

Measure title: **Information and Traffic Management Systems in Vitoria-Gasteiz**

City: **Vitoria-Gasteiz** *Project:* **CiViTAS Modern** *Measure number:* **08.01**

Executive summary

Citizens need an effective communication system that facilitates the decision-making process in mobility related matters, to ensure a less costly use of resources (energy, transport) and to modify their final decision relating to mobility.

Give more and best information to the citizens, who are in fact different transport users, about traffic is of great importance in the development of the deep changes that Vitoria-Gasteiz city hall wants to accomplish.

To achieve this objective, it is necessary to build a good information system that collect all the needed information about mobility, understanding mobility as a whole. So the system will contain information about all possible transport ways available to our citizens for travelling through the city: on foot, by car, by bicycle and by public transport.

The purpose of the measure is to improve the information to the citizens, as well as to attain a communication and information system with a reasonable maintenance cost. There are two different parts in the measure: a new mobility information network to obtain images, data, etc. from several points of the city, and a new communication channel with citizens through the mobility website.

To attain a good communication system the City Council has installed a communications system based in a wireless connection. It was introduced this system due to its less implantation and maintenance cost and the geographical scattering of the systems to control. Wireless connection requires fewer infrastructures and maintenance cost than the wire networks. This project is a pilot test, and the initial objective was to have de 5% of the city covered by wireless network.

Apart from this, it has been defined the structure of information that the City Council is going to publish for citizens, defined the responsibility and protocols for its update and developed the needed software in order to extract defined data and publish it in the website.

The impacts of implementation have been evaluated by counting the number of users of the website. Additionally, through a telephone questionnaire to citizens and through an online survey to website users, it has been evaluated the percentage of population approving the measure and its quality level.

The main results of the measure evaluation were:

- The objective of coverage of the wireless network in Vitoria-Gasteiz has been sharply exceeded (15% instead 5%).
- The increase of users is quite limited despite the information campaign carried out after the launch of the new website (+4%).
- The increase of acceptance (+15%) and the quality of service (+43%) has been very important, so the objective has been achieved.

Results have been positive in terms of users of the new services of mobility website, but the increase of users is quite limited despite the information campaign carried out after the launch of the new website. It seems that the demand of users of new media is limited by age, access to internet and new technologies used people. The acceptance level and the quality of service of the mobility website (both

indicators related to people vision of the measure) have been sharply increased. This the most important impact of the measure. Apart from that, the final surface of city covered by the wireless network has been higher than expected objective.

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 enhance the use of innovative transport telematics systems for traffic management and traveller support.

(B) Strategic level:

- To improve the organization of the traffic and the real-time control of public transport.
- To provide real-time information for the public transport users.
- To save resources (economy and energy) in transport system.
- To improve the management of the mobility information system, reducing the maintenance costs.
- To provide to different transport modes users with an effective communication system, in order to facilitate their decision to reach a modal split.

(C) Measure level:

- (1) To implement a Wi-max net to provide an effective communication system for the different transport modes users, to cover the 5% of the extension of the city by Wi-max.
- (2) To increase the number of website users, up to 10%.
- (3) To offer a better information and a better quality of service to users, with increases of acceptance and quality of service up to 20%.

A2 Description

The purpose of this measure is offer high quality information in real time to the different transport modes users in order to plan better their travels. The main aim of this measure is to provide an effective communication system, to facilitate the decision making regarding this field, in order to get a higher resources economy (energy, transport) and to influence in their decisions to reach a modal split more sustainable.



Figure A2.1: Operational area of the measure

To reach this point it is necessary to have a good communication system among the different mobility management and information systems, which are scattered around the city. The purpose is to improve its management and thus the information to the users, as well as to attain a communication and information system with a reasonable maintenance cost.

The solution consists to introduce a communication system not based on wire or fibre optics due to its installation and maintenance high costs, as well as the geographical scattering of the control systems around the city. The planned solution is a network based on Wimax communication systems. It is similar to Wifi systems, but applied to a big geographical extension. The application of this system is technical and economical innovative, so a pilot trial is proposed over a small area of the city.

In the future, depending on the results of this measure, it is planned to use also the wireless system to give information through GPRS telephone, palmtop, etc.

During this measure, a pilot project wireless communication system was implemented in 5% of Vitoria-Gasteiz. The area comprising the streets Derechos Humanos, Reina Sofía, as far as the “La Antonia” roundabout (Zabalgana District) was chosen as the area to be covered by wireless communication pilot project. This area was chosen after an examination of the value of the information provided in different areas of the city and the traffic elements that should be connected to the network.

This choice was to be made in accordance with criteria based on the following objectives:

- Wireless connectivity model in a restricted environment. This is a new district environment with few elements connected to the telecommunications network and with good opportunities for installing wireless connections.
- Create the infrastructure for a backup network of the existing municipal traffic network.

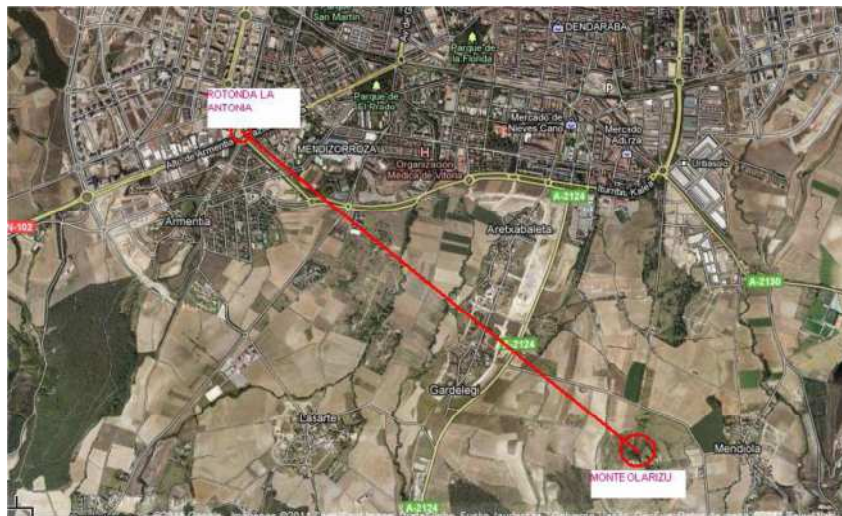


Figure A2.2: Connection between different antennas

The proposed wireless network offered the chance of introducing a backup network of the existing traffic network, which was seen as a weakness of the current network. This backup network would be an added safety system in the case of any breakage due to works or other incidents affecting the fibre optics and other elements in this network.

