

*Measure title:* **Urban Freight Logistics within the Superblocks Model**

*City:* **Vitoria-Gasteiz**    *Project:* **CiViTAS  
Modern**    *Measure number:* **07.01**

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## **Executive summary**

The Vitoria Gasteiz Municipality in the last years has carried out a program of reorganization of the overall urban public space according to the “superblocks” philosophy. It is a way of organizing the city that limits the availability of space to cars enlarging the space devoted to pedestrian and social use, and consequently, from the transportation point of view, aims to improve the shift of mobility to more sustainable modes.

This measure too was framed into this general approach. Therefore, as main objective of the measure, there was the need to define a new system of distribution of goods in accordance with the development of superblocks, capable of calming traffic and returning to pedestrian’s quality public space nowadays occupied by vehicles, developing activities not appropriate to this space.

After an important work of state-of-the-art and analysis of needs of the city, it was defined a solution by implementing “proximity areas” reserved to freight distribution enslaved to the superblocks. The delivery work within the superblocks has to be carried from these areas only. As part of the solution, freight distribution time windows have been modified and the access to the pedestrian areas, which was until now allowed, has been forbidden.

This measure has started to be implemented as a demonstration project in the Central Superblock. However, at the moment of the final of CIVITAS MODERN project, the implementation of the measure still hasn’t been finished. It is mandatory to control the access of vehicles to the pedestrian areas with police, and it is highly recommended to wait a period of consolidation of the measure and the mobility habits of distributors in the area. For these reasons, the evaluation couldn’t be done yet.

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## **A Introduction**

### **A1 Objectives**

The measure objectives are:

(A) High level / longer term:

- To influence travel behaviour and modal choice through mobility management plans, marketing, communication, education and information campaigns.
- To implement demand management strategies based upon economic incentives.
- To promote energy-efficient freight logistics services, and new concepts for goods distribution.

(B) Strategic level:

- To know the characteristics of the freight distribution in the city centre.
- To propose measures to improve mobility of goods and their impact on the city.
- To educate distributors and traders in regulation of the distribution of goods.
- To reduce the impact of goods distribution on pedestrians and residents in traffic calming areas.

(C) Measure level:

- (1) To reduce the freight transport out the loading/unloading period in the city centre up to 50% in respect to the situation before this measure.
- (2) To reduce the freight transport in the city centre up to 10% in respect to the situation before this measure.

### **A2 Description**

The initial objective of the project was established as follows:

- To define a new model of urban distribution of goods, economically sustainable and that allows freeing up some public space for alternative uses.
- The model has to facilitate a friendlier interlocation between economical activity and the involved agents.

The Sustainable Mobility Plan of Vitoria-Gasteiz has as well the objective of improving the freight distribution in the city. There are several ways of facing this problem:

- Implementing multi-use lanes: transforming night on-street parking spaces into loading/unloading zones during the day at low traffic hours, while during the peak hours, the lane is used as a priority bus lane.
- Night distribution of goods: carrying out by vehicles especially prepared and in a careful way for those appropriate economic activities, i.e. the big supermarkets located in the city centre.

- Logistic platforms: locating in strategic points that allows a capillary distribution of short distance. The basic idea is to build urban distribution centres (UDC) coinciding with underground parking that they could work as stores of distribution and/or consolidation. Goods delivery is done in surface and the goods enter and go out of the store by means of a system of hoist.
- Etc.

The wide range of solutions in freight distribution and the specific features of Vitoria-Gasteiz made important to assess in a deeply way the optimum policy in the city. The solution has to be coherent with the superblock model proposed by the Sustainable Mobility Plan of Vitoria-Gasteiz, it has to avoid the disturbances goods distribution could produce into the public space, as well as the disturbances it could produce to the delivery services.

For all of these reasons, it is conducting a study to analyse how to perform the actions arising from the Plan in the central superblock (S-1) and how to overcome the social and economic barriers. The initial objectives of the project are:

- To define a new model of urban distribution of goods, economically sustainable and that allows freeing up some public space for alternative uses.
- The model has to facilitate a friendlier interlocation between economical activity and the involved agents.

The following stages have been established for the development of the project:

- Analysis of the existing problem involving all social and economical agents affected. A survey was conducted to about 60% of the retailers, caterers and transporters working in the central superblock (S-1) or which their activity is developed within it, reaching a 95% response rate from the respondents.
- Study of the State of the Art of Urban Logistics. Analysis of existing solutions taking as reference reports studies from CIVITAS and BESTUFS (Best Urban Freight Solutions), as well as a compilation of most of the experiences that have been developed at national and International level (success and failure cases).
- Analysis of the applicability of identified solutions to the reality of Vitoria-Gasteiz. A first approach was made on the feasibility of the solutions considered for Vitoria-Gasteiz.
- Detailed solution and regulation of the logistic model for Vitoria-Gasteiz. Starting from the decision matrixes created for it (with the input of the City Council priorities), and continuing with the consideration of the cost-profits balance for each of them, the range of possible solutions applicable in the scenario of Vitoria-Gasteiz superblocks was closed up.
- Expected impact of the different selected solutions on main stakeholders direct or indirectly involved.
- Proposed steps to the consolidation of a cultural change and acceptance of new rules of coexistence pedestrian-urban logistic activities.

The solution proposed by the study consists on the segmentation in 9 miniblocks served by Proximity Delivery Areas (PDAs). These PDAs had been dimensioned considering goods throughput and rotation obtained from field surveys. These PDAs are monitored and controlled by traffic lights signalling system and information panels, that can be linked to mobile phones/smartphones applications, in order for delivery crews to know in real time parking space availability within each PDA (SmartPhone...). In this way, the delivery teams know before where to go avoiding unnecessary traffic.



Figure A2.1: Proximity Delivery Areas

From PDAs to the delivery points, alternative transportation means are suggested, all of them based on minimizing impact to pedestrians or usage of scarce public space, giving preference to clean vehicles (an opportunity is opened for companies willing to provide supporting services in PDAs)

“Express” parking spaces within each PDA to provide alternatives to other potential users than distributing companies (time slots will be of up to 20 minutes maximum in this case)

At the same time, it is also proposed the implementation of unattended solutions for last mile (i.e. Packstations®) as a complement for the solution.

Conditions of segmentation of the central superblock in miniblocks served by Proximity Delivery Areas (PDAs):

- Distributing crews park in the PDA. Usage time window for the PDA is between 8:00 a 14:00 and from 16:00 to 18:00. Rest of the day works as OTA.
- Streets closed to all unauthorized vehicle traffic (except residents, urgencies, special transports, etc.).
- Managed by entry licenses given if certain requisites are met.
- Controlled by traffic lights signalling system and information panels.
- Visibility to delivery crews given by mobile/Smart phones applications.

- From the PDA to the destination point distribution is done using urban electric hand pallets, electric vehicles, cargo bikes, etc.



Figure A2.2: Example of PDA

As a conclusion and application of the study, a pilot project has been implemented in the area more commercial of Vitoria-Gasteiz, in the south of the central superblock (S-1). The following figure shows the area of implementation:





Figure A2.3: Operational area of the measure

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Figure A2.4: Operational area of the measure



## **B Measure implementation**

### **B1 Innovative aspects**

The innovative aspects of the measure are:

- **New conceptual approach, nationally** – There is not a lot of specific studies and solutions for freight distribution.
- **Targeting specific user groups, locally** – There have been an important social involvement through roundtables with various stakeholders as traders and distributors.

### **B2 Research and Technology Development**

It has been developed an specific study about the current situation of urban distribution of goods in Vitoria-Gasteiz. The stages of this study are the following:

#### **1. Methodology:**

- Presentation to all the involved agents (to ensure understanding of the project scope and minimize resistance from possible stakeholders affected).
- Conduct field surveys to the main involved stakeholders (retailers/caterers and transporters).
- More than 60% of the “Supermanzana” commercial agents answered the survey.
- Interviews with some of the main actors (public and private) involved in the DUM.

#### **2. Segmentation:**

- Zona/Subárea A = ENSANCHE
- Zona/Subárea B = CORONACIÓN
- Zona/Subárea C = CASCO VIEJO



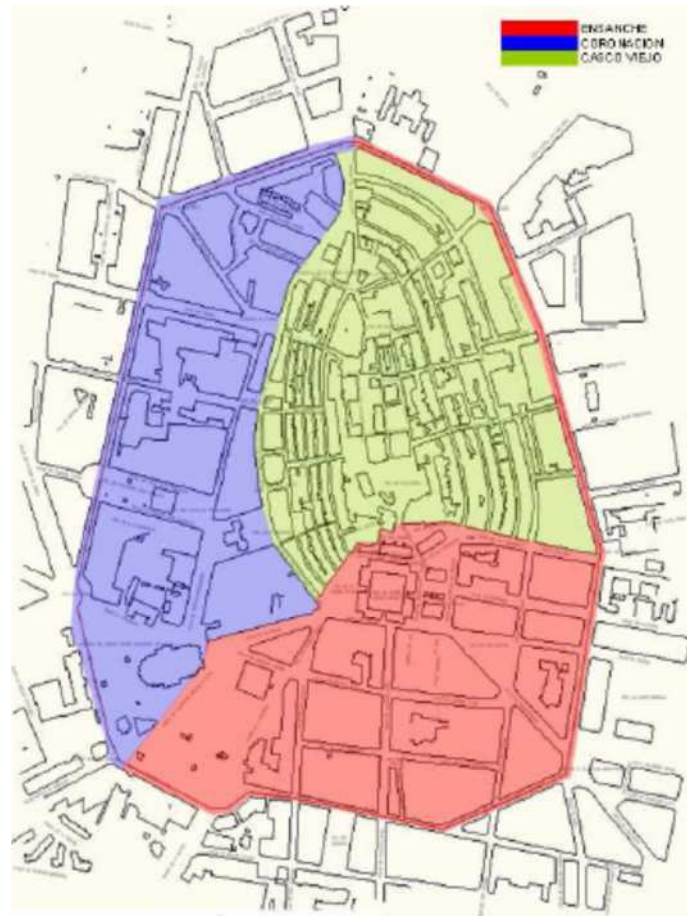


Figure B2.1: Segmentation in subareas

### 3. Other aspects taken into account:

- Existing Loading/unloading areas.
- Pedestrian Areas.
- OTA Areas (Payment).
- Traffic density and flows.
- Urban transport.
- Origin and destination of goods.
- Particular points of conflict (schools, hospitals, residences...).
- Density and population pyramid.

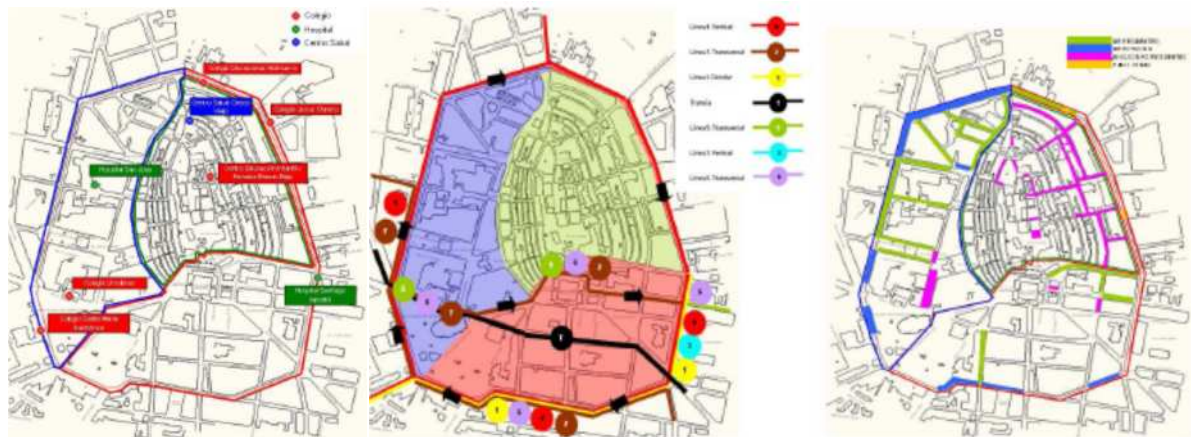


Figure B2.2: Other aspects taken into account

#### 4. Regarding commercial activity, it has been analyzed:

- By Sectors.
- By opening days.
- By type of product.
- By type of delivery and size.
- By self-sourcing level.
- By area and street, type of box crossed with kind of product.
- By reception times.
- By kind of vehicles used.
- By delivery point (door, Warehouse...).
- Replacement Schedule.

