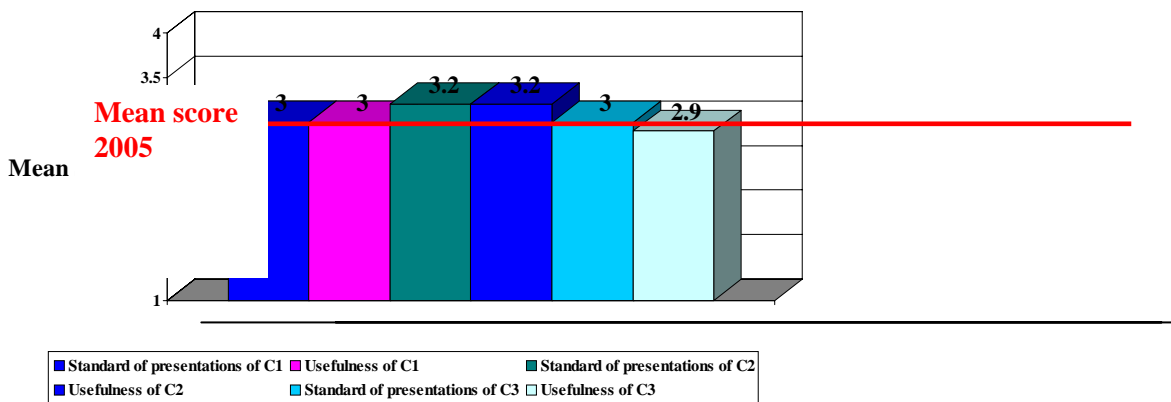
All workshops more or less at the average standard for 2005.

Workshops 4 – Legislative and Institutional

Legislative-Institutional Workshops
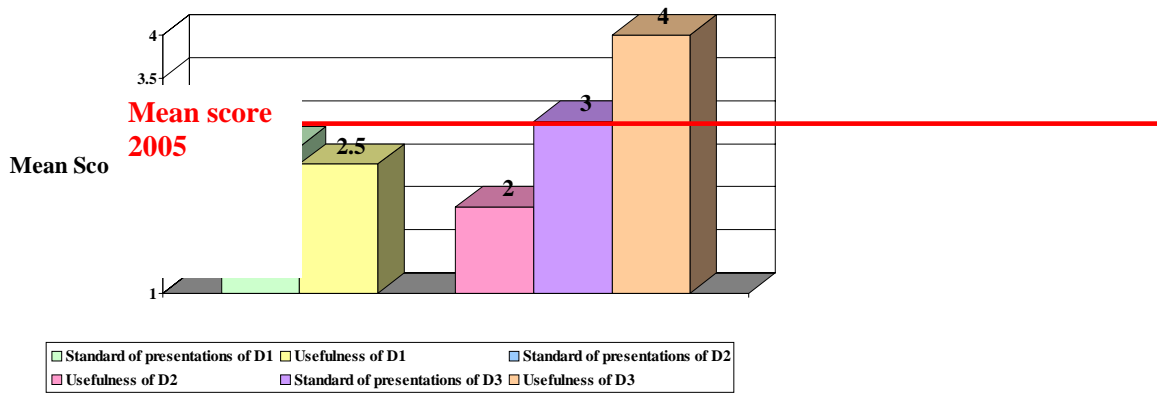
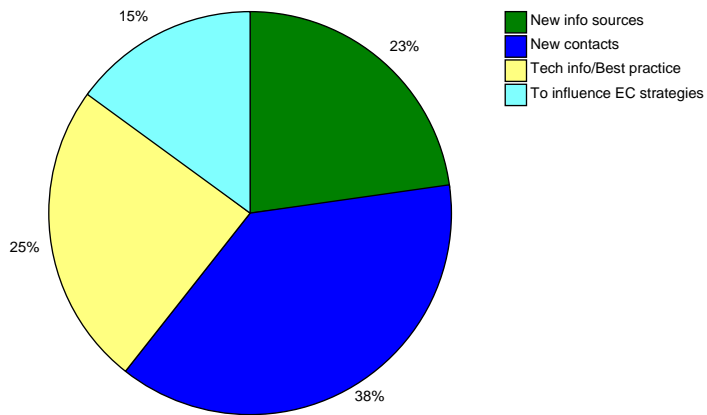Only 3 people contributed to the score for D1. For D2 and D3only 1 person provided a score.

Political

Political Support/Politicians Mtg
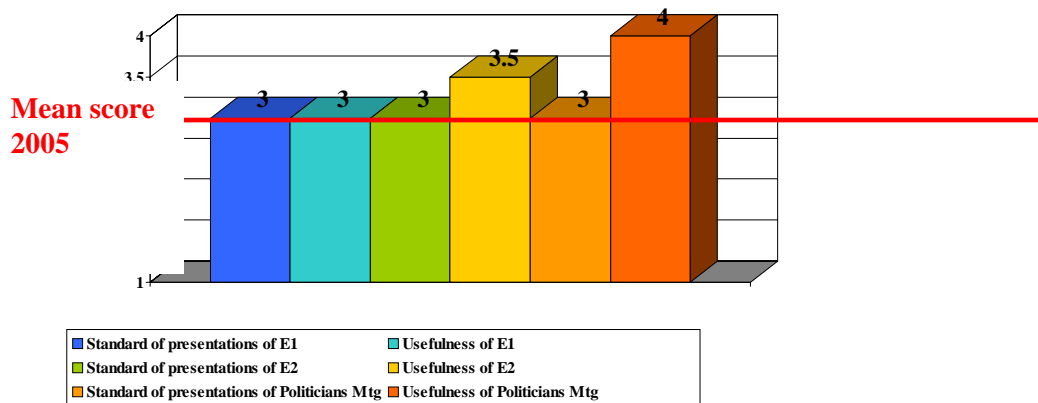
Between 1 and 3 people scored these aspects of the questionnaire.

