0 Executive summary

The Sustainable Mobility Plan of Vitoria-Gasteiz establishes a network of main roads along which all motorized vehicles, either public (bus, tram and taxis) or private can circulate. The aim is to disincentive the traffic in the rest of the network. So, the Sustainable Mobility Plan of Vitoria-Gasteiz has developed the so-called superblock concept. A superblock is a geographical space delimited by main streets covering several city blocks. Superblocks concept establishes a hierarchy of streets, according to their volumes of traffic, by separating the crossing roads from the ones just covered by local traffic. One of the objectives of superblocks concept is in fact to reduce the traffic inside the superblocks.

New pedestrian areas appear in the inner of the superblocks. These areas are special places for pedestrians, cyclists, service and emergency vehicles, residents, and freight distribution, with speed limits to ensure a peaceful coexistence of pedestrians, cyclists and drivers. This is supported by the dissuasion of the crossing traffic flows through the superblocks. In this framework a new access control system has been developed to prevent vehicles from entering at the pedestrian streets.

Cameras have been installed to register number plates at the entry and exit of the area delimiting the "almost" pedestrian area of the Central Superblock (S-1).

The main objective of the measure is then to control the access to the city centre compatibly with the new tramway. Additionally, the new access restriction scheme contributes to the superblocks concept by giving priority to the local traffic over the crossing traffic, and redistributing traffic flows from local streets to main roads. Thus, the air and public space quality can be improved thanks to a better private vehicles demand management in the city centre.

The system of cameras works reading the number plates of all vehicles entering and leaving the city centre. If the vehicle entered in the restricted zone takes less than a certain time to exit the forbidden area, the system considers it as a 'passing-through' vehicle and therefore the driver is fined. Otherwise, the vehicle is identified as a resident or a goods distribution vehicle and so it has the permission to circulate within the zone. The access restriction scheme foresees, in fact a "white list" of vehicles that includes public transport services, municipal police, fireman vehicles, street cleaning service, and residents. During the time of loading and unloading goods the system doesn't work, in order to allow access for freight vehicles.

The impacts of implementation have been evaluated by counting the new traffic flows of different vehicles entering the restricted zone. Additionally, by using that information it has been also estimated the related decrease in emissions. Finally, through a telephone questionnaire to citizens it has been evaluated the percentage of population approving the measure.

The main results of the measure evaluation were:

- The tones of CO_2 emissions are decreased (-4%).

- The traffic flow have decreased around -60% from 2006 (before CIVITAS and tramway) to 2011 (before measure implementation), and an additional -6% from 2011 until 2012 (after measure implementation). The objective is achieved but the impact of this particular measure is lightly low.

Thanks to the implementation of a bundle of measures linked with the new superblock concept and tramway implementation (e.g. M05.01 – Superblocks Model in Vitoria-Gasteiz) among which there is also the access restriction scheme, the reduction of traffic flows in respect to the situation of year 2006 is huge (around -60%), even if the reduction due to the new access is only about -6%. So the contribution of this measure to goals' achievements in traffic flow indicator is low. Nevertheless, the initial objective to reduce passing traffic inside the superblock up to 65% from the situation before CIVITAS has been achieved.

This measure has then achieved better results thanks to the implementation of the measure about the building of the Superblocks Model because this new concept has allowed to distribute most of the traffic flows in the main roads, leaving the streets inside the superblock with only local traffic. Moreover, the fact of fining in function of passing travel time enforces to drive slower than before the installations of cameras.

In summary, it can be stated that mobility policies should be constituted by a set of measures pushing into the same direction, increasing the results and so benefits. This is the great added valued coming from projects like CiViTAS.

A   Introduction

A1   Objectives

The measure objectives are:

(A) High level / longer term:

- To implement demand management strategies based upon economic incentives.

- To introduce mobility services that promotes new forms of more energy-efficient vehicle use and/or ownership, and less car dependent lifestyles.

- To promote energy-efficient freight logistics services, and new concepts for goods distribution.

(B) Strategic level:

- To control the access to the city centre by a filter method compatible with the passing of the tramway (only allow to the residents, commercial loading-unloading and services).

- To improve the air and public space quality thank to a better demand management in the city centre.

- To contribute to superblocks concept, giving priority to the local traffic over the crossing traffic.

(C) Measure level:

(1) To reduce traffic crossing the superblock restricted area up to 65% in respect to the situation before CIVITAS.

(2) To reduce emmisions of polluting gasses inside the superblock up to 10% in respect to the situation before this measure.

A2   Description

The main objective of the measure is the control of the access to the city centre compatible with the passing of the tramway. The aim is to restrict only the crossing traffic, allowing entrance to the residents, commercial loading-unloading and services.

To achieve this, it is not possible to close the city centre with traditional bollards because they are not compatible with tramway passing. Then, it is necessary use imaginative dissuasive arguments to make the access easier for selected transports (tramway, residents, etc.) and more difficult to the rest.

The measure consists of implementation of cameras to recognize registration numbers at the entry and exit of an area into Central Superblock (S-1). See Figure A2.1 below.
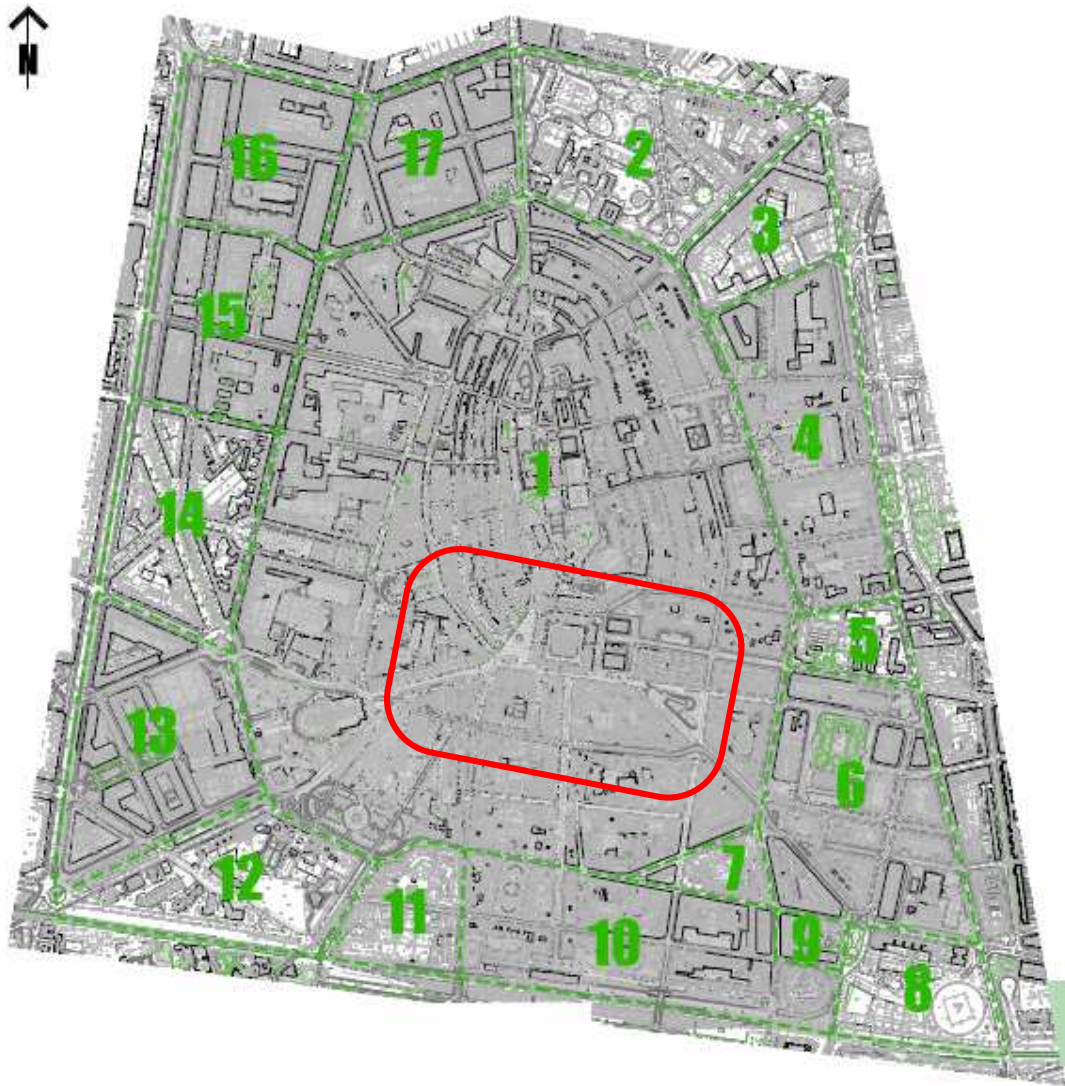
Figure A2.1: Operational area of the measure

The system consists of reading the registration number by the cameras of all vehicles entering and leaving the city centre. If the vehicle takes less than a certain time, the system considers it is a passing vehicle and therefore the driver must be fined. Otherwise, the vehicle is considered a resident or a goods distribution vehicle.

In addition, there is a database of authorized vehicles to pass into the area. This "white list" of vehicles includes public transport services, municipal police, fireman vehicles, street cleaning service, etc.

During the time of loading and unloading the system is off, in order to allow access for freight vehicles and because it is difficult to make the difference between vehicles (freight vehicles and the rest).

Figure A2.2: Cameras and itineraries

There are 5 cameras: 3 entry cameras and 2 exit cameras as the Figure A2.2 shows. With the location of these 5 cameras it is able to control the 4 different itineraries:

- E1-S2 (green itinerary): there is an entry camera (E1) at the beginning of Prado Street and an exit camera (S2) in Lehendakari Aguirre Street.

- E2-S1 (blue itinerary): there is an entry camera (E2) in Fueros Street (north) and an exit camera (S1) in Monseñor Cadena y Eleta Street, close to Florida Park.

- E3-S1 (yellow itinerary): there is an entry camera (E2) in Fueros Street (south) and an exit camera (S1) in Monseñor Cadena y Eleta Street, close to Florida Park.

- E1-S1 (red itinerary): there is an entry camera (E1) at the beginning of Prado Street and an exit camera (S1) in Monseñor Cadena y Eleta Street.

B   Measure implementation

B1   Innovative aspects

The innovative aspects of the measure are:

- **New conceptual approach, nationally** – The tramway passing along the street forced to seek access control solutions compatible with the infrastructure and functionality of the tramway.
  Use of new technology, regionally – The traditional system of bollards is replaced by a cameras system able to read vehicle registration.

- **Targeting specific user groups, regionally** – A segregation of users of the street is made in order to access to the city centre; only allow to residents, public transport and services.

B2   Research and Technology Development

Access restriction by cameras reading the car number plate in entry and exit of an area is the definitive solution. This system has been achieved after several approaches to the solution.

Firstly, automatic bollards were installed to prevent entry of unauthorized vehicles, allowing entrance through card identification systems such as "chip" or by an intercom system, but high maintenance cost, low safety in collisions and the implementation of tramway, made them removed.

Secondly, the access was regulated through a simple ban signal, supported by a camera access control in Fueros Street, so the denunciation could be justified with a photograph.

Finally, an ANPR system based on cameras at the entry and exit of the area are the solution to targeting specific user groups: residents, public transport services, emergencies, freight distribution, etc.

The system for the capture of the offence and processing of information consist of:

- License plate camera: analogical camera in black and white (PAL format) with filter IR (infrared) allowing reading of alphanumeric license plates. The same device that contains the camera includes infrared LEDs (IR) which provides IR illumination necessary for the license plate reading during the night.

- Panoramic colour camera: colour digital camera that associated with the license plate reading camera, allows visually identify the type, model and colour of vehicle.

- Control PC: PC that runs up to 25 images/second.

- Electronic supply and stabilization: Provides the necessary power to each and every one of the devices mentioned above.

Software module "Access Control": Software installed on the Control PC that allows manage the license plate and the comparison with all license plate included in the database in order to determine if the vehicle corresponds to an authorized or not authorized vehicle. If the license plate corresponds to the license plates included in the database of authorized vehicle, the system does not perform any operation, otherwise, the system stores the following information:

- Colour photo that will visually distinguish the brand, model and color of vehicle detected.

- Whole photography in B / W on which the system has detected the license plate.

- Cut B / W photography from the last image.

- Entry or exit camera point id.

- Date and time of detection.

- Registration of the license plate.

Figure B2.1: Picture from the entry camera E1: Magdalena Street

B3   Situation before CIVITAS

The city centre is the most commercial and social relationship zone in Vitoria-Gasteiz. This area is close to the historical centre, in the south (see Figure B3.1 below). It is crossed by four roads. One of the roads was closed to private traffic three years ago. The rest of them are crossed by 15.000-20.000 vehicles/day. This flow of traffic is too much to ensure a proper urban space quality (appropriate to a shopping and relationship area).

Figure B3.1: Map of Vitoria-Gasteiz, city centre

The Sustainable Mobility Plan of Vitoria-Gasteiz establishes a network of basic roads along which all the motorized ways of transport, either public (bus, tram and taxis) or private run. The aim is to disincentive the traffic in the rest of the network. So, the Sustainable Mobility Plan of Vitoria-Gasteiz develops the superblock concept.

A superblock is a geographical space delimited by basic streets that covers several city blocks. Superblocks concept establishes a hierarchy of streets according to their traffic, separating the crossing ones and the local ones. One of the objectives of superblocks concept is to reduce the traffic inside the superblocks.

New pedestrian areas appear in the inner of the superblocks. These areas are special places for pedestrians, cyclists, service and emergency vehicles, residents, freight distribution, etc. with speed limits to ensure a peaceful coexistence of pedestrians, cyclists and drivers. This is supported by the dissuasion of the crossing traffic flows through the superblocks.

In addition, the commissioning of tramway is an opportunity to restrict traffic in one of the three streets: the one that crosses the most sensitive pedestrian city zone. The problem is to separate the passing traffic from the tram, the residents and the services.

In fact, managing vehicle access to historic centres with high population density has become a cornerstone of the demands of residents' associations, merchants and other groups and, moreover, local public authorities.

Due to persistent indiscipline in respect of restricting vehicle entry to the pedestrian areas, automatic bollards have been installed to prevent entry of unauthorized vehicles, allowing entrance through card identification systems such as "chip" or by an intercom system, always with the remote command control system for rising bollards.

However, the maintenance of these systems resulted to be expensive and cumbersome, assuming a high cost for both the administration and the users who, despite the security measures of such systems, sometimes strike the bollard, with high damage to their vehicles. In addition, there were incompatibilities with new means of transport, such as the tramway.

To improve the situation, the access control system has been changed again. It is regulated by a simple ban signal plus a camera in Fueros Street, so the denunciation made by the police could be justified with a photograph. In this way, the fine is supported by 2 different evidences: the police control of vehicles parking and driving into the area, and photographical evidence by the camera in Fueros Street.

However, the change of access control system and the removing of physical barriers (bollards) brought into the light that there was a problem with the regulation normative of access to pedestrian areas.

Following the current normative, residents are not allowed access to pedestrian areas, so if you want to access (to bring the weekly shop, to move some furniture, to carry luggage, etc.), you have to request authorization from the city council. This is not always possible and in addition it produces too much paperwork for the city council.

Also, there is a problem with vehicles transporting disabled people. They are allowed access but there are several question about the practical regulation of them: What is the definition of a disabled person? Any 80-years-old person is a disabled person? Can the city council ask him to demonstrate that he is a physically handicapped person? Which vehicles can be authorized? Can any relative of that disabled person be authorized?

After this experience with camera installed in Fueros Street, it has been confirmed the difficulty to regulate such access because it is necessary to consider different groups, differing the access management for each of them:

- Registered (residents, local businesses, hotels, etc.).

- Registered visits (planned and unplanned).

- Public transport services and emergencies (taxis, rental cars, ambulances, security services, diplomatic and official cars, etc.).

- Access to official centres.

- Access to public parking.

For these reasons, through CIVITAS, it was decided to implement a new regulation which is avoided exclusively the vehicles through the pedestrian streets. So, the access restriction is currently controlled by cameras.

B4   Actual implementation of the measure

The measure is being implemented in the following stages:

Stage 1: Regulation definition project *(March 2009 – May 2011)***:**

At this stage it is completed the design of the configuration of the Central Superblock (S-1), the interesting one for the access control restriction. It includes a lot of information, even a proposal for the access control scheme. In particular the scheme defines:

- *The limit of the controlled area.*

- *The position of the gates.*

-    *The users categories allowed to enter and their potential rights.*

The technological aspect of the problem is already analyzed. The solution uses cameras to control the accesses. This technology still have not used in Spain as a transformation from bollards to cameras to access control, so legal aspects of the problem are not clear.

This topic is under discussion at political level. Its approval is very important because could start the implementation process. The political discussion needed a long time because the problem of access control is always critical for the citizens, particularly in Spain where this kind of measures are not so common.

Moreover, there is local elections in spring 2011, so politicians have to pay special attention to avoid potential controversial measures.

During this phase, one of the cameras is working to support with photographs denuncies done by police (see Figure B4.1).

Figure B4.1: Camera E3: Fueros Street

Stage 2: Camera installation *(January 2011 – March 2011)***:**

The tendering process for implementing this measure was delayed due to administrative issues with Treasury Department. The cost of this measure, in fact,wass not foreseen in the municipal internal budget. Anyway, this problem has been finally solved in 2011, and so in February of that year all 5 cameras have been installed, namely 3 entry cameras and 2 exit cameras as shown in the Figure B4.2 below.

the implantation of the measure consists to install 5 cameras:

Figure B4.2: Controlled routes by cameras control access

- *Entry camera E1: The new camera has been located on Magdalena Street. It controls access to the Prado Street and Cadena y Eleta Street. See Figure B4.3.*

Figure B4.3: E1: Magdalena Street

- *Entry camera E2: The new camera has been located at the intersection of Fueros Street and Postas Street. It controls access to Fueros Street, and thus one of the entrances to the General Alava Street. See Figure B4.4.*

Figure B4.4: E2: Fueros Street

- *Entry camera E3: The camera has been located on Fueros Street, closed to the Ortiz de Zárate Street. It controls access to the Fueros Street, General Alava Street and San Prudencio Street. See Figure B4.5.*

Figure B4.5: E3: Fueros Street

-    *Exit camera S1: The new camera is located on Cadena y Eleta. It controls vehicles that have entered from the Fueros Street to General Alava Street, as well as vehicles from Magdalena Street to Cadena y Eleta Street, even with this rotation allowed to public transport and services only. See Figure B4.6.*

Figure B4.6: S1: Cadena y Eleta Street

-    *Exit camera S2: The new camera is located on Lehendakari Aguirre Street. It controls all vehicles running on the route between Magdalena Street and Virgen Blanca Square. See Figure B4.7.*

Figure B4.7: S2: Lehendakari Aguirre Street

With the location of these 5 cameras it is able to monitor the existing 4 itineraries:

- *E1-S2: From Magdalena Street to Lehendakari Aguirre Street.*
- *E1-S1: From Magdalena Street to Cadena y Eleta Street.*
- *E2-S1: From Fueros Street (north) to Cadena y Eleta Street.*
- *E3-S1: From Fueros Street (south) to Cadena y Eleta Street.*

Stage 3: Information campaign and notification to affected *(April 2012 – July 2012)***:**

The application of the new technology and the new measure need an experimental period before being used for enforcement.

This stage is delayed because the political decision and the political communication strategy are not clear. The plan of the City Council is to do an extensive informative campaign in order to remind population that passing traffic through this area is already forbidden, and the cameras system is just a new way to control enforcement.

On April 2012, the City Council of Vitoria begins a campaign to inform citizens of Vitoria of the prohibition of passing traffic through the city center streets and the fine if it is failed .

From this date and for a short period of time, all owners of motor vehicles detected by cameras at these routes receive a personalized informative letter. In this letter, it is explained the measure in the framework of the PMSEP and it is requested the cooperation of citizens. In addition, it warns of the offense: driving on an area of restricted access to authorized vehicles indicating the date and time the offense occurred. Also in that letter it is included that, in brief, that offense would be liable to a fine.

The letter is accompanied by a brochure that includes a map which indicates the placement of cameras and restricted access routes.

In addition to letters, the information campaign is accompanied by a number of communication actions:

- *In order to strengthen the existing road signs and warn drivers of traffic ban (except authorized vehicles), information signs are placed at the entrances of the itineraries that warned that restricted access to the area is controlled by video cameras.*

- *Creating a space on the municipal website reporting the measure (http://www.vitoria-gasteiz.org/controlaccesocentro).*

- *Creating a web site with answers to a series of questions about campaign.*

- *The publication of a prospectus that it is distributed by local shops.*

- *Placing posters in all garages in the area.*

- *Advertisement in the back of three buses with information of the measure.*

- *Creation of a telephone information to handle inquiries from citizens regarding access control campaign.*

- *Presentation of the measure in a school in the area (Urkide School) for their particular impact on the group of parents who drop off and pick up students from the school.*

- *Presentation of the measure and the information campaign in a press conference.*

Since the launch of the information campaign, results are constantly monitored with regular technical meetings of some of the departments involved: Revenue Service of the Treasury Department, Traffic of Public Safety Department and Center Environmental Studies. The objective of these meetings is check how it is developing the campaign. Some issues are adapting according to collected data and the response received from citizens.

One of question that changes characteristics is the passing travel time. The information campaign is initiated with passing travel time of five minutes, the same for all four itineraries. These times are reduced at mid-season campaign in order to adjust to a more appropriate velocity to the distance covered in each itinerarie through a pedestrian area. In the last phase of the campaign, these times are reduced again to reach that it would drive at a speed of 30 km/h.

The purpose of this time reduction is to limit the number of offenders and to make the difference between those that actually passing by the area and those vehicles entering the area defined for tasks such as transporting and unloading of people or luggage.

In Figure B4.8 it is shown passing travel time in different moments of campaign.

	Magdalena (E1) **Cadena y Eleta (S1)**	**Magdalena (E1)** **Lehendakari Aguirre (S2)**	**Fueros (E2)** **Cadena y Eleta (S1)**	**Fueros (E3)** **Cadena y Eleta (S1)**
Beginning	300	300	300	300
Mid-season	300	120	150	150
Final	300	60	80	84

Figure B4.8: Passing travel time in seconds

Stage 4: Implementation *(September 2012)***:**

Finally, the enforcement of control access restriction through cameras start to fine on 17th September 2012, so the real implementation of the measure has started at that moment.

B5   Inter-relationships with other measures

The measure is related to other measures as follows:

- **Measure no. 02.01. New public transport network in Vitoria-Gasteiz** – Restricting passing vehicles access to the central area may improve the service of public transport. Also, restrictions to passing private vehicles made public transport more attractive.

- **Measure no. 05.01. Superblocks model** – This measure is based on the superblocks concept, so it improves to reach goals of this measure. Restrictions to private transport will benefice pedestrians and cyclists into the superblock.

- **Measure no. 07.01. Urban freight logistics within the superblocks model in Vitoria-Gasteiz** – Loading and unloading vehicles are allowed to access to this area so this kind of users are very benefit. Restrictions to passing private vehicles made more efficient urban freight logistic tasks.

C   Evaluation – methodology and results

C1   Measurement methodology

C1.1   Impacts and Indicators

No.	Impact	Indicator	Source	Date exante	Observations	Date expost	Observations
8	Environment	CO2 emissions	Traffic counts (cameras)	Nov 2011		Jul 2012	The cameras have been installed in 2011, the campaign has been launched in Apr 2012, but the system has started to fine in Sep 2012
10	Environment	NOx emissions	Traffic counts (cameras)	Nov 2011		Jul 2012	
11	Environment	Small particulate emissions	Traffic counts (cameras)	Nov 2011		Jul 2012	
21	Transport	Traffic flow	Traffic counts (cameras)	Nov 2011		Jul 2012	
26	Transport	Traffic distribution by type of vehicle	Cars, vans and trucks counts (cameras)	Nov 2011		Jul 2012	
14	Society	Acceptance level	Citizens survey	Apr 2011		Oct 2012	

Figure C1.1.1: Indicators

- **Indicator 21** (*Traffic flow*)

    Units: veh/day

    This is the main indicator since the measure is oriented to reduce the traffic flow in the city centre. The control access by cameras led to make more difficult the passing flow of vehicles for some streets dedicated to other uses (pedestrians, commerce, citizen relationship, etc.). For that reason, other indicators are related to traffic flow, so this is the basic indicator.

    There are 5 cameras: 3 entry cameras and 2 exit cameras as the Figure C1.1.2 shows below:

    - Entry camera E1: The new camera will be located on Magdalena Street. It will control access to the Prado Street and Cadena y Eleta Street.

    - Entry camera E2: The new camera will be located at the intersection of Fueros Street and Postas Street. It will control access to Fueros Street, and thus one of the entrances to the General Alava Street.

    - Entry camera E3: The camera is located on Fueros Street, close to the Ortiz de Zárate Street. It controls access to the Fueros Street, General Alava Street and San Prudencio Street.