Designing this backup network involves the installation of a series of communications towers or the right to use other existing towers, with microwave link plates in the following locations: Monte Olárizu and the Palacio Montehermoso building.

Apart from the study and the pilot project of a new wireless network, a new mobility website was designed and launched the 25th September 2012. This website provides an effective communication system, to facilitate the decision making regarding this field, in order to get a higher resources economy (energy, transport) and to influence in their decisions to reach a modal split more sustainable

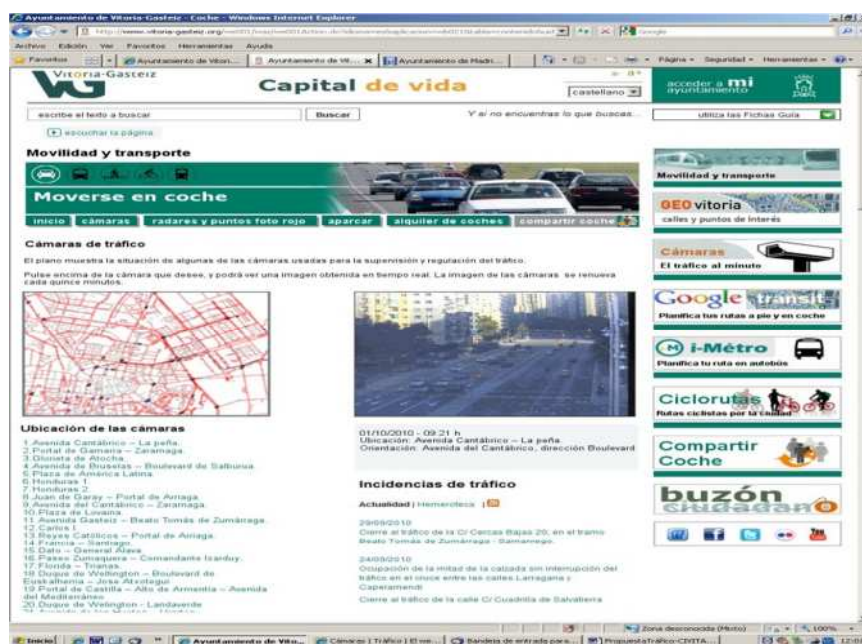


Figure A2.3: New mobility website



B Measure implementation

B1 Innovative aspects

The innovative aspects of the measure are:

- **New conceptual approach, regionally** – This measure is intended to improve the modal split of users of the transport system of the city, by improving the information system.
- **Use of new technology, internationally** – New technology, as a Wimax net, is used in order to obtain a more efficient information system.

B2 Research and Technology Development

The City Council introduced a communication system not based on wire or optical fibre due to its implantation and maintenance high costs, as well as to the geographical scattering of the systems to control.

In order to choose the best technology, it was developed a study with the state-of-the-art of wireless communication system able to be installed in Vitoria-Gasteiz.

Wifi technology was the most popular wireless technology. Some of the best features that this kind of technology offered were: speed of installation and ease of use and variety of applications with a wide arrange of providers.

Other technologies such as Wimax or Bluetooth offer other characteristics that technicians in Vitoria-Gasteiza City Council checked to implementing the system in the particular context.

Finally, Wimax communication system was chosen to be implemented in the city.

Wimax (Worldwide Interoperability for Microwave Access) is a last mile transmission technology that mainly uses radio waves at the frequency range of 2,5 to 3,5 Ghz. It is described in IEEE 802.16 Wireless Metropolitan Area Network (MAN) standard.

Wimax is a wireless technology mainly used for semi-long distance links, usually with fixed installations, although mobile-Wimax is being studied with interest, due to his future applications as a possible GSM/UMTS complement.

A typical Wimax system is composed of one or more Base Stations to which the receivers will access in a similar to Wifi manner. Base stations can link among them using high speed microwave links.

In the framework of the study, it was defined the features and applications of Wimax technology.

Wimax Characteristics:

- Able to provide service up to 80 Km with special equipment.
- Speed up to 75 Mbps, 35+35 Mbps, without interferences.
- During the development of mobile Wimax, various advanced antenna techniques have been implemented.
- Two sub standards: for fixed operation and for mobile operation.
 - Fixed access, (802.16d), in which a radio link is established between an user equipment and a base station. The bandwidth provided by the base station cell is divided among all the users that link to it.

- For mobile operation (802.16e), that allows a similar to GSM operation.
- Two ways of operation: in a free band or in a licensed one. First one uses 2,5 to 3,5 GHz band, and the free one uses the 5,4 GHz frequency. Currently, the free equipment has two disadvantages: it is not interoperable among manufacturers, and it can be only used for fixed applications. The advantage of licensed band is that we can be sure that no one will disturb our communications as we “buy” the rights for that particular band in a determined area but, on the other hand, we will have to pay for that right. On the other hand, the free side advantage is that it’s free, but some other installations could make use of the same band, producing the subsequent interferences.
- Wimax can operate with or without direct vision, with restrictions. This can widen the array of available installations.
- Wimax is a technology that provides an environment able to categorize services. For each service, we are able to define the category of traffic associated with the connection, that is, in certain ways, QoS parameters. This is a very important aspect to multiplex voice and data traffic, which nowadays is so important.
- Technology in continuous evolution.
- Security features embedded in the technology.