Reasons for attending the Forum

15%

23%

25%

38%

- New info sources
- New contacts
- Tech info/Best practice
- To influence EC strategies

Reasons for attending are distributed amongst all categories with 'making new contacts' the highest. This demonstrates the importance for the Forum to always allocate time for people to network.

Annexes

Data Tables

Levels of satisfaction with aspects of the Forum

Whole Sample

	Non-res ponse	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	**TOTAL**
Relevance of the information	3% (1)	22% (7)	69% (22)	6% (2)	0% (0)	**100% (32)**
Range of topics	3% (1)	28% (9)	63% (20)	6% (2)	0% (0)	**100% (32)**
Ability to provide concrete support	13% (4)	13% (4)	50% (16)	22% (7)	3% (1)	**100% (32)**
Standard of presentation/translation	3% (1)	6% (2)	72% (23)	19% (6)	0% (0)	**100% (32)**
Opportunities for networking	6% (2)	63% (20)	25% (8)	6% (2)	0% (0)	**100% (32)**
Quality of meeting rooms	3% (1)	63% (20)	31% (10)	3% (1)	0% (0)	**100% (32)**
Total	**5% (10)**	**32% (62)**	**52% (99)**	**10% (20)**	**1% (1)**	**100% (192)**

Politicians / Executives

	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	**TOTAL**
Relevance of the information	0% (0)	100% (1)	0% (0)	0% (0)	**100% (1)**
Range of topics	100% (1)	0% (0)	0% (0)	0% (0)	**100% (1)**
Ability to provide concrete support	0% (0)	100% (1)	0% (0)	0% (0)	**100% (1)**
Standard of presentation/translation	0% (0)	100% (1)	0% (0)	0% (0)	**100% (1)**
Opportunities for networking	100% (1)	0% (0)	0% (0)	0% (0)	**100% (1)**
Quality of meeting rooms	100% (1)	0% (0)	0% (0)	0% (0)	**100% (1)**
Total	**50% (3)**	**50% (3)**	**0% (0)**	**0% (0)**	**100% (6)**

Managers

	Non-res ponse	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	**TOTAL**
Relevance of the information	0% (0)	21% (3)	64% (9)	14% (2)	0% (0)	**100% (14)**
Range of topics	0% (0)	29% (4)	57% (8)	14% (2)	0% (0)	**100% (14)**
Ability to provide concrete support	7% (1)	14% (2)	57% (8)	14% (2)	7% (1)	**100% (14)**
Standard of presentation/translation	0% (0)	7% (1)	64% (9)	29% (4)	0% (0)	**100% (14)**
Opportunities for networking	7% (1)	64% (9)	21% (3)	7% (1)	0% (0)	**100% (14)**
Quality of meeting rooms	0% (0)	50% (7)	50% (7)	0% (0)	0% (0)	**100% (14)**
Total	**2% (2)**	**31% (26)**	**52% (44)**	**13% (11)**	**1% (1)**	**100% (84)**

Practitioners

	Non-res ponse	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	**TOTAL**
Relevance of the information	6% (1)	24% (4)	71% (12)	0% (0)	0% (0)	**100% (17)**
Range of topics	6% (1)	24% (4)	71% (12)	0% (0)	0% (0)	**100% (17)**
Ability to provide concrete support	18% (3)	12% (2)	41% (7)	29% (5)	0% (0)	**100% (17)**
Standard of presentation/translation	6% (1)	6% (1)	76% (13)	12% (2)	0% (0)	**100% (17)**
Opportunities for networking	6% (1)	59% (10)	29% (5)	6% (1)	0% (0)	**100% (17)**
Quality of meeting rooms	6% (1)	71% (12)	18% (3)	6% (1)	0% (0)	**100% (17)**
Total	**8% (8)**	**32% (33)**	**51% (52)**	**9% (9)**	**0% (0)**	**100% (102)**

Cross-Tabulations for Type of job, Aspects of the Forum, and Overall Satisfaction

Type of job x Relevance of the information

Relevance of the information / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	21% (3)	64% (9)	14% (2)	0% (0)	100% (14)
Practitioner/researcher/academic	24% (4)	71% (12)	0% (0)	0% (0)	100% (16)
TOTAL	22% (7)	69% (22)	6% (2)	0% (0)	100% (31)

Type of job x Range of topics covered

Range of topics / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	29% (4)	57% (8)	14% (2)	0% (0)	100% (14)
Practitioner/researcher/academic	24% (4)	71% (12)	0% (0)	0% (0)	100% (16)
TOTAL	28% (9)	63% (20)	6% (2)	0% (0)	100% (31)

Type of job x Ability to provide concrete support to your local measures

Ability to provide concrete support / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	14% (2)	57% (8)	14% (2)	7% (1)	100% (13)
Practitioner/researcher/academic	12% (2)	41% (7)	29% (5)	0% (0)	100% (14)
TOTAL	13% (4)	50% (16)	22% (7)	3% (1)	100% (28)

Type of job x Standard of presentations

Standard of presentation/translation / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	7% (1)	64% (9)	29% (4)	0% (0)	100% (14)
Practitioner/researcher/academic	6% (1)	76% (13)	12% (2)	0% (0)	100% (16)
TOTAL	6% (2)	72% (23)	19% (6)	0% (0)	100% (31)

Type of job x Opportunities for networking

Opportunities for networking / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	64% (9)	21% (3)	7% (1)	0% (0)	100% (13)
Practitioner/researcher/academic	59% (10)	29% (5)	6% (1)	0% (0)	100% (16)
TOTAL	63% (20)	25% (8)	6% (2)	0% (0)	100% (30)

Type of job x Quality/comfort of meeting rooms

Quality of meeting rooms / Type of job	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
Political/Executive	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Manager/Senior Manager	50% (7)	50% (7)	0% (0)	0% (0)	100% (14)
Practitioner/researcher/academic	71% (12)	18% (3)	6% (1)	0% (0)	100% (16)
TOTAL	63% (20)	31% (10)	3% (1)	0% (0)	100% (31)

Cross tabulations for Type of Organisation and satisfaction with aspects of the Forum.