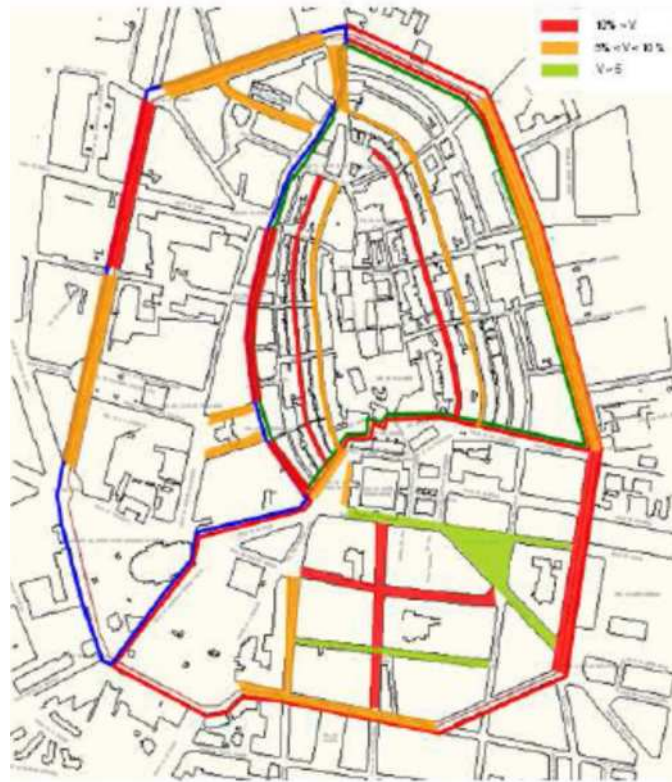


Figure B2.3: Amount of deliveries by streets

**5. Regarding delivering companies, it has been analyzed:**

- Number of employees.
- Number of vehicles.
- Number of waybills per Vehicle.
- Operations of L/D per Vehicle.
- Distribution Schedule.
- Distribution frequency.
- Equipment used for last mile delivery (pallet truck, ...).
- Distance to the store from the parking.

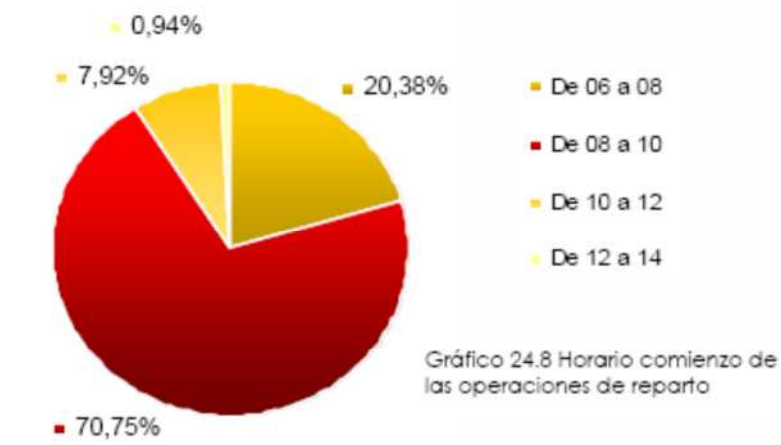


Figure B2.4: Timetable of delivery operations

### 6. Future trends also considered:

- Future economic conditions.
- Retail surface and opening/closing evolution.
- Territorial distribution of retailers.
- Number of households and composition.
- E-Commerce impact.
- Urban and traffic / pedestrian flows activities.
- Environment awareness impact.
- Population movements (migration).
- Urban transport evolution.

### 10.3. Subárea C = CASCO VIEJO

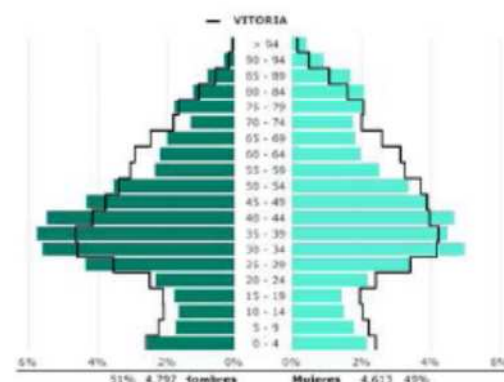


Figure B2.5: Population by age in Vitoria-Gasteiz central area

### 7. Conclusions and delimitation of the areas to be treated:

- Ensanche area:

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- Many pedestrian streets with an intense commercial activity.
- Loading and unloading activities permitted from 08.00 to 12.00, while opening times from 10.00 a.m. on in most cases.
- Casco Viejo area:
  - Predominance of HORECA Channel.
  - Virgen Blanca Square with a very intense activity.
  - Shortage of loading/unloading areas.
  - Pavements invasion.
  - Biggest concentration of delivering activities on Thursday and Friday, prior the weekends.
- Coronación area:
  - Coexistence of OTA and residents areas that most likely increase the vehicle movements.
  - Wide loading/unloading areas exist but with narrow pavements.



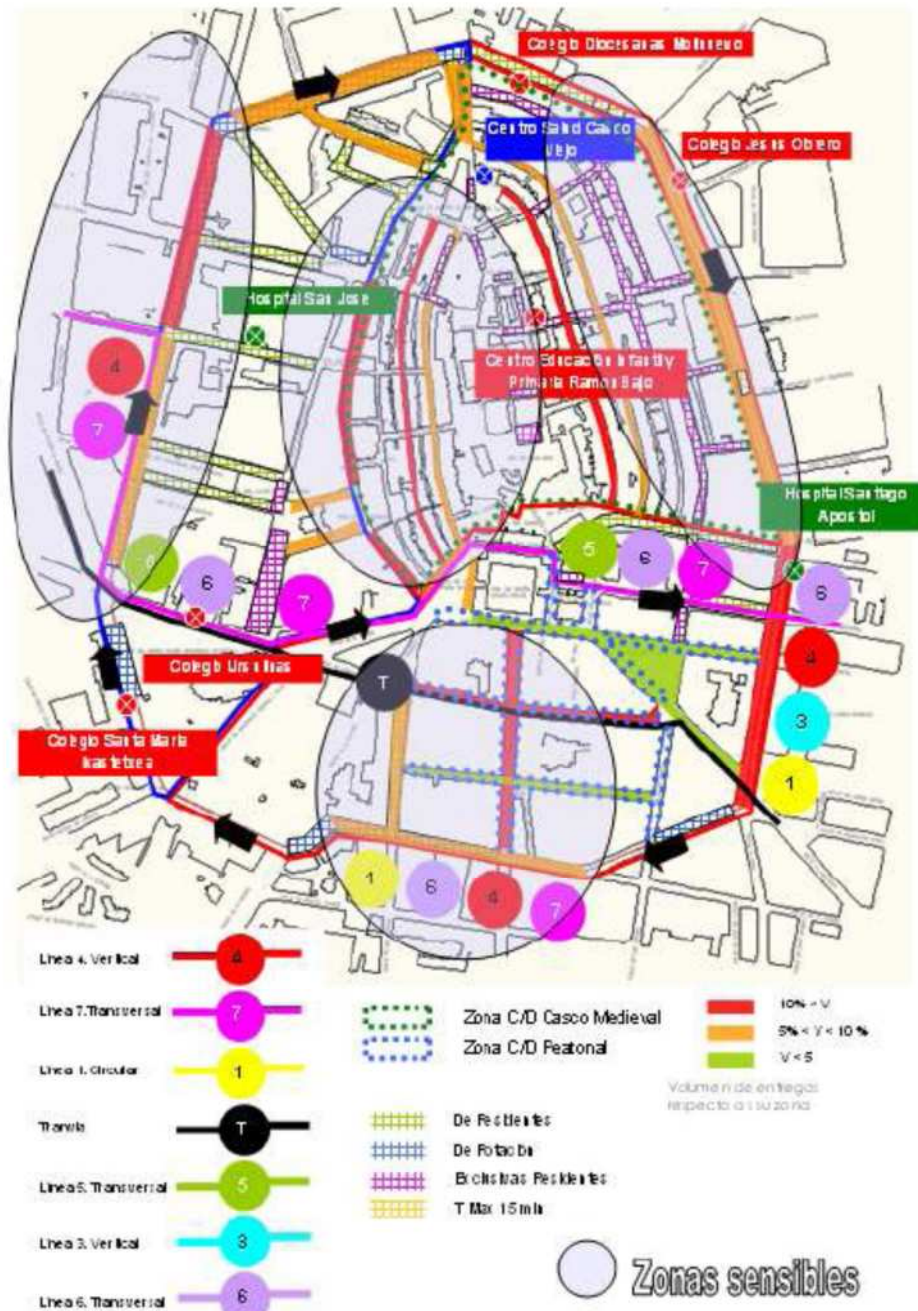


Figure B2.6: Conclusions of study in Vitoria-Gasteiz central area

### B3 Situation before CIVITAS

The urban distribution of goods, is a key aspect to economic development of cities and it is part of the intrinsic functions to urban settings. However, its functionality depend on motorized transport which represents part of the dysfunctions associated with the traffic road due to it contributes significantly to traffic congestion and generates a public space occupation surface. The study, localization and classification of operations urban freight distribution within the city is increasingly important, as the friction they cause is significant.

In order to minimize these frictions and reduce the impacts of this activity, the City Council of Vitoria-Gasteiz proposed a new load management and discharge through a new organization of the distribution system. For this, an analytical study was carried out to define the problems in this issue that the city has. The resultant was:

- Vitoria-Gasteiz has an unsolved problem. In fact, urban distribution of goods up to the consumers and the stores, as well as its reverse logistics, generates unorganised traffic flows until now.
- As a consequence of this, traffic congestion during rush hours and public spaces invasion (pavements) by delivering crews during loading/unloading enabled times, is a reality in Vitoria-Gasteiz city centre.
- The indiscipline and the danger of the vehicles which invade pavements or pedestrian areas is one of the negative consequences of this congestion.
- In the city, the inefficiencies due to the atomization of the numerous agents involved in these activities, worsen especially the problems mentioned before.
- The streets are less pedestrian friendly as a consequence of the public space being occupied by freight vehicles.
- Lastly, the acoustic and environmental contamination, as well as the high costs of public infrastructure maintenance, is a reality to which a response has to be given by the City Council.

Before the CiViTAS project, the situation in the central superblock for urban distribution is that there are time constraints and weight for the distribution of goods in the central superblock that are not respected. There is an invasion of the pedestrian areas by large commercial vehicles for much of the day. Some commercial vehicles parked for long as there is no maximum time limit.

## **B4 Actual implementation of the measure**

The measure was implemented in the following stages:

**Stage 1: Freight transport, delivering and urban distribution centres summary report** (September 2011 – November 2011):

*Some experiences about freight distribution and urban distribution centres in other cities have been studied: Monaco model (La Rochelle, Geneve and Siena), Dutch (Leiden) and German models (Kassel, Fukuoka).*

**Stage 2: Analysis of the commercial activities by typology and goods delivery in the city centre** (December 2011):

*Field data collection through surveys with the elaboration of data and the production of a report containing the results of the analysis. The survey was carried out in the central superblock. More than 800 questionnaires have been distributed in shops, bars, restaurants, all economic activities developed within the area (banks, jewellery shops...) and to the distribution companies that work in the area.*

*The distribution and the collection of the compiled questionnaires were done in order to have information related to:*

- *Kind and size of goods to be distributed*

- *Timetable and frequency of distribution*
- *Kind of vehicles used*
- *Self-sourcing level type of delivery and size*

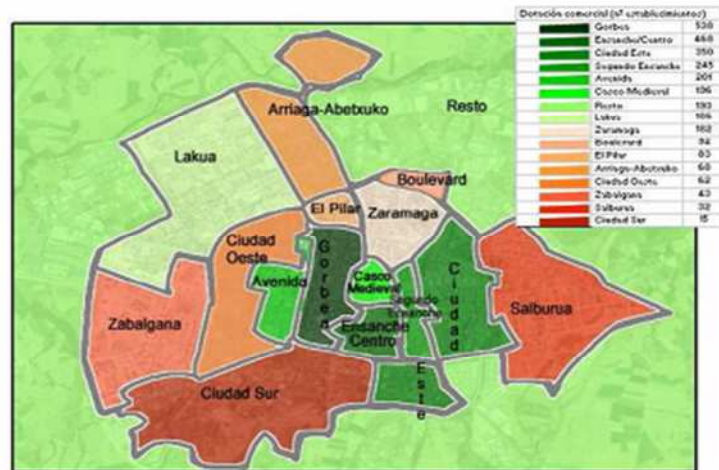


Figure B4.1: Distribution of retail trade

Basic characteristics of retail trade								
	December 2010				June 2011			
	Nº	%	M²	%	Nº	%	M²	%
Food, beverage and tobacco.	792,00	26,70	47346,00	12,40	801,00	27,12	48422,00	12,58
Equipment for people	566,00	19,10	60502,00	15,90	560,00	18,96	59000,00	15,33
Drug Stores, pharmacies	196,00	6,60	16715,00	4,40	203,00	6,87	17183,00	4,46
Household equipment	555,00	18,70	82254,00	21,60	543,00	18,38	85230,00	22,14
Vehicles and appliances, fuel	175,00	5,90	23424,00	6,20	174,00	5,89	23832,00	6,19
Other retailers	609,00	20,60	55668,00	14,60	599,00	20,28	54709,00	14,21
Mixed retailers	69,00	2,30	95240,00	25,00	74,00	2,51	96584,00	25,09
<b>Total retail traders</b>	<b>2962,00</b>	<b>100,00</b>	<b>381149,00</b>	<b>100,00</b>	<b>2954,00</b>	<b>100,00</b>	<b>384960,00</b>	<b>100,00</b>

Figure B4.2: Basic characteristics of retail trade. Strategic Planning Service of the Vitoria-Gasteiz City Council

The following methodological points have been taken into account in carrying out the survey:

- *Presentation to all the stakeholders (to ensure a clear understanding of the project scope and minimize the possible resistances from the affected stakeholders)*
- *carry out surveys to the main involved stakeholders (retailers/caterers and transporters)*
- *Interviews with some of the main actors (public and private) involved in the urban freight logistic.*

The redemption of the survey was more than 60% within the Central Superblock where the analysis was carried out.