    - Exit camera S1: The new camera will be located on Cadena y Eleta. It controls vehicles that have entered from the Fueros Street to General Alava Street, as well as vehicles from Magdalena Street to Cadena y Eleta Street, even with this rotation allowed to public transport and services only.

    - Exit camera S2: The new camera will be located on Lehendakari Aguirre Street. It controls all vehicles running on the route between Magdalena Street and Virgen Blanca Square.

Figure C1.1.2: Controlled routes by cameras control access

With the location of these 5 cameras it will be able to monitor the existing 4 itineraries:

- E1-S2: From Magdalena Street to Lehendakari Aguirre Street.
- E1-S1: From Magdalena Street to Cadena y Eleta Street.
- E2-S1: From Fueros Street (north) to Cadena y Eleta Street.
- E3-S1: From Fueros Street (south) to Cadena y Eleta Street.

The traffic counts were obtained during a working day (24 h), due to the assumption of traffic flow is very similar during working days, with the exception of unusual events, for example strikes, demonstrations, performances, or whatever extraordinary happenings.

The ex-ante traffic counts were done on 22nd November 2011. The ex-post traffic counts are done on 3rd July 2012, at the end of information campaign. Both days were Tuesday, in order to make more similar the situation between the ex-ante data collection and the ex-post data collection. Apart from that, daily counts have been collected during the information campaign (from 13th February 2012 to 23rd July 2012), in order to analyse the evolution of traffic flow. Figures C2.2.5 and C2.2.6 shows as traffic along the weekdays follow the same pattern.

The location of the cameras in the streets of Fueros, Postas, Ortiz de Zarate, Prado y Magdalena was chosen by City Council. The criteria for this selection was that these streets are in the city centre and they have some characteristics very particular, for example, it is an area where a lot of activities and performances are located in, it is an area with an important visibility of the city, it is as an icon of the city, there are several pedestrian areas surrounding this area, it is the place for citizens relationship, etc.

- **Indicators 8, 10 and 11** (*CO2 emissions, NOx emissions and Small particulate emissions*)

  Unit: tonnes of CO2, tonnes of NOx, tonnes of small particulate

  CO2, CO, NOx and particulate emissions coming from the vehicles circulating through the city centre. It can be calculated through a formula of average emission (in grams per vehicle and kilometer) multiplied by the number of veh-km per year in the controlled area by cameras.

The indicators follow this formula:

A = B x C x D x 365

Where:

A = Yearly total emissions (tonnes of CO2, tonnes of NOx, tonnes of small particulate)

B = Total vehicles crossing the controlled area by cameras (veh-day)

C = Amount of kilometres in the controlled area by cameras (km)

D = Average value of emissions per vehicle-km (tn/km)

The assumption of average value of emissions per vehicle-km is taken from Copert Report, by the European Commission. It was considered the standard distribution of the existing type of vehicles circulating in the city of Madrid. The next table shows this assumption.

This data is obtained from the data of city of Madrid due to this an assumption difficult to obtain for each city. A big city as Madrid provides specific and deep studies related to mobility that can be extrapolated to other similar cities. We consider that the characteristics related to social and economical level in Madrid and Vitoria-Gasteiz are similar, so the distribution fleet in Vitoria-Gasteiz can be assumed as the Madrid one (see Figure C1.1.3).

	% vehicles	emission factors		
		CO2	Nox	PM 2,5
Cars	**89%**	**169,15**	**0,526**	**0,0326**
Euro 0 gasoline	0,8%	289,95	2,500	0,0240
Euro I gasoline	2,7%	202,21	0,434	0,0240
Euro II gasoline	3,2%	194,48	0,237	0,0240
Euro III gasoline	9,9%	181,24	0,096	0,0110
Euro IV gasoline	10,1%	170,22	0,061	0,0110
Euro 0 diesel	0,6%	192,03	0,723	0,2460
Euro I diesel	1,2%	203,87	0,691	0,0877
Euro II diesel	2,5%	190,72	0,726	0,0594
Euro III diesel	18,7%	174,52	0,780	0,0412
Euro IV diesel	39,2%	153,66	0,601	0,0342
Light Duty Vehicles	**6%**	**400,96**	**0,922**	**0,0598**
Euro 0 diesel	0,1%	400,96	1,660	0,3560
Euro I diesel	0,1%	400,96	1,220	0,1170
Euro II diesel	0,2%	400,96	1,220	0,1170
Euro III diesel	1,8%	400,96	1,030	0,0783
Euro IV diesel	3,8%	400,96	0,831	0,0409
Heavy Duty Vehicles	**5%**	**442,40**	**2,076**	**0,0320**
Euro 0 diesel	0,1%	535,61	4,700	0,3330
Euro I diesel	0,1%	456,70	3,370	0,1290
Euro II diesel	0,2%	437,96	3,490	0,0610
Euro III diesel	1,5%	460,60	2,630	0,0566
Euro IV diesel	3,2%	432,08	1,640	0,0106
Average		**196,72**	**0,627**	**0,0342**

Figure C1.1.3: Emission factors

In the same way that it is explained for the indicator 21, traffic counts are taken in each camera located on the street of Fueros, Postas, Ortiz de Zarate, Prado y Magdalena. The ex-ante traffic counts were done on 22nd November 2011. The ex-post traffic counts were done on 3rd July 2012, at the end of information campaign.

- **Indicator 14** (*Acceptance level*)

Unit: Index of the "perception" of measure (0 to 10)

Data is obtained through surveys to Vitoria-Gasteiz citizens. This survey is composed of several questions related to the Superblocks concept for access restriction in Vitoria-Gasteiz. There are 400 interviews to Vitoria-Gasteiz people over 16 years. They are carried out by telephone, by random selection, but with a homogeneous distribution of age and sex. Figure C1.1.4 shows distribution of surveys by age and sex.

Population	Total	Male	Female
16-35	61615	31815	29800
36-65	104205	51569	52636
>65	39243	17044	22199

Total	205063	100428	104635

Surveys	Total	Male	Female
16-35	120	62	58
36-65	203	101	103
>65	77	33	43
Total	**400**	**196**	**204**

Figure C1.1.4: Distribution by age and sex

After that, data is validated by analysis cases top/under deviation standard with SPSS software.

The data collection is planned before (ex-ante) and after (ex-post) the implementation of the measure.

Data is statistically treated:

- o   Coherence analysis by logical distance travelled and analysis cases top/under deviation standard.

- o   Program for analysis of cases: SPSS.

The representativeness of the sample is as follows,

Statistical universe (up to 16 years old)	205063
Number of surveys	400
Statistical confidence interval	95%
% error p=0,5	4,90%

Figure C1.1.5: Statistical error

The survey model is shown in the Annex 1.

In order to calculate this indicator, it is used the following question in the survey:

Thinking about the various actions that are taking within the project CIVITAS in the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)?

- • **Indicator 26** (*Traffic distribution by type of vehicle*)

Unit: % motorcycles, % heavy goods vehicles, % commercial vehicles, % utility vehicles

It counts the number of vehicles travelling through the controlled area by cameras distinguishing the different kind of vehicles (utility vehicles, commercial vehicles, heavy goods vehicles and motorcycles), before and after implementation of the measure. The ex-ante traffic counts were done on 22nd November 2011. The ex-post traffic counts were done on 3rd July 2012, at the end of information campaign.

C1.2   Establishing a Baseline

It is considered 2011 as the baseline, before installing the cameras. The measure results are obtained from traffic counts for indicators 8, 10, 11, 21 and 26; and from a survey for the indicator 14.

- **Indicators 8, 10, 11, 21 and 26** (*CO2 emissions, NOx emissions and Small particulate emissions, Traffic flow and Traffic distribution by type of vehicle*)

In order to know the status of these indicators before implementing the measure, it is counted the traffic flow by cameras to control the amount of vehicles and the kind of vehicles passing by the area.

The results of the counts are shown in Annex 4. The results of ex-ante (22nd November 2011) counts are:

From 7 am to 12 am	Entry 1	Entry 2	Entry 3	Total
Motorcycles	1	2	2	**5**
Utility vehicles	186	313	49	**548**
Commercial vehicles	177	98	130	**405**
Heavy goods vehicles	54	13	29	**96**
Total vehicles	**418**	**426**	**210**	**1.054**

Rest of the day	Entry 1	Entry 2	Entry 3	Total
Motorcycles	7	11	0	**18**
Utility vehicles	283	463	24	**770**
Commercial vehicles	82	82	26	**190**
Heavy goods vehicles	87	10	7	**104**
Total vehicles	**459**	**566**	**57**	**1.082**

Total daily	Entry 1	Entry 2	Entry 3	Total
Motorcycles	8	13	2	**23**
Utility vehicles	469	776	73	**1.318**
Commercial vehicles	259	180	156	**595**
Heavy goods vehicles	141	23	36	**200**
Total vehicles	**877**	**992**	**267**	**2.136**

Figure C1.2.1: Ex-ante data collection

In order to calculate the amount of emissions, we consider the distance for each route:

- E1-S2: From Magdalena Street to Lehendakari Aguirre Street. 470 meters.
- E1-S1: From Magdalena Street to Cadena y Eleta Street. 0 meters.
- E2-S1: From Fueros Street (north) to Cadena y Eleta Street. 710 meters.
- E3-S1: From Fueros Street (south) to Cadena y Eleta Street. 710 meters.

Then, the results of emissions are:

	Vehicles			Vehicles-km				Factor (g/km)			Emissions (tn)		
Total daily	Entry 1	Entry 2	Entry 3	Entry 1	Entry 2	Entry 3	Total	CO2	NOx	PM	CO2	NOx	PM
Utility vehicles	469	776	73	80.457	201.100	18.918	300.475	169,15	0,526	0,0326	50,83	0,158	0,0098
Commercial vehicles	259	180	156	44.431	46.647	40.427	131.506	400,96	0,922	0,0598	52,73	0,121	0,0079
Heavy goods vehicles	141	23	36	24.189	5.960	9.329	39.478	442,40	2,076	0,0320	17,47	0,082	0,0013
Total vehicles	**869**	**979**	**265**	**149.077**	**253.708**	**68.675**	**471.460**				**121,02**	**0,361**	**0,0189**

Figure C1.2.2: Ex-ante calculations

The results of baseline for each indicator are:

Before	**2011**
CO2 emissions (tn)	121,02

Before	**2011**
NOx emissions (tn)	0,361

Before	**2011**
Small particulate emissions (tn)	0,0189

Before	**2011**
Traffic flow	2.136

Before	**2011**
Traffic distribution (moto / car / van / truck)	1% / 62% / 28% / 9%

Figure C1.2.3: Ex-ante indicator value

- **Indicator 14** (*Acceptance level*)

  The ex-ante data collection is done in April 2011. The survey results are detailed in Annex 2.

  The results of baseline for this indicator are:

Before	**2011**
Acceptance level	6,18

Figure C1.2.4: Ex-ante indicator value

C1.3 Building the Business-as-Usual scenario

- **Indicators 8, 10, 11 and 21** (*CO2 emissions, NOx emissions and Small particulate emissions and Traffic flow*)

  The evolution of CO2, NOx and small particulate emissions presents a proportional relationship with traffic flow in the city. That is, the more veh-km done the more emissions there are. For the Business-as-Usual scenario has been used extrapolation from historical data on vehicle traffic in Vitoria-Gasteiz (see Figure C.1.3.1).
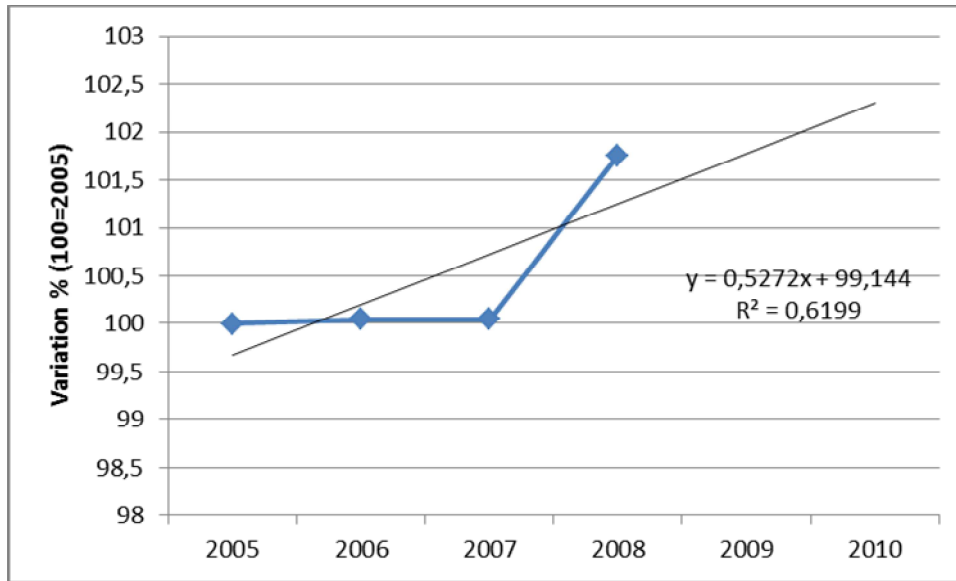
Figure C1.3.1: Historical and B-a-U evolution of traffic flow in Vitoria-Gasteiz

The traffic counts were done since 2005 to 2009, but the date of 2009 is invalid because it is a weird data. The traffic is affected by the economic situation of that year and the impact of opening the new tram in the city centre. Therefore this year has not been considered. As the chart shows, the traffic flow is generally growing due to the rise of motorised journeys during the last few years.

The value of R2 is 0,6199. If it makes a trend forecast for next years, it is obtained a result of 102,3% relative to2005, that is, an annual increase of 0.52%. Therefore, without applying the measure in 2012 would be 0.52% more emissions than in 2011.

Business-as-Usual	2012
Trend of traffic flow	0,52%
CO2 emissions (tn)	121,65

Business-as-Usual	2012
Trend of traffic flow	0,52%
NOx emissions (tn)	0,363

Business-as-Usual	2012
Trend of traffic flow	0,52%
Small particulate emissions (tn)	0,0190

Business-as-Usual	2012
Trend of traffic flow	0,52%
Traffic flow	2.147

Figure C1.3.2: B-a-U indicator value

- **Indicator 14** (*Acceptance level*)

   If this measure wasn't implemented, the acceptance level would be as before. It is considered that there are no effects of other factors that have any influence on this indicator. In this case the Business-as-Usual scenario is equal to the baseline situation.

Business-as-Usual	2012
Acceptance level	6,18

Figure C1.3.3: B-a-U indicator value

- **Indicator 26** (*Traffic distribution by type of vehicle*)

   The evolution of traffic distribution by type of vehicle is assumed constant, so it is considered that there are no effects of other factors that have any influence on this indicator. The results of Business-as-Usual scenario for this indicator are:

Business-as-Usual	2012
Traffic distribution (moto / car / van / truck)	1% / 62% / 28% / 9%

Figure C1.3.4: B-a-U indicator value

C2 Measure Results

The results are presented under subheadings corresponding to the areas used for indicators: economy, environment, transport and society.

C2.1 Environment

In the same way as for baseline scenario, it is obtained the results of the environmental indicators after implementing the measure. These are the results of the indicators 8, 10 and 11:

The results of the counts are shown in Annex 5. The results of ex-post (3rd July 2012) counts are:

From 7 am to 12 am	Entry 1	Entry 2	Entry 3	Total
Motorcycles	6	5	0	**11**
Utility vehicles	158	300	48	**506**
Commercial vehicles	161	88	121	**370**
Heavy goods vehicles	69	12	31	**112**
Total vehicles	**394**	**405**	**200**	**999**

Rest of the day	Entry 1	Entry 2	Entry 3	Total
Motorcycles	5	7	0	**12**
Utility vehicles	238	423	35	**696**

Commercial vehicles	68	75	14	**157**
Heavy goods vehicles	120	8	19	**147**
Total vehicles	**431**	**513**	**68**	**1.012**

Total daily	**Entry 1**	**Entry 2**	**Entry 3**	**Total**
Motorcycles	11	12	0	**23**
Utility vehicles	396	723	83	**1.202**
Commercial vehicles	229	163	135	**527**
Heavy goods vehicles	189	20	50	**259**
Total vehicles	**825**	**918**	**268**	**2.011**

Figure C2.1.1: Ex-post data collection

In order to calculate the amount of emissions, we consider the distance for each route:

- E1-S2: From Magdalena Street to Lehendakari Aguirre Street. 470 meters.
- E1-S1: From Magdalena Street to Cadena y Eleta Street. 0 meters.
- E2-S1: From Fueros Street (north) to Cadena y Eleta Street. 710 meters.
- E3-S1: From Fueros Street (south) to Cadena y Eleta Street. 710 meters.

Then, the results of emissions are:

Total daily	Vehicles			Vehicles-km				Factor (g/km)			Emissions (tn)		
	Entry 1	Entry 2	Entry 3	Entry 1	Entry 2	Entry 3	Total	CO_2	NOx	PM	CO_2	NOx	PM
Utility vehicles	396	723	83	67.934	187.365	21.509	276.809	169,15	0,526	0,0326	46,82	0,146	0,0090
Commercial vehicles	229	163	135	39.285	42.241	34.985	116.512	400,96	0,922	0,0598	46,72	0,107	0,0070
Heavy goods vehicles	189	20	50	32.423	5.183	12.958	50.563	442,40	2,076	0,0320	22,37	0,105	0,0016
Total vehicles	**814**	**906**	**268**	**139.642**	**234.790**	**69.452**	**443.884**				**115,91**	**0,358**	**0,0176**

Figure C2.1.2: Ex-post calculations

The results for these indicators are:

After	2012
CO_2 emissions (tn)	115,91

After	2012
NOx emissions (tn)	0,358

After	2012
Small particulate emissions (tn)	0,0176

Figure C2.1.3: Ex-post indicator value

The table of results of the indicators is as follows.

Indicator	Before (2011)	B-a-U (2012)	After (2012)	Difference: After - Before		Difference: After - B-a-U	
8. CO2 emissions (tn)	121,02	121,65	115,91	-5,11	-4%	-5,74	-5%
10. NOx emissions (tn)	0,361	0,363	0,358	-0,003	-1%	-0,005	-1%
11. Small particulate emissions (tn)	0,0189	0,0190	0,0176	-0,0013	-7%	-0,0014	-7%

Figure C2.1.4: Environment results

Results are positive in terms of reduction of emissions, although better results were expected. Traffic reduction is low because the proportion of passing traffic is less than expected. In order to confirm this topic, a new data collection would be recommended after September 2012 when the system starts to fine.

It is interesting to note that the reduction of emissions is different for each pollutant. For example, NOx reduction is only 1% while CO2 and small particulates reductions are 4% and 7% respectively. The reason for this is the change of traffic distribution by type of vehicle. Heavy goods vehicles flow is increased but utility vehicles and commercial vehicles flows are decreased, so that is why the difference in reduction of each pollutant.

C2.2 Transport

In the same way as for baseline scenario, it is obtained the results of the transport indicators after implementing the measure. These are the results of the indicators 21 and 26:

After	**2012**
Traffic distribution (moto/car/van/truck)	1% / 60% / 26% / 13%

After	**2012**
Traffic flow	2.011

Figure C2.2.1: Ex-post indicator value

The table of results of the indicator is as follows.

Indicator	Before (2011)	B-a-U (2012)	After (2012)	Difference: After - Before		Difference: After - Before	
21. Traffic flow	2136	2147	2011	-125	-6%	-136	-6%
26. Traffic distribution by type of veh.	1% / 62% / 28% / 9%	1% / 62% / 28% / 9%	1% / 60% / 26% / 13%	0% / -2% / -2% / 4%		0% / -2% / -2% / 4%	

Figure C2.2.2: Transport results

Results are positive in terms of reduction of traffic flow, although better results were expected. Traffic reduction is low because the proportion of passing traffic is less than expected at the moment of implementation this measure. That is, the most of passing traffic has been removed before this measure with tramway construction and superblocks model, and actually the proportion of passing traffic is residual.

This is a clear case of co-operative measure, where a set of actions are characterized by the same or similar objectives and, accordingly, weighted upon a certain number of impacts represented by this common indicator (traffic flow). From the evaluation perspective, when estimating the cumulative effects of a group of measures having similar main objectives and insisting on the same spatial area, the different starting time is the sole binding element for being able to identify the contribution of each measure to goals' achievements.

In this particular case, measures belonged to CIVITAS as 5.01 Superblocks Model, and others out of CIVITAS as the tramway construction, has obtained results before the implementation of this measure. In order to know what the impact of each action is over the indicator of traffic flow, it is necessary to compare historical data before CIVITAS and tramway construction.

The data of traffic flow in analysed streets are as Figure C2.2.3 shows:
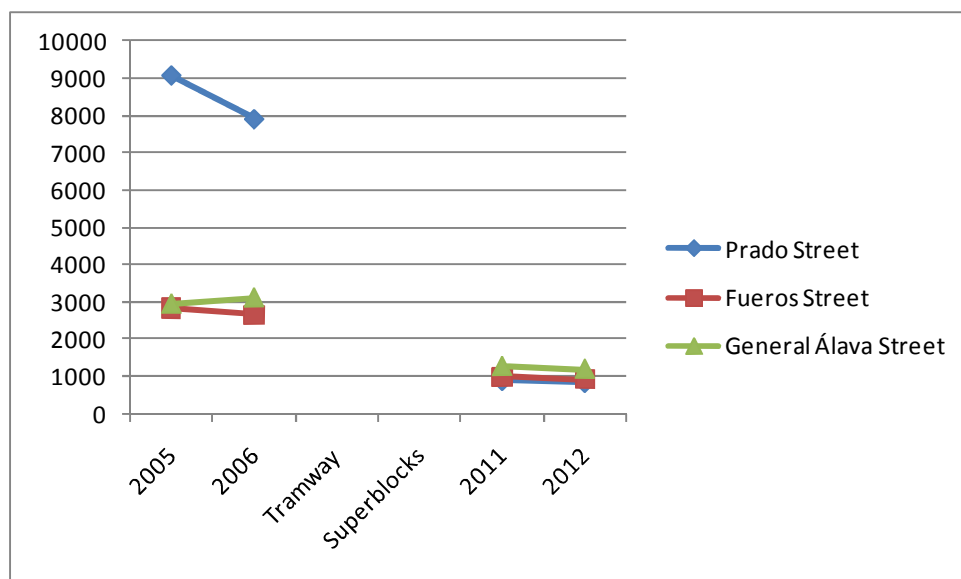
Figure C2.2.3: Traffic flow evolution during last years

In Figure C2.2.4 it is explained the evolution of traffic flow from 2005 and 2006 (before CIVITAS and tramway) to 2011 (before M3.01) and 2012 (after M3.01).

	2005	2006	2011	2012	Var 2006/2011	Var 2006/2012	Var 2011/2012
Prado Street	9071	7897	877	825	-88,9%	-89,6%	-5,9%
Fueros Street	2833	2646	992	918	-62,5%	-65,3%	-7,5%
General Álava Street	2926	3089	1259	1186	-59,2%	-61,6%	-5,8%

Figure C2.2.4: Traffic flow evolution during last years

The reduction in traffic flow due to CIVITAS and tramway implementation is huge (-89%, -63%, -59%), but the reduction due to access control by cameras is low (-6%, -8%, -6%). So the contribution of measure 3.01 Superblocks Concept for Access Restriction to goals' achievements in traffic flow indicator is only a -6% average (see Figure C2.2.2). However, the initial objective to reduce passing traffic inside the superblock up to 65% from the situation before CIVITAS is achieved, as it is demostrated in Figure C2.2.3 and Figure C2.2.4.