Typical Wimax applications:

- Internet Access in remote areas. One of the most useful resources that Wimax can provide is his ability to be deployed with relative simplicity where no other methods are available. This feature has taken to his deployment in isolated areas where DSL or cable technologies weren’t available.
- Isolated placements for peer to peer links. Same as above.
- High Speed Links. The deployment of Hot Spots have brought the problem of how manage those Hot-Spots. Wimax backhaul between those spots will provide a unified management and Internet Access if necessary.
- BackUp links. Data Centers are often separated by several K’s due to security concerns. Following a replication procedure, these data Centers should be connected at least by one or better two ways. Wimax Being a reliable point to point linking system can be a perfect backup backhaul link, being the main one fiber optic for example

As a consequence of the conclusions of this study, it was launched a pilot project to start to implement a Wimax network in Vitoria-Gasteiz.

The pilot project objective was to cover 5% of the city with this network, and it was selected a new neighbourhood named “Zabalgana” to start with the pilot project. In this place, it was installed a new IP camera connected to this wireless network to prove that this works correctly.

The designed network included:

- To expand the exiting coverage in Palacio Montehermoso to allow the backup from any point in the city (360 degrees).

- To install a 180 degrees microwave plate in Monte Olárizu to cover the access point to point with Montehermoso and cover the south of the city.
- To acquire and to install an IP camera in Derechos Humanos street with Avenida Reina Sofía street.
- To connect IP camera to a place named “La Antonia”.
- To install a radio link in “La Antonia” conected to Monte Olárizu.
- To connect traffic servers to the secure network.

Finally, microwaves must be installed in strategic places to have visibility, so at the end of the project it was covered 15% of the city with this wireless network.



Figure B2.1: Connection between Rotonda Antonia Antenna, Montehermoso Antenna and Monte Olarizu Antenna

B3 Situation before CIVITAS

Vitoria-Gasteiz had an extensive but scattered system for data acquisition about traffic and some parking occupation. It also had some information points on the road network about parking occupation and some alphanumeric panels showing different messages. We also

have traffic and car park information that was managed in an internal system. This one has been developed with proprietary software, so the data registered in that system could not be accessed from other systems and could only be understood by experts. A systematised protocol to manage the information received and to turn it into user-friendly information has not been established.

However, a great part of the communication network of these systems was not based on optical fiber, but on simple conventional wire. The quality is vile and it sometimes caused system failures.

Due to the scattering of the mobility management systems and of the traffic control systems, conventional solutions required a high investment in equipment and an enormous expense in the maintenance of the communication infrastructure.

Apart from this, Vitoria-Gasteiz has suffered in the last years a big expansion due to the construction of new neighbourhoods, so there was needed a big investment to install new traffic elements in new neighbourhoods in order to manage traffic in this places. When the City Council needs to install a new device in a location where there was not pre-mounted communications infrastructure, installing all the support system had a very high cost in money and time. At the time wireless solution of communication was gaining strength, as it allowed us flexibility and cost savings in infrastructure and public works.

So, the conclusion was that with a wireless network was possible to have very low maintenance costs and the solution was extremely robust and reliable.

From the other hand, in the municipal web we have different points to access mobility information about how to move by car, bus, tram, etc., but there wasn't a protocol to update this information, that described who, when and what must be updated. A systemised protocol to manage the information received and to turn it into user friendly information has not been established. These protocols, as well as information platforms, must be completed for a higher performance of the road network.

Moreover, the website mobility in Vitoria-Gasteiz had some points to be improved:

- The lack of any specific traffic information section on the current website. There was a section called "Mobility and transport", which offers full, updated information on the bus network, the tram system, urban footpaths and all aspects relating to mobility, but there is no specific section relating to traffic status, the location of radar speed control points or the direction of travel on one-way streets, just to give a few examples. Of course, neither is there very much information on traffic intensity, traffic cameras or the possibility of viewing these on the website.
- The existence of several interesting initiatives relating to mobility in the city, some of them in operation (for example, the "car sharing" or "cycle routes" initiative, for calculating bicycle itineraries) and others that are about to be launched (such as "Google Transit", for calculating routes through the city or "I-Metro", specially designed for public transport). Those initiatives already in operation were included in the aforementioned section "Mobility and transport", but they are somewhat inconspicuous among some much information.
- The inoperative nature of the current information system on "Road works in the city", which presents out-of-date information on the website, generating confusion. There is a traffic Twitter account (http://twitter.com/vg_trafico), which indeed offers updated information about traffic incidents. Access to this can be had from the municipal website, through a news container located on the main page of "Mobility and transport".

For all these reasons, during the preparation of the project, it was considered advisable to rethink all the information about “Mobility and transport” as we understand that it is necessary to consider mobility as a whole which and to group together all the possible forms of transport available to our citizens for travelling through the city: by car, by public transport, on foot and by bicycle.

B4 Actual implementation of the measure

The measure was implemented in the following stages:

Stage 1: Preliminary studies about the topic (August 2010 – September 2010):

The first step was to create a multidisciplinary team that involves different departments of the local government as environment, mobility, information systems and technology, etc.

This multidisciplinary team made the state of the art of the wireless communication systems, it is to say, the investigation on the actual status of the existing technologies on image transmission, and wireless (Wimax technology) communication systems, data collection about the different existing web page schemes, other cities traffic and transport information systems (Bilbao, Madrid, Barcelona, Sevilla, Paris, ...), etc.

Also, it was studied the coordination with other municipal systems and networks, trials of the necessary operatives, the information to be displayed, etc.

Particularly, staff of Technology Department made research activities in order to write a report on the actual status of the communication systems. Moreover, staff of Mobility Department and staff of Information Technology Department met several times to produce a first draft of the contents of the web page and the protocol to feed the information to be displayed. A draft of the content of the new web page was produced at this stage.