A special deliverable has been produced reporting the updated situation of urban distribution of goods in central superblock.

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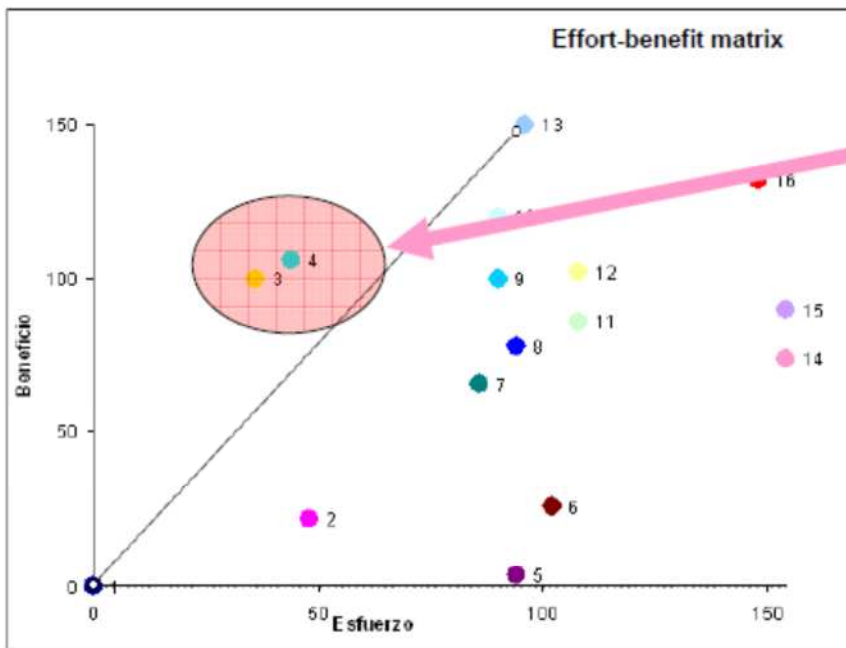
**Stage 3: Definition of the solution for Vitoria-Gasteiz (January 2012 – April 2012):**

*When completed the analysis of the current situation and the related diagnosis, a deep study to analyse the state of the art in this field and the solutions given by other cities to the problems came out from the diagnosis has been carried out.*

- *A report about existing solutions already adopted in Europe for the main detected problems has been prepared. The analysis of the existing solutions was made taking as reference reports studies from CIVITAS and BESTUFS (Best Urban Freight Solutions), as well as a compilation of most of the experiences that have been developed at national and International level (successful and failure cases).*
- *An accurate study has been developed about the reference models adopted by the various analyzed solutions for the distribution of goods, and about the best way to implement and integrate those solutions in Vitoria-Gasteiz. The main problem taken into account was the suitability of the solutions to the superblock model adopted by Vitoria Gasteiz. .*
- *An analysis and weighting process regarding benefit/effort ratio for each solution was conducted.*



SOLUTION	EFFORT	IMPACT
1 TRANSPORT IN REGULAR VEHICLE (CURRENTLY)	0,00	0,00
2 TRANSPORT IN ELECTRIC VEHICLE	48,00	22,00
3 TRANSPORT IN REGULAR VEHICLE+PROXIMITY DELIVERY AREA	36,00	100,00
4 TRANSPORT IN ELECTRIC VEHICLE+PROXIMITY DELIVERY AREA	44,00	106,00
5 JOINT DELIVERY +TRANSPORT IN REGULAR VEHICLES	94,00	4,00
6 JOINT DELIVERY +TRANSPORT IN ELECTRIC VEHICLES	102,00	26,00
7 JOINT DELIVERY+TRANSPORT IN REGULAR VEHICLES +PROXIMITY DELIVERY AREA	86,00	66,00
8 JOINT DELIVERY + TRANSPORT IN ELECTRIC VEHICLES + PROXIMITY DELIVERY AREA	94,00	78,00
9 CDU + TRANSPORT IN REGULAR VEHICLES	90,00	100,00
10 CDU + TRANSPORT IN ELECTRIC VEHICLES	90,00	120,00
11 CDU + TRANSPORT OF GOODS BY TRAM+REGULAR VEHICLE	108,00	86,00
12 CDU + TRANSPORT OF GOODS BY TRAM+ELECTRIC VEHICLE	108,00	102,00
13 CDU + TRANSPORT OF GOODS BY TRAM + ALTERNATIVE O2 VEHICLE	96,00	150,00
14 CDU + TRANSPORT OF GOODS BY TRAIN +REGULAR VEHICLE	154,00	74,00
15 CDU + TRANSPORT OF GOODS BY TRAIN+ELECTRIC VEHICLE	154,00	90,00
16 CDU TRANSPORT OF GOODS BY TRAIN + ALTERNATIVE O2 VEHICLE	148,00	132,00



Graph 7.2 positioning of the solutions to the current situation

Figure B4.3: Elaboration of the chosen option

Attending to this matrix and the current economic situation, the solution was developed as follows. The main central superblock has been divided into nine miniblocks. This organization has been set according to criteria of quantity of goods to distribute, street typology and distance to delivery points. Each miniblock was provided with one or several Proximity Area (hereinafter PA) consisting of the installation of a urban transfer platform where goods are unloaded from vehicles and placed in pallet trucks, barrows, electric vehicles and bicycles for the final distribution.

The type and number of load/unload stalls in each PA were defined according to the needs of the different miniblocks detected in the previous study, so each one is different from the others.



*In response to these needs, three miniblocks have more than one PA and the others just one. There are a total of 9 minisuperblocks and 13 PA as reflected in the picture above.*



Figure B4.4: Proximity Areas in the central superblock (letters are miniblocks and orange points are PA)

*Access to the PA is restricted to freight distribution companies and to commercial activities operating within the miniblock performing self-provisioning. In both cases authorization is required for these users. The permission is released by the Municipality without any payment. It is only necessary to have a commercial vehicle to get permission.*

*Based on the two classes of users above mentioned, two parking areas are defined within each PA with different time slots: high turnover or express delivery parking areas and conventional delivery parking areas. The high turnover areas are intended for those operators who perform self-provisioning and have a limited occupancy time of 20 minutes. The conventional distribution areas are reserved for freight companies and have 60 minutes available for distribution. There is the possibility of having people permanently on the PA to help carriers in order to speed up operations and thus reduce the length of the vehicles stay.*

*In order to control the occupancy of vehicles on the PA, in each of the areas an occupancy control system using traffic lights will be installed. These traffic lights are activated by*

*presence detectors which in turn activate a timer which will handle the colour of the traffic light. The traffic light is green while the load/unload operation happens within the time allowed, and will turn on red when the allowed time expires. This system makes the control and supervision by municipal officers very simple.*

*This system offers the possibility to transfer information from the traffic lights to information panels distributed in different parts of the city. This way, reliable and real time information is provided about the number of spaces which are free or occupied in each PA. With this information, the carrier may decide at which point can perform the work in the shortest possible time. This information could be accessible from mobile devices facilitating even more the selection of the right destination to reduce delivery time of goods and avoid waste of time.*

*From the PAs to the shops, goods will be transported by totally ecological vehicles or means of transport and each carrier may choose to do this operation directly with a hand truck or using machinery developed specifically for distributing goods in urban areas.*

*In response to the needs of freight companies, the time slots for the use of the PA are from 8:00 to 14:00 and from 16:00 to 18:00. Outside this schedule, PAs will function as a regulated parking area as in the rest of the city. The possibility of facilitating the loading and unloading operations from the PAs within the night schedule will be analyzed in the future.*

*In order to further reduce the number of vehicles entering the superblock, is considered interesting to try to minimize the delivery of goods to private homes, especially considering the increase of this service due to particular e-commerce purchases. With this purpose, unattended delivery and collection points or pack stations (PS) will be installed in the PAs. Once the user is registered in the PS system, the dealer will locate the merchandise in the PS selected by the user, who will receive, either by sms or email, the information on the location and passwords to collect its delivery. With this information, the user will have a deadline to collect the goods and in case does not pick it up, it will be withdrawn by the distributor who will contact the recipient about the failed delivery, as currently happens with the regular delivery service.*

*Once these PAs are installed the need for conventional loading and unloading areas distributed by the different streets will disappear, freeing up space in the centre of the city, which can be used for others needs.*

*Once the solution for the urban freight distribution centre in the central superblock will be fully implemented, total traffic circulating within this area will decrease and the traffic generated by the urban distribution of goods in the miniblocks will be directly addressed to the PA using the most appropriate routes devoted to dealers and avoiding to circulate on the pedestrian streets.*

**Stage 4: Implementation contract and communication to the main agents involved in urban distribution in Vitoria-Gasteiz (April 2012 – January 2013):**

*We carried out meeting with all the stakeholders from the economical sectors affected by the measure. On October 2012 a meeting was held with the most economically affected stakeholder, mainly carriers, to explain in detail the logic of the interventions, the locations of the proximity areas and the rules to use them. The initial reaction to the project was not too keen as carriers argued that it would increase the cost of goods distribution given that they could not deliver them to the end delivery point. City council took the commitment, then, to ensure availability of parking places, controlling their use only by accredited transport companies which will provide agility in the vehicle replacement of these parking places.*

An information campaign, specifically focused to the local police to know how the new system works, is being prepared.

**Stage 5: Implementation of solution in the city centre (November 2012 – February 2013):**

The design of the works to be carried out to implement the pilot test within the Central Superblock was completed during the summer. However, a new delay was caused due to lack of funds. Once the money was available, works were awarded. Besides, autumn weather made it difficult painting works because paint does not stick to wet or very cold asphalt, so that the implementation was getting longer.

Apart from that, due to the limited availability of funds, the proximity areas were implemented mainly using by signing and marking, without making expensive civil works. Equally, remote control of the proximity areas is not going to be implemented at the moment, so that the control would be performed manually by the Municipal Police, but at the final of the project CIVITAS MODERN, this still haven't been started.



Figure B4.5: Sample area of proximity in San Antonio Street integrated with traffic calming measure and bicycle line.

## C Evaluation – methodology and results

### C1 Measurement methodology

#### C1.1 Impacts and Indicators

No.	Impact	Indicator	Source	Date ex ante	Observations	Date ex post	Observations
13	Society	Awareness level	Citizens survey	Oct 2012	It is estimated the implemetation in Jan 2013		It is estimated the implemetation in Jan 2013
14	Society	Acceptance level	Citizens survey	Oct 2012			
26	Transport	Traffic distribution by type of vehicle	Cars, vans and trucks counts (cameras)	Nov 2011, Jul 2012		Jan 2013	
27	Transport	Traffic distribution by period	Cars, vans and trucks counts (cameras)	Nov 2011, Jul 2012		Jan 2013	

Figure C1.1.1: Indicators

- **Indicator 13** (*Awareness level*)

Unit: % citizens know measure

Data is obtained through surveys to Vitoria-Gasteiz citizens. This survey is composed of several questions related to the Urban freight logistics within the superblocks model 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 C1.1.3 shows distribution of surveys by age and sex.