Type of organisation x Relevance to creating mobility culture

Relevance of the information / Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	33% (1)	33% (1)	0% (0)	0% (0)	100% (2)
Municipality	7% (1)	86% (12)	7% (1)	0% (0)	100% (14)
Transport Operator	100% (3)	0% (0)	0% (0)	0% (0)	100% (3)
PTA	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Academic	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Private consultancy	0% (0)	89% (8)	11% (1)	0% (0)	100% (9)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**22% (7)**	**69% (22)**	**6% (2)**	**0% (0)**	**100% (31)**

Type of organisation x Range of topics covered

Range of topics / Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	33% (1)	33% (1)	0% (0)	0% (0)	100% (2)
Municipality	36% (5)	50% (7)	14% (2)	0% (0)	100% (14)
Transport Operator	33% (1)	67% (2)	0% (0)	0% (0)	100% (3)
PTA	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Academic	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Private consultancy	22% (2)	78% (7)	0% (0)	0% (0)	100% (9)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**28% (9)**	**63% (20)**	**6% (2)**	**0% (0)**	**100% (31)**

Type of organisation x Ability to provide concrete support to your local measures

Ability to provide concrete support / Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	33% (1)	0% (0)	33% (1)	0% (0)	100% (2)
Municipality	0% (0)	57% (8)	29% (4)	7% (1)	100% (13)
Transport Operator	33% (1)	67% (2)	0% (0)	0% (0)	100% (3)
PTA	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Academic	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Private consultancy	11% (1)	44% (4)	22% (2)	0% (0)	100% (7)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**13% (4)**	**50% (16)**	**22% (7)**	**3% (1)**	**100% (28)**

Type of organisation x Standard of presentations

Standard of presentation/translation Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	0% (0)	67% (2)	0% (0)	0% (0)	100% (2)
Municipality	0% (0)	86% (12)	14% (2)	0% (0)	100% (14)
Transport Operator	67% (2)	33% (1)	0% (0)	0% (0)	100% (3)
PTA	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	0% (0)	0% (0)	100% (1)	0% (0)	100% (1)
Academic	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Private consultancy	0% (0)	67% (6)	33% (3)	0% (0)	100% (9)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**6% (2)**	**72% (23)**	**19% (6)**	**0% (0)**	**100% (31)**

Type of organisation x Opportunities for networking

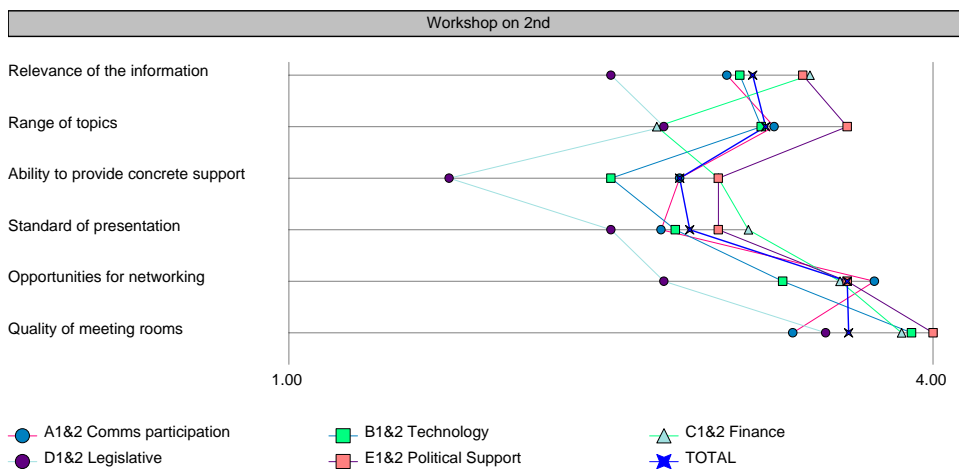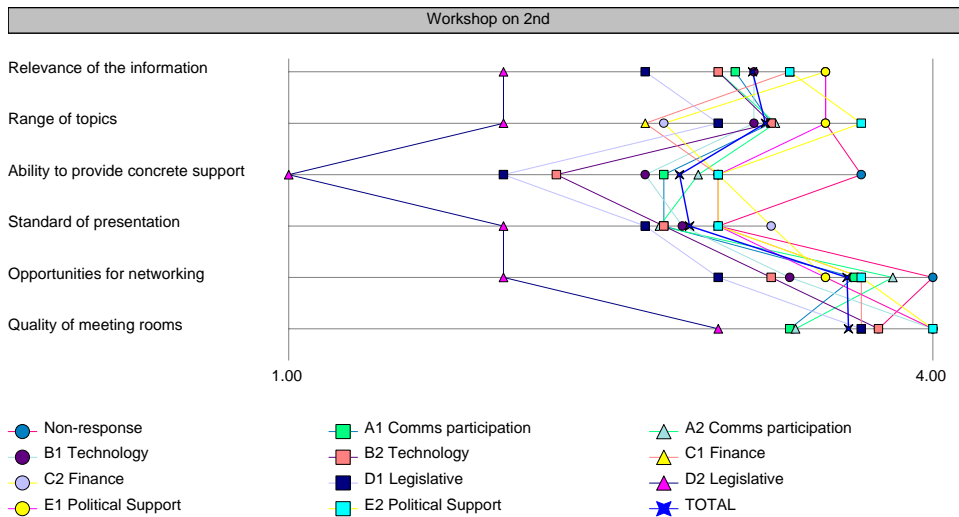| Opportunities for networking Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	33% (1)	33% (1)	0% (0)	0% (0)	100% (2)
Municipality	64% (9)	21% (3)	14% (2)	0% (0)	100% (14)
Transport Operator	67% (2)	33% (1)	0% (0)	0% (0)	100% (3)
PTA	0% (0)	100% (1)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Academic	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Private consultancy	67% (6)	22% (2)	0% (0)	0% (0)	100% (8)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**63% (20)**	**25% (8)**	**6% (2)**	**0% (0)**	**100% (30)**