Stage 2: Design of the information supports and maintenance protocols (November 2010 – March 2011):

At this stage, it was made an analysis of municipal information systems and traffic elements that could provide information. Then, it was to decide the geographical area to be considered into the project.

Staff of Mobility Department and Information Technologies Departement studied the different elements of transports system that there were in the city to be considered within the project.

Stage 3: Specifications of pilot communication system project (March 2011 – March 2012):

Staff of Technologies Department started writing the specifications report in order to subcontract the implementation of a pilot trial and the development of the new website.

Stage 4: Communication system implementation (March 2012 – July 2012):

The actions to be performed deal with tasks relating to the infrastructure itself and to communications between the current Traffic databases for visualisation and processing on the website. These can be summarised as follows:

- Extended coverage of the Palacio Montehermoso building in order to enable backup from any point in the city (360 degrees).
- Install a 360 degrees microwave plate on Mount Olárizu in order to cover point to point access from the Palacio Montehermoso building and cover the southern part of the city.
- Purchase and install an IP camera on the crossing between the streets Calle Derechos Humanos and Avenida Reina Sofía.
- Connect the IP camera of the crossing between streets Calle Derechos Humanos and Avenida Reina Sofía with the roundabout called “La Antonia”.
- Install a radio link in the location called “La Antonia” connected to Mount Olárizu.
- Connect the Telvent server/s that capture/s information from the traffic elements to the secured network.

Figure B4.1 shows the point where the traffic control camera was installed on the roundabout between streets Avda Reina Sofía and Derechos Humanos. This camera was connected via existing fibre optics (red line) with the “La Antonia” roundabout, from where a radio link was established with Mount Olárizu (see Figure B4.2).



Figure B4.1: Connection between the former Camera IP to Rotonda Antonia Antenna



Figure B4.2: Connection between Rotonda Antonia Antenna and Monte Olarizu Antenna

This radio link could be established with guarantees as there was line of sight between “La Antonia” and Monte Olárizu.

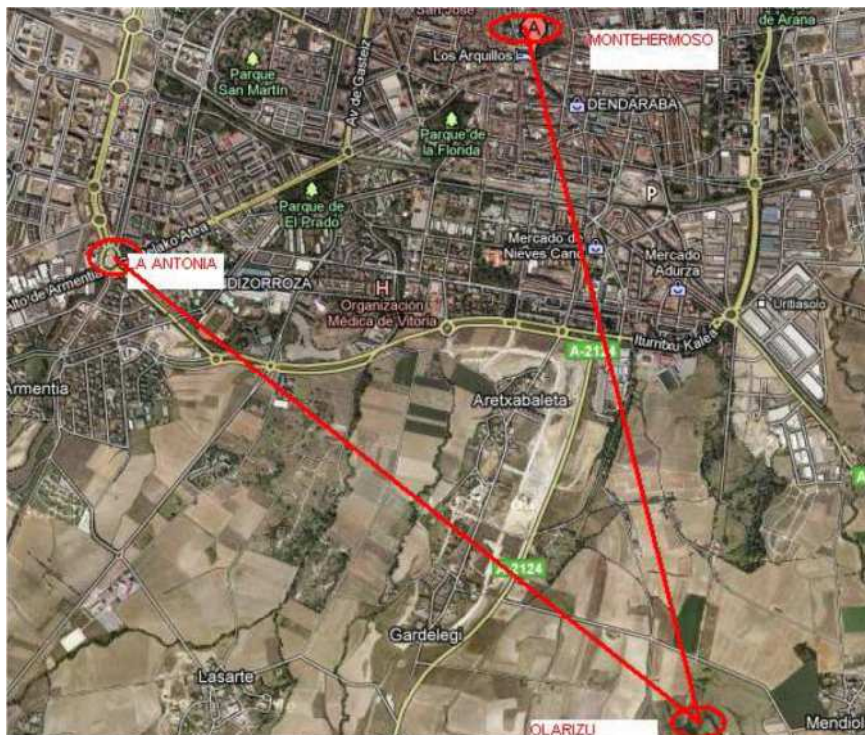


Figure B4.3: Connection between Rotonda Antonia Antenna, Montehermoso Antenna and Monte Olarizu Antenna

Figure B4.3 shows the radio link between Monte Olárizu and the Palacio Montehermoso building, in the city centre, from which we connect to the municipal communications network via an existing fibre-optics link (the building itself is integrated within the telecommunications network).

The wireless solution cost for the pilot project has been of 64,900 €, although this is an initial investment that allows the installation of new elements throughout the new performance area marked on the plans for the project.

The maintenance cost is related to the incidents occurred during the year. As a reference of the previous system installed at City Hall was a single incident.

Stage 5: Preliminary website launch (August 2012):

The new website is lunched but technical problems occurred so the definitive launch is delayed to September. Problems are related with low quality of webcams and refreshing the images. During this month problems are solved by Information Technology Department of Vitoria-Gasteiz City Council.