Population	Total	Male	Female
<b>16-35</b>	61615	31815	29800
<b>36-65</b>	104205	51569	52636
<b>&gt;65</b>	39243	17044	22199
<b>Total</b>	<b>205063</b>	<b>100428</b>	<b>104635</b>

Surveys	Total	Male	Female
<b>16-35</b>	120	62	58
<b>36-65</b>	203	101	103
<b>&gt;65</b>	77	33	43
<b>Total</b>	<b>400</b>	<b>196</b>	<b>204</b>

Figure C1.1.3: 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:

- Coherence analysis by logical distance travelled and analysis cases top/under deviation standard.
- 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 C1.1.4: 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 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 Urban freight logistics within the superblocks model 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 C1.1.3 shows distribution of surveys by age and sex.

Population	Total	Male	Female
<b>16-35</b>	61615	31815	29800
<b>36-65</b>	104205	51569	52636
<b>&gt;65</b>	39243	17044	22199
<b>Total</b>	<b>205063</b>	<b>100428</b>	<b>104635</b>

Surveys	Total	Male	Female
<b>16-35</b>	120	62	58
<b>36-65</b>	203	101	103
<b>&gt;65</b>	77	33	43
<b>Total</b>	<b>400</b>	<b>196</b>	<b>204</b>

Figure C1.1.3: 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:

- Coherence analysis by logical distance travelled and analysis cases top/under deviation standard.
- 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 C1.1.4: 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 in the city centre distinguishing the different kind of vehicles (utility vehicles, commercial vehicles, heavy goods vehicles and motorcycles), before and after implementation of the measure. The motorized traffic flow was 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 22<sup>nd</sup> November 2011 and 3<sup>rd</sup> July 2012. The ex-post traffic counts were planned on February 2013, once implementing the measure.

- **Indicator 27** (*Traffic distribution by period*)

Unit: % vehicles in the loading/unloading period, % vehicles out of the loading/unloading period

It counts the number of vehicles travelling through the controlled area by cameras in the city centre distinguishing the period of the day (loading/unloading period and rest of the day), before and after implementation of the measure. The motorized traffic flow was 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 22<sup>nd</sup> November 2011 and 3<sup>rd</sup> July 2012. The ex-post traffic counts were planned on February 2013, once implementing the measure.

## C1.2 Establishing a Baseline

It is considered 2011 and 2012 as the baseline, when the study was being developed. The measure results are obtained from traffic counts for indicators 26 and 27; and from a survey for the indicators 13 and 14.

- **Indicator 13 and 14** (*Awareness level and Acceptance level*)

The ex-ante data collection was done in October 2012. The survey results are detailed in Annex 2.

The results of baseline for this indicator are:

Before	2012
Awareness level	6,18



The results of the counts are shown in Annex 3 and Annex 4.

The results of ex-ante (22<sup>nd</sup> November 2011) counts are:

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

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

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

Figure C1.2.2: Ex-ante data collection

The results of ex-ante (3<sup>rd</sup> July 2012) counts are:

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

Rest of the day	Entry 1	Entry 2	Entry 3	Total
<b>Motorcycles</b>	5	7	0	<b>12</b>
<b>Utility vehicles</b>	238	423	35	<b>696</b>
<b>Commercial vehicles</b>	68	75	14	<b>157</b>
<b>Heavy goods vehicles</b>	120	8	19	<b>147</b>
<b>Total vehicles</b>	<b>431</b>	<b>513</b>	<b>68</b>	<b>1.012</b>

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

Figure C2.1.1: Ex-post data collection

The results of baseline for each indicator are:

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

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

Before	2011
Traffic distribution (loading period/rest of day)	63% / 37%

Before	2012
Traffic distribution (loading period/rest of day)	61% / 39%

For calculations of traffic distribution by period only has been considered commercial vehicles and heavy goods vehicles.

### C1.3 Building the Business-as-Usual scenario

- **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	2013
Traffic distribution (moto / car / van / truck)	1% / 62% / 28% / 9%

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

- **Indicator 27** (Traffic distribution by period)

The evolution of traffic distribution by period 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 (loading period/rest of day)	63% / 37%

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

## C2 Measure Results

The implementation of the measure still hasn't been finishing. It is mandatory to control the access of vehicles to the pedestrian areas with police, and it is highly recommended to wait a period of consolidation of the measure and the mobility habits of distributors in the area. For these reasons, there are not results for evaluating the measure.

## C3 Achievement of quantifiable targets and objectives

No.	Target	Rating
1	To reduce the freight transport out the loading/unloading period in the city centre up to 50% in respect to the situation before this measure.	NA
2	To reduce the freight transport in the city centre up to 10% in respect to the situation before this measure.	NA
<b>NA = Not Assessed    O = Not Achieved    * = Substantially achieved (at least 50%)</b> <b>** = Achieved in full    *** = Exceeded</b>		

Table C3.1: Achievement of objectives

## C4 Up-scaling of results

The measure has been started implemented on a limited area in the city, so this kind of measure may be implemented in pedestrian areas or new areas if they are become to pedestrian use (for example historical area).

## C5 Appraisal of evaluation approach

The mayor problem has been the delays of the implementation of the measure and the lack of the evaluation period.

Apart from that, at the beginning, acceptance indicators were oriented to distributors and dealers. During the feasibility study was deeply analyzed the situation and opinion of dealers and traders. However, they weren't not specifically asked about the acceptance of the measure (among other matters because the measure was in process of definition at that moment). For this reason and technical, economic and deadlines difficulty to repeat an analysis between distributors and retailers



after the implementation of the measure, it was decided to analyze the level of acceptance and awareness among citizens. In fact, they are also important stakeholders as they recover pedestrian space, and they represent the entire universe of the stakeholders in the city.

## **C6 Summary of evaluation results**

There are not key results since the evaluation has not been completed.

## **C7 Future activities relating to the measure**

Future steps proposed for the consolidation of the cultural change and acceptance of the new rules of coexistence pedestrians – distribution vehicles are:

- Implementation of the remaining PDAs + Express areas only painting on the floor and without the registration and entry licenses proposed (using standard OTA tickets).
  - PDAs + Express areas with traffic lights signaling monitoring system and development of ICT application that provides real time information parking availability and using entry licenses proposed.
  - PDAs + Express areas with traffic lights signaling monitoring system and development of ICT application that provides real time information parking availability and using entry licenses proposed. Vitoria-Gasteiz council launches a public tender to manage PDAs to any company willing to opt for the service.
  - PDAs + Express areas with traffic lights signaling monitoring system and development of ICT application that provides real time information parking availability and using entry licenses proposed. Vitoria-Gasteiz council launches a public tender to manage PDAs and distributing companies must accept the chosen one. This set the basis for collaboration in upper levels of the supply chain (how goods arrive to PDAs).
  - Feasibility study on the implementation of unattended delivery solutions that can complement the solution for parcel flows and accommodate future growth of ecommerce.
  - UDC that enables prior consolidation of goods arriving to PDAs. This way, it is not only reduced traffic flows within the superblock area but also flow of vehicles entering Vitoria-Gasteiz city overall. First stage without freight tram or electric vehicles.
  - Expand and develop the UDC solution using freight trams or clean vehicles to supply goods to the PDAs
-

## **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 assess the needs of urban delivery mobility.
- **Deviation 3** – 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 nobody knows properly the freight distribution in the city, neither the needs of retailers and distributors.
- **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. There was a hard opposition to this measure by distributors because with before CiViTAS situation could access to the door of the commerce with the vehicles.

##### **Implementation and operation phase**

- The implementation of the measure still hasn't been finishing.

#### **D2.2 Drivers**

##### **Preparation phase**

- **Political, strategic** – Commitment of key actors based on political and strategic motives, presence of sustainable development agenda or vision, positive impacts of a local election, coalition between key stakeholders due to converging believes in directions of solution: The Sustainable Mobility Plan of Vitoria-Gasteiz is a project shared by all stakeholders, which is also supported by the Sustainable Mobility Agreement. This measure is part of the proposed actions of Sustainable Mobility Plan, so all stakeholders pulling in the same direction. The government of the City Council believes in the project and its opportunity. Citizens support also the measure.

##### **Implementation and operation phase**

- The implementation of the measure still hasn't been finishing.

## **D2.3 Activities**

### **Preparation 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: There were an intensive information exchange with distributors in order to know properly real needs.

### **Implementation and operation phase**

- The implementation of the measure still hasn't been finishing.

## **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 km<sup>2</sup>. 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 3** – CEA: Environmental Studies Centre of Vitoria-Gasteiz City Council. Principle participant. The CEA was born in the late eighties, with the aim of develop strategies of environmental training. They arose the first graduate program focused on environmental technician training. The action lines became more diversified progressively towards other specialties: GIS, remote sensing, environmental service to companies, evaluation of environmental impacts, etc. Also, CEA has promoted relations with university and research centres, taking shape in dissertations, publications and numerous collaborations in teaching, research, consultancy and project directions. Currently, CEA's mission is to ensure the sustainability of Vitoria-Gasteiz, promoting the sustainable development.
- **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**

- **Need of political and strategic decision** – Forbidding the access to freight vehicles into the pedestrian areas is a measure with an important economical impact, which requires a political and strategic decision very strong, and the support of all stakeholders. This point is critical because everyone must believe in the project and go in the same direction. There is a risk that this measure is used by the parties as political confrontation. In this sense it is strongly recommended to sign previously an agreement between all stakeholders such as the Sustainable Mobility Agreement of Vitoria-Gasteiz.
- **Important definition of municipal normative to know who can access** – 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 also have pedestrian areas but they have regulated in a different way. In some cases it is banned access to all freight 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 to pedestrian areas.
- **Synergies with other measures multiply the results** – Such measures should be part of an overall strategy for sustainable mobility and its impact depends on the implementation of other measures to achieve sustainable mobility. In this sense, this measure is part of the proposals of Sustainable Mobility Plan of Vitoria-Gasteiz, so that synergies are achieved between them and the impacts of them are multiplied.

### **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. Distributors must know the changes related to freight mobility and alternatives as proximity distribution areas. In addition to signs in the PDAs, the information campaign may be accompanied by a number of communication actions: information signs at the entrances of the city, website information and communication, 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.

*Measure title:*            **Urban Freight Logistics within the Superblocks Model**

*City:*    **Vitoria-Gasteiz**

*Project:*    **CiViTAS Modern**

*Measure number:*    **07.01**

- **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 Model.
  - **Importance of pedestrian areas regulation** – A problem is the lack of a municipal normative that clearly defines which vehicles have the right to access into the pedestrian areas.
-



## 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 dirijase 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 Álava, 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	

## ANNEX 2: EX-ANTE 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

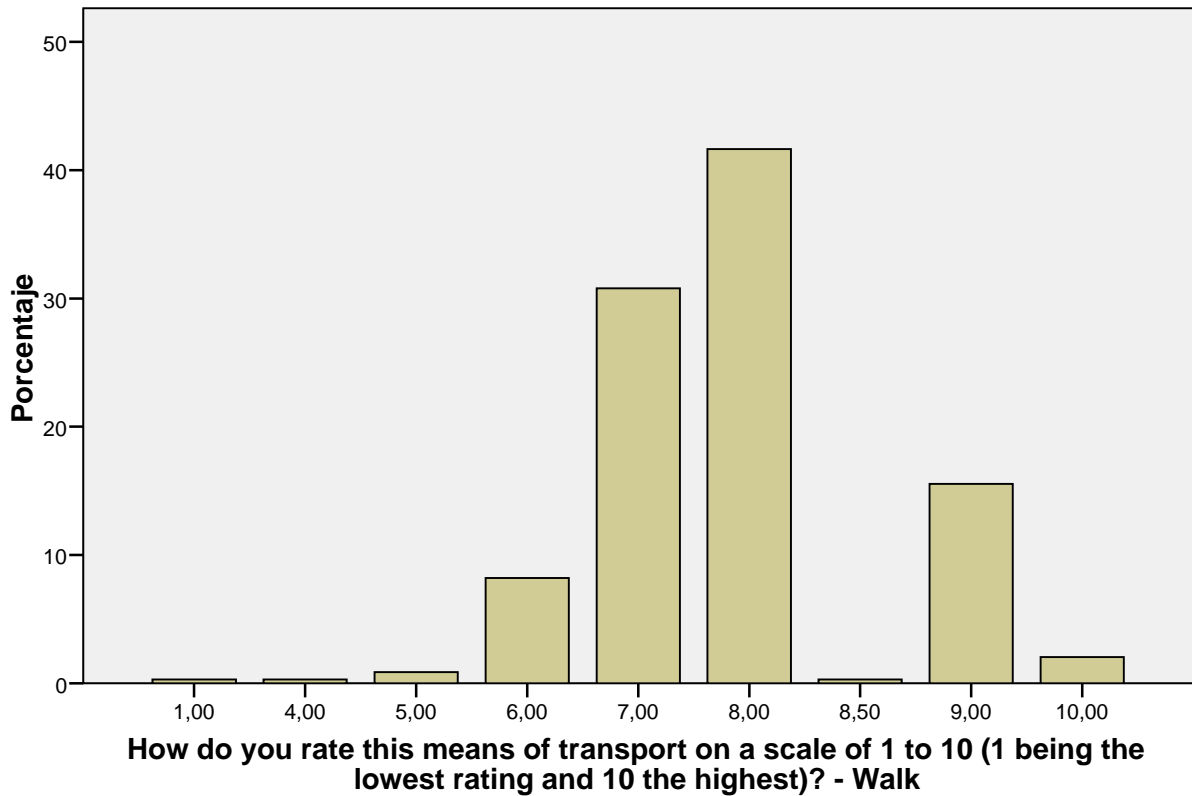
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