Type of organisation x Quality/comfort of meeting rooms

Quality of meeting rooms Type of organisation	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied	TOTAL
National Government	67% (2)	0% (0)	0% (0)	0% (0)	100% (2)
Municipality	43% (6)	57% (8)	0% (0)	0% (0)	100% (14)
Transport Operator	100% (3)	0% (0)	0% (0)	0% (0)	100% (3)
PTA	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Other public authority	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Other private business	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Academic	100% (1)	0% (0)	0% (0)	0% (0)	100% (1)
Private consultancy	67% (6)	22% (2)	11% (1)	0% (0)	100% (9)
Non Government Org	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
TOTAL	**63% (20)**	**31% (10)**	**3% (1)**	**0% (0)**	**100% (31)**

Table of mean satisfaction scores according to the workshop attended on 2nd November

Workshop on 2nd	Relevance of the information	Range of topics	Ability to provide concrete support	Standard of presentation	Opportunities for networking	Quality of meeting rooms
Non-response	4 (3.50)	4 (3.50)	3 (3.67)	4 (3.00)	4 (4.00)	4 (3.75)
A1 Comms participation	12 (3.08)	12 (3.25)	12 (2.75)	12 (2.75)	11 (3.64)	12 (3.33)
A2 Comms participation	11 (3.00)	11 (3.27)	11 (2.91)	11 (2.73)	11 (3.82)	11 (3.36)
B1 Technology	6 (3.17)	6 (3.17)	6 (2.67)	6 (2.83)	6 (3.33)	6 (4.00)
B2 Technology	4 (3.00)	4 (3.25)	4 (2.25)	4 (2.75)	4 (3.25)	4 (3.75)
C1 Finance	3 (3.33)	3 (2.67)	2 (3.00)	3 (3.00)	3 (3.67)	3 (3.67)
C2 Finance	4 (3.50)	4 (2.75)	4 (3.00)	4 (3.25)	4 (3.50)	4 (4.00)
D1 Legislative	3 (2.67)	3 (3.00)	3 (2.00)	3 (2.67)	3 (3.00)	3 (3.67)
D2 Legislative	1 (2.00)	1 (2.00)	1 (1.00)	1 (2.00)	1 (2.00)	1 (3.00)
E1 Political Support	2 (3.50)	2 (3.50)	1 (3.00)	2 (3.00)	2 (3.50)	2 (4.00)
E2 Political Support	3 (3.33)	3 (3.67)	2 (3.00)	3 (3.00)	3 (3.67)	3 (4.00)
TOTAL	31 (3.16)	31 (3.23)	28 (2.82)	31 (2.87)	30 (3.60)	31 (3.61)

Cell values are the number of observations for each criteria and modality, excluding non-responses. No criteria permits discrimination of categories. Highlighted numbers indicate significantly different category means (t-test) from the rest of the sample (to a confidence (1-p) of 95%). Parameters are established by the notation: Totally satisfied (4), Mostly satisfied (3), Somewhat dissatisfied (2), Totally dissatisfied (1).
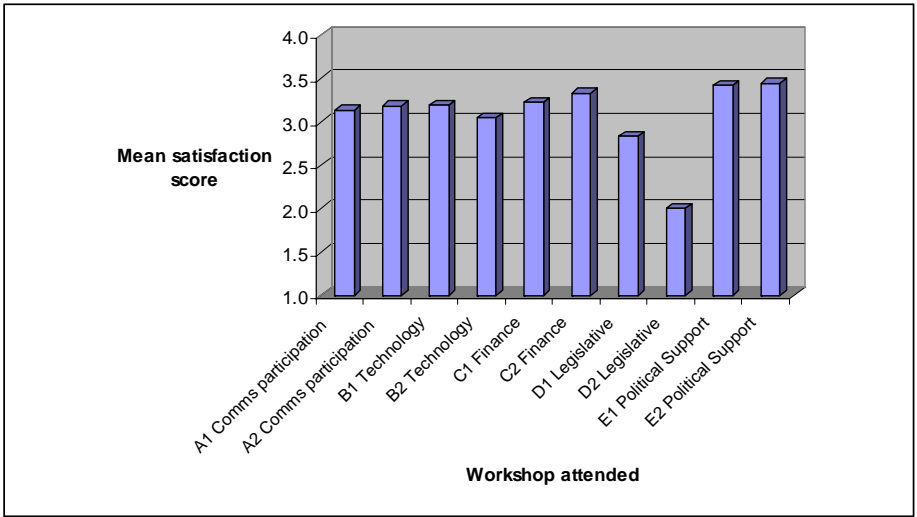
Mean satisfaction score

4.0
3.5
3.0
2.5
2.0
1.5
1.0

A1 Comms participation
A2 Comms participation
B1 Technology
B2 Technology
C1 Finance
C2 Finance
D1 Legislative
D2 Legislative
E1 Political Support
E2 Political Support

Workshop attended

Table of mean satisfaction scores according to the workshop attended on 3rd November

Workshop on 3rd	Relevance of the information	Range of topics	Ability to provide concrete support	Standard of presentation	Opportunities for networking	Quality of meeting rooms
A3 Comms participation	7 (3.14)	7 (3.14)	7 (3.14)	7 (2.86)	6 (3.83)	7 (3.71)
B3 Technology	7 (3.43)	7 (3.57)	7 (3.00)	7 (3.14)	7 (3.43)	7 (3.71)
C3 Finance	8 (3.00)	8 (3.25)	6 (2.50)	8 (2.88)	8 (3.63)	8 (3.63)
D3 Legislative	1 (3.00)	1 (3.00)	0 (-)	1 (3.00)	1 (4.00)	1 (4.00)
Politicians	2 (2.50)	2 (2.50)	2 (2.00)	2 (2.50)	2 (3.00)	2 (3.00)
TOTAL	31 (3.16)	31 (3.23)	28 (2.82)	31 (2.87)	30 (3.60)	31 (3.61)