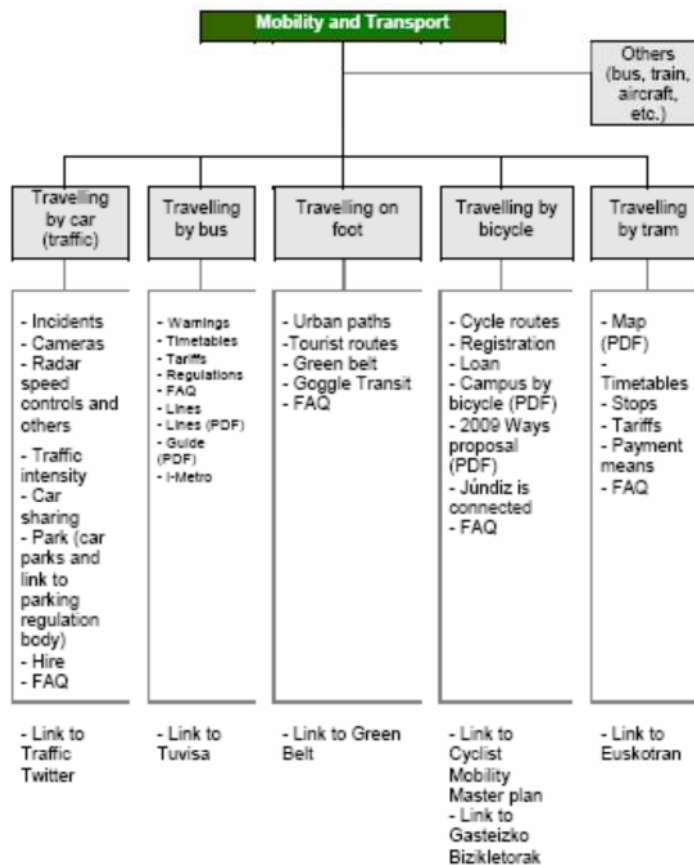


Figure B4.4: New mobility website sections

Stage 5: Definitive website launch (September 2012):

The new website is lunched definitively the 25th September, during the CIVITAS Forum 2012 in Vitoria-Gasteiz. All problems have been solved and an online survey is available to be filled by users. The questions of this survey are related with the quality of service (assessing issues as services, usefulness, easy-use and design) of the new and former mobility website. This data are used to the indicators of evaluation.

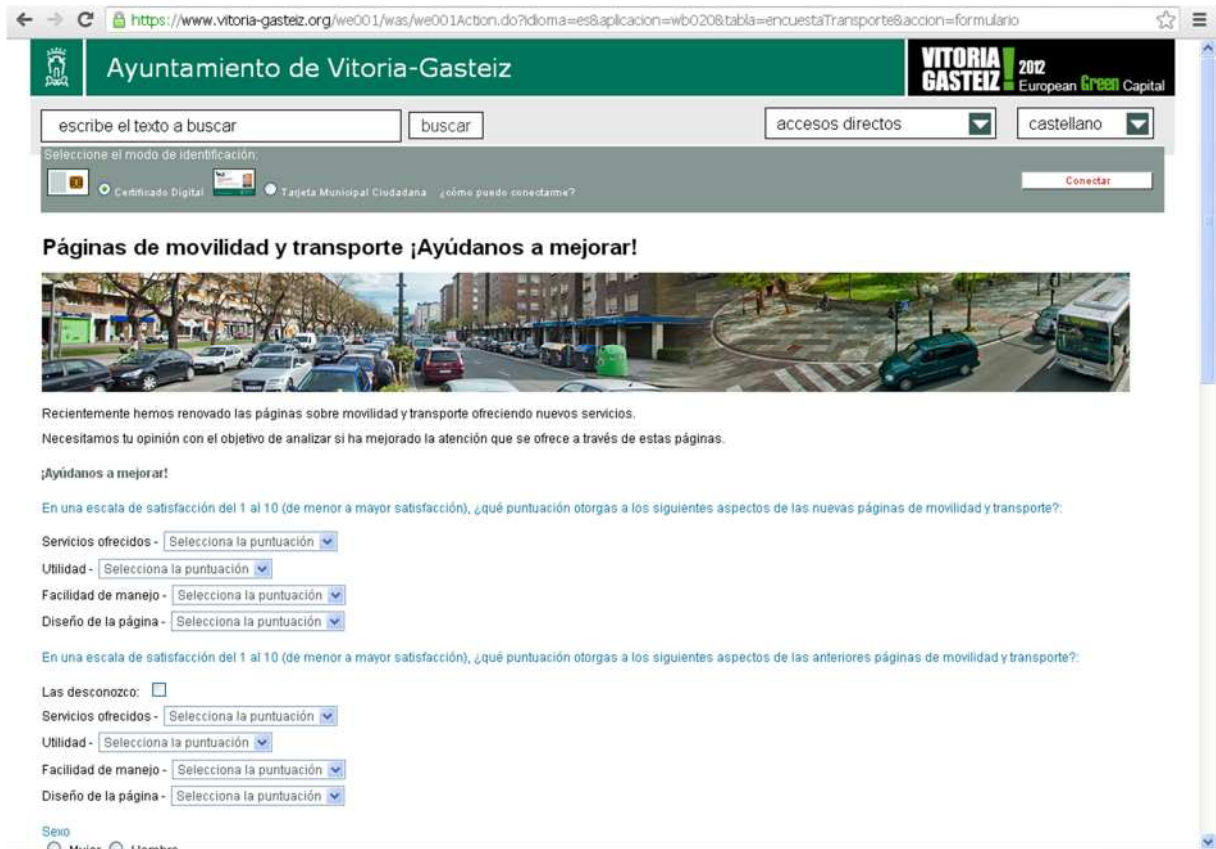


Figure B4.5: New mobility website example

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** – A better information for transport system users provide a better modal split, due to the user has the information in an easy way and he can decide the best option for his travel.

C Evaluation – methodology and results

C1 Measurement methodology

C1.1 Impacts and Indicators

Indicator				Data collection			
No.	Impact	Indicator	Source	Date ex ante	Observations	Date ex post	Observations
13	Society	Awareness level	Citizens survey	Apr 2011		Oct 2012	The new web has been launched in Sep 2012
14	Society	Acceptance level	Citizens survey	Apr 2011		Oct 2012	
104	Society	Users of web application	Visits to the website	May 2011 - May 2012		Sep 2012, Oct 2012	
106	Society	Quality of service	Users survey	Sep 2012, Oct 2012		Sep 2012, Oct 2012	
108	Society	Wireless network coverage	Design project	Sep 2011		Sep 2012	

Table 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 Information and traffic management system 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 C1.1.2 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 C1.1.2: 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 C1.1.3: 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)

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- **Indicator 104** (*Users of web application*)

Unit: N° users of the web application/day

The web master is able to make the correct data in which can be written the number of users, the number of usual users or other statistics. These values can be used to measure this indicator and it let see the evolution of visitors in the web.