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)? - Bike**

**Estadísticos**

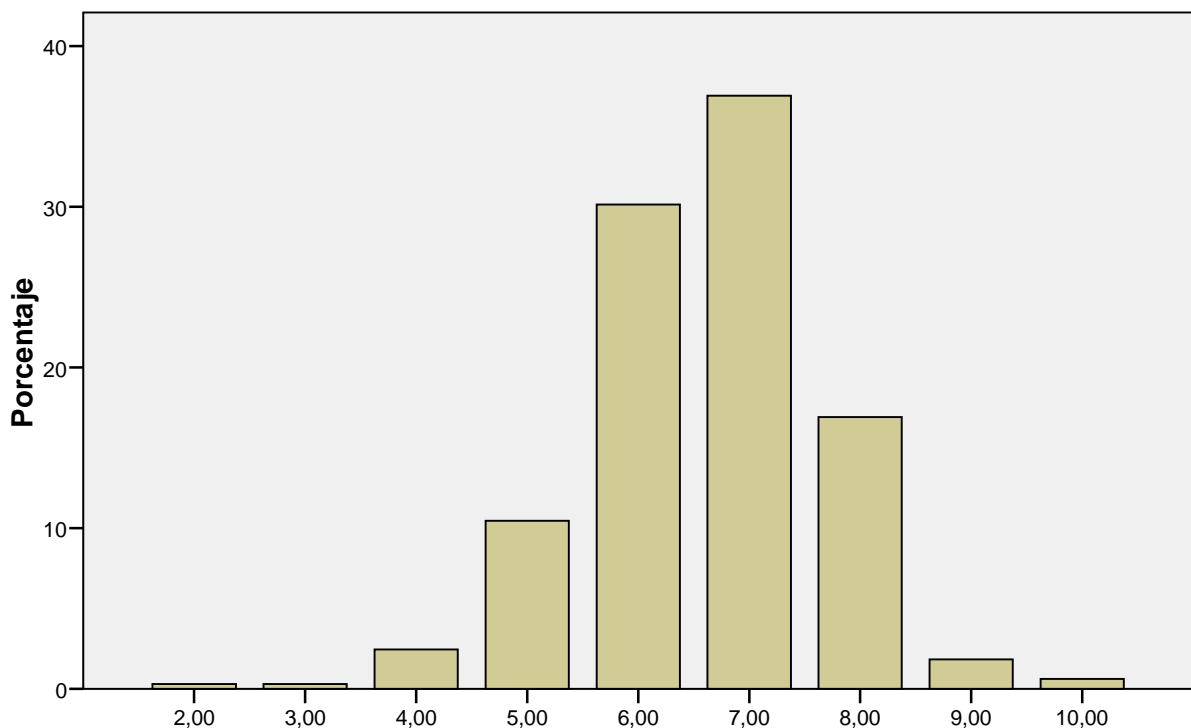
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

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

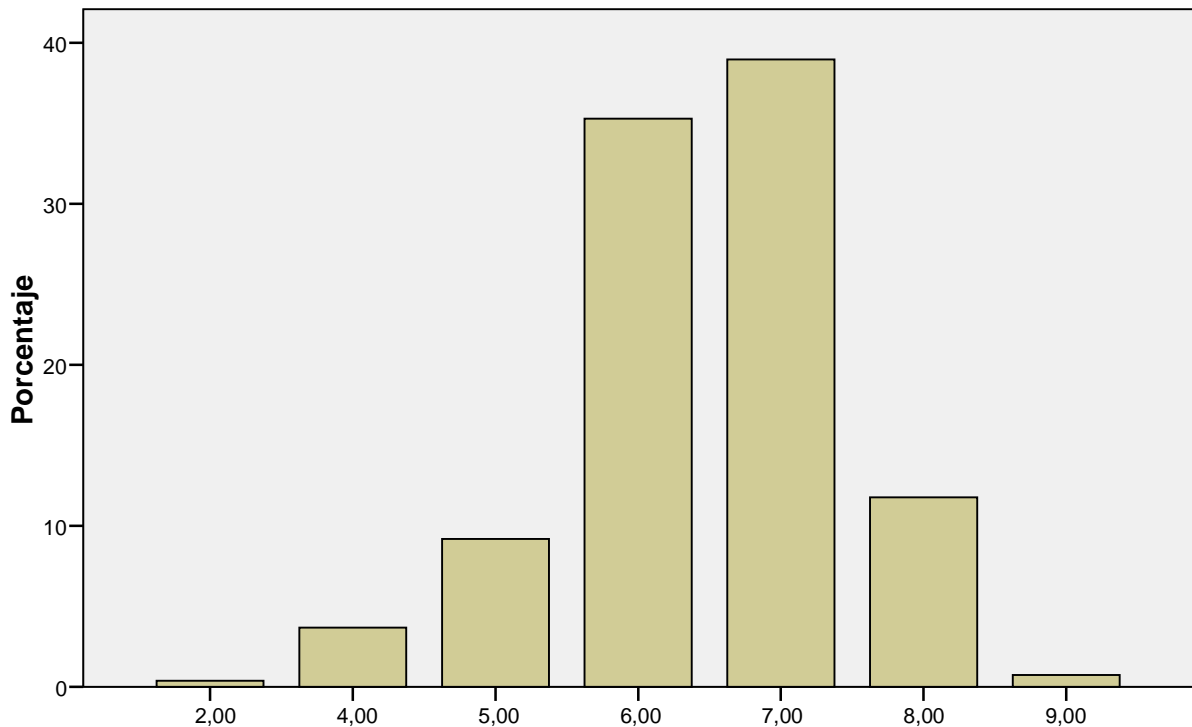
N	Válidos	272
	Perdidos	128
Media		6,4669
Desv. típ.		1,00497

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**

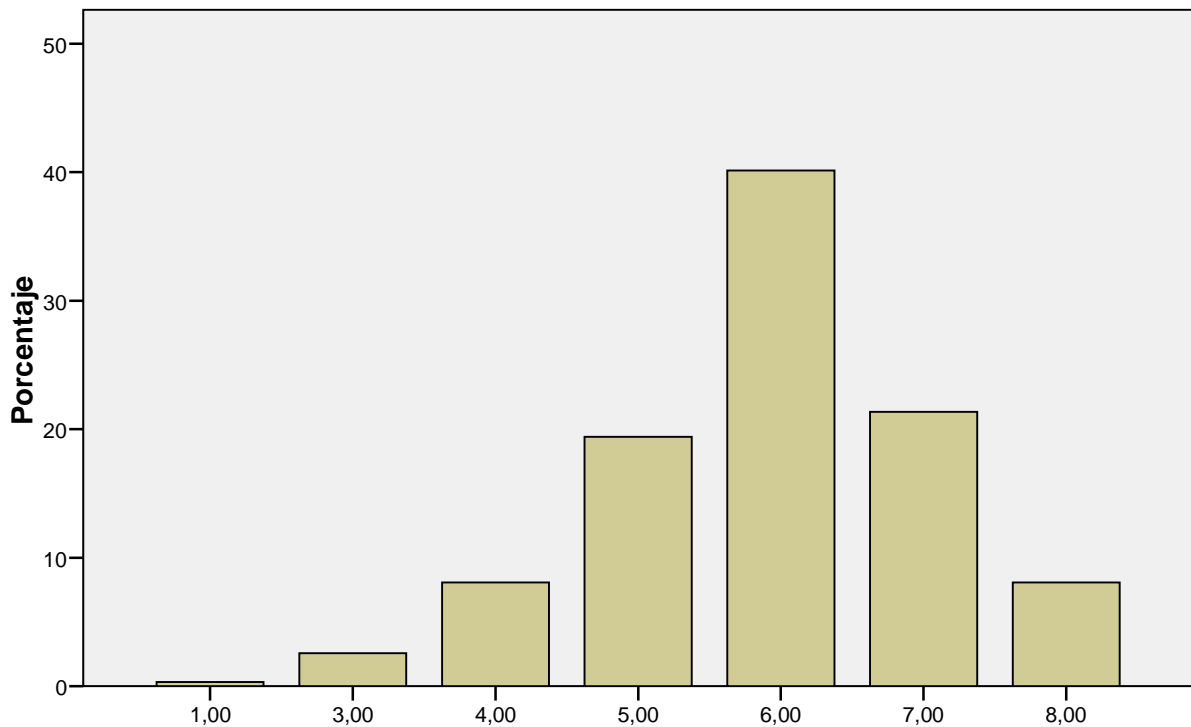
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

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**

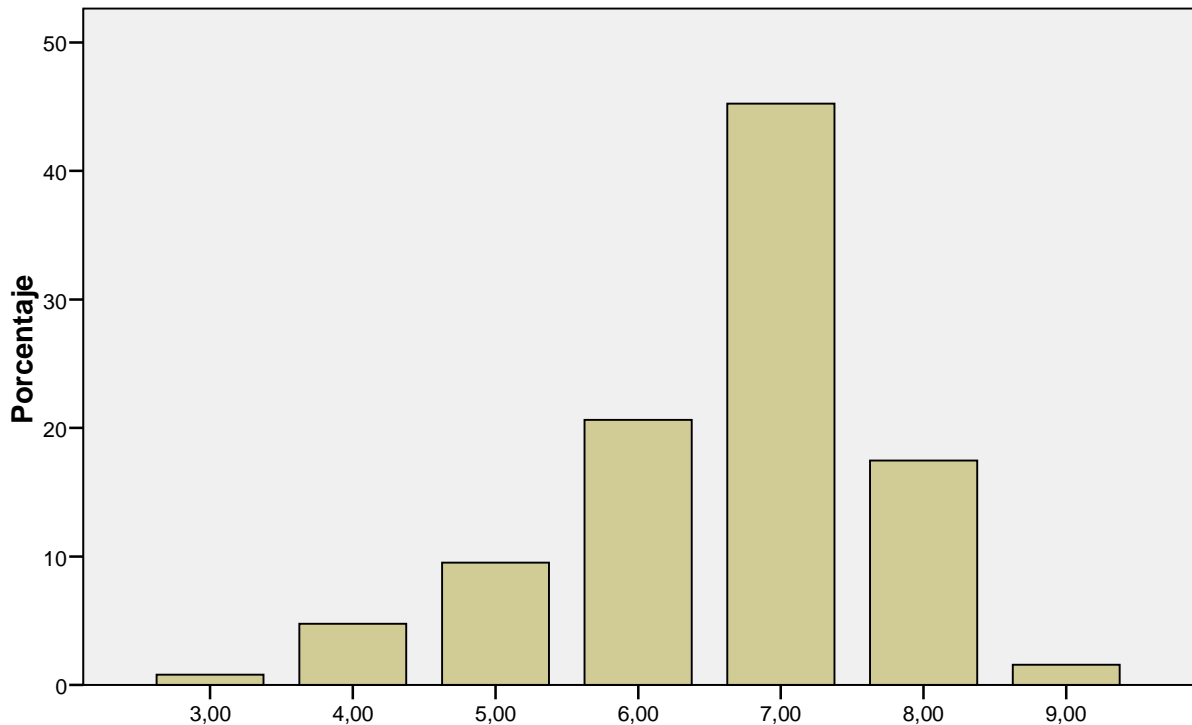
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