Cell values are the number of observations for each criteria and modality, excluding non-responses. Discriminating criteria are highlighted. Highlighted numbers indicate significantly different category means (t-test) from the rest of the sample (to a confidence (1-p) of 95%). Parameters are established by the notation: Totally satisfied (4), Mostly satisfied (3), Somewhat dissatisfied (2), Totally dissatisfied (1).
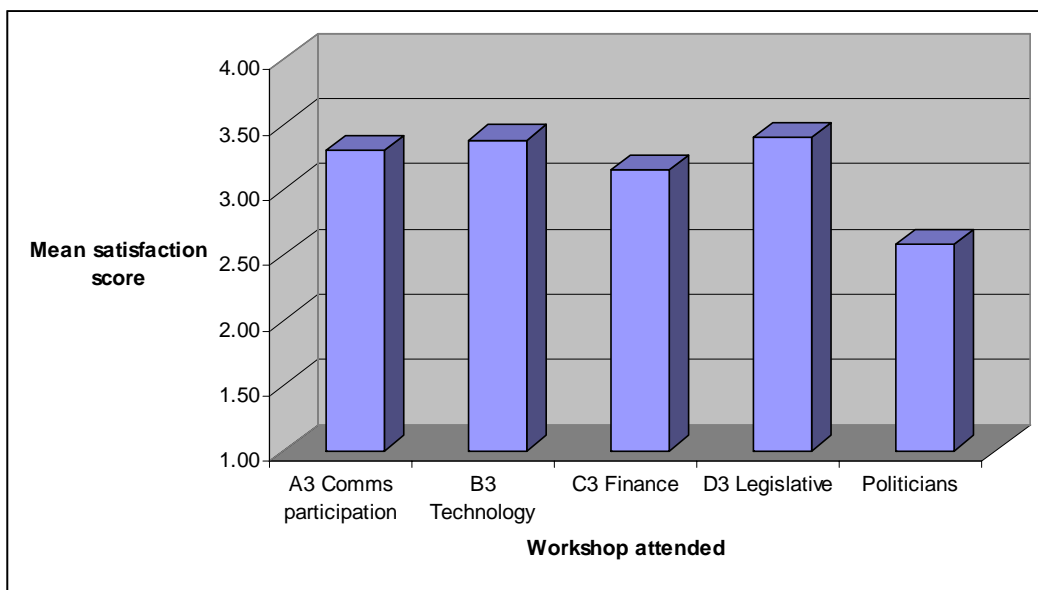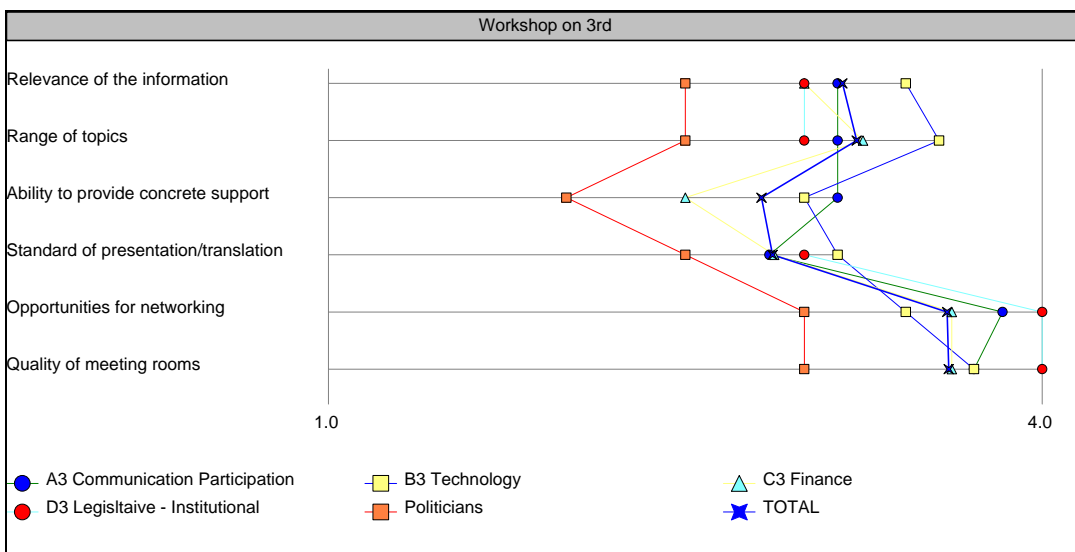
Improvements to Forum:

Respondents were asked to suggest topics or themes for future meetings of the Forum. Their suggestions have been sorted below according to their type of job. None of the politician respondents made any suggestions.

Managers

New topics

♦ Project Management issues
♦ Strategies to reduce dependence on oil
♦ Integration into urban renewal/urban development
♦ Take the emotional factor better into account
♦ Some kind of idea/project exchange
♦ Political issues discussed more openly
♦ Speakers invited from organisations that work as implementing bodies
♦ Real practical examples of problems
♦ Welcome other cities in the European CIVITAS Family and share experience with other cities

Practitioners

New topics

♦ Infrastructure
♦ Transport networking planning
♦ Modern technologies
♦ Parking in the city
♦ Radio frequency systems on transport and design for urban development by sustainable transport
♦ Exploitation, Branding
♦ Efficiency and Quality of CIVITAS and similar programmes in the views of environmental NGOs as "Transport & Ecology"
♦ Views of Unions on CIVITAS and similar programmes
♦ Clean vehicles
♦ Successful stories on reduction of car use
♦ Follow-up EU programs, PP Partnerships, Challenges in public hearings and negotiations
♦ Public/Private Partnership in marketing for sustainable transports modes. Professional Marketing for Public Transport
♦ Concrete exchange of technical knowledge and problems occurred in other cities
♦ More freight transport on EU level
♦ Advertisement for "Smart" Public Transportation

Comments in Detail

Comments listed below relate to the Forum as a whole – the structure of the questionnaire did not allow comments about any particular workshop. Nevertheless some inferences may be drawn – but cannot be proven.