Also, it is interesting to analyse the evolution of traffic flow during the information campaign. Figure C2.2.5 and Figure C2.2.6 show the total flow of vehicles (all of them) during the day and from 7 am to 12 am (freight logistic distribution timetable) in entry E2 Fueros Street (north) and in entry E1 Prado Street. The data collection goes from 13th February 2012 to 23rd July 2012, covering all the information campaign. The tends is always decreasing the traffic flows, more for total daily values than freight logistic distribution timetable, and more for Prado Street than Fueros Street. So, this means that information campaign is working properly.
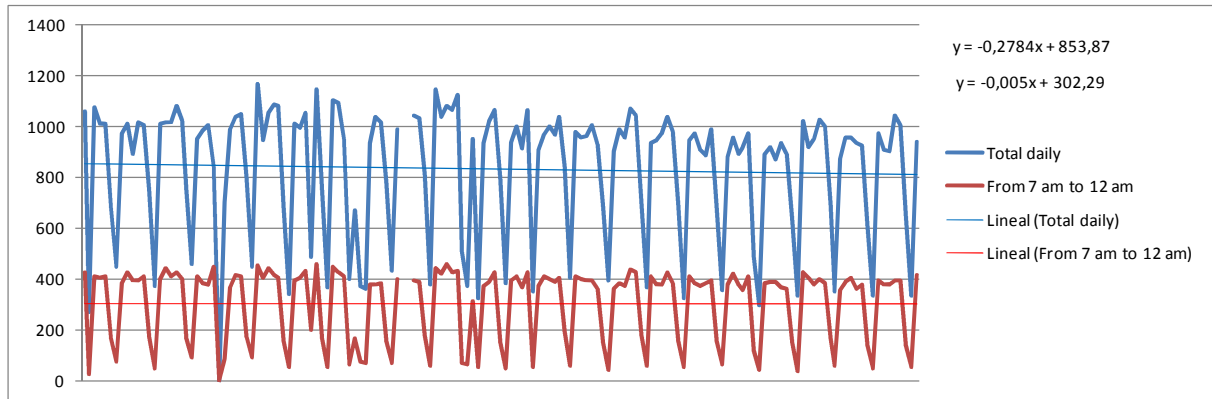
Figure C2.2.5: Traffic flow evolution during information campaign E2: Fueros Street (north)
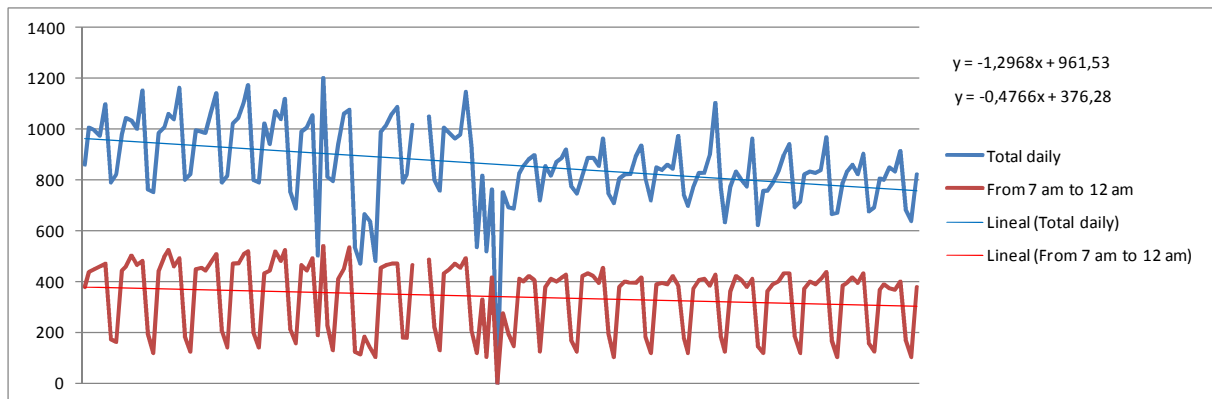
Figure C2.2.6: Traffic flow evolution during information campaign E1: Prado Street

Apart from that, it is interesting to note that the reduction of traffic is different for each vehicle. Heavy goods vehicles flow is increased 60% but utility vehicles and commercial vehicles flows are decreased 9% and 11% respectively. So in this way, the objective of facilitating the freight distribution and making more difficult to cars is achieved.
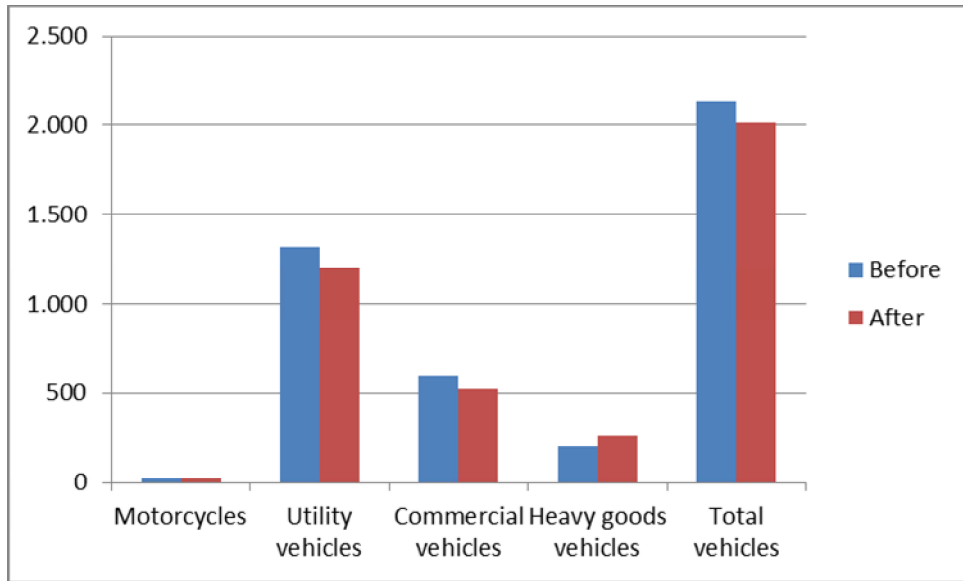
Figure C2.2.3: Comparison between ex-ante and ex-post situation

C2.4 Society

The ex-post data collection is taken in October 2012, after the implementation of the measure, that is after the system starts to fine. The methodology of citizen surveys is explained before.

After	2012
Acceptance level	6,51

Figure C2.4.1: Ex-post indicator value

The exploitation of the survey carried out is shown in Annex 2 and Annex 3 (ex-ante and ex-post results).

Indicator	Before (2011)	B-a-U (2012)	After (2012)	Difference: After - Before		Difference: After - B-a-U	
14. Acceptance level	6,18	6,18	6,51	0,33	5%	0,33	5%

Table C2.4.2: Society results

The acceptance level of this measure is not too high. The reason for this low acceptance level could be the fact of the system is based on fines, so there is a negative impact on citizens.

C3 Achievement of quantifiable targets and objectives

No.	Target	Rating
1	To reduce passing traffic inside the superblock up to 65% from the situation before	**★★**

	CIVITAS. *The traffic flow have decreased around -60% from 2006 (before CIVITAS and tramway) to 2011 (before measure implementation), and an additional -6% from 2011 until 2012 (after measure implementation). The objective is achieved but the impact of this particular measure is lightly low.*	
2	To reduce emmisions of polluting gasses inside the superblock up to 10% from the situation before this measure. *The tones of CO2 emissions are decreased (-4%).*	**✱**
NA = Not Assessed O = Not Achieved ✱ = Substantially achieved (at least 50%) **✱✱ = Achieved in full ✱✱✱ = Exceeded**		

Table C3.1: Achievement of objectives

C4   Up-scaling of results

The measure is implemented on a limited area in the city, so this system may be implemented in extensions of the current area with new cameras (Herrería Street, Correria Street, etc.) or in new areas if they are become to pedestrian areas (for example San Antonio Street or San Francisco Street) which only require the installation of entry cameras to add the installed ones.

However, as it is explained before, the results of the access restriction with cameras is limited. Other measures have more impacts on reduction of traffic flow, so installation of cameras offers an additional support to measures more important as changing circulation direction, reducing lanes to vehicles, etc.

For all these reasons, it is very difficult to calculate results of up-scaling actions, because each situation is completely different to others.

C5   Appraisal of evaluation approach

Access restriction and superblocks model means an important modification of the traffic in the city. The influence on the traffic is affected different aspects to the city, for example the transport and traffic, emissions, consumption to the fuel, (impacts in the economy, energy and environment) and the quality of life to the citizens (impact in the society). The implementation of the measure involves different aspects like economy, society, energetic and transports. For this reason it is necessary to analyze several indicators in every field.

Some of the indicators selected previously are eliminated or changed by others due to the repetition of impact evaluated. This is the case of CO emissions. In addition, other indicators are added as traffic flow.

Other problems during the evaluation process are:

- For traffic flow, traffic distribution by type of vehicle, CO2, NOx and small particulate emissions, the period to evaluate the impact is limited because of the late start of implementation phase in respect to the project lifetime, so it is recommended to repeat the ex-post data collection in order to wait for the consolidation of the measure.

C6   Summary of evaluation results

The key results are as follows:

- **Key result 1** – The reduction of CO2 emissions is lower than original objective but not less important for improve the quality of life of the area. The fact of fining in function of passing travel time enforces to drive slower than before implementation of cameras. In order to analyze the consolidation of the measure impact, it is recommended to repeat the ex-post data collection.

- **Key result 2** – The objective of reduction of traffic flow from the situation before CIVITAS is achieved, but mainly due to the construction of tramway in 2008 and the superblocks concept, so the impact of this particular measure is lightly low.

- **Key result 3 –** This measure has achieved better results due to the implementation of the measure 5.01 Superblocks Model because the concept of superblocks allows distributing most of the traffic flow to the main streets, leaving the streets inside the superblock with only local traffic.

C7   Future activities relating to the measure

The installed cameras form a controlled area into the Central Superblock (S-1), and this initial access control regulation is not a barrier to an additional area with control regulation in the future. The measure is implemented on a limited area in the city, so this system may be implemented in extensions of the current area with new cameras (Herrería Street, Correria Street, etc.) or in new areas if they are become to pedestrian areas (for example San Antonio Street or San Francisco Street) which only require the installation of entry cameras to add to the installed ones.

Apart from this, the City Council is often receiving complaints, suggestions and notifications by citizens of Vitoria-Gasteiz about problems with the measure, so these are studied and solved in case. In this way, it seems necessary changing the regulation municipal normative to access to pedestrian areas in order to define in a clear way in which cases a vehicle can access to these areas.

D Process Evaluation Findings

D1 Deviations from the original plan

- **Deviation 1** – The implementation was delayed because the political decision and the political communication strategy are not clear. The finalization of this stage was delayed several months and this produced delays in implementation.

- **Deviation 2** – The period dedicated to dissemination was longer than original plan because it was very important the information campaign. The high negative impact of the measure produced an increase in resources dedicated to offer information and attend claims from citizens (advertisements, posters, telephone information, etc.).

- **Deviation 3** – The passing travel time was reduced twice to limit the number of offenders and to make the difference between those that actually passing by the area and those vehicles entering the area defined for tasks such as transporting and unloading of people or luggage.

- **Deviation 4** – There were several problems during the campaign due to human or system failures: Malfunction of the cameras that don't took pictures for a few days, authorized vehicles that were not included in the "white list", confusion in the name of the entry and exit streets.

- **Deviation 5** – Lack of time to evaluate properly ex-post results.

D2 Barriers, drivers and activities

D2.1 Barriers

Preparation phase

- **Problem related –** Complexity of the problem to be solved, lack of shared sense of urgency among key stakeholders to sustainable mobility: The main problem is that streets are not completely pedestrian streets, but there are a number of vehicles that are allowed to access (buses, parking users, garage residents, loading and unloading vehicles, garbage trucks, ambulances, police, etc.). This difficult lead to the solution of itineraries controlled by cameras ant entry and exit.

- **Political, strategic** – Opposition of key actors based on political and/or strategic motives, lack of sustainable development agenda or vision, impacts of a local election, conflict between key (policy) stakeholders due to diverging believes in directions of solution: This stage is delayed because the political decision and the political communication strategy are not clear. The plan of the City Council is to do an extensive informative campaign in order to remind population that passing traffic through this area is already forbidden, and the cameras system is just a new way to control enforcement.

Implementation phase

- **Technological –** Additional technological requirements, technology not available yet, technological problems: There are several problems with the system due to human or system failures: malfunction of the cameras that don't took pictures for a few days, authorized vehicles that were not included in the "white list", confusion in the name of the entry and exit streets, etc.

Operation phase

- **Institutional –** Impeding administrative structures, procedures and routines, impeding laws, rules, regulations and their application, hierarchical structure of organizations and programs: The legal regulation for using of pedestrian areas is from 1999, and this allow several situations of conflicts for vehicles that enter to pick up and drop people with reduces mobility, that it is allowed in the municipal normative.

- **Organizational –** Failed or insufficient partnership arrangements, lack of leadership, lack of individual motivation or know-how of key measure persons: A large number of vehicles detected as unauthorized access belongs to the different departments and companies of the City Council of Vitoria-Gasteiz.

D2.2 Drivers

Preparation phase

- **Institutional** – Facilitating administrative structures, procedures and routines, facilitating laws, rules, regulations and their application, facilitating structure of organizations and programs: The measure is part of the Sustainable Mobility and Public Space City Plan. This multidisciplinary strategy has involved various departments of the City Council and has provided an environment of collaboration and work between them. When this measure is performing, there are administrative procedures and routines that are useful for their development.

Implementation phase

- **Involvement, communication** – Constructive and open involvement of policy key stakeholders, constructive and open consultation and involvement or citizens or users: The communication campaign has been very powerful and it has been extended over the time, so citizens can know in detail the impact of the measure.

Operation phase

- **Positional** – The measure concerned is part of a (city) program and/or a consequence of the implementation of a sustainable vision, exchange of experiences and lessons learned with other measures or cities: This measure has been favored within the CIVITAS project as an integrated developed of several actions in the city because synergies have been achieved by other measures. In this case, the measure 5.01 Superblocks Concept has supported in an important way to the success of this measure, because the concept of superblocks allows distributing most of the traffic flow to the main streets, leaving the streets inside the superblock with only local traffic.

D2.3 Activities

Preparation phase

- **Political, strategic** – Development of vision on sustainable development or sustainable mobility, development of a program towards sustainable development or sustainable mobility, discourse with key stakeholders (politicians, etc.) about the sustainability problems to be solved: This measure is included in the Sustainable Mobility Plan, so there is a high awareness by politicians and social stakeholders of the need to promote the sustainable mobility. There were several

meetings among different City Council departments and politicians to analyze problems to be solved. Many activities were carried out to explain the problem, and there were several proposals to integrate the work into the organizational structures of City Council.

Implementation phase

- **Involvement, communication** – Consultation of target groups by workshop, conference, focus group, expert meeting, face-to-face interviews or questionnaires, telephone interviews or questionnaires or web based questionnaires, public awareness campaign about the sustainability problems to be solved, bringing together key stakeholders to discuss the sustainability problems to be solved (sharing different viewpoints), public awareness campaign about the measure through media activities, involvement of key stakeholders (politicians, etc.) in the measure: Important processes of participation and information were carried out by workshop, conference, focus groups, public awareness campaigns about the measure. This improves the involvement of key stakeholders in the measure.

Operation phase

- **Positional** – Put the measure concerned into a running sustainability program (combined with the strategic actions), activities to exchange experiences with other measures / cities (workshop, conference, focus group etc): This measure has achieved better results due to the implementation of the measure 5.01 Superblocks Concept because the concept of superblocks allows to distribute most of the traffic flow to the main streets.

D3 Participation

D3.1 Measure Partners

- **Measure partner 1** – AVG: Vitoria-Gasteiz City Council. Leading role. The City Council manage the town located in the centre of the province of Álava. Its area is 276.81 km2. Vitoria-Gasteiz has tripled its population in recent decades. The city participates in CiViTAS project in MODERN consortium. During 2012, it is European Green Capital.

- **Measure partner 2** – RACVN: Automobile Royal Club of Euskadi and Navarra. Principle participant. The RACVN was born with the aim of promoting, protecting and defending motorists, seeking partners for the greatest number of advantages and benefits, organizing and promoting tourism and auto races, competitions, exhibitions and other companies for the development of motorsports. The role is to evaluate this measure.

D3.2 Stakeholders

The Sustainable Mobility Agreement was written and signed in 2007 by different social agents of the city of Vitoria-Gasteiz integrated in the Citizens' Forum on Sustainable Mobility (platform of citizen participation in mobility). This consensus document aims to define the framework for new patterns of mobility, and therefore, for a model city in which urban travels do not threaten to health or quality of life, urban environment or local economy development.

These agents involved in the Sustainable Mobility Agreement are stakeholder for this measure:

- **Stakeholder 1** – Government of City Council.

- **Stakeholder 2** – Local Parties in the city.

- **Stakeholder 3** – Technical Departments of City Council (Environment, Mobility, Urbanism, etc.).

- **Stakeholder 4** – Ombudsman or People Defender.

- **Stakeholder 5** – Taxi Association.

- **Stakeholder 6** – Residents Association.

- **Stakeholder 7** – Cyclists and Rollers Association.

- **Stakeholder 8** – Ecologist Association.

- **Stakeholder 9** – Students and Educational Association.

- **Stakeholder 10** – Transport and Technological Companies.

D4 Recommendations

D4.1 Measure replication

- **Same cameras system can works in different access control concept –** This measure may be replicable in other cities, but as discussed above, it depends on the characteristics of each area and how to manage access restriction to the area. The physical system may be the same, using cameras to read license plates, but it could be different the restriction of access to users.

- **Important definition of municipal normative to know who can access –** For Vitoria-Gasteiz, it has been considered that vehicles driving the routes slower the estimated time would not be fined. This is because Vitoria-Gasteiz City Council has not a municipal normative that clearly defines which vehicles have the right to access into the pedestrian areas. However, other cities have also used this camera system but they have regulated in a different way. In some cases it is banned access to all vehicles, others allow only to residents, in others just authorized vehicles only, etc. In case of replication of this measure, it is important that it must be accompanied by municipal normative that clearly regulates the access restriction management.

- **Cameras better than bolards –** The implication of this measure is that access control by cameras with plate reader is a very useful tool for demand management of private vehicles in the city centers. This system is much better than the bollards one because the maintenance of these systems is expensive and cumbersome, assuming a high cost for administration and for the user who, despite the security measures of such systems, sometimes strikes the bollard, with high damage to their vehicles. In addition, there are incompatibilities with public transport (tramway, buses).

D4.2 Process

- **Important dissemination during the implementation** – Despite the strong effort in communicating the measure before the implementation, it is important to launch an information campaign during the implementation phase. All owners of motor vehicles detected by cameras at these routes receive a personalized informative letter. In this letter, it is explained the measure in the framework of the PMSEP and it is requested the cooperation of citizens. In addition, it warns of the offense: driving on an area of restricted access to authorized vehicles indicating the date and time the offense occurred. Also in that letter it is included that, in brief, that offense would

be liable to a fine. The letter is accompanied by a brochure that includes a map which indicates the placement of cameras and restricted access routes. In addition to letters, the information campaign is accompanied by a number of communication actions: information signs at the entrances of the itineraries, website information and communication, publication of a prospectus in local shops, advertisement, etc.

- **Agreement of stakeholders towards sustainable mobility is essential for success** – It is important that all stakeholders are involved and support this measure because it has many impacts and can become controversial. In this sense it is recommended to sign an agreement with all stakeholders, such as the Sustainable Mobility Agreement of Vitoria-Gasteiz.

- **Sustainable Urban Mobility Plan (SUMP) as the route map + CiViTAS as the push = synergy** – The combination of the CIVITAS project with the Sustainable Mobility and Public Space Plan of Vitoria-Gasteiz has favoured synergic effects on both projects boosting the cooperation among the different CIVITAS partners and local administration.

- **Synergies with other measures multiply the results** – Mobility policy should be a set of measures pushing into the same direction, increasing the results and benefits. This is the great benefit of projects like CIVITAS. In this case, the measure has been supported by measure 5.01 Superblocks Concept. The concept of superblocks allows distributing most of the traffic flow to the main streets, leaving the streets inside the superblock with only local traffic. The number of unauthorized access detected by the system is not too high which suggests that simply measures design of public space has been achieved the expected objective.

- **Cameras better than bollards** – This system is much better than the bollards one because the maintenance of these systems is expensive and cumbersome, assuming a high cost for administration and for the users who, despite the security measures of such systems, sometimes strikes the bollard, with high damage to their vehicles. In addition, there are incompatibilities with public transport (tramway, buses).

- **Importance of pedestrian areas regulation** – Several queries from citizens of Vitoria-Gasteiz are related to the lack of a municipal normative that clearly defines which vehicles have the right to access into the pedestrian areas. In the case of Vitoria-Gasteiz, the normative make the difference between those that actually passing by the area and those vehicles entering the area defined for tasks such as transporting and unloading of people or luggage.

ANNEX 1: SURVEY MODEL

CiViTAS MODERN - VITORIA GASTEIZ

Estimado vecino, nos ponemos en contacto con usted con motivo del proyecto europeo CiViTAS MODERN. Estamos realizando un estudio sobre movilidad urbana. Por favor, le rogamos conteste las siguientes preguntas. Muchas gracias.
(Dar esta información solo a quien la requiera): De acuerdo con la LEY DE PROTECCIÓN DE DATOS, toda la información que nos facilite en este cuestionario será tratada exclusivamente con fines estadísticos no pudiendo ser utilizada de forma nominal ni facilitada a terceros. En caso de requerir más información sobre la veracidad del proyecto diríjase al 010 de información municipal.

Pensando en las diferentes actuaciones que se están llevando en la ciudad dentro del proyecto europeo CiViTAS MODERN, me podría indicar si las conoce (SI/NO) y su grado de aceptación (0 es muy negativa, 10 muy positiva)?

No.	Actuaciones	Conoce (S/N)	Valora (0-10)
3.01	Restricción de acceso a Calle Prado y General Álava con cámaras		
3.04	Nueva regulación de los semáforos para agilizar la circulación de vehículos y transporte público		
5.01	Ampliación aceras en Sancho el Sabio y entorno		
6.01	Ampliación de vías ciclistas		
7.01	Prohibición de acceso de los vehículos de C/D a zona peatonales en el entorno de Eduardo Dato, Postas, General Alava, San Prudencio (aun sin implantar)		
8.01	Nueva web municipal sobre movilidad, con información del estado del tráfico en tiempo real		

¿Podría indicarnos las razones por las que no utiliza el transporte público con mayor frecuencia? ¿y la bici? ¿y el desplazamiento a pie?

TP	
Bici	
Pie	

¿Podría indicarnos la razón principal por la que no utiliza el coche con mayor frecuencia?

VP	

¿Cómo valora los siguientes medios de transporte en la ciudad de Vitoria-Gasteiz?