Currently, the Information Technologies Department of the City Council of Vitoria use the application Google Analytics in order to know how many visitors have each section of the City Council web <http://www.vitoria-gasteiz.org/>. The current website has a section about transport and mobility where is showed several information about different modes of transport in Vitoria-Gasteiz (parkings, regulated parking, cycle lanes, public transport, etc). This section has the news and laws about transports, which can be downloaded. The problem is that the new information system is going to be completely different, so the amount of visitors before and after its implementation can't be compared easily. However, the value ex-ante can be taken into account as an index of improvement of the information system.

- **Indicator 106** (*Quality of service*)

Unit: Index of the “perception” of quality of mobility website (0 to 10)

Data is obtained through surveys to mobility website users. This online survey is available to be filled by users. It is composed of several questions related with the quality of service (assessing issues as services, usefulness, easy-use and design) of the new and former mobility website. This data are used to calculate the average value and to evaluate this indicator. The problem with this indicator is the representativeness of the sample. Only 13 users have filled this survey so the result could have an important error.

- **Indicator 108** (*Wireless network coverage*)

Unit: % surface covered by wireless network

The value is calculated from design projects and specifications of wireless devices installed over the city.

C1.2 Establishing a Baseline

It is considered 2011 and 2012 as the baseline, before the implementation of this measure. The measure results ex-ante are obtained from city council mobility web statistics for indicator 104; and from a citizens survey for the indicators 13 and 14.

- **Indicators 13 and 14** (*Awareness level, 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 these indicators are:

Before	2011
Acceptance level	6,18

Figure C1.2.1: Ex-ante indicator value

Before	2011
Awareness level	16,5%

Figure C1.2.2: Ex-ante indicator value

- **Indicator 104** (*Users of web application*)

The ex-ante data is obtained from May 2011 to May 2012, disaggregate by months. The amount of users visiting the website is stationary, for example, in September there are more visits than July or August. So, it is considered the users of November 2011 as the baseline scenario.

Figure C1.2.3 shows the total amount of users during a year (from Jun 2011 to May 2012) and during the month of November 2011. It is considered November because is a good month to compare with the ex-post data since the launch of the website was the 25th September 2012. In this case, October could have problems of consolidation of the measure or the information campaign developed during the first days after the launch could produce a distortion of the results. November 2012 is a period that avoids these problems. The number of users is divided by different sections in the website. The completed results are detailed in Annex 4.

	Jun 2011 - May 2012	Nov 2011
Área temática de movilidad y transporte	57157	5093
TUVISA. Autobuses urbanos	1374	
Aparcamiento	1295	57
Incidencias de tráfico.	1691	88
Busca tu ruta	22611	1779
Espacio movilidad y transporte	55706	3918
Plan de Movilidad y Sostenibilidad	6945	605
Red de autobuses urbanos	190164	14619
Reglamento	338	33
Normas básicas	1026	61
Tarjetas de transporte	4058	225
Tarifas y trasbordos	8519	528
FAQS	3027	166
Peatones	987	86
Sendas urbanas	280	28
FAQS	92	12
Bicicletas	5718	390
Registro municipal de bicicletas	2425	190
Ciclorutas	2296	130
Turismo en bici	6616	440
Coches	893	82
Dónde aparcar	5097	296
OTA	7697	666
Supermanzanas	75	12
Red de vías básicas	399	45
FAQS	2678	218
Tranvía	10880	718
Tarifas y trasbordos	8539	528
Tarjeta Pase	2410	189
Tarjeta BAT	5294	420
Horarios y recorridos		
FAQS	2669	218
Otros medios de transporte	2745	160

Figure CI.2.3: Total users of mobility website

In order to have a representative value for this indicator, it is calculated the average daily users. If it is considered the whole year the value is 1155 users/day, while if is considered November 2011 the value is 1067 users/day.

The result of baseline for this indicator is:

Before	Nov 2011
Users of web application (daily)	1067

Figure CI.2.4: Ex-ante indicator value

- **Indicator 106** (*Quality of service*)

The ex-ante data collection is done from September 2012 because the on-line survey is available with the new website. In this survey, users are asked several questions related with the quality of service (assessing issues as services, usefulness, easy-use and design) of the new and former mobility website. This data are used to calculate the average value for the former website (ex-ante data) and the new website (ex-post data).

The result of baseline scenario for this indicator is:

Before	2012
Quality of service	5,00

Figure C1.2.5: Ex-ante indicator value

- **Indicator 108** (*Wireless network coverage*)

The value of this indicator before CiViTAS is 0.

Before	2012
Wireless network coverage	0,0%

Figure C1.2.6: Ex-ante indicator value

C1.3 Building the Business-as-Usual scenario

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

If this measure wasn't implemented, the awareness 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
Awareness level	16,5%

Figure C1.3.1: 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 C1.3.2: B-a-U indicator value

- **Indicator 104** (*Users of web application*)

If this measure wasn't implemented, the ex-post value of users application 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
Users of web application (daily)	1067

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

- **Indicator 104** (*Quality of service*)

The value of quality of service is obtained after setting up the measure. Therefore, if this measure wasn't implemented, the ex-post value 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
Quality of service	5,00

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

- **Indicator 108** (*Wireless network coverage*)

If this measure wasn't implemented, the wireless network coverage 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.

Before	2012
Wireless network coverage	0,0%

Figure C1.3.5: B-a-U indicator value

C2 Measure Results

The results are presented under subheadings corresponding to the areas used for indicators: society.