Comments in relation to workshops and according to workshop attended:	

Positive comments in **bold red**

Workshop on 2nd =A1 & A2 Communication Participation

Theme	Statement / Suggestion
Better workshop	♦ Information on the location of the city, number of inhabitants and other general information should be limited to 1 slide ♦ Presentations which have nothing to do with the topic and the themes " From theory to practice" and "drivers & barriers" was not explicit touched during many presentations ♦ CIVITAS cities not visible enough ♦ Some time for networking ♦ 2 presentations per workshop better than 3
General Organisation	♦ Wonderful time in Nantes. New people could learn a lot ♦ Dinners excellent, organisation in Nantes very professional ♦ Gifts and extra information received in the bag/on the boat were very good ♦ more time foreseen for discussions, debates, and also for lunch and breaks which are important to know each other ♦ A Plenary session followed by the exhibition like on Thursday evening
Moans	♦ Final programme was sent out too late ♦ Not all stands at the exhibition were visible ♦ 3 days too long and Friday perhaps not the best day ♦ Time schedule must be in time in the future. Several delays ♦ Program during the days was quite long. It could be better by a more compressed lunch and programme in general

Workshop on 2nd =B1 & B2 Technology

Theme	Statement / Suggestion
Better workshop	♦ Try to keep to the topic of the workshop ♦ Preparing the chairs of WS to really stimulate discussion/exchange ♦ Try to give more depth to discussion ♦ Challenge the presented results ♦ Possibilities of special discussions in groups of representations dealing with the same topics

	♦ Workshop format followed presentation and questions format rather than being more of a vehicle for debate although this is a common difficulty to events of this type
	♦ Higher quality and more updated information in the workshops
	♦ Be strict on the subjects within a workshop; multicore pipeline in the harbour is interesting but not relevant in a workshop on goods distribution
	♦ A better co-ordination of the presentation per workshop topic, to show the variety per topic but be covered by a professional communicator who is able to act as a real moderator instead of just announcing the speaker
	♦ More interactivity, other forms of discussions and exchange
	♦ Have one stimulating presentation and a chair, well prepared with questions and suggestions for the audience to be discussed
	♦ Less time to go more into details
General Organisation	♦ Round tables could facilitate the discussions

Workshop on 2nd =C1 & C2 Finance

Theme	Statement / Suggestion
Better workshop	♦ Workshops should provide more debates and discussions
	♦ The workshops appeared to be no more than straight forward presentations of project measures
	♦ Not so many questions from the floor for some of the main sessions
	♦ More time to ask questions from the floor to the EU Commissioner would have been good

Workshop on 2nd =D1 & D2 Legislative – Institutional

Theme	Statement / Suggestion
Better workshop	♦ Financial and promotional focus on Central and Eastern Europe
	♦ More informal meetings between measure leaders

Workshop on 2nd = E1 & E2 Political Support

Theme	Statement / Suggestion
Better workshop	We should be working hard to keep the network of CIVITAS cities open to CIVITAS 1 cities, even after the end of our projects. This is a network of some of the leading European cities, and the lessons learned should not be lost-only to have to be reinvented at some future stage.

Workshop on 3rd = Politicians Meeting

Theme	Statement / Suggestion
Better workshop	♦ Politicians meeting were not helped by the lack of preparation - or advance notice and copies of the information that was to be presented to M Barrot. Again luckily politicians (for the most part) contributed well, and it was a useful forum, but more preparation would have improved it.

CIVITAS Forum 2005 – Programme

INTEGRATING SUSTAINABLE TRANSPORT POLICIES

"FROM THEORY TO PRACTICE"

Programme

Tuesday 1 November 2005

DURING THE DAY · POSSIBILITY FOR PROJECT MEETINGS AT THE HEADQUARTER OF NANTES MÉTROPOLE, COURS DU CHAMPS DE MARS

19:30 – 22.00 · WELCOME RECEPTION AND BUFFET DINNER (INCLUDING PRE-REGISTRATION) NANTES METROPOLE EXHIBITION CENTRE (OPPOSITE THE CITÉ DES CONGRÈS DE NANTES) HOSTED BY THE CITY OF NANTES

Wednesday 2 November 2005 – Nantes Congress Centre

09:00 · REGISTRATION

09:30 · PLENARY SESSION: OPENING SPEECHES *(translation in English, French, German, Italian and Spanish)*

- ✓ Brief welcome **by Camille Durand**, First Vice-President of Nantes Métropole;

- ✓ Brief welcome and introduction to the Forum by **Helen Holland**, Member of Bristol City Council and Member of the CIVITAS Policy Advisory Committee (PAC);

- ✓ Brief welcome by **Eleni Kopanezou**, Head of the Clean Transport and Sustainable Development Unit, European Commission, Directorate General for Energy and Transport.

10.00 · PLENARY SESSION: FROM THEORY TO PRACTICE

- ✓ **Phil Goodwin**, Professor of Transport Policy, Centre for Transport & Society - Faculty of the Built Environment - University of the West of England, Bristol.
  Keynote speech: "*From theory to practice*".

APPROACHES AND EXPERIENCES FROM AROUND EUROPE:

- ✓ **Enrico Mingardi**, Deputy Mayor for Sustainable Mobility for the City of Venice.
  "*Mobility: a real need, not just a project*";
- ✓ **Tadeusz Trzmiel**, Deputy Mayor of Krakow.
  "*Implementing sustainable urban mobility policies in the New Member States: challenges and solutions*".

10.45 – 11:15 COFFEE BREAK

APPROACHES AND EXPERIENCES FROM AROUND THE WORLD:

✓ **Colleen Crowninshield,** Clean Cities Manager at the Pima Association of Governments, Energy Efficiency and Renewable Energy, US Clean Cities Program, USA;
✓ **Upendra Tripathy**, Managing Director of the Bangalore Municipal Transport Corporation (BMCT), India. "*Turning around sustainable transport*".

11.45 PRESENTATION OF THE PARALLEL WORKSHOPS

Introduction to the parallel workshops by Nantes Métropole.