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**

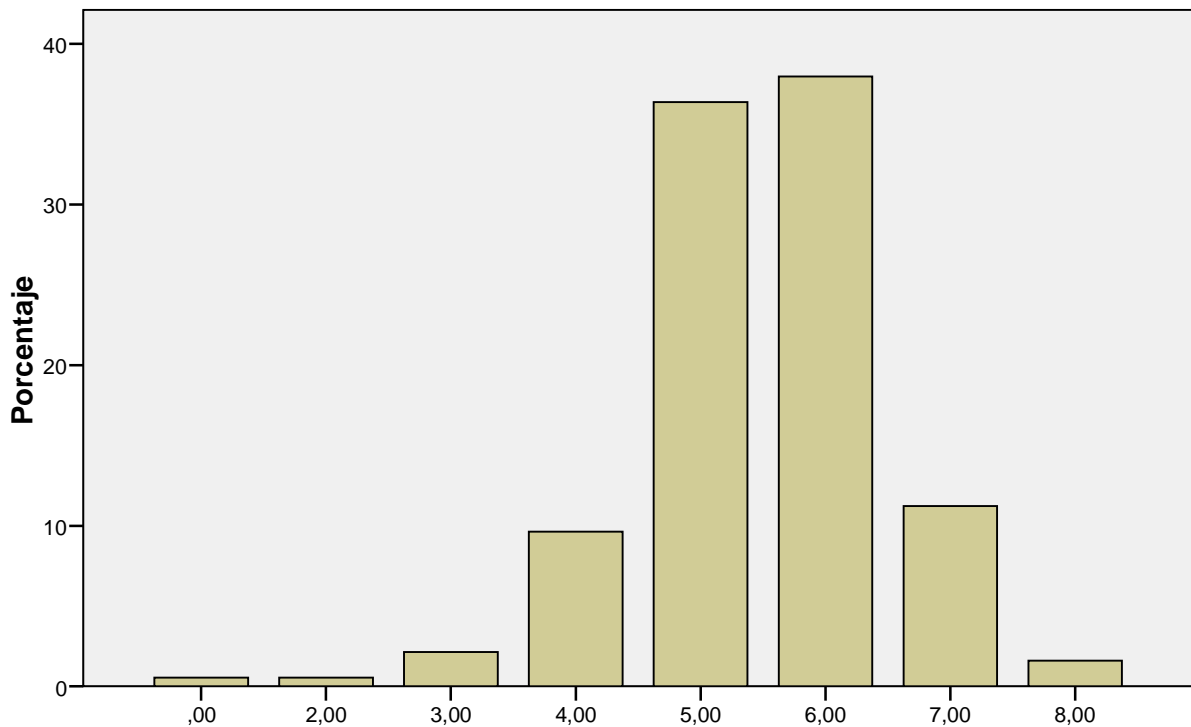
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

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

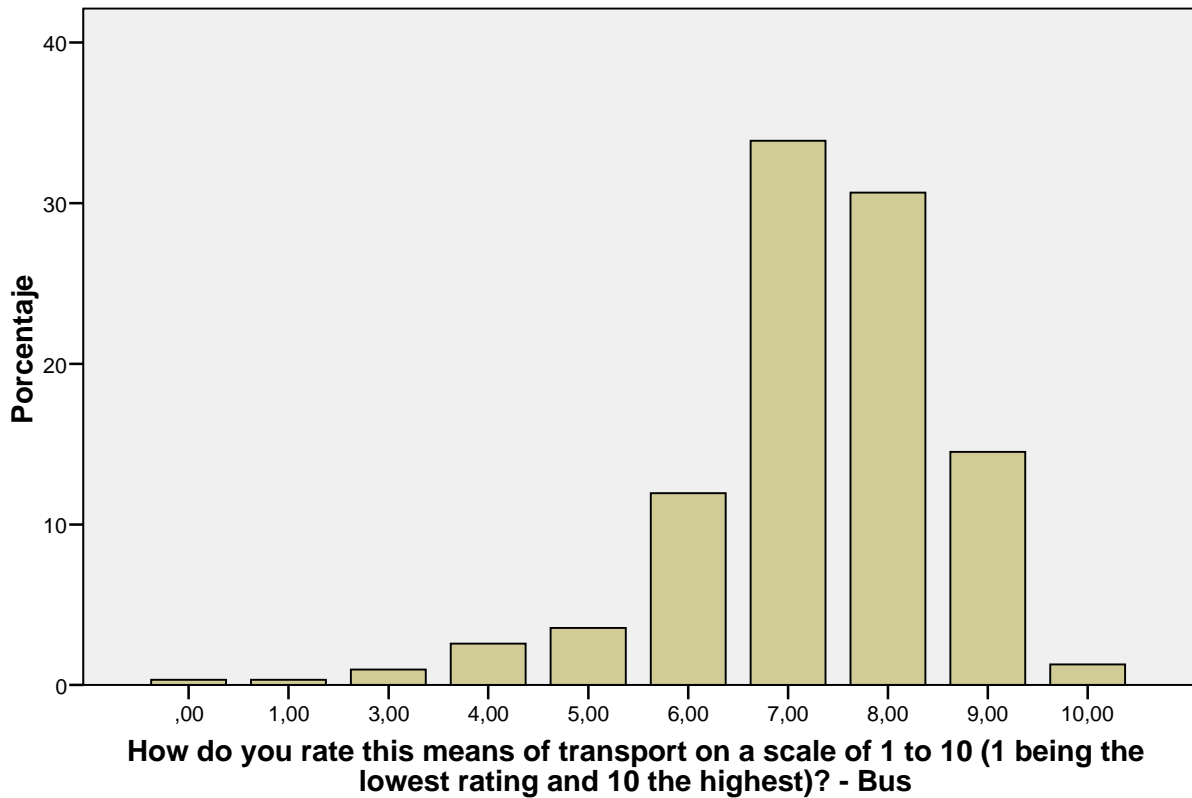
N	Válidos	310
	Perdidos	90
Media		7,2871
Desv. típ.		1,35991

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)? - Intercity bus**

**Estadísticos**

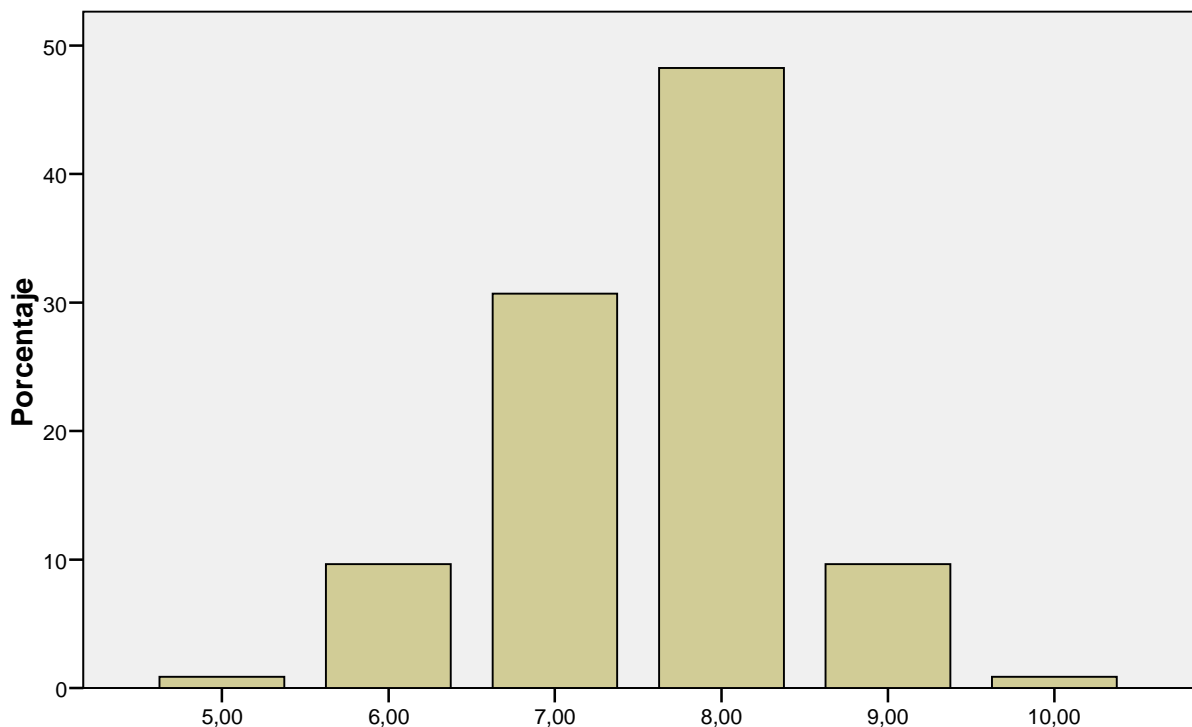
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

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**

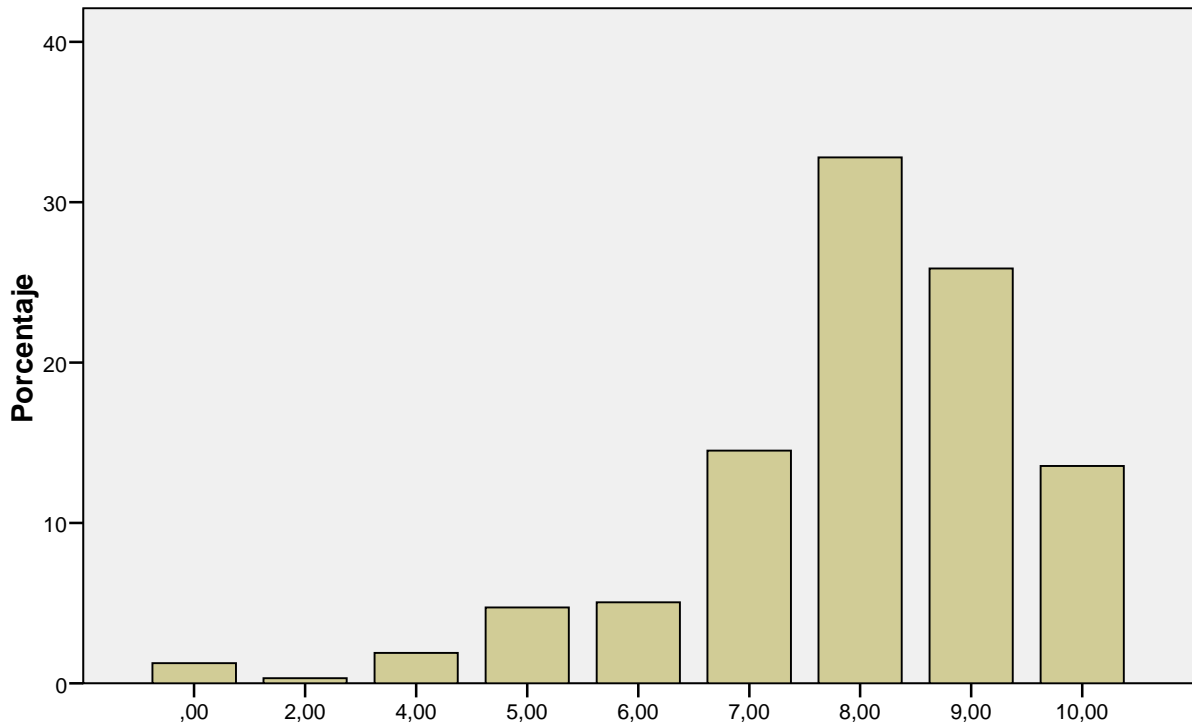
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

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**

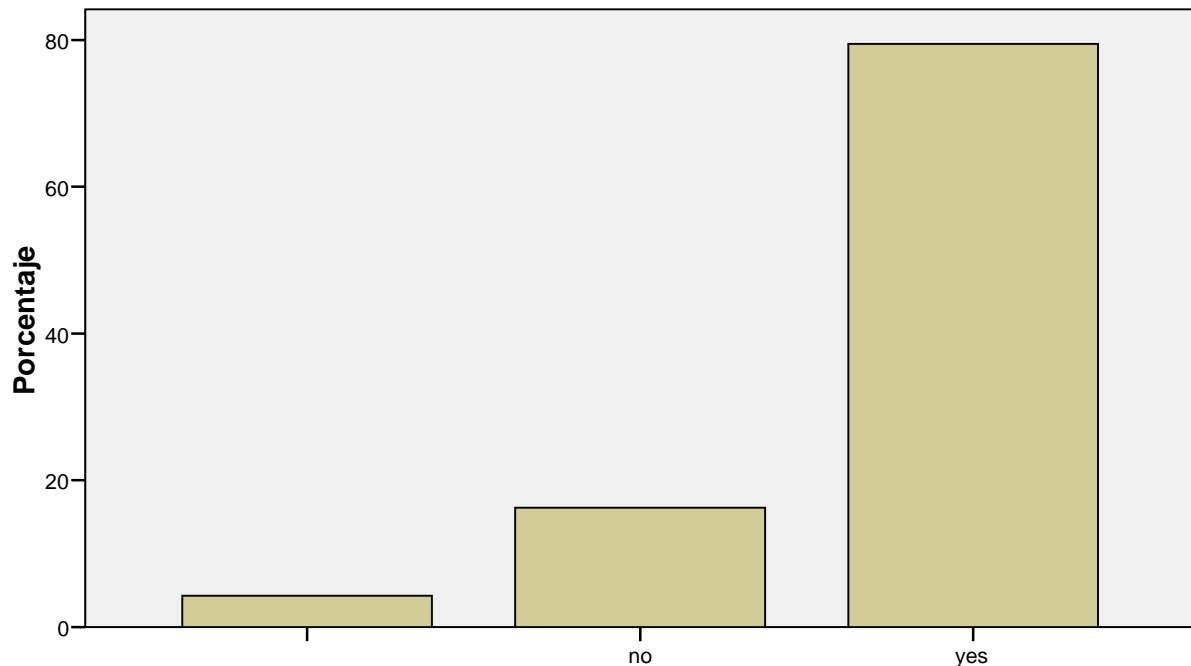
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