Modo de transporte	Valoración (0-10)
A pie (itinerarios peatonales)	
En bicicleta (red de carril bici)	
Moto	
Coche particular	
Taxi	
Furgoneta/Camión	
Autobús urbano	
Autobús interurbano	
Tranvía	

Desarrollo Organización Movilidad
DOYMO
Certificado ISO 9001:2008
ISO 14001:2004

1
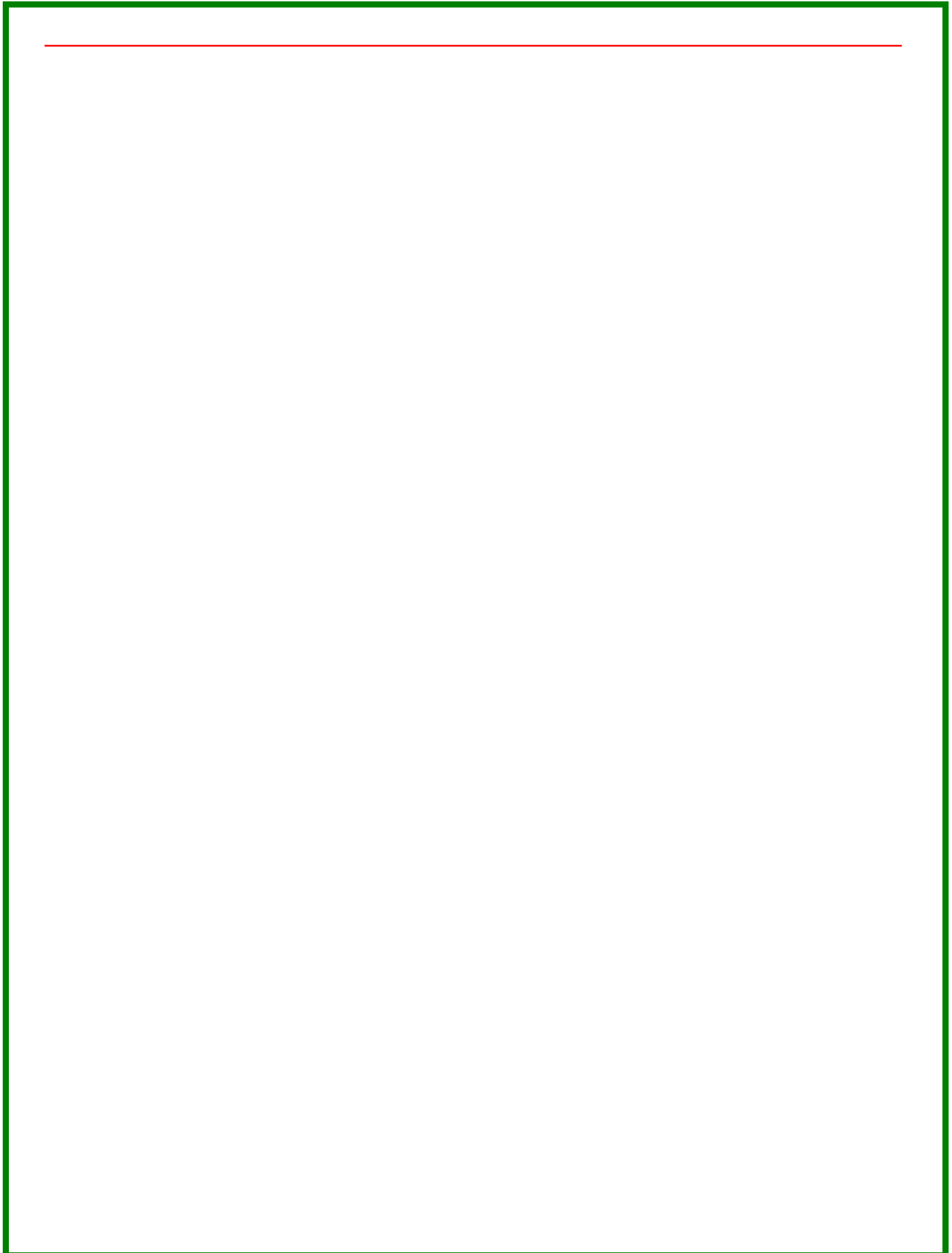
ANNEX 2: EX-ANTE SURVEY RESULTS (April 2011)

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk
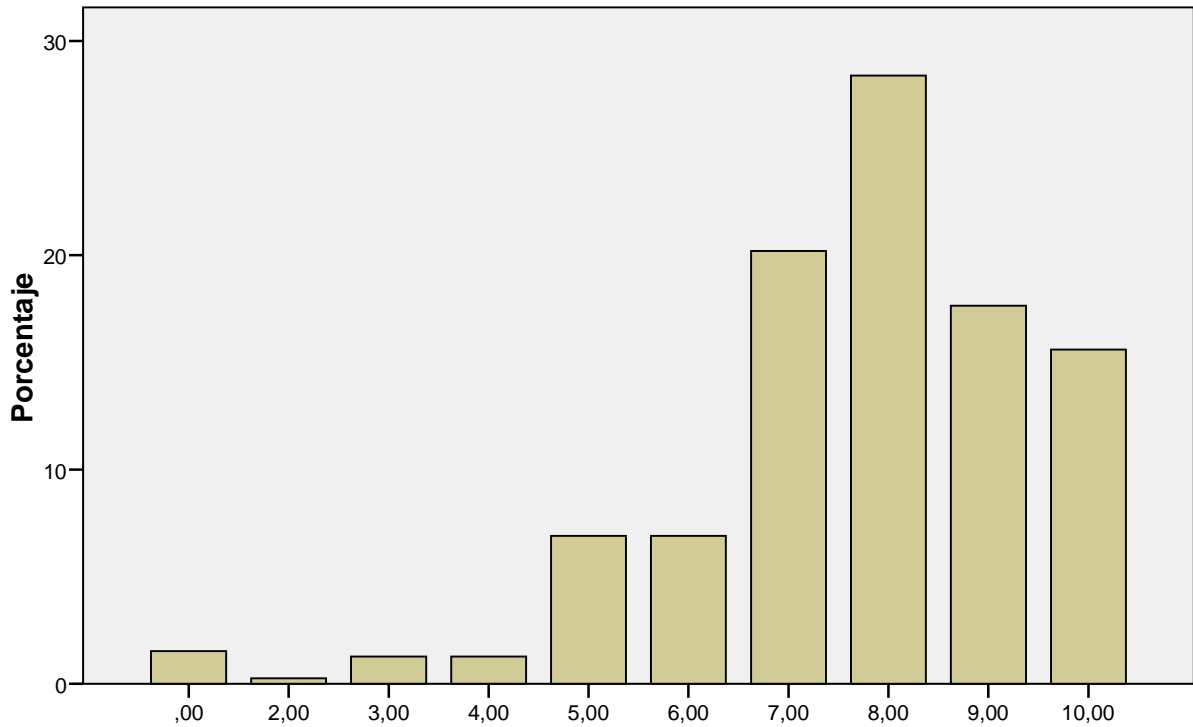
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

N	Válidos	391
	Perdidos	27
Media		7,6880
Desv. típ.		1,84664

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	6	1,4	1,5	1,5
	2,00	1	,2	,3	1,8
	3,00	5	1,2	1,3	3,1
	4,00	5	1,2	1,3	4,3
	5,00	27	6,5	6,9	11,3
	6,00	27	6,5	6,9	18,2
	7,00	79	18,9	20,2	38,4
	8,00	111	26,6	28,4	66,8
	9,00	69	16,5	17,6	84,4
	10,00	61	14,6	15,6	100,0
	Total	391	93,5	100,0	
Perdidos	Sistema	27	6,5		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike
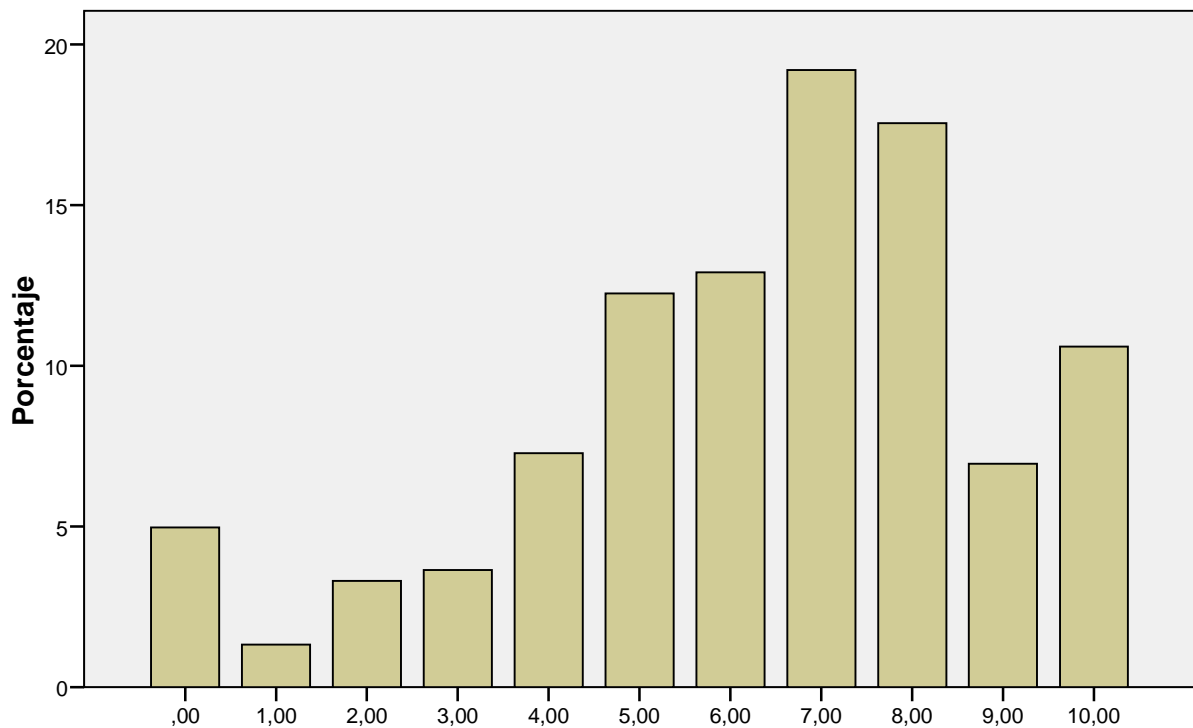
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

N	Válidos	302
	Perdidos	116
Media		6,3013
Desv. típ.		2,55672

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	15	3,6	5,0	5,0
	1,00	4	1,0	1,3	6,3
	2,00	10	2,4	3,3	9,6
	3,00	11	2,6	3,6	13,2
	4,00	22	5,3	7,3	20,5
	5,00	37	8,9	12,3	32,8
	6,00	39	9,3	12,9	45,7
	7,00	58	13,9	19,2	64,9
	8,00	53	12,7	17,5	82,5
	9,00	21	5,0	7,0	89,4
	10,00	32	7,7	10,6	100,0
	Total	302	72,2	100,0	
Perdidos	Sistema	116	27,8		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle
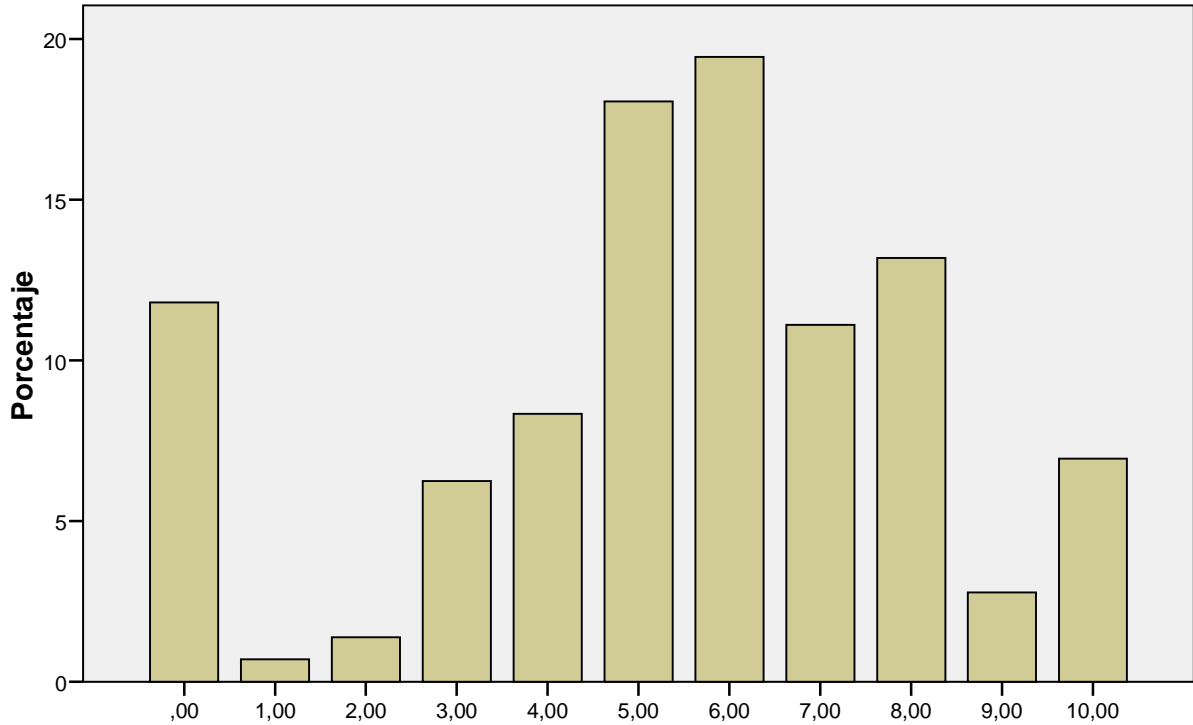
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Motorcycle

N	Válidos	144
	Perdidos	274
Media		5,4028
Desv. típ.		2,72343

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	17	4,1	11,8	11,8
	1,00	1	,2	,7	12,5
	2,00	2	,5	1,4	13,9
	3,00	9	2,2	6,3	20,1
	4,00	12	2,9	8,3	28,5
	5,00	26	6,2	18,1	46,5
	6,00	28	6,7	19,4	66,0
	7,00	16	3,8	11,1	77,1
	8,00	19	4,5	13,2	90,3
	9,00	4	1,0	2,8	93,1
	10,00	10	2,4	6,9	100,0
	Total	144	34,4	100,0	
Perdidos	Sistema	274	65,6		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car
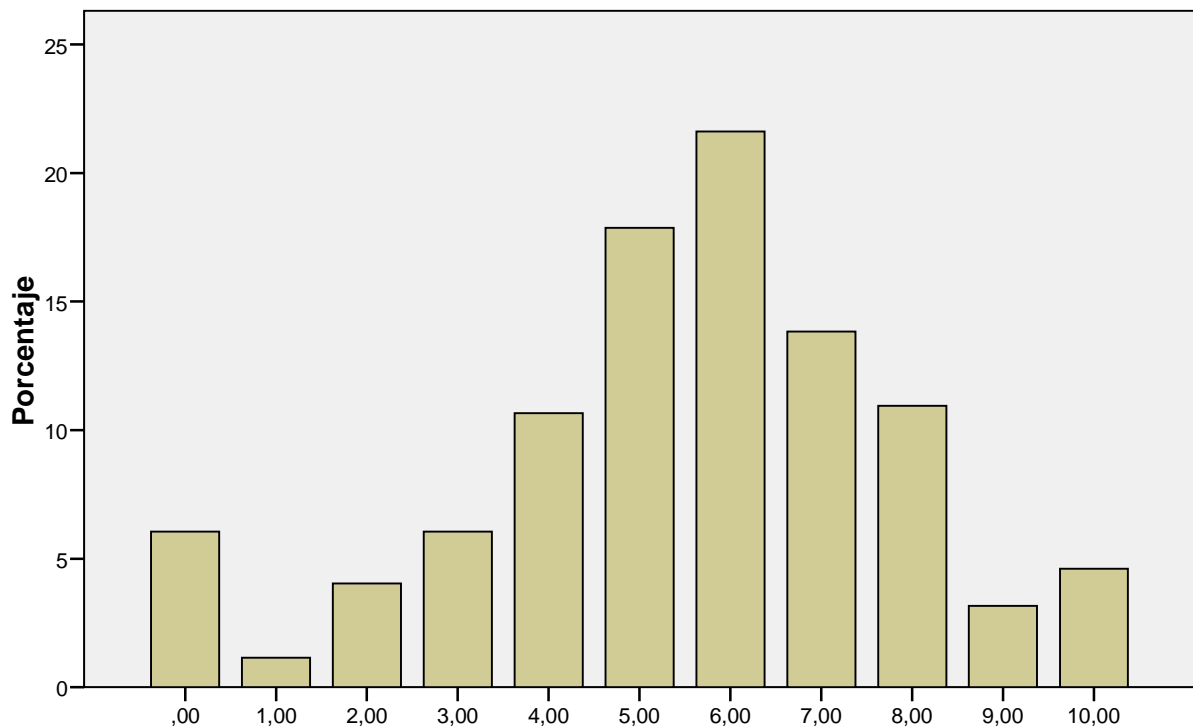
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Private car

N	Válidos	347
	Perdidos	71
Media		5,4813
Desv. típ.		2,36828

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	21	5,0	6,1	6,1
	1,00	4	1,0	1,2	7,2
	2,00	14	3,3	4,0	11,2
	3,00	21	5,0	6,1	17,3
	4,00	37	8,9	10,7	28,0
	5,00	62	14,8	17,9	45,8
	6,00	75	17,9	21,6	67,4
	7,00	48	11,5	13,8	81,3
	8,00	38	9,1	11,0	92,2
	9,00	11	2,6	3,2	95,4
	10,00	16	3,8	4,6	100,0
	Total	347	83,0	100,0	
Perdidos	Sistema	71	17,0		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi
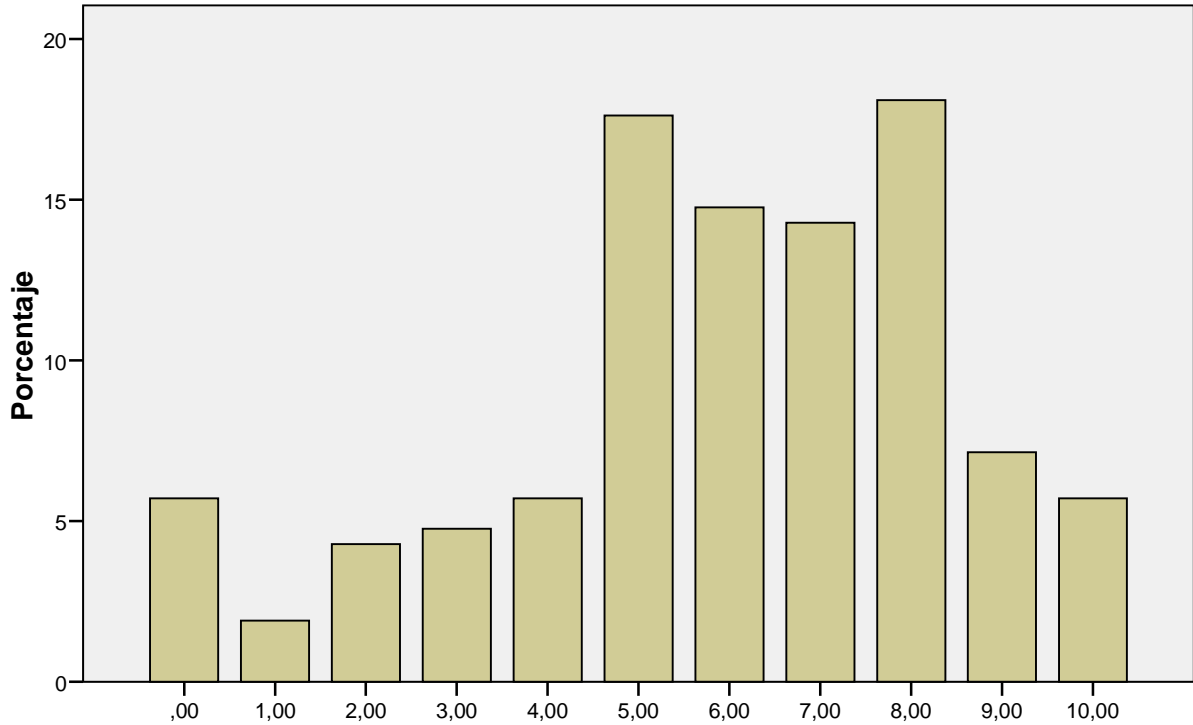
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

N	Válidos	210
	Perdidos	208
Media		5,9048
Desv. típ.		2,54913

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	12	2,9	5,7	5,7
	1,00	4	1,0	1,9	7,6
	2,00	9	2,2	4,3	11,9
	3,00	10	2,4	4,8	16,7
	4,00	12	2,9	5,7	22,4
	5,00	37	8,9	17,6	40,0
	6,00	31	7,4	14,8	54,8
	7,00	30	7,2	14,3	69,0
	8,00	38	9,1	18,1	87,1
	9,00	15	3,6	7,1	94,3
	10,00	12	2,9	5,7	100,0
	Total	210	50,2	100,0	
Perdidos	Sistema	208	49,8		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck
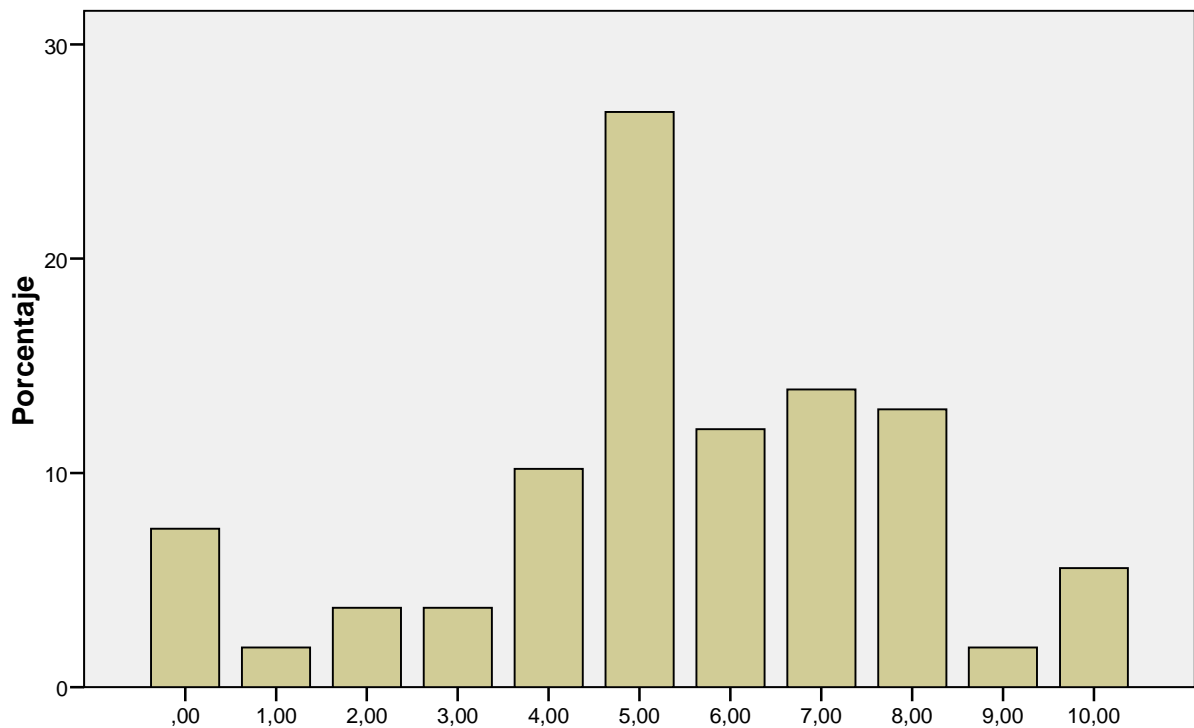
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Van/Truck

N	Válidos	108
	Perdidos	310
Media		5,4074
Desv. típ.		2,47996

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	8	1,9	7,4	7,4
	1,00	2	,5	1,9	9,3
	2,00	4	1,0	3,7	13,0
	3,00	4	1,0	3,7	16,7
	4,00	11	2,6	10,2	26,9
	5,00	29	6,9	26,9	53,7
	6,00	13	3,1	12,0	65,7
	7,00	15	3,6	13,9	79,6
	8,00	14	3,3	13,0	92,6
	9,00	2	,5	1,9	94,4
	10,00	6	1,4	5,6	100,0
	Total	108	25,8	100,0	
Perdidos	Sistema	310	74,2		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus
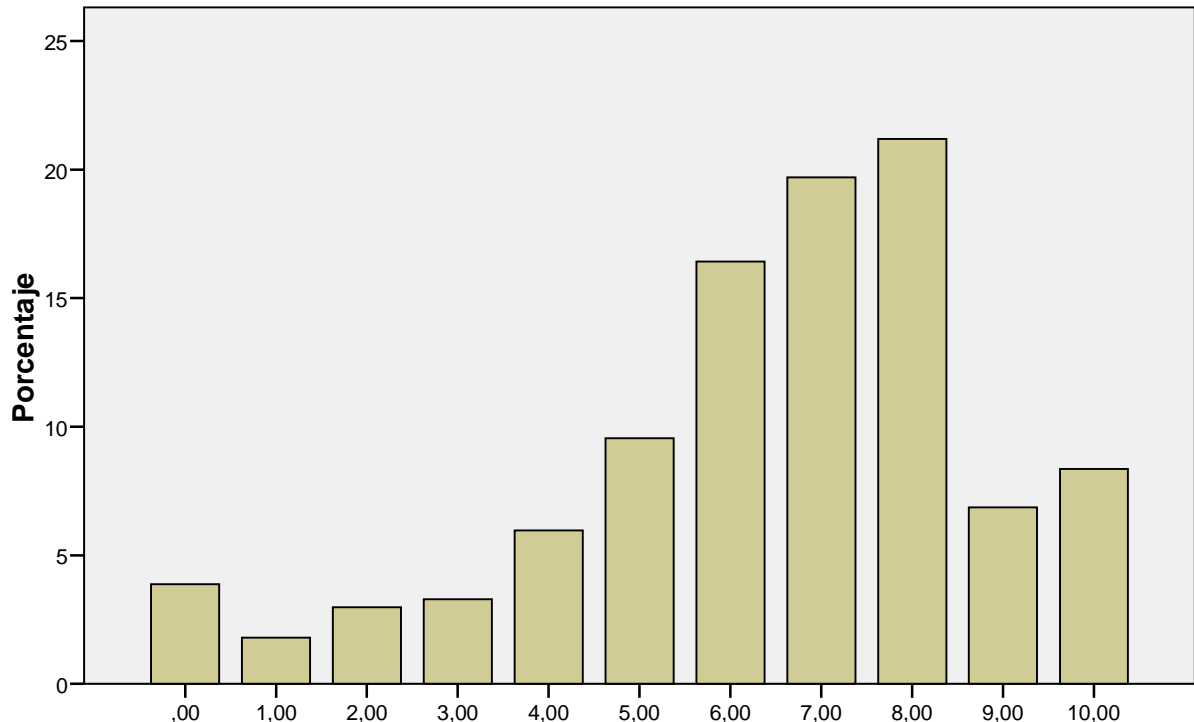
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