12:15 – 13-45 LUNCH BREAK

14:00 – 18.00 PARALLEL WORKSHOPS *(translation in French and English, more languages depending on the translators)*

See separate file on Parallel Workshops.

20: 00 OFFICIAL CIVITAS DINNER ON THE RIVER ERDRE

Thursday 3 November 2005

10:00 – 12.00 MEETING FOR MAYORS AND COUNCILLORS, PRESS CONFERENCE
Hosted by the City of Nantes (restricted to CIVITAS Forum politicians, personally invited by the City of Nantes)

— ◇ —

09:00 – 12.00 PARALLEL WORKSHOPS – MEETING POINT: CONVENTION CENTRE

See separate file on Parallel Workshops. *(translation in French and English, more languages depending on the translators)*

12:30 – 13-45 LUNCH BREAK

14:00 FINAL PLENARY SESSION *(translation in English, French, German, Italian and Spanish)*

✓ Prof. **Bruno Faivre d'Arcier** and Prof. **Peter Jones**, Members of the CIVITAS Advisory Committee: "*Brief summary of the parallel workshops*".

CONCLUDING POLITICAL SESSION
- ✓ **Anneli Hulthén**, Deputy Mayor of Göteborg and Chair of the CIVITAS Policy Advisory Committee (PAC): "*Brief presentation of the 2005 PAC Statement and announcement of the 2006 Forum Host City*";
- ✓ **Jean-Marc Ayrault,** President of Nantes Métropole, Mayor of Nantes;
- ✓ **Jacques Barrot**, Vice-President of the European Commission and Commissioner responsible for Transport: "*Speech and presentation of the CIVITAS Awards 2005*".

15:30 END OF THE CIVITAS FORUM

CIVITAS Forum 2005 – The Parallel Workshops

DAY 1 – Wednesday 2 November 2005

	Workshop A1	Workshop B1	Workshop C1	Workshop D1	Workshop E1
	Communication Participation	Technology	Finance	Legislative - Institutional	Political Support
	Informing and raising the awareness of citizens: what to say and how?	What is the best way to liaise technology researcher/providers and end users?	Is money all it matters?	How to adapt to the legislative and regulatory framework?	Are political "champions" our only hope?
14.00 ↓ 15.30	*Site Visit* *Tramway line 3, Sillon (social housing), P+R Morlière*	*Site Visit* *Tramway line 2 - Gaz service station in Trentemoult*	*Site Visit* *Tramway line 1, Bellevue (social housing)*	*Site Visit* *Tramway line 1, river shuttle Loire*	*Site Visit* *Tramway line 2, Tertre university campus*
15.30 ↓ 16.30	**CHAIR: John Porter** ▪ **Graz** – "New services for city logistics", *Gerhard Ablasser* ▪ **Winchester,** "Influencing travel behaviour", *Andy Wren* ▪ **Venice** – "The City of Venice Bike Office: technical and participative instruments", *Carlo Andriolo* *"Why James Bond would take a bus" (videospot, 2 min)*	**CHAIR: Maarten van Bemmelen** ▪ **Nantes** - "Real Time Passengers Information on mobile phone: the Mobitrans system in Nantes" , *Christine Vassalle* and *Jean Terrier* ▪ **Genova** – "The technology applied to mobility projects, end users and customer satisfaction", *Vito Maria Contursi* ▪ **Toulouse** – "CNG in the City, an Integrated Approach – The Toulouse Experience", *Benoît Reynaud-Lacroze*	**CHAIR: Chantal Duchène** ▪ **Bremen** - "Options for cleaner delivery- financial and non-financial incentives – facing non-delivery of CNG trucks by the motor-industry", *Michael Glotz-Richter* ▪ **Kaunas** – " Value for money from EU projects: Ensuring that there is public accountability for budget spend", *James Mc Geever* ▪ **Stockholm** – "Innovative logistic solutions in central Stockholm; at a major construction site and the Old Town", *Björn Hugosson*	**CHAIR: Sigfried Rupprecht** ▪ **Berlin** – "New Technologies for mobile parking as challenge for legal frameworks and driver for adaptations", *Dr. Friedemann Kunst* ▪ **Cork** – "Paying for parking by phone", *David Joyce*	**CHAIR: Andrea Ricci** ▪ **Bucharest** – "An attractive PT network cannot survive without political support", *Florin Dragomir* ▪ **Kaunas** – "Translating European Policy Decisions into City political decisions", *Cllr Eligijus Dzezulskis* ▪ **Ravenna** - "Political championship in clean fuels promotion", *Carlo Pezzi*

DAY 1 – Wednesday 2 November 2005 (continued)

	Workshop A2	Workshop B2	Workshop C2	Workshop D2	Workshop E2
	Communication Participation	Technology	Finance	Legislative - Institutional	Political Support
	Are image-improving campaigns effective in increasing the use of sustainable transport modes?	What kind of issues can hinder the potential of ITS technologies?	Can sustainable transport policies be financially self sustainable?	Lack of communication is the illness of our times: can we cure it in our institutions?	Can we keep the interest of politicians alive on sustainable transport policies?
16.45 ↓ 18.00	**CHAIR: John Porter** ▪ **Lille** - "Public transport and sustainable mobility: the Lille experience", *Eric Quiquet (tbc)* ▪ **Berlin** – "Criteria to meet involvement with success: How to use opportunities and to avoid flops - experiences from Berlin", *Dr. Heidemarie Arnhold* ▪ **Malmö** - "Large life-stile campaigns or individual marketing - how do you choose to get the best effect?", *Stina Nilsson* *"Why James Bond would cycle in Bremen" (videospot)*	**CHAIR: Maarten van Bemmelen** ▪ **Rome**- ITS for Traffic and Environmental Management in Urban Contexts, *Fabio Nussio* ▪ **Bremen** - BOB-Ticket - Innovative pricing strategies in Public Transport, *Ingo Franssen* ▪ **Stuttgart** – "CARAVEL-CIVITAS II: Actual status of the traffic related measures of the Clean Air Programme for Stuttgart", *Ulrich Vogt*	**CHAIR: Chantal Duchène** ▪ **Stockholm** – "The upcoming congestion charging scheme", *Jonas Ericson* ▪ **Odense** - "Sustainable transport policies and financial self sustainability in Odense", *Troels Andersen*	**CHAIR: Sigfried Rupprecht** ▪ **Rotterdam** - Shaping institutional co-operation in Rotterdam", *Kees de Leeuw (tbc)* ▪ **Nantes** - "New projects to improve partnership and co-operation between institutions" , *Eric Chevalier* ▪ **Toulouse** – "Integrated General Management of Mobility", *Alexandre Blaquière*	**CHAIR: Andrea Ricci** ▪ **Stockholm** – "How do we make politicians show the way forward to more environmentally friendly vehicles?", *Eva Sunnerstedt* ▪ **Aalborg** – "A unique way of working with the public and politicians at the local, national and international level", *Kurt Markworth* ▪ **San Sebastian** – "The reintroduction of the bicycle as a means of transport: the political drive and the debate with the citizens", *Josu Benaito*