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**

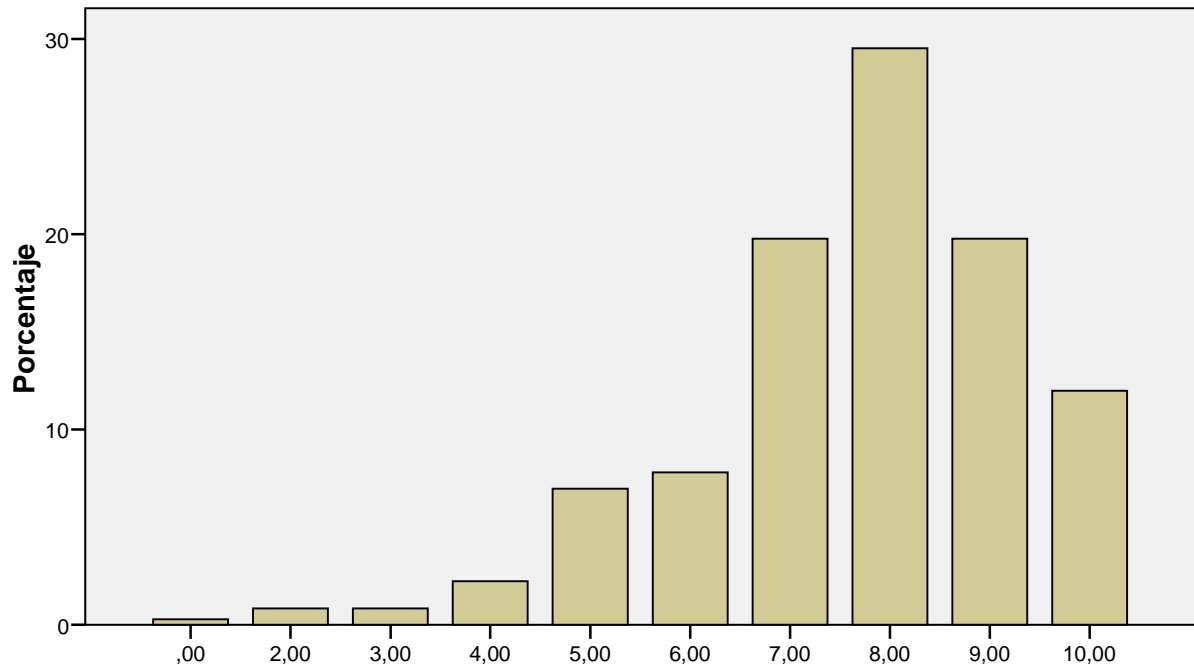
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

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)? - 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 -

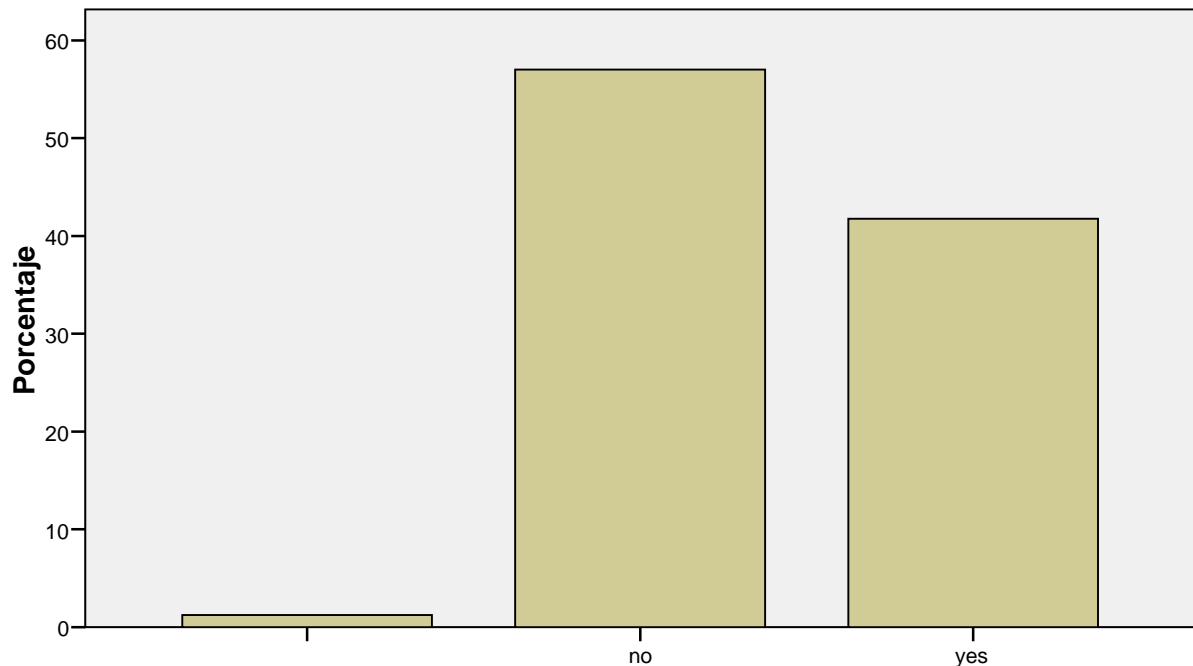
N	Válidos	400
	Perdidos	0



**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**

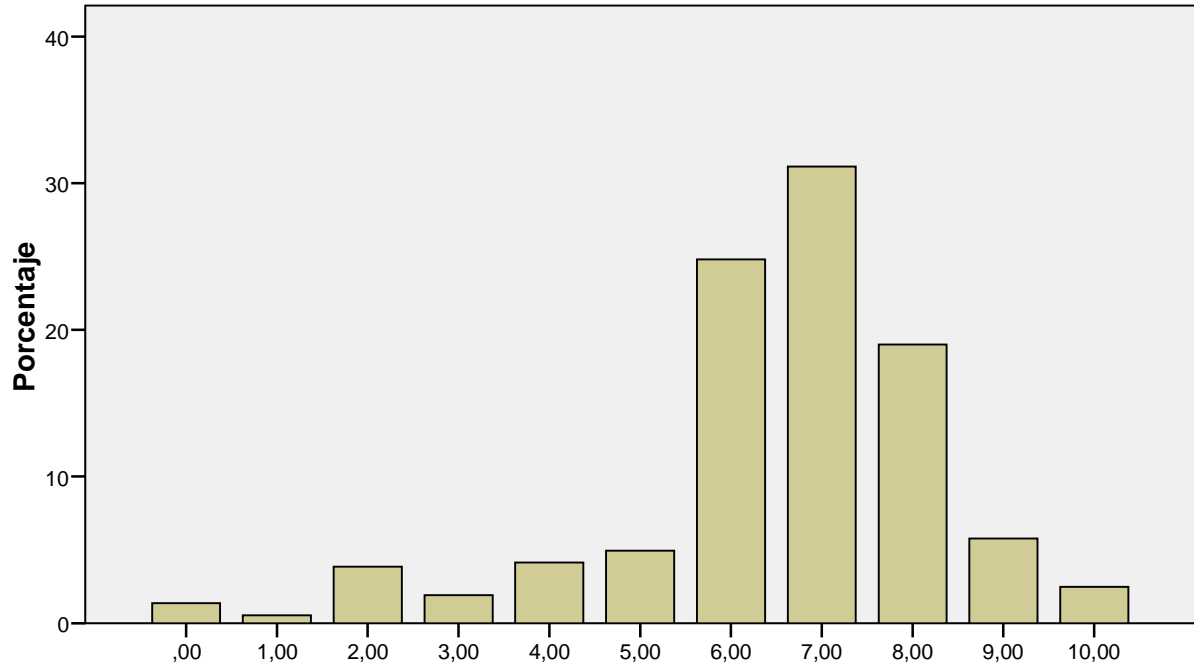
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

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**

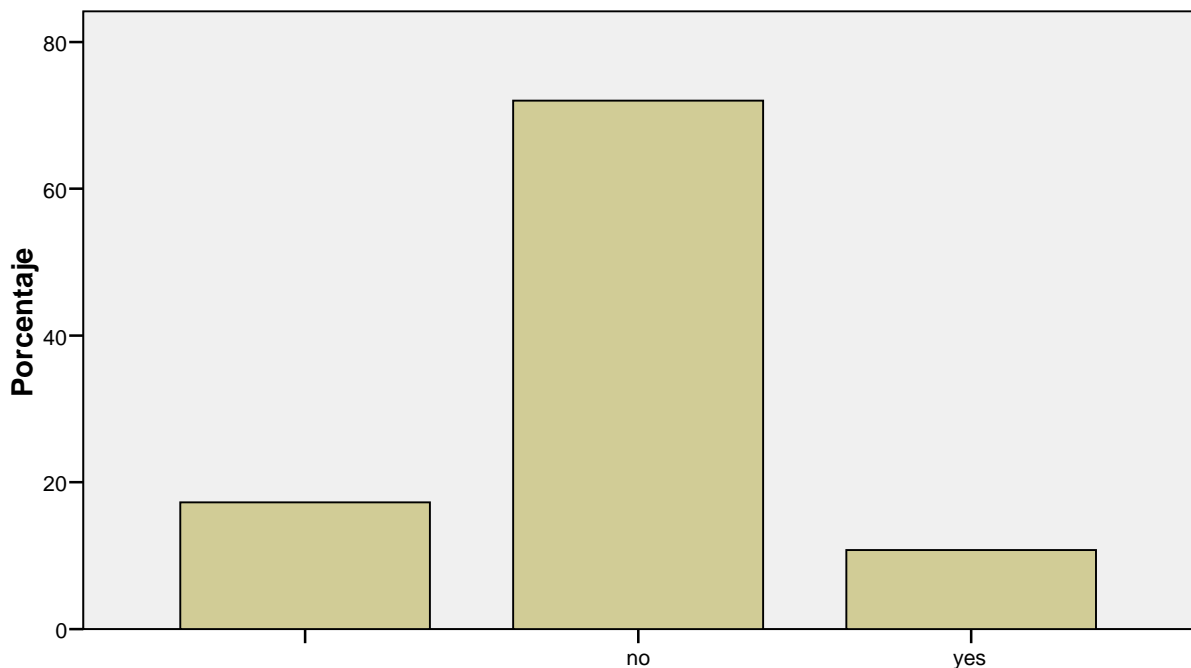
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