N	Válidos	335
	Perdidos	83
Media		6,4060
Desv. típ.		2,40931

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	13	3,1	3,9	3,9
	1,00	6	1,4	1,8	5,7
	2,00	10	2,4	3,0	8,7
	3,00	11	2,6	3,3	11,9
	4,00	20	4,8	6,0	17,9
	5,00	32	7,7	9,6	27,5
	6,00	55	13,2	16,4	43,9
	7,00	66	15,8	19,7	63,6
	8,00	71	17,0	21,2	84,8
	9,00	23	5,5	6,9	91,6
	10,00	28	6,7	8,4	100,0
	Total	335	80,1	100,0	
Perdidos	Sistema	83	19,9		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus
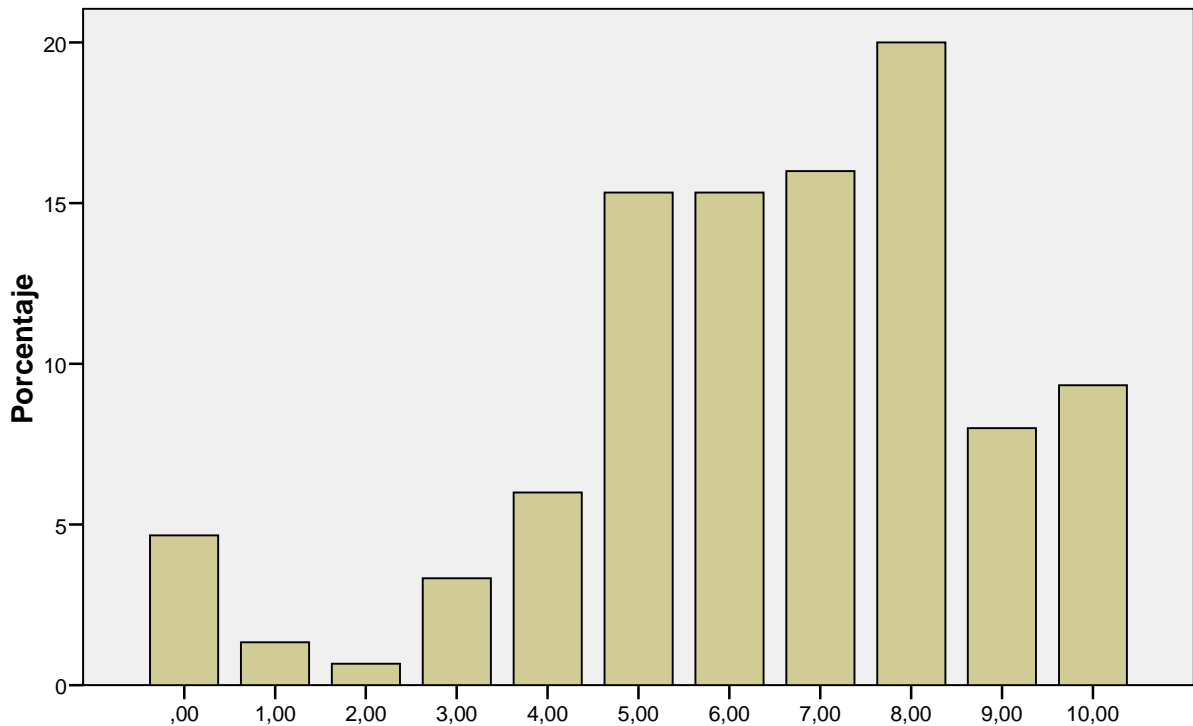
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Intercity bus

N	Válidos	150
	Perdidos	268
Media		6,4267
Desv. típ.		2,41735

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	7	1,7	4,7	4,7
	1,00	2	,5	1,3	6,0
	2,00	1	,2	,7	6,7
	3,00	5	1,2	3,3	10,0
	4,00	9	2,2	6,0	16,0
	5,00	23	5,5	15,3	31,3
	6,00	23	5,5	15,3	46,7
	7,00	24	5,7	16,0	62,7
	8,00	30	7,2	20,0	82,7
	9,00	12	2,9	8,0	90,7
	10,00	14	3,3	9,3	100,0
	Total	150	35,9	100,0	
Perdidos	Sistema	268	64,1		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram
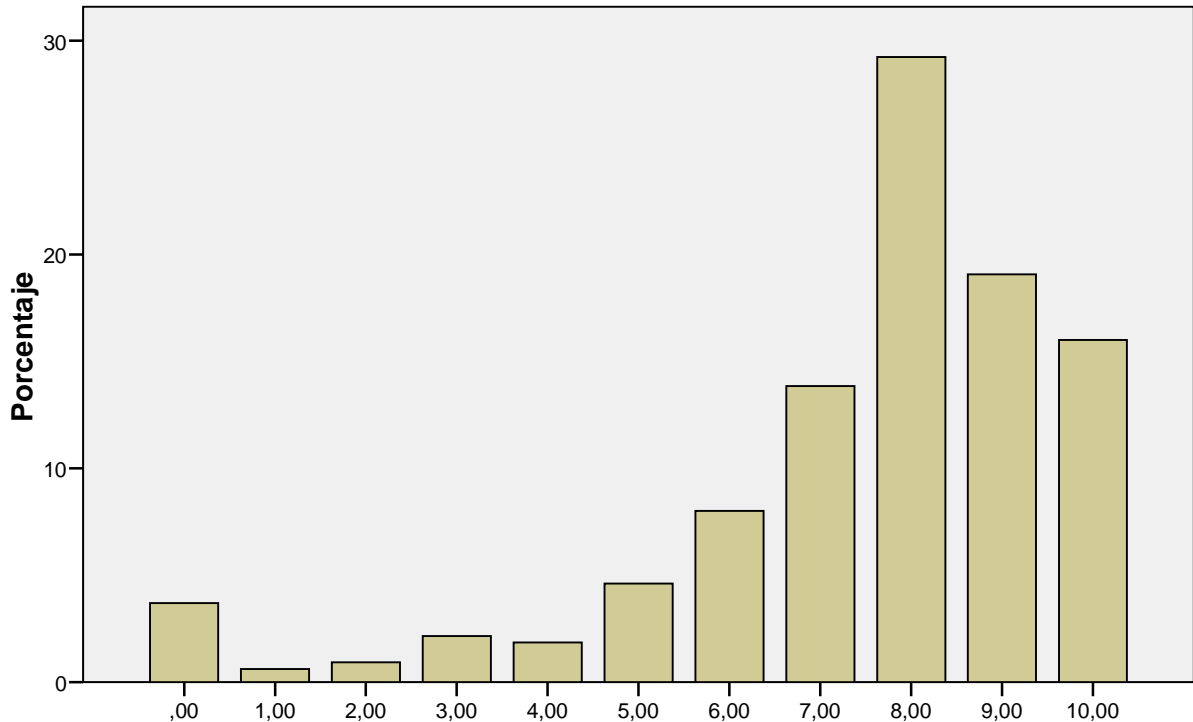
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

N	Válidos	325
	Perdidos	93
Media		7,4985
Desv. típ.		2,30221

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	12	2,9	3,7	3,7
	1,00	2	,5	,6	4,3
	2,00	3	,7	,9	5,2
	3,00	7	1,7	2,2	7,4
	4,00	6	1,4	1,8	9,2
	5,00	15	3,6	4,6	13,8
	6,00	26	6,2	8,0	21,8
	7,00	45	10,8	13,8	35,7
	8,00	95	22,7	29,2	64,9
	9,00	62	14,8	19,1	84,0
	10,00	52	12,4	16,0	100,0
	Total	325	77,8	100,0	
Perdidos	Sistema	93	22,2		
Total		418	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram
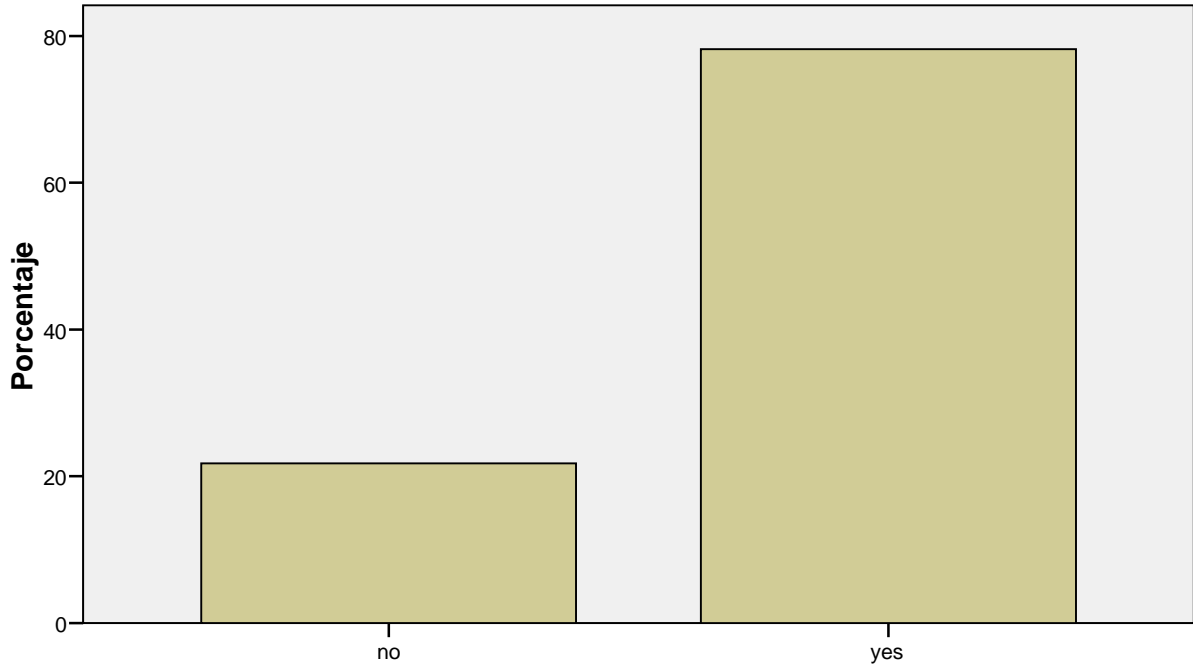
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

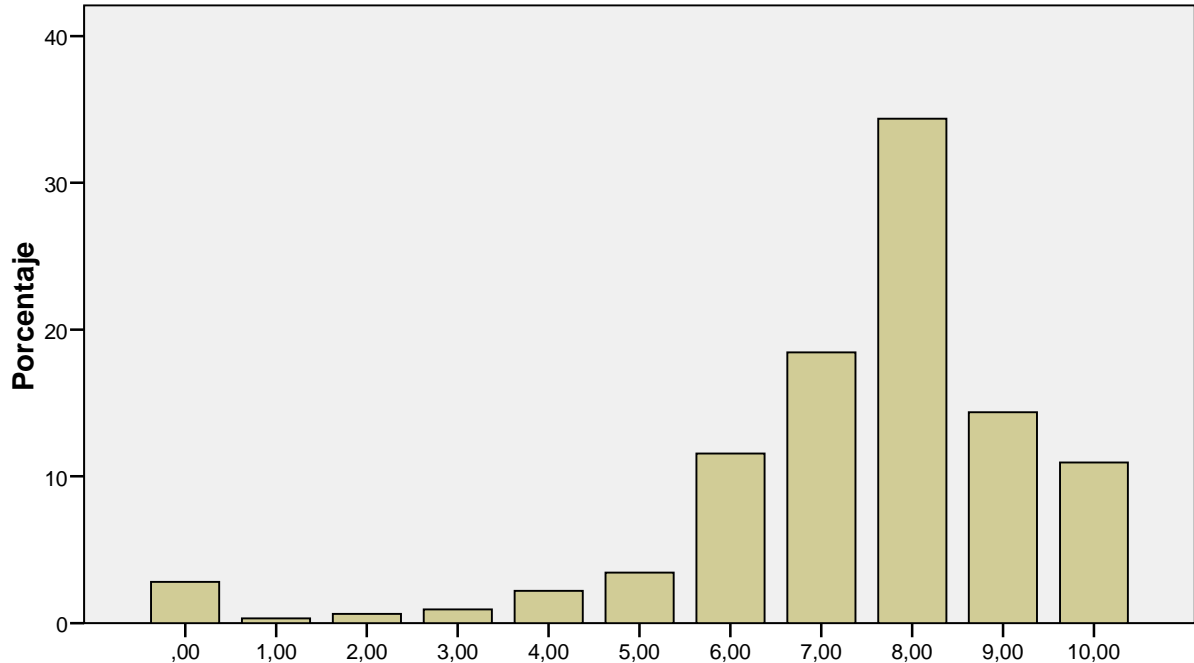|		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	no	91	21,8	21,8	21,8
	yes	327	78,2	78,2	100,0
	Total	418	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

Estadísticos

Thinking about the various actions that are taking
within the project CIVITAS In the city, I might suggest
if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? -
Extending sidewalks in Sancho el Sabio - ACCE

N	Válidos	320
	Perdidos	98
Media		7,4250
Desv. típ.		1,99545

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	9	2,2	2,8	2,8
	1,00	1	,2	,3	3,1
	2,00	2	,5	,6	3,8
	3,00	3	,7	,9	4,7
	4,00	7	1,7	2,2	6,9
	5,00	11	2,6	3,4	10,3
	6,00	37	8,9	11,6	21,9
	7,00	59	14,1	18,4	40,3
	8,00	110	26,3	34,4	74,7
	9,00	46	11,0	14,4	89,1
	10,00	35	8,4	10,9	100,0
	Total	320	76,6	100,0	
Perdidos	Sistema	98	23,4		
Total		418	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE
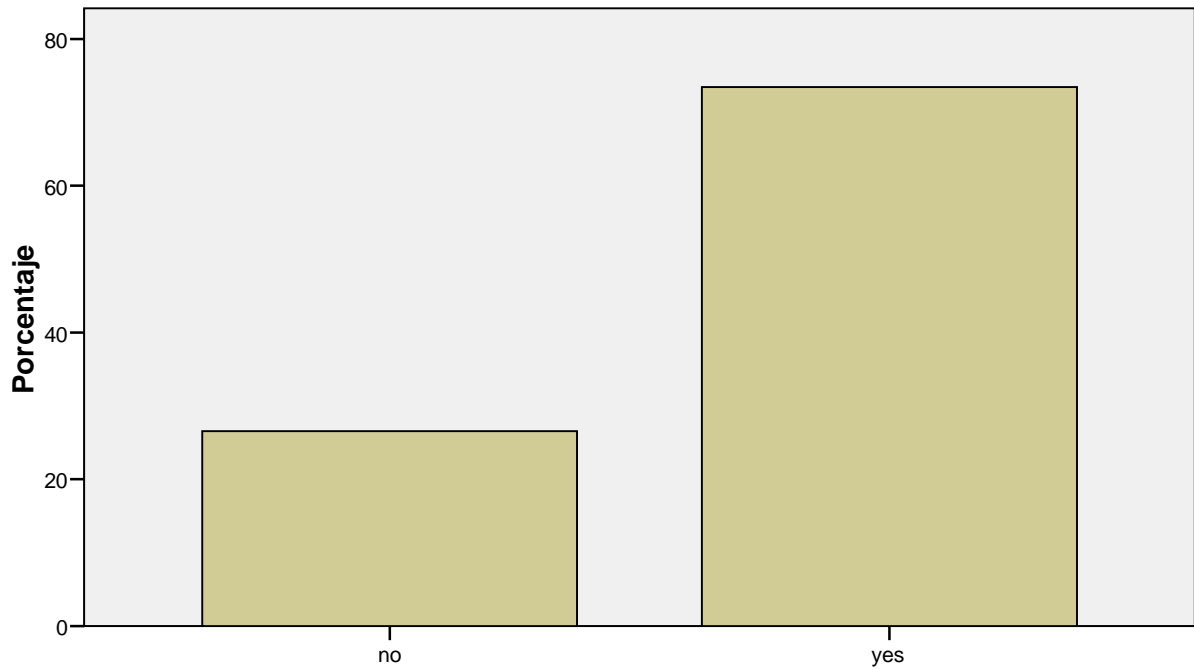

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	no	111	26,6	26,6	26,6
	yes	307	73,4	73,4	100,0
	Total	418	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -
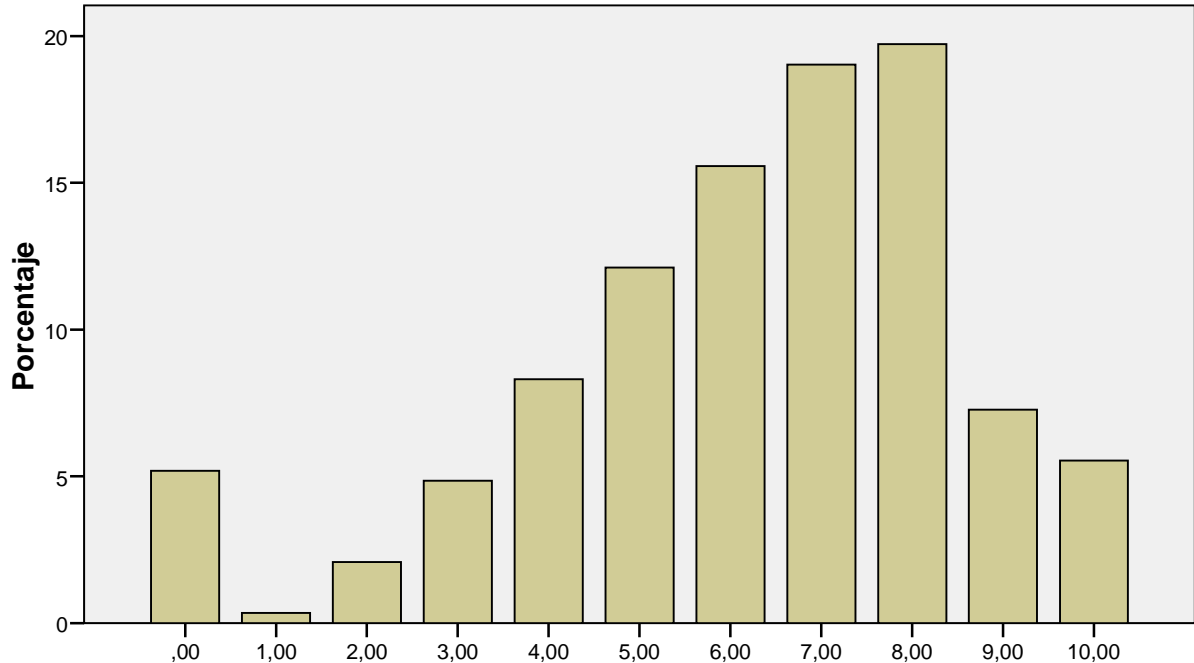

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Estadísticos

Thinking about the various actions that are taking
within the project CIVITAS In the city, I might suggest
if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? -
Restrict access to Prado and General Alava -

N	Válidos	289
	Perdidos	129
Media		6,1799
Desv. típ.		2,38386

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	15	3,6	5,2	5,2
	1,00	1	,2	,3	5,5
	2,00	6	1,4	2,1	7,6
	3,00	14	3,3	4,8	12,5
	4,00	24	5,7	8,3	20,8
	5,00	35	8,4	12,1	32,9
	6,00	45	10,8	15,6	48,4
	7,00	55	13,2	19,0	67,5
	8,00	57	13,6	19,7	87,2
	9,00	21	5,0	7,3	94,5
	10,00	16	3,8	5,5	100,0
	Total	289	69,1	100,0	
Perdidos	Sistema	129	30,9		
Total		418	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -
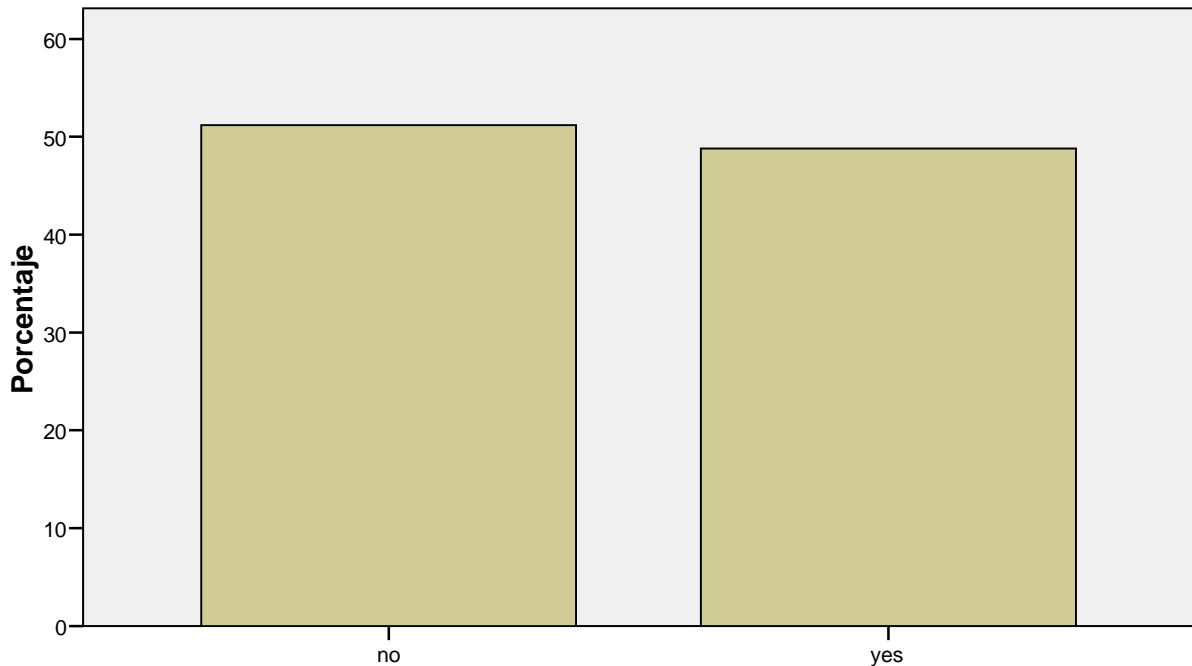

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - New regulation of traffic lights - AWARENESS

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	no	214	51,2	51,2	51,2
	yes	204	48,8	48,8	100,0
	Total	418	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS
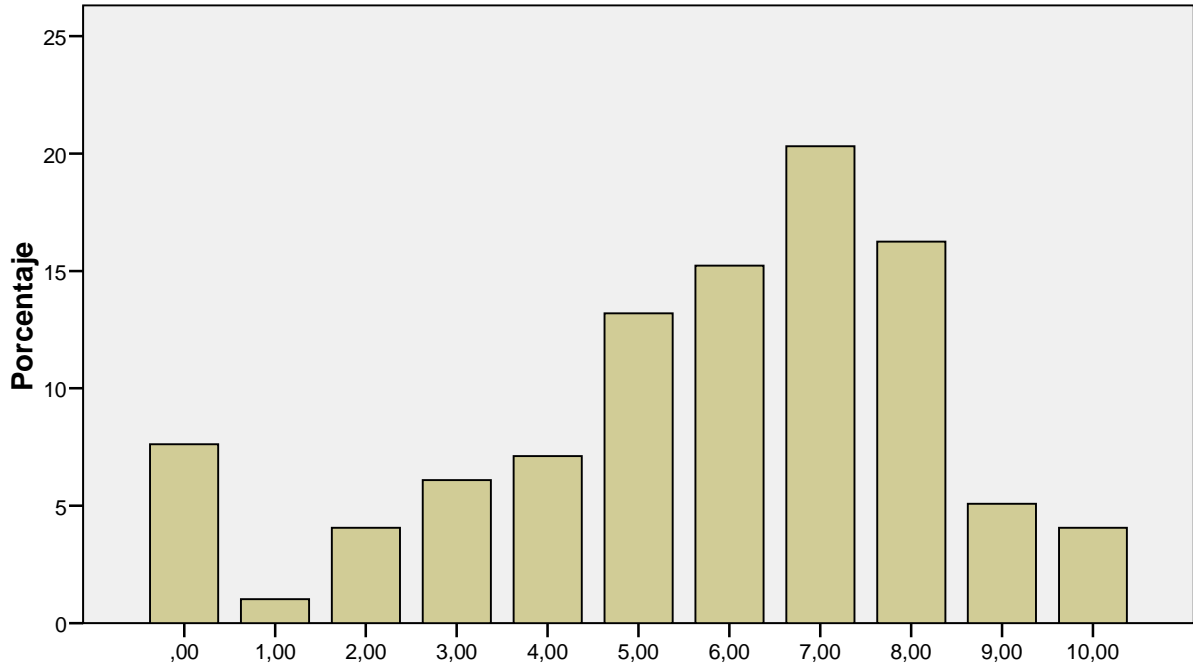
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - New regulation of traffic lights - ACCEPTANCE

Estadísticos

Thinking about the various actions that are taking
within the project CIVITAS In the city, I might suggest
if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? -New
regulation of traffic lights - ACCEPTANCE