DAY 2 - Thursday 3 November 2005

9:30 – 12.00   MEETING FOR MAYORS AND COUNCILLORS, HOSTED BY NANTES MÉTROPOLE

	Workshop A3	Workshop B3	Workshop C3	Workshop D3
	Communication Participation	Technology	Finance	Legislative Institutional
	Is it really possible to involve citizens and stakeholders in the design and implementation of sustainable transport policies?	Is service reliability still a concern for the new technologies?	Can we think of innovative financing schemes?	Standardising or not: supporters and opponents, why?
09.30 ↓ 11.00	*Site Visit* *Tramway line 2, Tertre university campus*	*Site Visit* *Tramway line 1, river shuttle Loire*	*Site Visit* *Express railway Nantes Vertou, "Busway" line 4 (under works)*	*Site Visit* *Tramway line 2 - Gaz service station in Trentemoult*
11.00 ↓ 12.00	**CHAIR: POP, Arnhold Heidemarie** ▪ **Bristol –** "The Home Zone experience" *Jonathon Saywer* and *Alexandra Allen* ▪ **Pecs** – "Planning, Implementing and financing a transport strategy: how was it done in Pecs?", *Peter Merza* ▪ **Burgos** – "Participation of citizen in decision making process and changes of habits in (urban) transport: good and bad experiences" *José María Diez*	**CHAIR: Maarten van Bemmelen** ▪ **Graz –** "Technical basis for an efficient customer focused public transport system", *Werner Reiterlehner* ▪ **Barcelona –** "Multi-operator real-time information for bus passengers in metropolitan Barcelona", *Carme Fàbregas*	**CHAIR: Chantal Duchène** ▪ **Rotterdam** – "Public - private financing for the watertaxi project", *Ronald de Boom* ▪ **Göteborg** – "Incentives for introducing CNG heavy duty vehicles", *Maria Stenström* ▪ **Genova -** "Financing scheme for flexible transport services", *Alexio Picco*	**CHAIR: Sigfried Rupprecht** ▪ **Aalborg** – "Benefits from using standards when implementing IT for public transport. The Scandinavian approach.", *Jens Mogensen* ▪ **Rome** – "Implementing an innovative Public Transport mobile ticketing service: legal and organisational aspects", *Chiara di Majo* ▪ **Venice** – "The need to accelerate the production of standards and regulations for LPG", *Edoardo Tognon*

CIVITAS Forum 2005 – Evaluation Questionnaire

Dear colleague, in order to assess and improve the quality of the CIVITAS Forum we would like to know your opinion on a range of aspects relating to the 2005 Nantes Forum. Please take 5 minutes of your time to tick the appropriate boxes. The questionnaire should be sent back to xxx by xxx.

To what extent are you satisfied with each of the following aspects of the Forum?	Totally satisfied	Mostly satisfied	Somewhat dissatisfied	Totally dissatisfied
1. Relevance of the information	☐	☐	☐	☐
2. Range of topics covered	☐	☐	☐	☐
3. Ability to provide concrete support to your local measures	☐	☐	☐	☐
4. Standard of presentations	☐	☐	☐	☐
5. Opportunities for networking	☐	☐	☐	☐
6. Quality/comfort of meeting rooms	☐	☐	☐	☐

Which workshop(s) did you attend on 2 November and how satisfied were you?

	A1	A2	B1	B2	C1	C2	D1	D2	E1	E2
7. Format of the event and standard of presentations	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8. Quality of discussion and usefulness of the information	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Please give marks ranging from 4 (totally satisfied) to 1 (totally dissatisfied)

Which workshop did you attend on 3 November and how satisfied were you?

	A3	B3	C3	D3	Politicians Meeting
9. Format of the event and standard of presentations	☐	☐	☐	☐	☐
10. Quality of discussion and usefulness of the information	☐	☐	☐	☐	☐

Please give marks ranging from 4 (totally satisfied) to 1 (totally dissatisfied)

Please give TWO main reasons for attending the Forum			
11. New information sources	☐	12. To get technical information / best practice	☐
13. Networking/new contacts	☐	14. For cities to influence EC strategies and priorities	☐

Which of the following best describes your professional activity?

a) Political appointment or Executive level	☐
b) Manager / senior manager, briefing people at Executive / Political level and / or commissioning or managing projects	☐
c) Practitioner, researcher, academic, actively involved in making projects or plans happen, or researching feasibility	☐

Which of the following best describes your organisation?

National Government	☐	Municipality (Town /City Council / Government	☐	Transport Operator	☐	Public Transport Authority	☐

METEOR

Other public authority	☐	Other private business	☐	Academic	☐	Private consultancy	☐

What topics or themes would interest you for future meetings of the Forum? (Please write below)

…………………………………………………………………………….

45

Any other comment/suggestion (Please write below)

..……………………………………………………………………..