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**

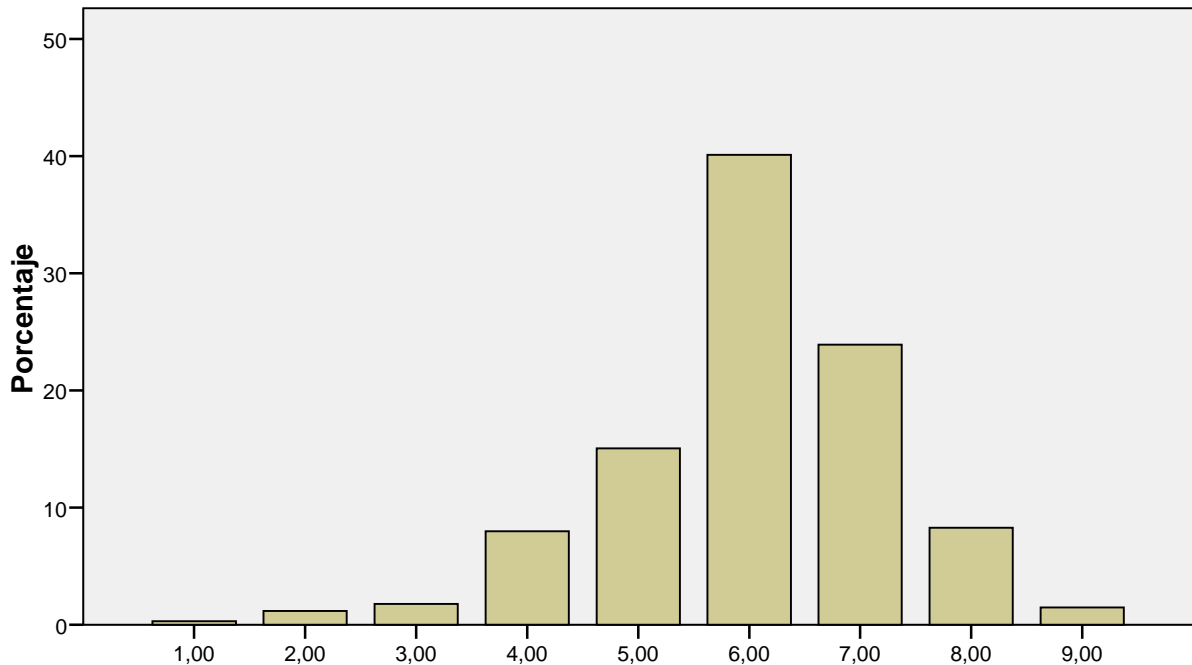
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

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**

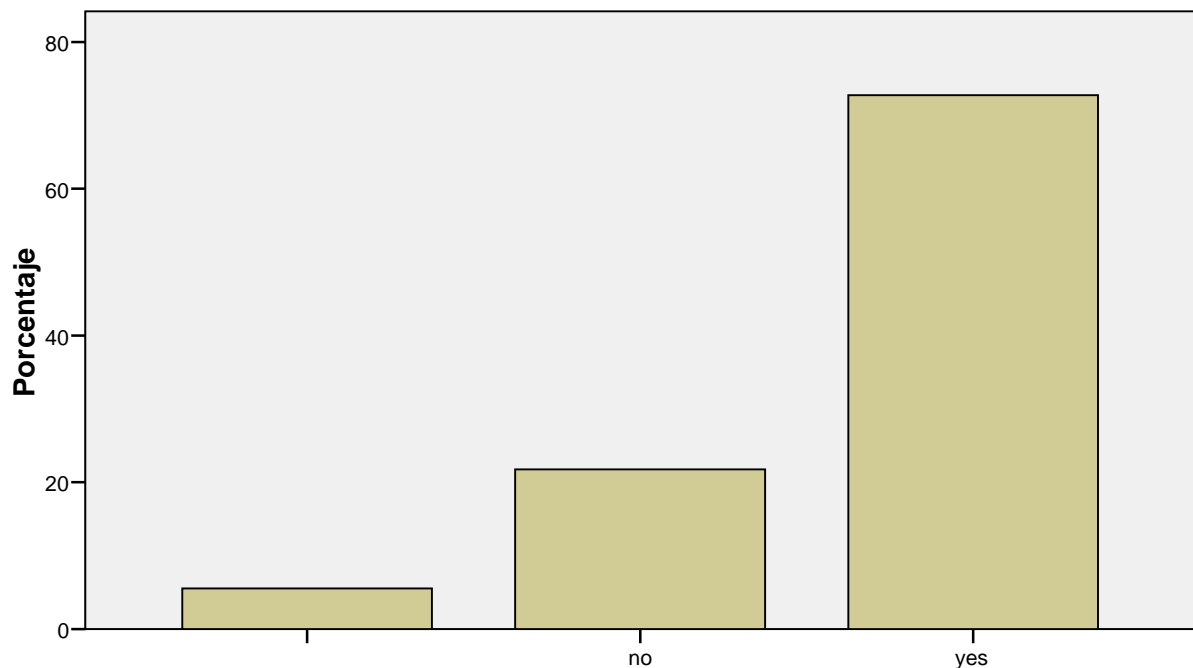
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

N	Válidos	400
	Perdidos	0

**Thinking about the various actions that are taking within the project :iViTAS 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**

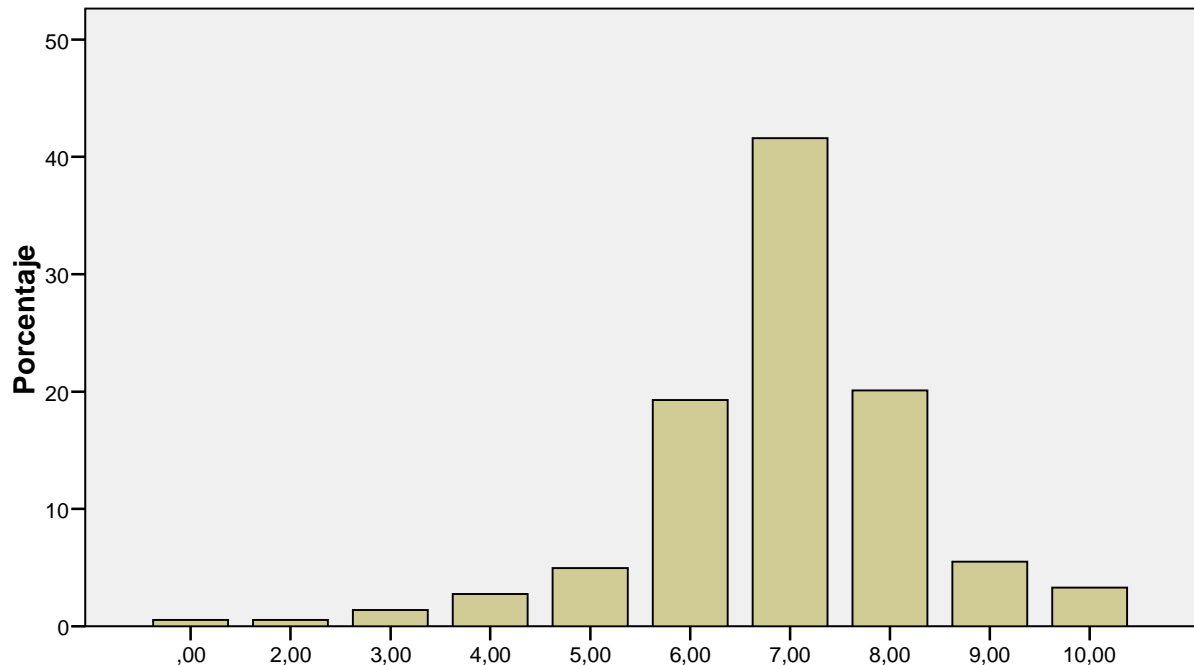
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

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**

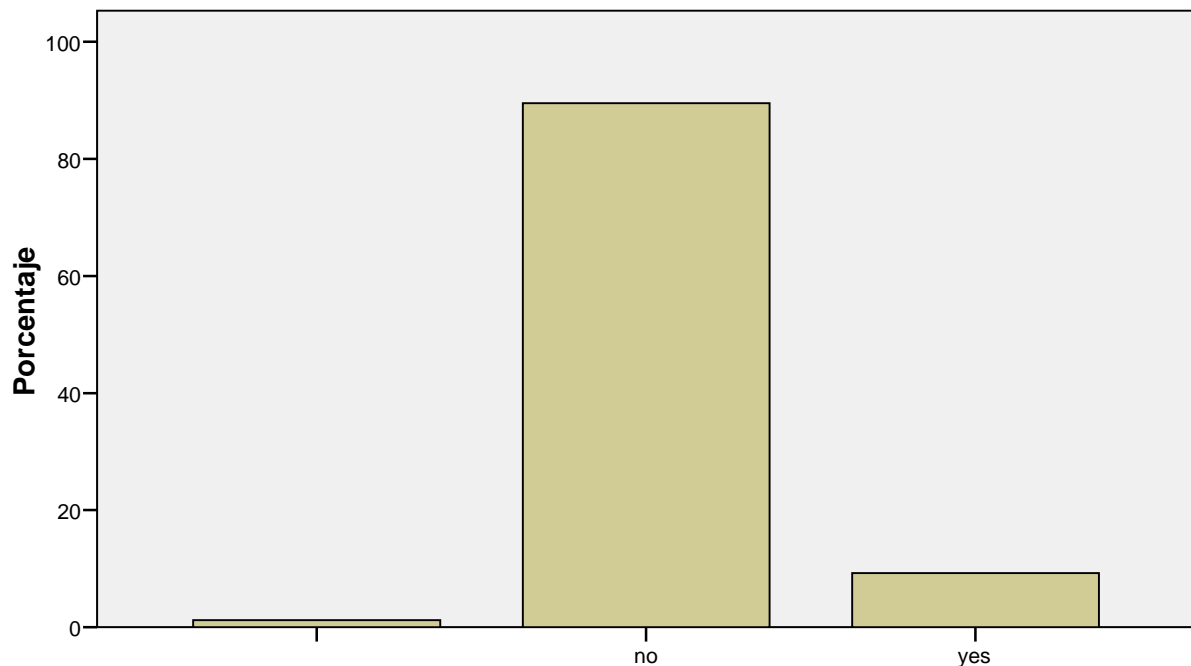
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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**

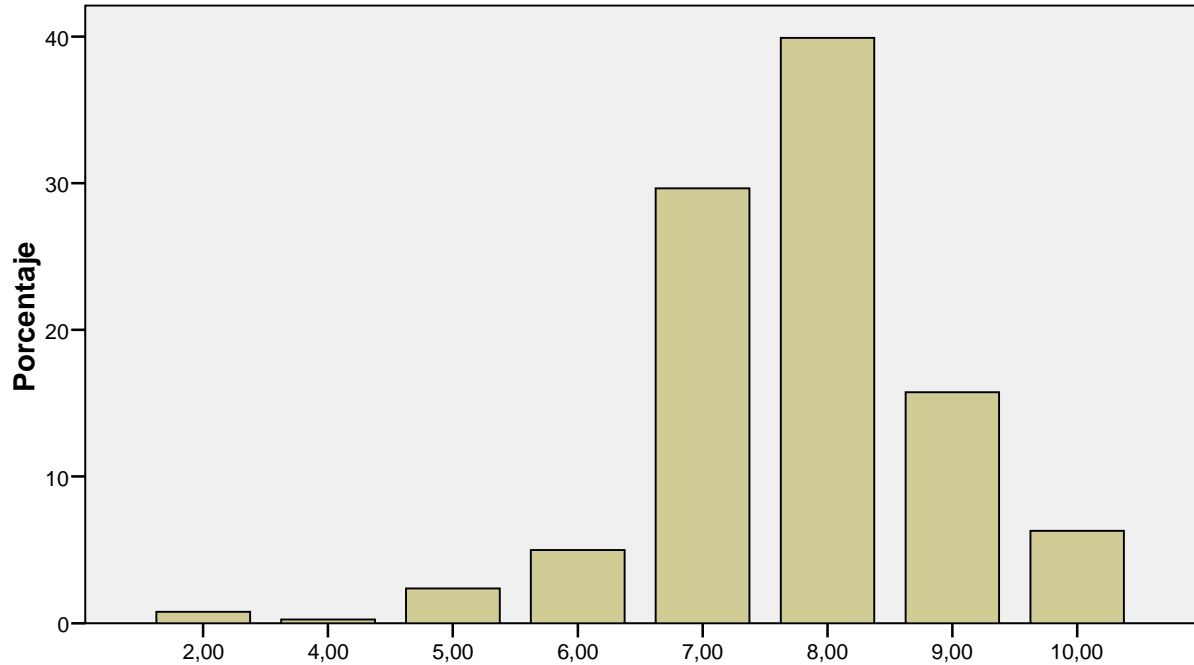
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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

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		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		

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### ANNEX 3: EX-ANTE TRAFFIC COUNTS (22th November 2011)

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

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

### ANNEX 4: EX-ANTE TRAFFIC COUNTS (3rd July 2012)

	<i>Prado Magdalena</i>	<i>Cadena y Eleta</i>	<i>Lehendakari Aguirre</i>	<i>Fueros Postas</i>	<i>Fueros Ortiz de Zarate</i>
<b>Horario Normal</b>					
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
<b>SubTotal:</b>	<b>431</b>	<b>1654</b>	<b>1798</b>	<b>513</b>	<b>68</b>
<b>Horario de Carga y Descarga</b>					
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
<b>SubTotal:</b>	<b>394</b>	<b>894</b>	<b>1150</b>	<b>405</b>	<b>200</b>
<b>TOTAL:</b>	<b>825</b>	<b>2548</b>	<b>2948</b>	<b>918</b>	<b>268</b>

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