N	Válidos	197
	Perdidos	221
Media		5,7157
Desv. típ.		2,55359

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	15	3,6	7,6	7,6
	1,00	2	,5	1,0	8,6
	2,00	8	1,9	4,1	12,7
	3,00	12	2,9	6,1	18,8
	4,00	14	3,3	7,1	25,9
	5,00	26	6,2	13,2	39,1
	6,00	30	7,2	15,2	54,3
	7,00	40	9,6	20,3	74,6
	8,00	32	7,7	16,2	90,9
	9,00	10	2,4	5,1	95,9
	10,00	8	1,9	4,1	100,0
	Total	197	47,1	100,0	
Perdidos	Sistema	221	52,9		
Total		418	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE
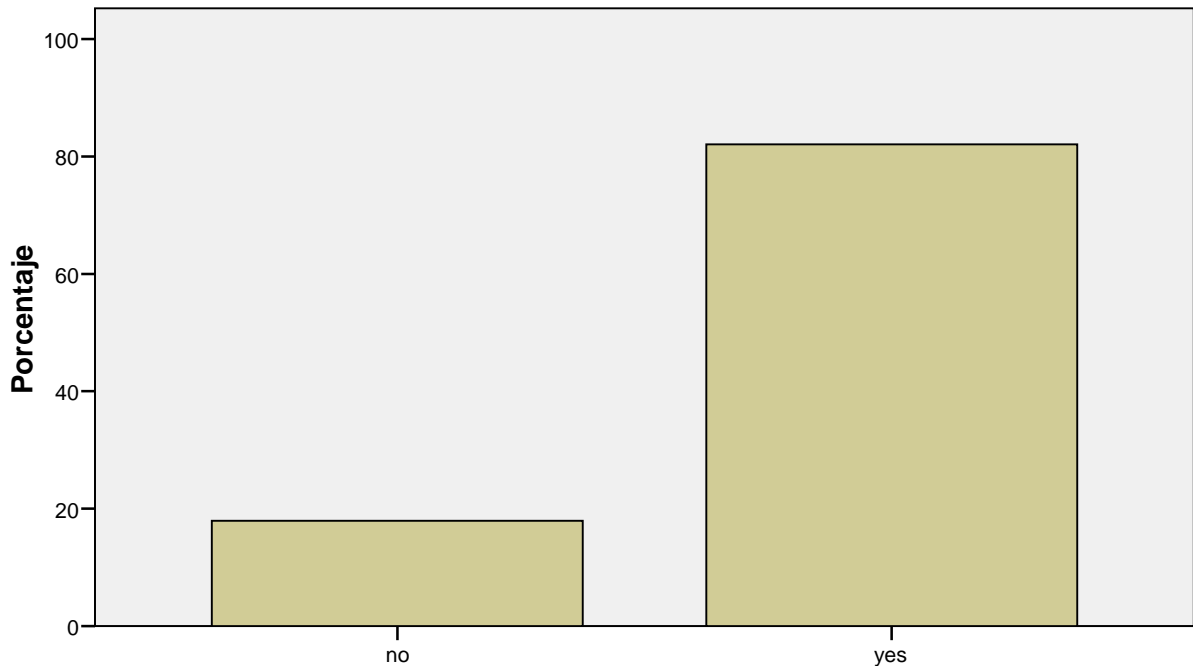
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project IVITAS In the city, I might suggest if you know those actions (yes / no) an the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	no	75	17,9	17,9	17,9
	yes	343	82,1	82,1	100,0
	Total	418	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS
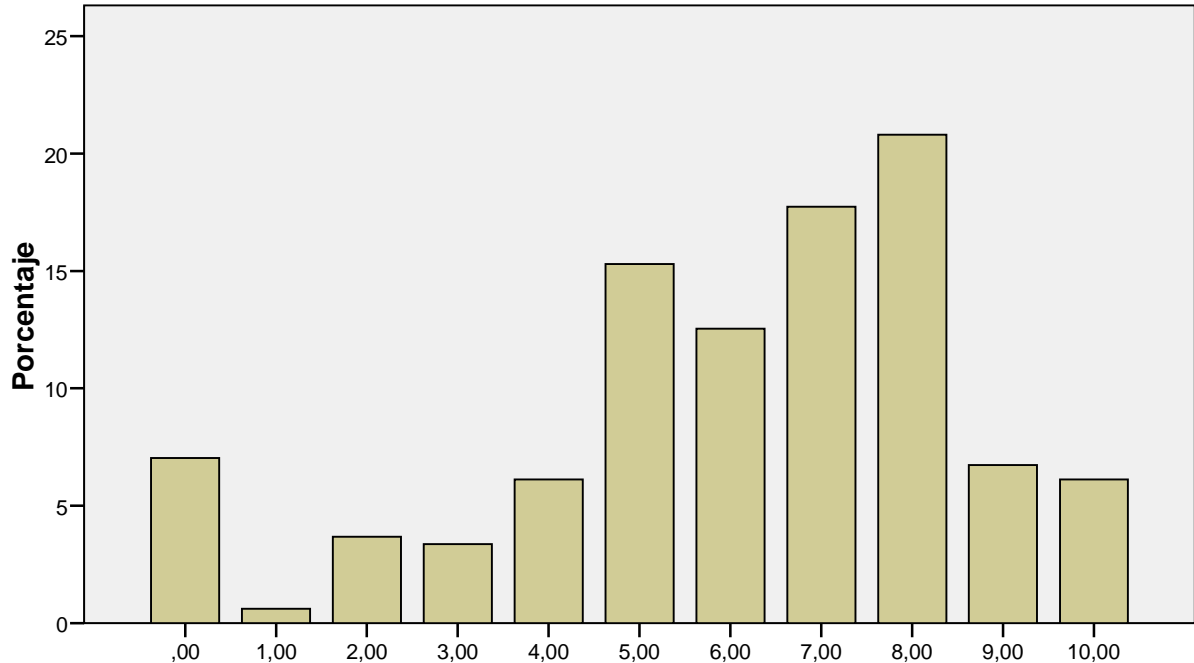
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

N	Válidos	327
	Perdidos	91
Media		6,0642
Desv. típ.		2,56549

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	23	5,5	7,0	7,0
	1,00	2	,5	,6	7,6
	2,00	12	2,9	3,7	11,3
	3,00	11	2,6	3,4	14,7
	4,00	20	4,8	6,1	20,8
	5,00	50	12,0	15,3	36,1
	6,00	41	9,8	12,5	48,6
	7,00	58	13,9	17,7	66,4
	8,00	68	16,3	20,8	87,2
	9,00	22	5,3	6,7	93,9
	10,00	20	4,8	6,1	100,0
	Total	327	78,2	100,0	
Perdidos	Sistema	91	21,8		
Total		418	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE
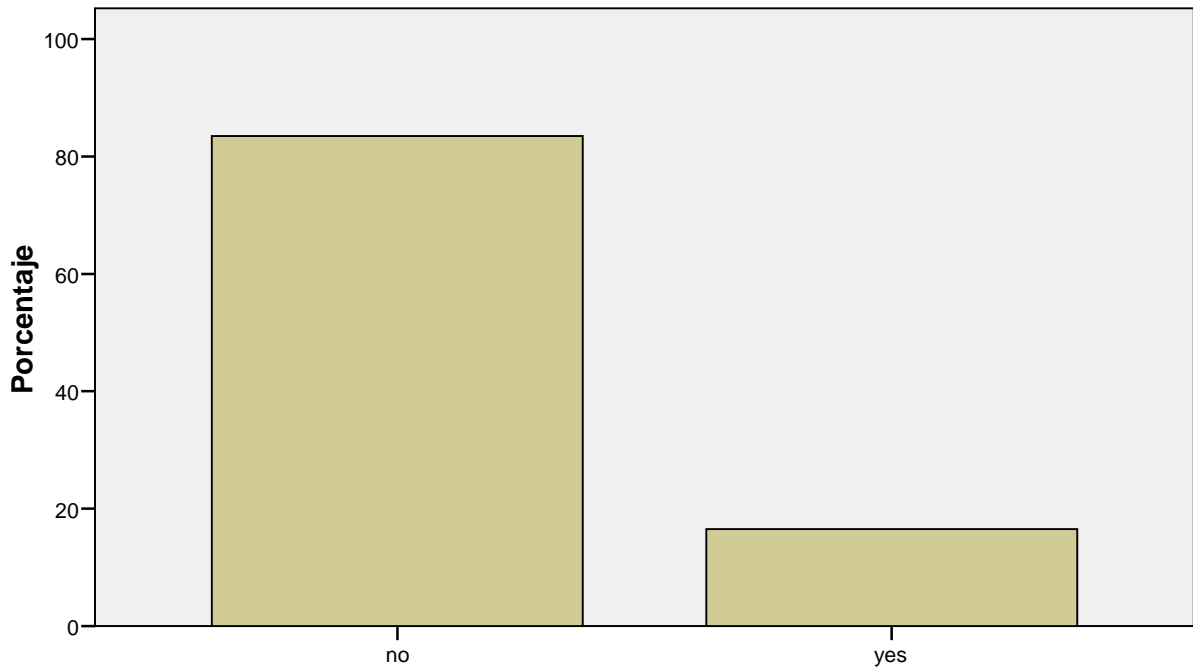
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	no	349	83,5	83,5	83,5
	yes	69	16,5	16,5	100,0
	Total	418	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal
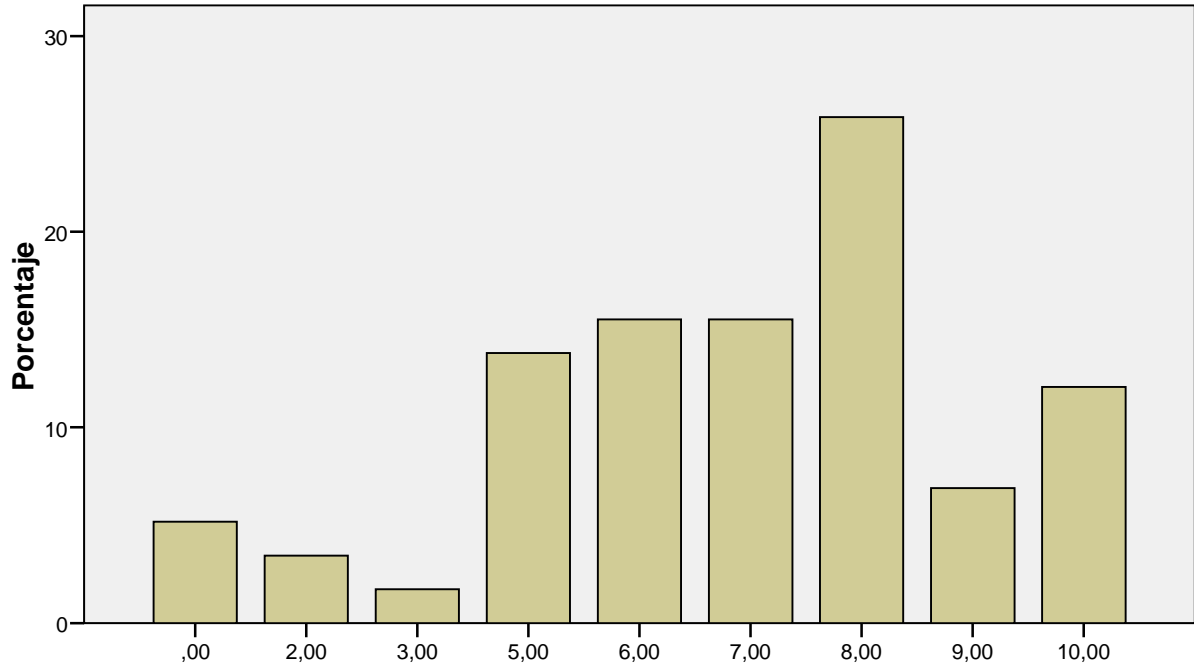
Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

N	Válidos	58
	Perdidos	360
Media		6,7241
Desv. típ.		2,45516

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	3	,7	5,2	5,2
	2,00	2	,5	3,4	8,6
	3,00	1	,2	1,7	10,3
	5,00	8	1,9	13,8	24,1
	6,00	9	2,2	15,5	39,7
	7,00	9	2,2	15,5	55,2
	8,00	15	3,6	25,9	81,0
	9,00	4	1,0	6,9	87,9
	10,00	7	1,7	12,1	100,0
	Total	58	13,9	100,0	
Perdidos	Sistema	360	86,1		
Total		418	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

ANNEX 3: EX-POST SURVEY RESULTS (October 2012)

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk
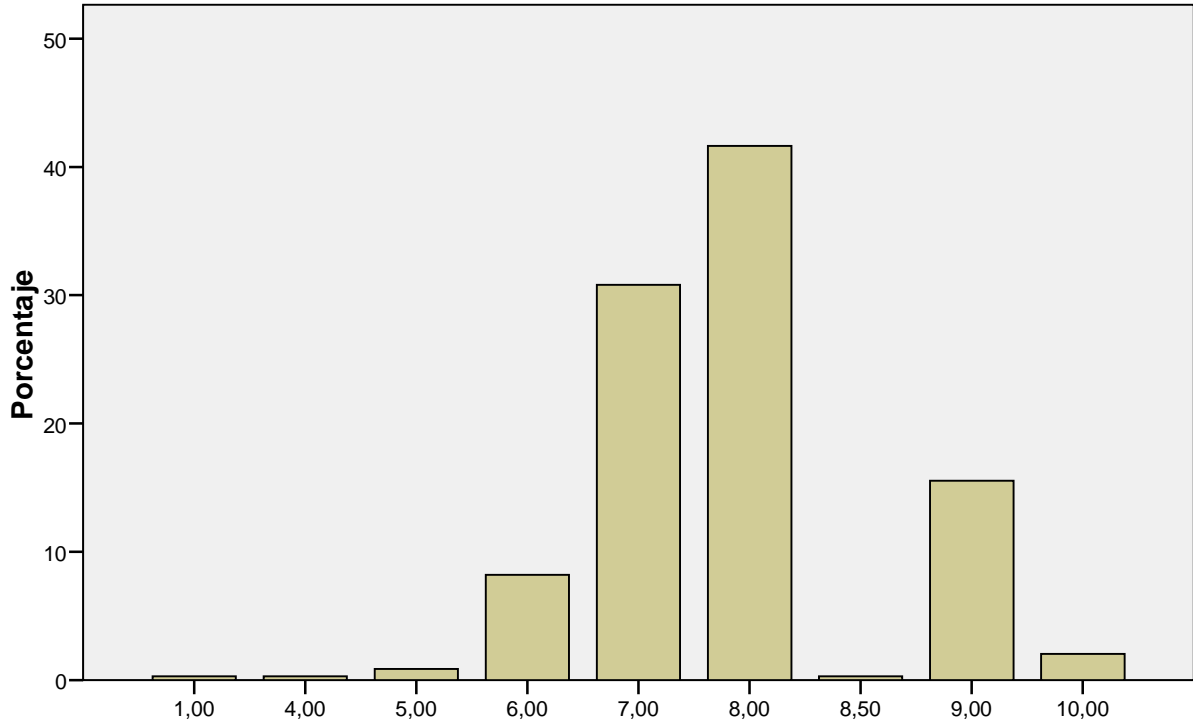
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

N	Válidos	341
	Perdidos	59
Media		7,6672
Desv. típ.		1,01818

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	1,00	1	,3	,3	,3
	4,00	1	,3	,3	,6
	5,00	3	,8	,9	1,5
	6,00	28	7,0	8,2	9,7
	7,00	105	26,3	30,8	40,5
	8,00	142	35,5	41,6	82,1
	8,50	1	,3	,3	82,4
	9,00	53	13,3	15,5	97,9
	10,00	7	1,8	2,1	100,0
	Total	341	85,3	100,0	
Perdidos	Sistema	59	14,8		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike
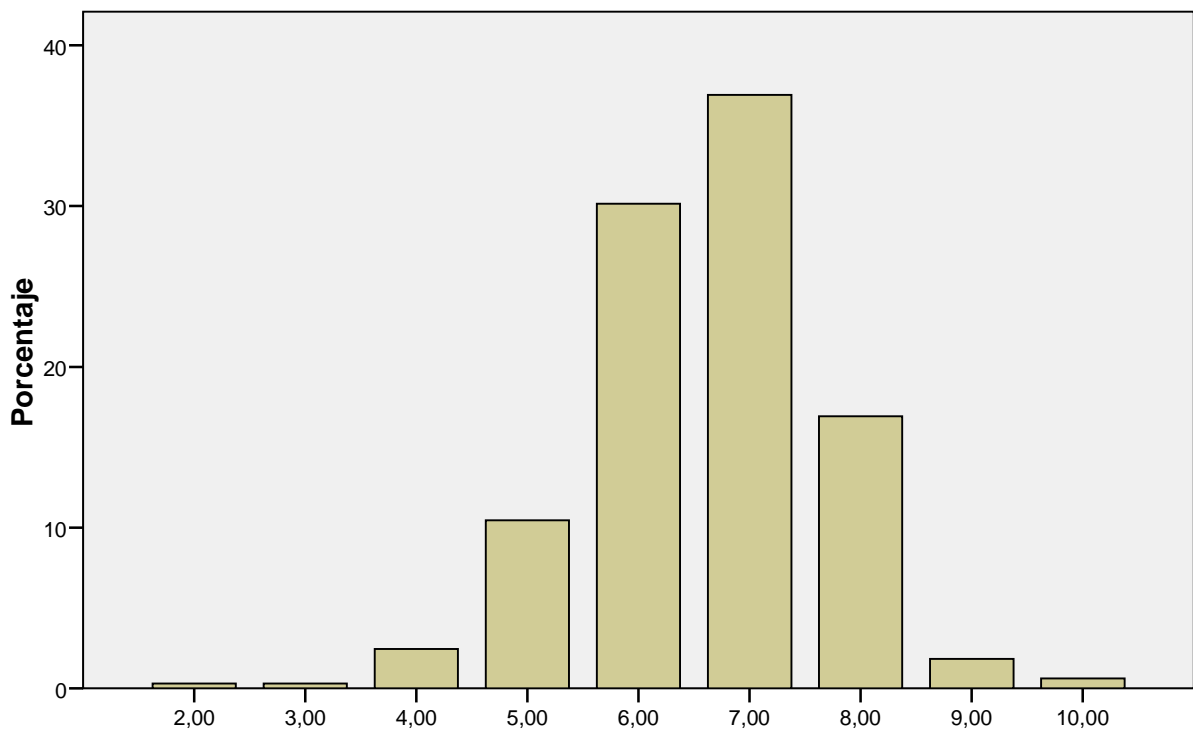
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

N	Válidos	325
	Perdidos	75
Media		6,6123
Desv. típ.		1,10436

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	2,00	1	,3	,3	,3
	3,00	1	,3	,3	,6
	4,00	8	2,0	2,5	3,1
	5,00	34	8,5	10,5	13,5
	6,00	98	24,5	30,2	43,7
	7,00	120	30,0	36,9	80,6
	8,00	55	13,8	16,9	97,5
	9,00	6	1,5	1,8	99,4
	10,00	2	,5	,6	100,0
	Total	325	81,3	100,0	
Perdidos	Sistema	75	18,8		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle
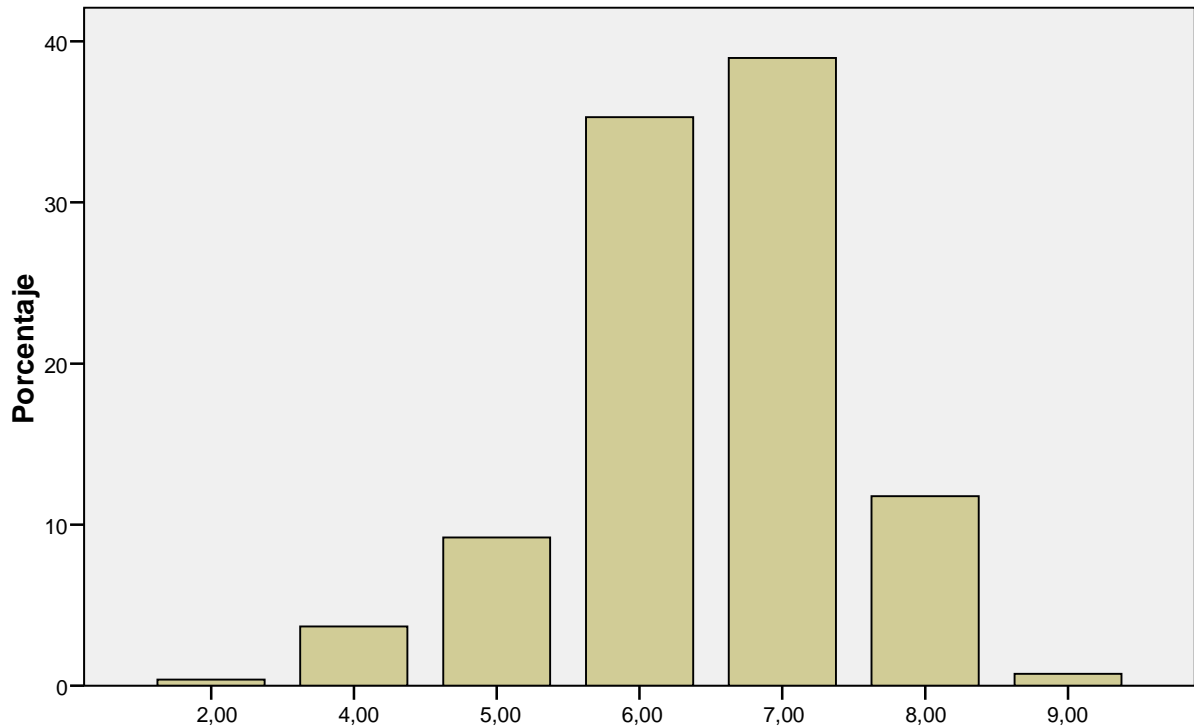
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Motorcycle

N	Válidos	272
	Perdidos	128
Media		6,4669
Desv. típ.		1,00497

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	2,00	1	,3	,4	,4
	4,00	10	2,5	3,7	4,0
	5,00	25	6,3	9,2	13,2
	6,00	96	24,0	35,3	48,5
	7,00	106	26,5	39,0	87,5
	8,00	32	8,0	11,8	99,3
	9,00	2	,5	,7	100,0
	Total	272	68,0	100,0	
Perdidos	Sistema	128	32,0		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car
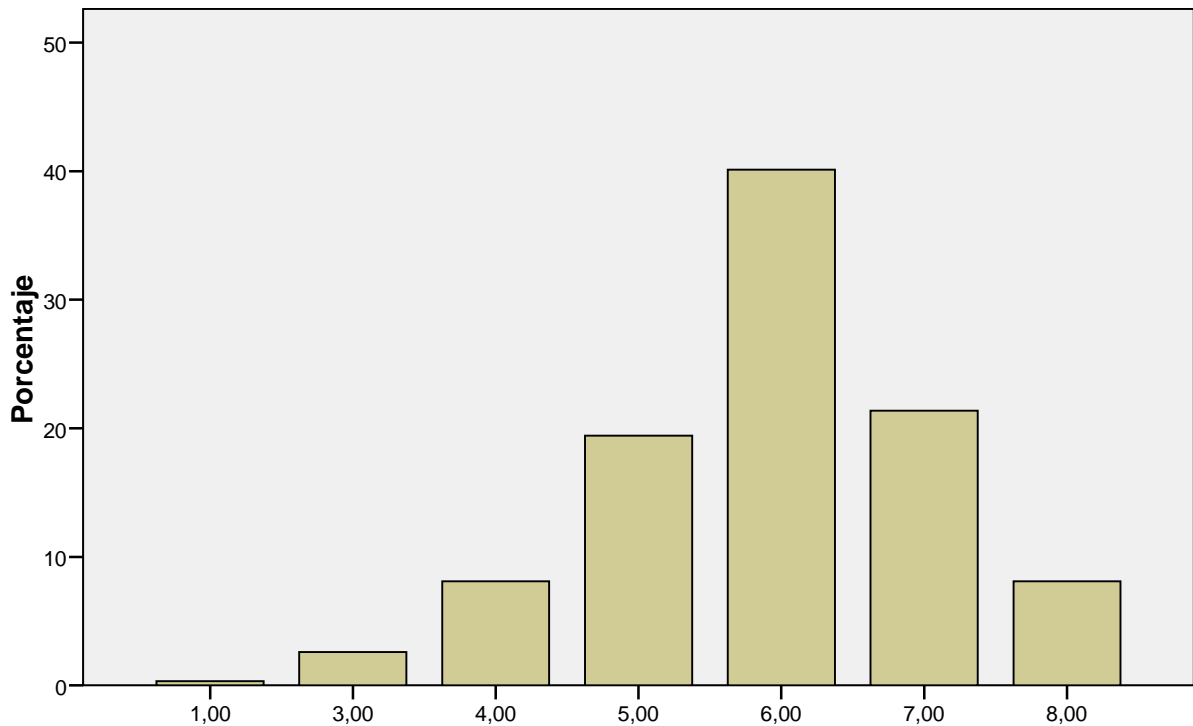
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Private car