C2.1 Society

Acceptance level and Awareness level were measured by surveys among the citizen. To get a quantitative value of the assessment of the service and knowledge of the measure, a sample of 400 telephone interviews were carried out over the whole population over 16 years in Vitoria-Gasteiz. The ex-post data collection is taken in October 2012, after the implementation of the measure. The methodology of citizen surveys is explained before. The exploitation of the survey carried out is shown in Annex 2 and Annex 3 (ex-ante and ex-post results).

After	2012
Awareness level	9,3%

Figure C2.1.1: Ex-post indicator value

After	2012
Acceptance level	7,76

Figure C2.1.2: Ex-post indicator value

The quality of service was measured by surveys among the mobility website users. This online survey is still available to be filled by users. It is composed of several questions related with the quality of service (assessing issues as services, usefulness, easy-use and design) of the new and former mobility website. This data are used to calculate the average value and to evaluate this indicator.

Figure C2.1.3 shows the perception of users in terms of services (6,92 instead of 3,50), usefulness (6,85, ex-ante data not available), easy-use (7,31 instead of 5,50) and design (7,54 instead of 6,00) of the Vitoria-Gasteiz mobility website.

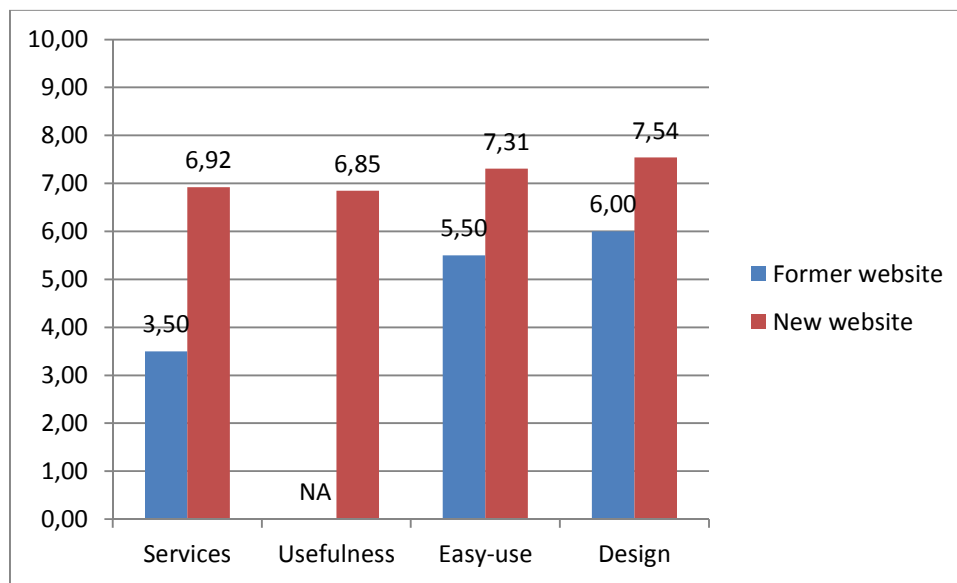


Figure C2.1.3: Website quality users perception

These data are used to calculate the average value and to evaluate this indicator. The result is:

After	2012
Quality of service	7,15

Figure C2.1.3: Ex-post indicator value

The statistics related to the use of the web application (number of users, number of usual users, number of accesses, and other statistics) were provided by the web master using the statistic tools for

the web applications, as explained before. The ex-post period considered was from the 25th September 2012 to the 4th December 2012.

Figure C2.1.5 shows the total amount of users during the ex-post period and during the month of November 2012. As it is explained before, November is a good month to compare with the ex-antedata since the launch of the website was the 25th September 2012. In this case, October could have problems of consolidation of the measure or the information campaign developed during the first days after the launch could produce a distortion of the results. November 2012 is a period that avoids these problems. The number of users is divided by different sections in the website. Some of the sections are new and others have changed the content from the former website. This is the reason of consider the total amount of users of the mobility area website. The completed results are detailed in Annex 4.

	Jun 2011 - May 2012	Nov 2011	Nov 2012	25 Sep 12 - 4 Dec 12
Área temática de movilidad y transporte	57157	5093	1142	5978
TUVISA. Autobuses urbanos	1374		564	754
Aparcamiento	1295	57	197	305
Incidencias de tráfico.	1691	88	133	342
Busca tu ruta	22611	1779	2314	5831
Espacio movilidad y transporte	55706	3918		
Plan de Movilidad y Sostenibilidad	6945	605	587	1255
Red de autobuses urbanos	190164	14619	18599	44639
Reglamento	338	33	177	383
Normas básicas	1026	61	106	242
Tarjetas de transporte	4058	225	368	1020
Tarifas y trasbordos	8519	528	1003	2733
FAQS	3027	166	52	70
Peatones	987	86	108	350
Sendas urbanas	280	28	8	60
FAQS	92	12	22	10
Bicicletas	5718	390	375	1089
Registro municipal de bicicletas	2425	190	120	378
Ciclorutas	2296	130	124	392
Turismo en bici	6616	440	334	1286
Coches	893	82	139	446
Dónde aparcar	5097	296	289	884
OTA	7697	666	570	1402
Supermanzanas	75	12	52	92
Red de vías básicas	399	45	0	3
FAQS	2678	218	20	70
Tranvía	10880	718	144	905
Tarifas y trasbordos	8539	528	989	2733
Tarjeta Pase	2410	189	228	670
Tarjeta BAT	5294	420	407	1082
Horarios y recorridos			587	1554
FAQS	2669	218	227	573
Otros medios de transporte	2745	160	97	291
New sections from the 25th September 2012				
Tráfico al minuto			1839	4307
Cámaras de tráfico al minuto			641	1436
Densidad de tráfico			139	396
Radares de control de velocidad			195	446
Radares de "foto-rojo"			169	390
Disponibilidad de plazas de aparcamiento			73	237
Área temática Aparcamiento			108	514
Área temática Taxi			40	104
Total users	421701	32000	33286	85652
Daily users	1155	1067	1110	1190

Figure C2.1.5: Total users of mobility website

In order to have a representative value for this indicator, it is calculated the average daily users. If it is considered the whole ex-post period the value is 1190 users/day, while if is considered November 2012 the value is 1110 users/day.