N	Válidos	309
	Perdidos	91
Media		5,9256
Desv. típ.		1,16954

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	1,00	1	,3	,3	,3
	3,00	8	2,0	2,6	2,9
	4,00	25	6,3	8,1	11,0
	5,00	60	15,0	19,4	30,4
	6,00	124	31,0	40,1	70,6
	7,00	66	16,5	21,4	91,9
	8,00	25	6,3	8,1	100,0
	Total	309	77,3	100,0	
Perdidos	Sistema	91	22,8		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi
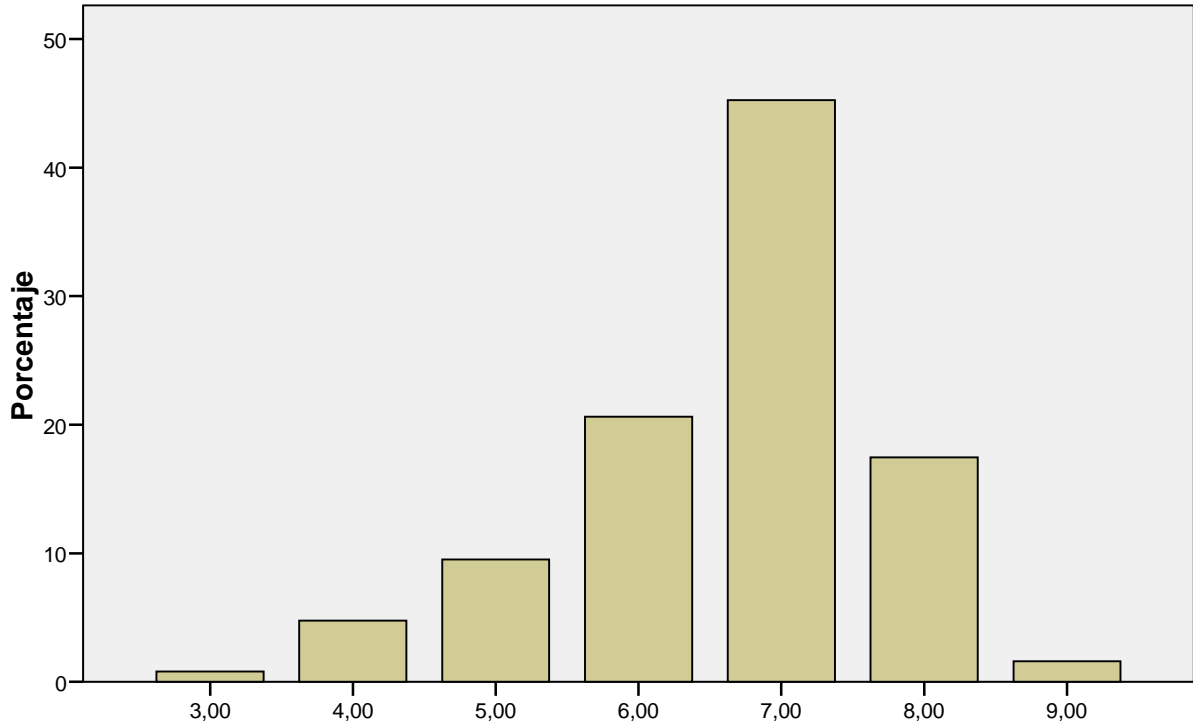
Estadísticos

How do you rate this means of transport on a scale of 1 to
10 (1 being the lowest rating and 10 the highest)? - Taxi

N	Válidos	126
	Perdidos	274
Media		6,6349
Desv. típ.		1,12145

**How do you rate this means of transport on a scale of 1 to 10 (1 being the
lowest rating and 10 the highest)? - Taxi**

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	3,00	1	,3	,8	,8
	4,00	6	1,5	4,8	5,6
	5,00	12	3,0	9,5	15,1
	6,00	26	6,5	20,6	35,7
	7,00	57	14,3	45,2	81,0
	8,00	22	5,5	17,5	98,4
	9,00	2	,5	1,6	100,0
	Total	126	31,5	100,0	
Perdidos	Sistema	274	68,5		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck
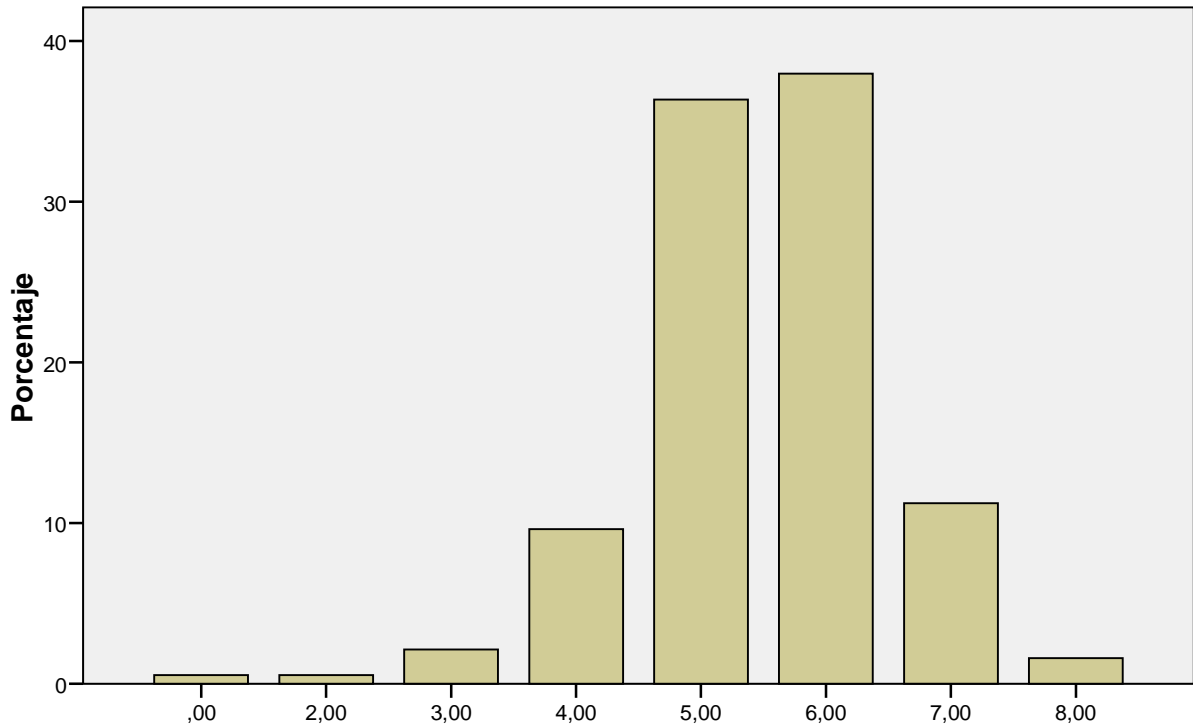
Estadísticos

How do you rate this means of transport on a scale of 1 to 10
(1 being the lowest rating and 10 the highest)? - Van/Truck

N	Válidos	187
	Perdidos	213
Media		5,4706
Desv. típ.		1,05898

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	1	,3	,5	,5
	2,00	1	,3	,5	1,1
	3,00	4	1,0	2,1	3,2
	4,00	18	4,5	9,6	12,8
	5,00	68	17,0	36,4	49,2
	6,00	71	17,8	38,0	87,2
	7,00	21	5,3	11,2	98,4
	8,00	3	,8	1,6	100,0
	Total	187	46,8	100,0	
Perdidos	Sistema	213	53,3		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus
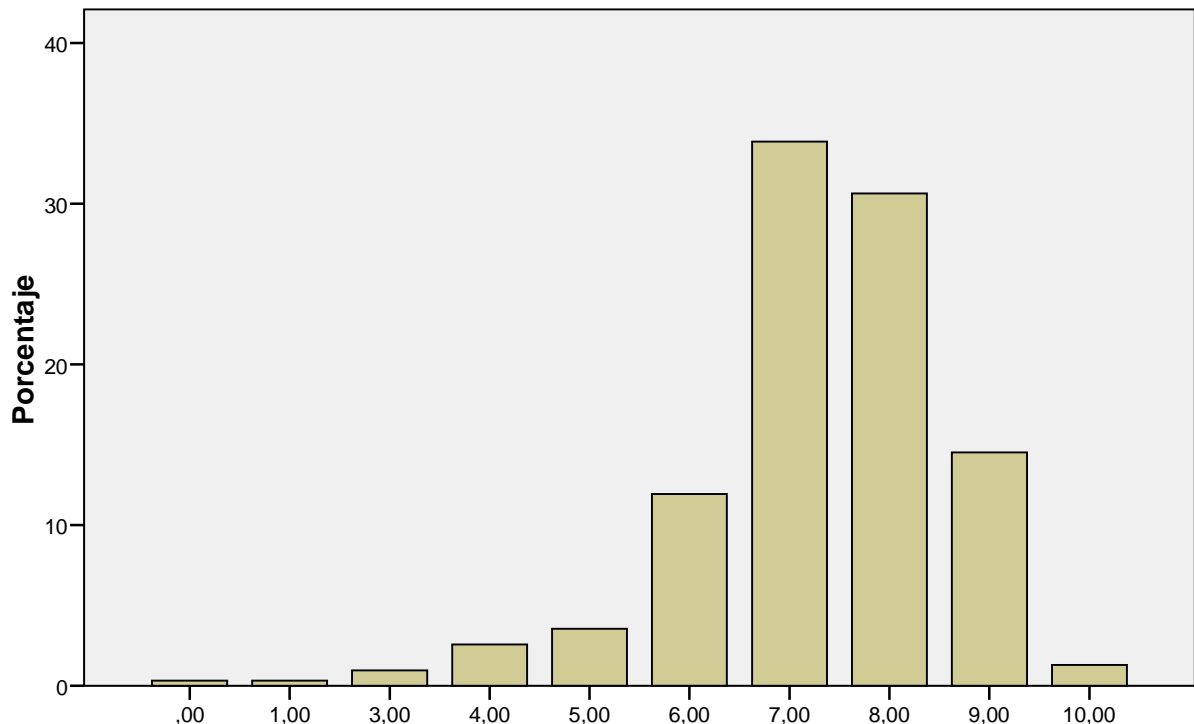
Estadísticos

How do you rate this means of transport on a scale of 1 to
10 (1 being the lowest rating and 10 the highest)? - Bus

N	Válidos	310
	Perdidos	90
Media		7,2871
Desv. típ.		1,35991

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	1	,3	,3	,3
	1,00	1	,3	,3	,6
	3,00	3	,8	1,0	1,6
	4,00	8	2,0	2,6	4,2
	5,00	11	2,8	3,5	7,7
	6,00	37	9,3	11,9	19,7
	7,00	105	26,3	33,9	53,5
	8,00	95	23,8	30,6	84,2
	9,00	45	11,3	14,5	98,7
	10,00	4	1,0	1,3	100,0
	Total	310	77,5	100,0	
Perdidos	Sistema	90	22,5		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus
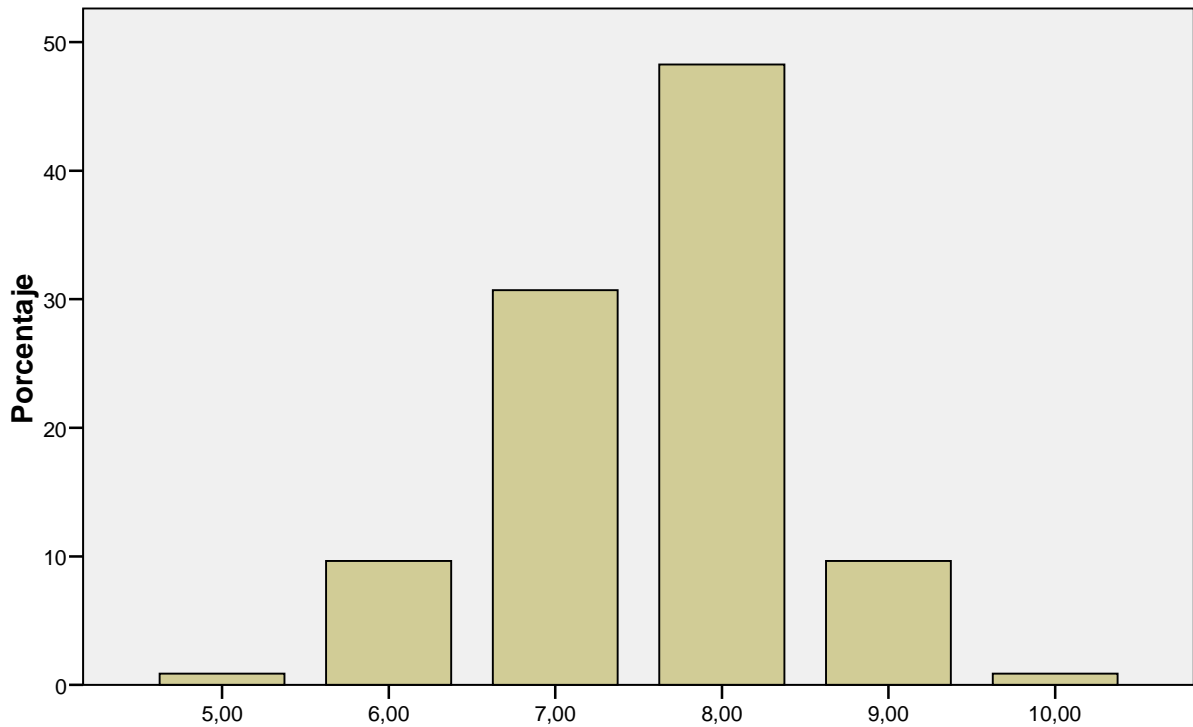
Estadísticos

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

N	Válidos	114
	Perdidos	286
Media		7,5877
Desv. típ.		,86025

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	5,00	1	,3	,9	,9
	6,00	11	2,8	9,6	10,5
	7,00	35	8,8	30,7	41,2
	8,00	55	13,8	48,2	89,5
	9,00	11	2,8	9,6	99,1
	10,00	1	,3	,9	100,0
	Total	114	28,5	100,0	
Perdidos	Sistema	286	71,5		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram
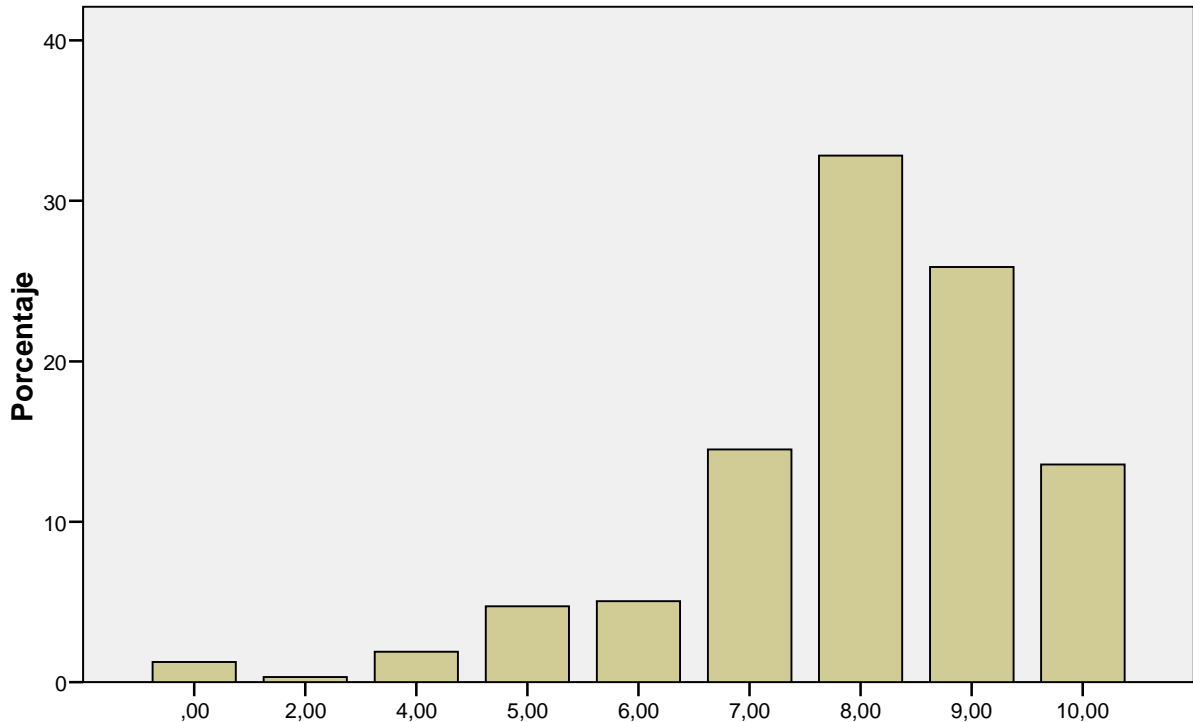
Estadísticos

How do you rate this means of transport on a scale of 1 to
10 (1 being the lowest rating and 10 the highest)? - Tram

N	Válidos	317
	Perdidos	83
Media		7,9464
Desv. típ.		1,67454

**How do you rate this means of transport on a scale of 1 to 10 (1 being the
lowest rating and 10 the highest)? - Tram**

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	4	1,0	1,3	1,3
	2,00	1	,3	,3	1,6
	4,00	6	1,5	1,9	3,5
	5,00	15	3,8	4,7	8,2
	6,00	16	4,0	5,0	13,2
	7,00	46	11,5	14,5	27,8
	8,00	104	26,0	32,8	60,6
	9,00	82	20,5	25,9	86,4
	10,00	43	10,8	13,6	100,0
	Total	317	79,3	100,0	
Perdidos	Sistema	83	20,8		
Total		400	100,0		

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram
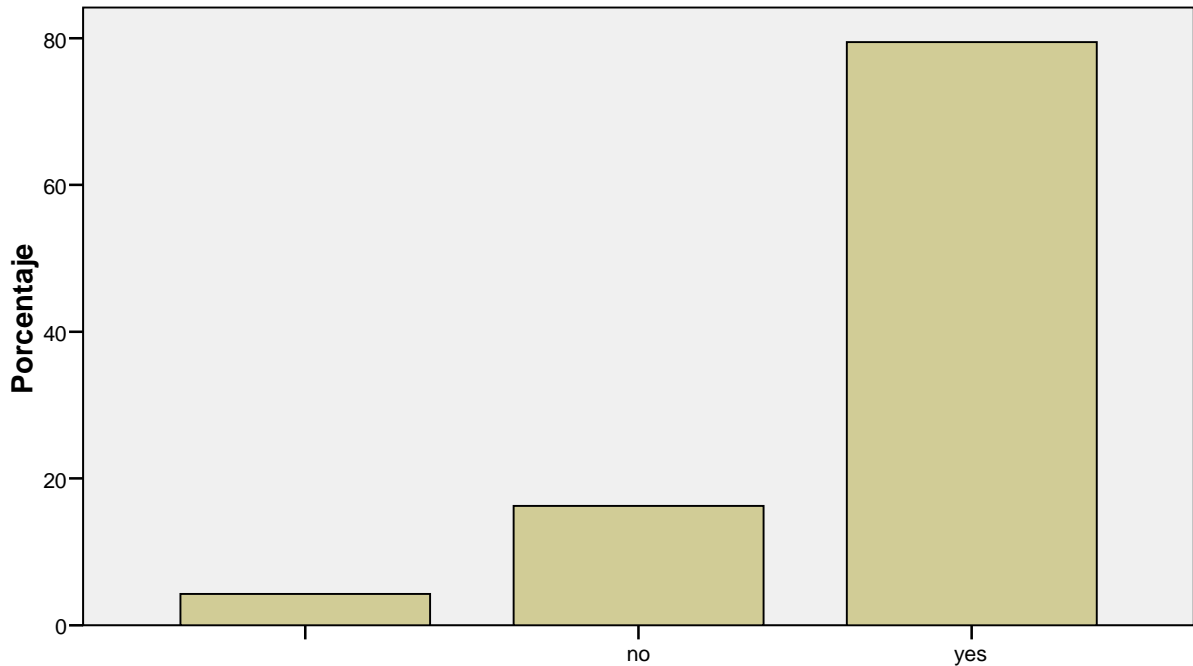
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

N	Válidos	400
	Perdidos	0

**Thinking about the various actions that are taking within the project
CIVITAS In the city, I might suggest if you know those actions (yes / no) and
the degree of acceptance (0 is very bad, 10 very positive)? - Extending
sidewalks in Sancho el Sabio - AWAR**

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos		17	4,3	4,3	4,3
	no	65	16,3	16,3	20,5
	yes	318	79,5	79,5	100,0
	Total	400	100,0	100,0	

**Thinking about the various actions that are taking within the project CIVITAS
In the city, I might suggest if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in
Sancho el Sabio - AWAR**

**Thinking about the various actions that are taking within the project CIVITAS
In the city, I might suggest if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in
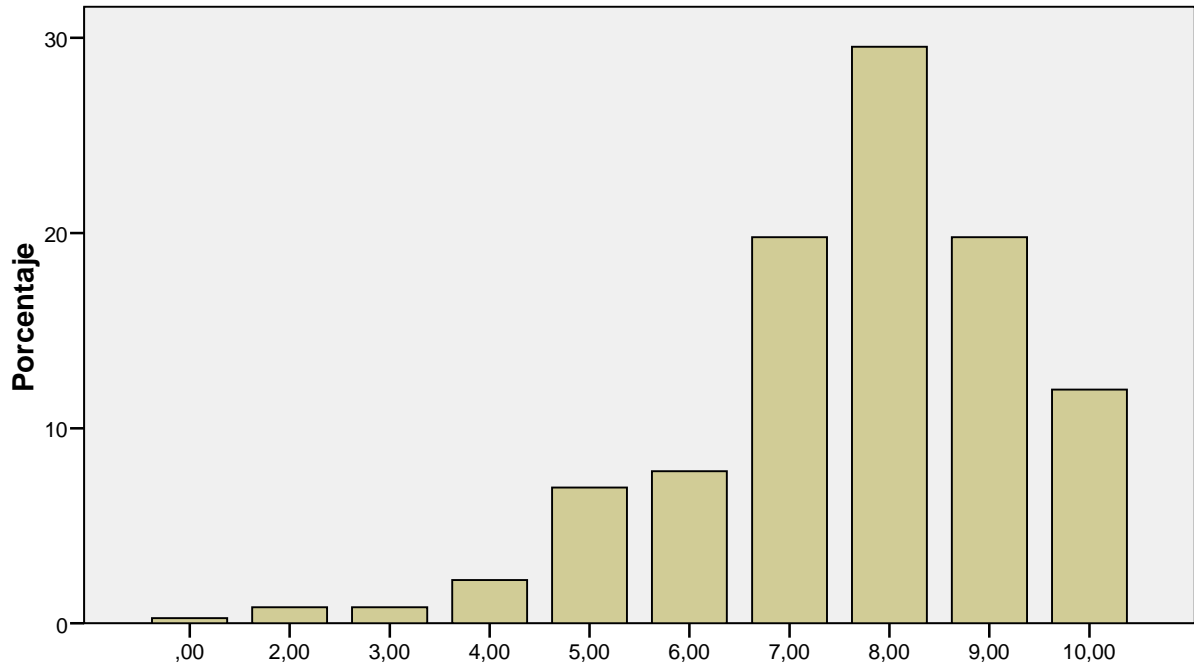Sancho el Sabio - AWAR**

**Thinking about the various actions that are taking within the project
CIVITAS In the city, I might suggest if you know those actions (yes /
no) and the degree of acceptance (0 is very bad, 10 very positive)? -
Extending sidewalks in Sancho el Sabio - ACCE**

Estadísticos

Thinking about the various actions that are taking
within the project CIVITAS In the city, I might suggest
if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? -
Extending sidewalks in Sancho el Sabio - ACCE

N	Válidos	359
	Perdidos	41
Media		7,6713
Desv. típ.		1,66060

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	1	,3	,3	,3
	2,00	3	,8	,8	1,1
	3,00	3	,8	,8	1,9
	4,00	8	2,0	2,2	4,2
	5,00	25	6,3	7,0	11,1
	6,00	28	7,0	7,8	18,9
	7,00	71	17,8	19,8	38,7
	8,00	106	26,5	29,5	68,2
	9,00	71	17,8	19,8	88,0
	10,00	43	10,8	12,0	100,0
	Total	359	89,8	100,0	
Perdidos	Sistema	41	10,3		
Total		400	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE
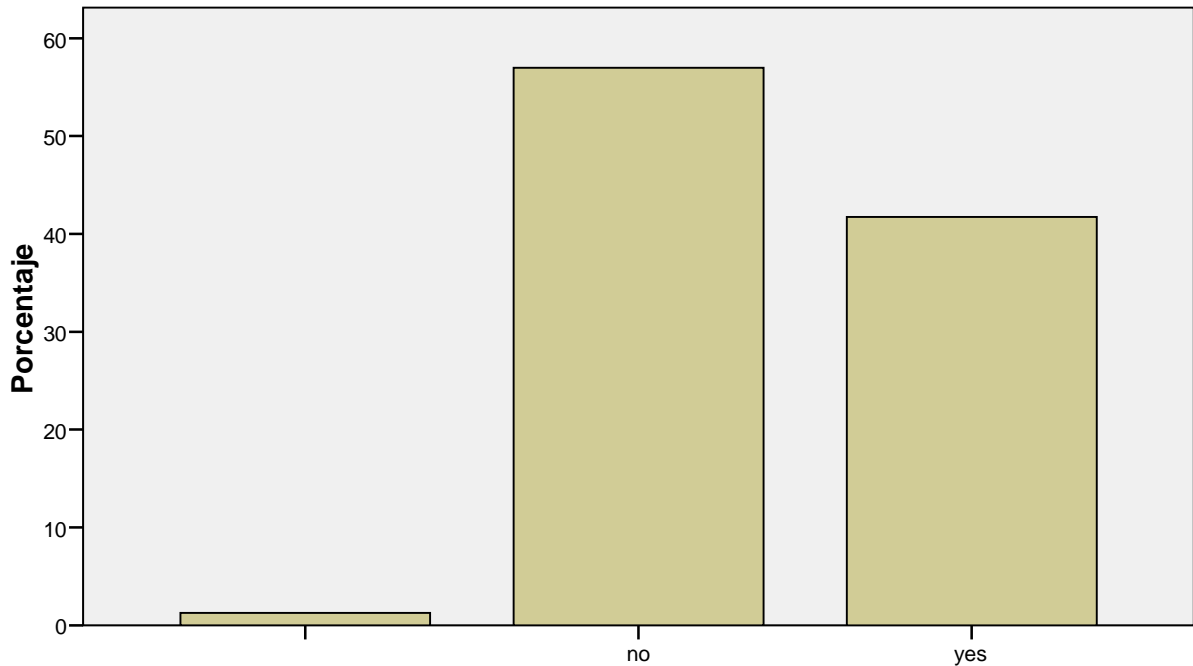
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

N	Válidos	400
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos		5	1,3	1,3	1,3
	no	228	57,0	57,0	58,3
	yes	167	41,8	41,8	100,0
	Total	400	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -
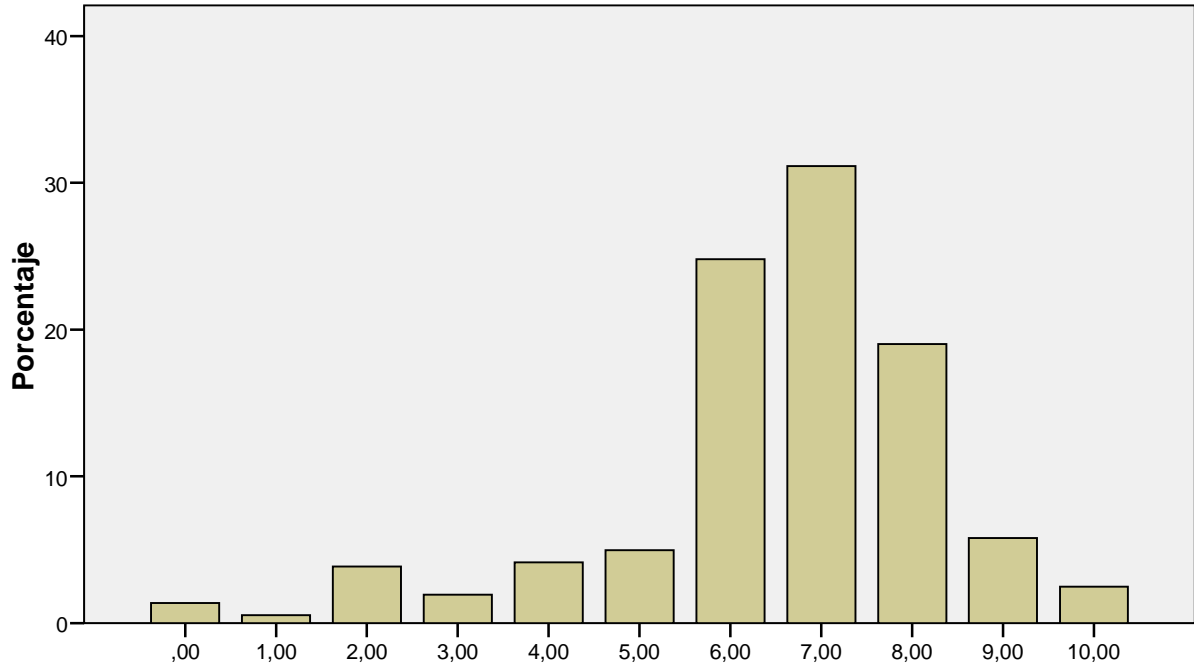
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Estadísticos

Thinking about the various actions that are taking
within the project CIVITAS In the city, I might suggest
if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? -
Restrict access to Prado and General Alava -

N	Válidos	363
	Perdidos	37
Media		6,5096
Desv. típ.		1,83784

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	5	1,3	1,4	1,4
	1,00	2	,5	,6	1,9
	2,00	14	3,5	3,9	5,8
	3,00	7	1,8	1,9	7,7
	4,00	15	3,8	4,1	11,8
	5,00	18	4,5	5,0	16,8
	6,00	90	22,5	24,8	41,6
	7,00	113	28,3	31,1	72,7
	8,00	69	17,3	19,0	91,7
	9,00	21	5,3	5,8	97,5
	10,00	9	2,3	2,5	100,0
	Total	363	90,8	100,0	
Perdidos	Sistema	37	9,3		
Total		400	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -
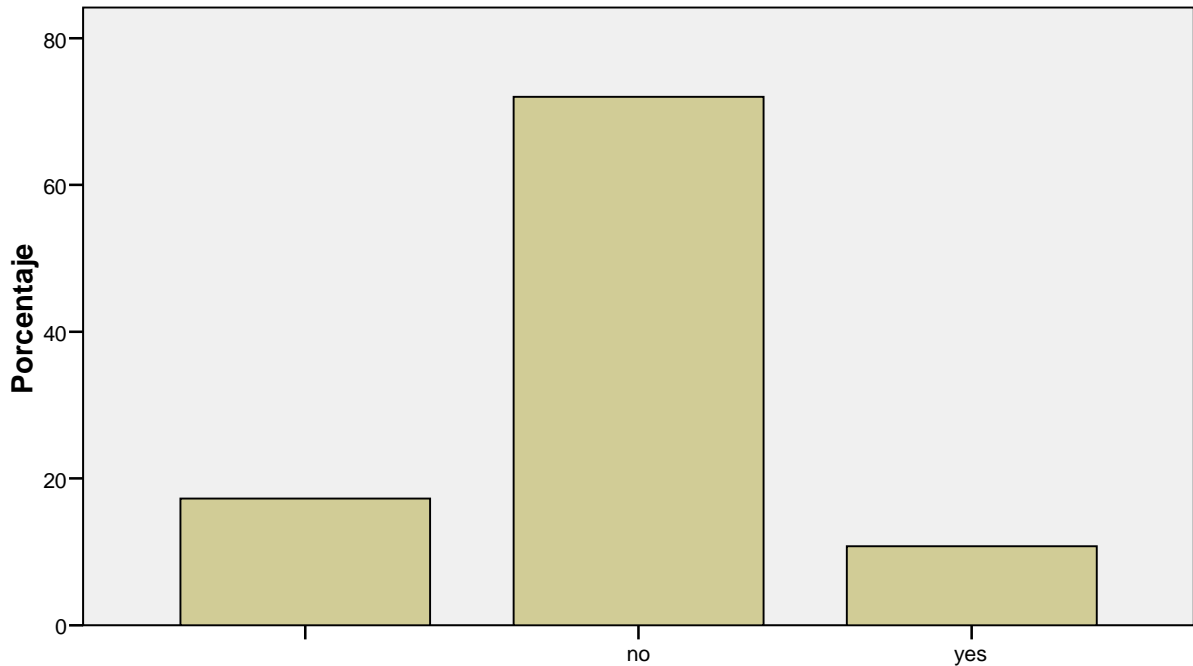
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - New regulation of traffic lights - AWARENESS

Estadísticos

Thinking about the various actions that are taking within the
project CIVITAS In the city, I might suggest if you know those
actions (yes / no) and the degree of acceptance (0 is very bad,
10 very positive)? -New regulation of traffic lights - AWARENESS

N	Válidos	400
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos		69	17,3	17,3	17,3
	no	288	72,0	72,0	89,3
	yes	43	10,8	10,8	100,0
	Total	400	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - New regulation of traffic lights - ACCEPTANCE
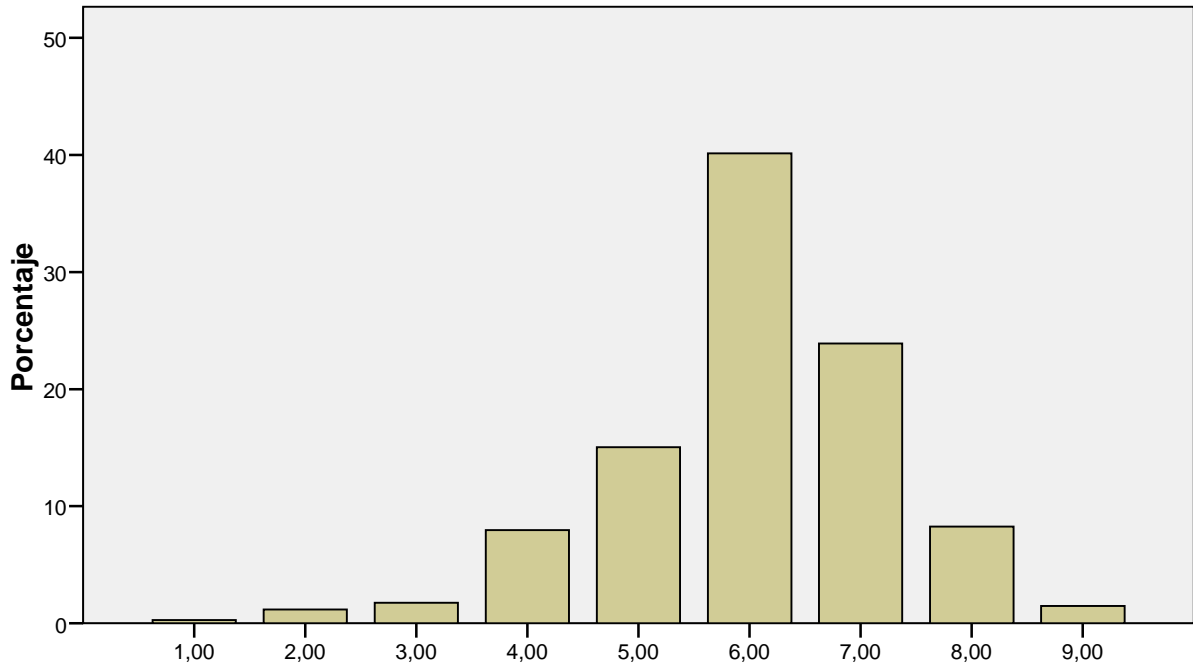
Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

N	Válidos	339
	Perdidos	61
Media		6,0236
Desv. típ.		1,26375

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	1,00	1	,3	,3	,3
	2,00	4	1,0	1,2	1,5
	3,00	6	1,5	1,8	3,2
	4,00	27	6,8	8,0	11,2
	5,00	51	12,8	15,0	26,3
	6,00	136	34,0	40,1	66,4
	7,00	81	20,3	23,9	90,3
	8,00	28	7,0	8,3	98,5
	9,00	5	1,3	1,5	100,0
	Total	339	84,8	100,0	
Perdidos	Sistema	61	15,3		
Total		400	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS
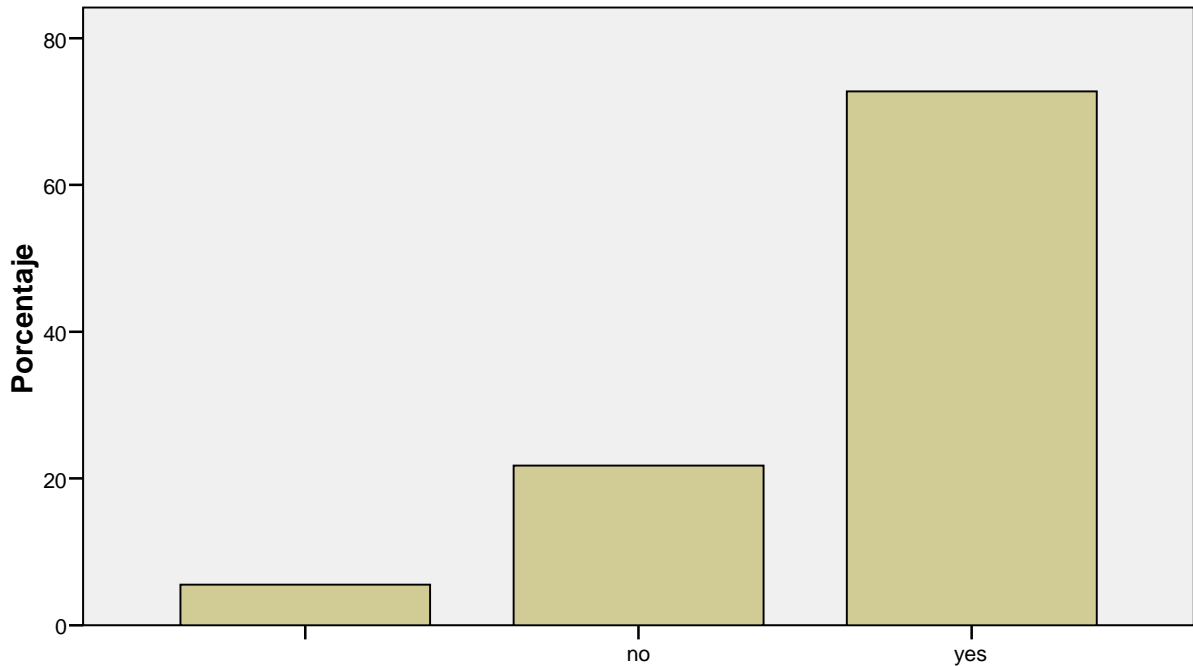
Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

N	Válidos	400
	Perdidos	0

**Thinking about the various actions that are taking within the project
CIVITAS In the city, I might suggest if you know those actions (yes / no) and
the degree of acceptance (0 is very bad, 10 very positive)? Network of
bicycle lanes - AWARENESS**

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos		22	5,5	5,5	5,5
	no	87	21,8	21,8	27,3
	yes	291	72,8	72,8	100,0
	Total	400	100,0	100,0	

**Thinking about the various actions that are taking within the project CIVITAS
In the city, I might suggest if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes -
AWARENESS**

**Thinking about the various actions that are taking within the project CIVITAS
In the city, I might suggest if you know those actions (yes / no) and the degree
of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes -
AWARENESS**

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE
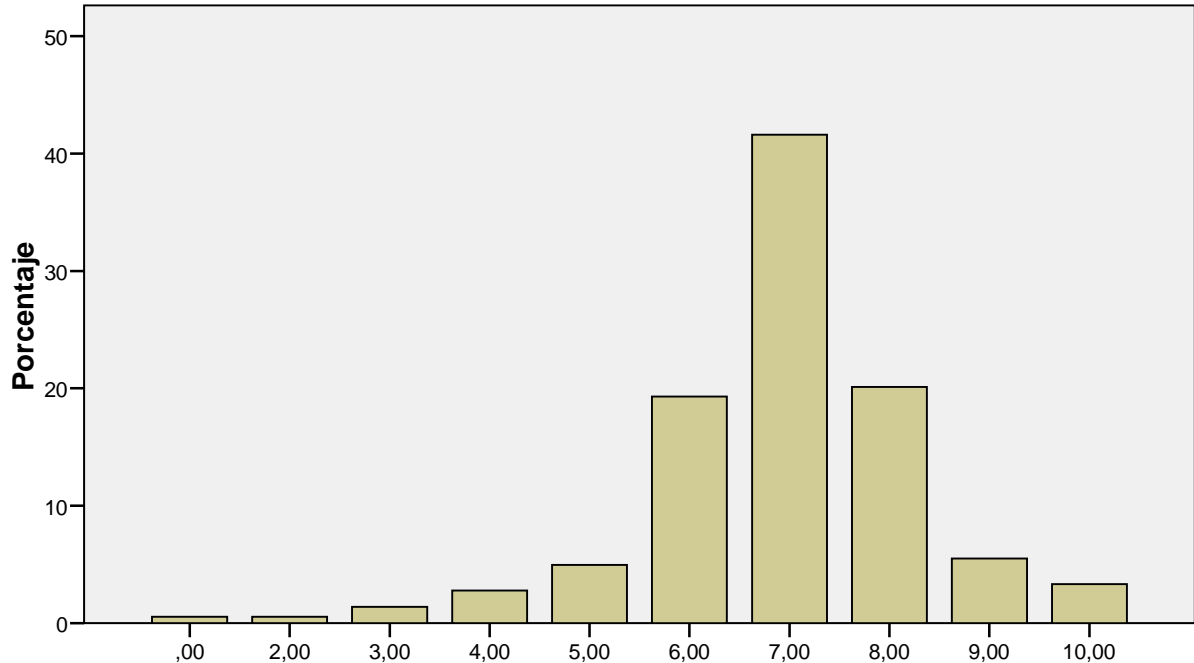
Estadísticos

Thinking about the various actions that are taking within the
project CIVITAS In the city, I might suggest if you know those
actions (yes / no) and the degree of acceptance (0 is very bad,
10 very positive)? Network of bicycle lanes - ACCEPTANCE

N	Válidos	363
	Perdidos	37
Media		6,9146
Desv. típ.		1,40869

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	,00	2	,5	,6	,6
	2,00	2	,5	,6	1,1
	3,00	5	1,3	1,4	2,5
	4,00	10	2,5	2,8	5,2
	5,00	18	4,5	5,0	10,2
	6,00	70	17,5	19,3	29,5
	7,00	151	37,8	41,6	71,1
	8,00	73	18,3	20,1	91,2
	9,00	20	5,0	5,5	96,7
	10,00	12	3,0	3,3	100,0
	Total	363	90,8	100,0	
Perdidos	Sistema	37	9,3		
Total		400	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal
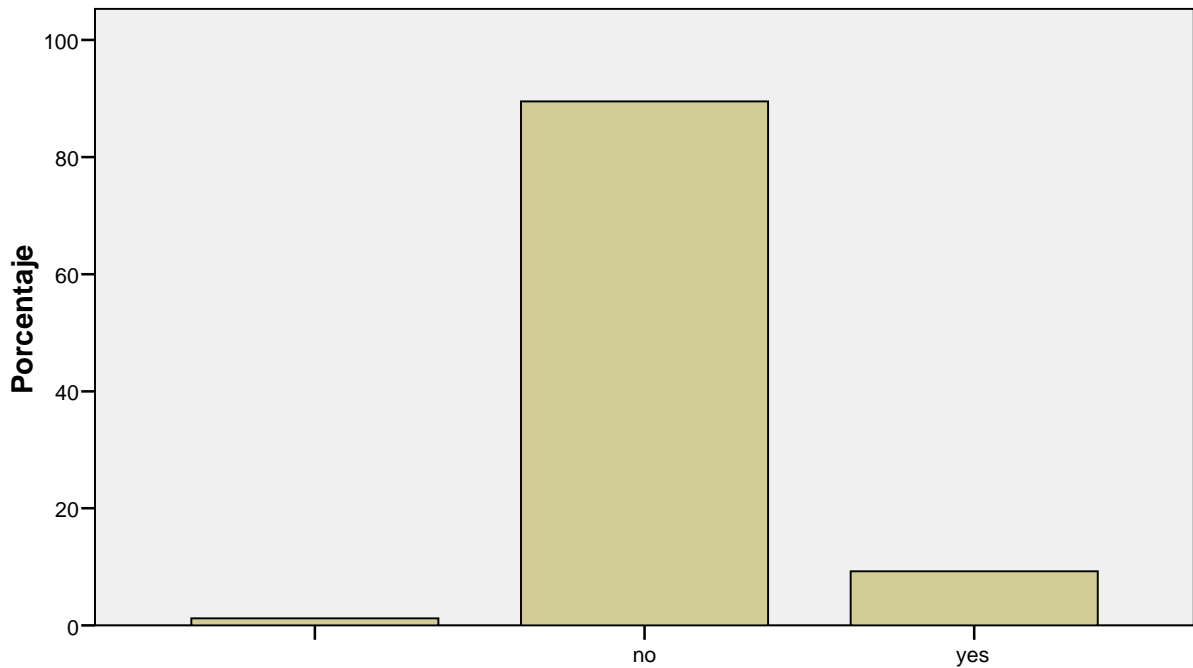
Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

N	Válidos	400
	Perdidos	0

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos		5	1,3	1,3	1,3
	no	358	89,5	89,5	90,8
	yes	37	9,3	9,3	100,0
	Total	400	100,0	100,0	

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Estadísticos

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

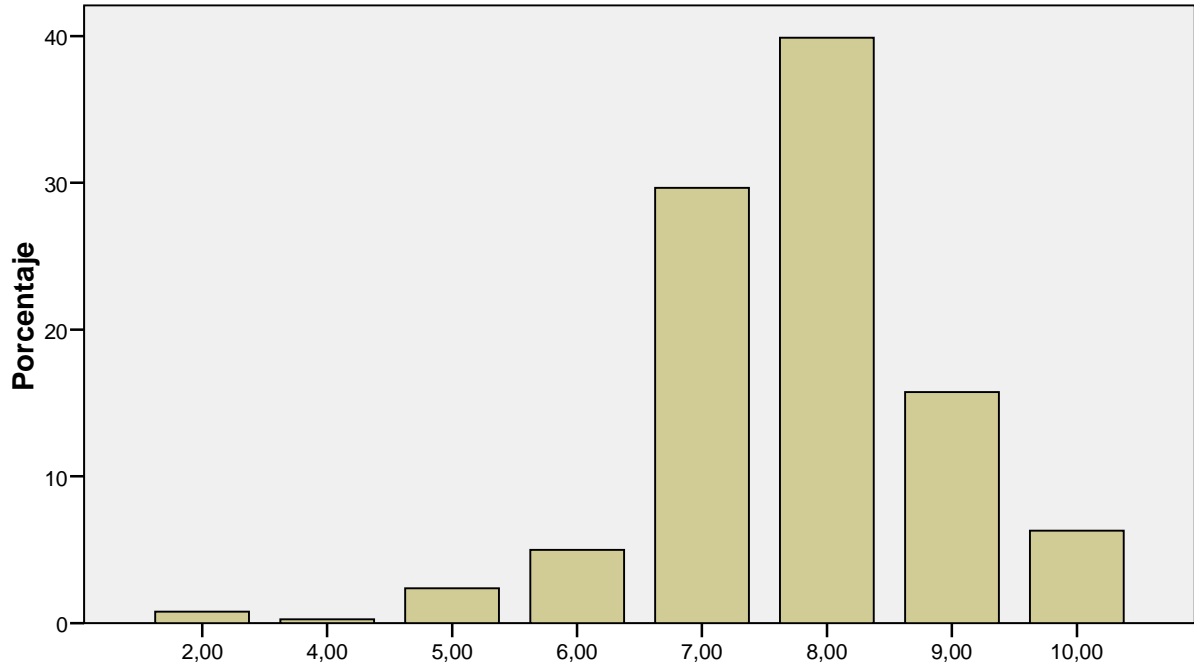| N	Válidos	381
	Perdidos	19
Media		7,7585
Desv. típ.		1,17852

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	2,00	3	,8	,8	,8
	4,00	1	,3	,3	1,0
	5,00	9	2,3	2,4	3,4
	6,00	19	4,8	5,0	8,4
	7,00	113	28,3	29,7	38,1
	8,00	152	38,0	39,9	78,0
	9,00	60	15,0	15,7	93,7
	10,00	24	6,0	6,3	100,0
	Total	381	95,3	100,0	
Perdidos	Sistema	19	4,8		
Total		400	100,0		

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

ANNEX 4: EX-ANTE TRAFFIC COUNTS (22th November 2011)

		Fueros Postas	*Fueros Ortiz de Zarate*	*Prado Magdalena*
Horario de Carga y Descarga				
Motos		2	2	1
Vehículos Pesados		13	29	54
Furgonetas		98	130	177
Turismos		313	49	186
	SubTotal:	426	210	418
Fuera de horario de Carga y Descarga				
Motos		11	0	7
Vehículos Pesados		10	7	87
Furgonetas		82	26	82
Turismos		463	24	283
	SubTotal:	566	57	459
	TOTAL:	992	267	877

NOTA: Horario de Carga y descarga de 07:00 a 12:00

ANNEX 5: EX-POST TRAFFIC COUNTS (3rd July 2012)

	Prado Magdalena	Cadena y Eleta	Lehendakari Aguirre	Fueros Postas	Fueros Ortiz de Zarate
Horario Normal					
Motos	5	10	0	7	0
Vehículos Pesados	120	271	56	8	19
Furgonetas	68	96	409	75	14
Turismos	238	1277	1333	423	35
SubTotal:	431	1654	1798	513	68
Horario de Carga y Descarga					
Motos	6	5	2	5	0
Vehículos Pesados	69	158	90	12	31
Furgonetas	161	212	475	88	121
Turismos	158	519	583	300	48
SubTotal:	394	894	1150	405	200
TOTAL:	825	2548	2948	918	268

NOTA: Horario de Carga y descarga de 07:00 a 12:00