The result of this indicator is:

After	Nov 2012
Users of web application (daily)	1110

Figure C2.1.6: Ex-post indicator value

In the same way as for the baseline, it has been obtained the results of the indicator 108 after implementing the measure in 2012. This is the result:

After	2012
Wireless network coverage	15,0%

Figure C2.1.7: 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	
13. Awareness level	16,5%	16,5%	9,3%	-7,2%	-44%	-7,2%	-44%
14. Acceptance level	6,72	6,72	7,76	1,04	15%	1,04	15%
104. Users of web application	1067	1067	1110	43	4%	43	4%
106. Quality of service	5,00	5,00	7,15	2,15	43%	2,15	43%
108. Wireless network coverage	0,0%	0,0%	15,0%	15,0%	-	15,0%	-

Table C2.1.8: Society results

Results are positive in terms of users of the new services of mobility website, but the increase of users is quite limited despite the information campaign carried out after the launch of the new website. It seems that the demand of users of new media is limited by age, access to internet and new technologies used people.

The acceptance level and the quality of service of the mobility website (both indicators related to people vision of the measure) have been sharply increased. This the most important impact of the measure.

However the awareness level has decreased, remaining at a very low level. The reason for this low awareness level could be the same one of explained before, the demand of users of new media is limited by age, access to internet and new technologies used people. This measure has a visibility for citizens much lower than other measures in CiViTAS MODERN project.

The final surface of city covered by the wireless network has been higher than expected objective.

C3 Achievement of quantifiable targets and objectives

No.	Target	Rating
1	To implement a Wi-max net to provide an effective communication system for the different transport modes users, to cover the 5% of the extension of the city by Wi-max. <i>The objective of coverage of the wireless network in Vitoria-Gasteiz has been sharply exceeded (15% instead 5%).</i>	***
2	To increase the number of website users, up to 10%. <i>The increase of users is quite limited despite the information campaign carried out after the launch of the new website (+4%).</i>	*
3	To offer a better information and a better quality of service to users, with increases of acceptance or quality of service up to 20%. <i>The increase of acceptance (+15%) and the quality of service (+43%) has been very important, so the objective has been achieved.</i>	**
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 wireless network implanted in a part of the city allows the municipality to connect more traffic elements as cameras, sensors, etc. in a faster and more economical way than using a conventional wire connection. This is important in order to up-scaling the implementation of the measure.

If new elements or traffic devices are installed, the coverage of the network and the services to citizens will increase.

The more services and coverage offer to citizens, the more attractive is the system and the more users visit the mobility website.

If there are more users with high quality information in real time about mobility, they can plan better their travels. So, the mobility system can be more sustainable.

C5 Appraisal of evaluation approach

Problems during the evaluation process are:

- It has been very difficult to find indicators to assess properly the impact of the measure.
- The period to evaluate the impact has been limited because of the late start of implementation phase in respect to the project scheme, so it would be recommended to repeat the ex-post data collection in order to wait for the consolidation of the measure.
- There has been a short period of time for collection of online surveys of web users. This has led to the statistical sample has been very low and therefore the statistical error has been very high.

C6 Summary of evaluation results

The key results are as follows:

- **Key result 1** – The increase of users was quite limited despite the information campaign carried out after the launch of the new website. The reason for this low level could be the demand of users of new media is limited by age, access to internet and new technologies used people. Apart from this, this measure has a visibility for citizens much lower than other measures in CiViTAS MODERN project.
- **Key result 2** – The objective of coverage of the wireless network in Vitoria-Gasteiz has been sharply exceeded (15% instead 5%). This measure has contributed to improve the traffic management in the city and to have a better communication system, and to have a more economical way to expand traffic elements in the city. Of course it has facilitated citizens the decision making process in mobility related matters.
- **Key result 3** – The increase of acceptance and the quality of service has been very important. However, in order to analyze the consolidation of the measure impact, it would be recommended to repeat the ex-post data collection later.

C7 Future activities relating to the measure

For the future it is expected to connect new traffic elements to the wireless network especially in city new neighborhoods. In fact, it is expected to connect in a short time a traffic light controller.

The City Council will publish information of those new elements in the new traffic information system in the mobility website.

The City Council expect that economical impact will be bigger in the future, when more traffic elements will be connected to the network using the wireless system. Also there is an impact in the quantity of information that a citizen can get to decide how to travel through the city.

The durability of the results is expected to be high because:

- It has been filled the real time traffic system using services based in DATEX II, that is a standard developed for information exchange between traffic management centres, traffic information centres and service providers.
- It is expected to connect more traffic elements in city new areas in order to increase the information offer to users.
- New wireless communication system will provide the connection of these new elements in an economical way to the network.



D Process Evaluation Findings

D1 Deviations from the original plan

- **Deviation 1** – The most important problem has been the non-compliance with deadlines of a contracted company. The company that must develop the software to extract data from traffic system did not its work in time, and it did not deliver the expected product, so the project was not finished in time. The finalization of this stage was delayed several months and this produced delays in implementation.
- **Deviation 2** – The period dedicated to dissemination was shorter than original plan because the lack of time to implementation of the measure. The users of website increased, but it was expected even more users. It was necessary to do more dissemination work.
- **Deviation 3** – There were several problems during the preliminary implementation. Problems are related with low quality of webcams and refreshing the images. During this month problems are solved by Information Technology Department of Vitoria-Gasteiz City Council. This delayed again the implementation and evaluation of the measure.
- **Deviation 5** – Lack of time to evaluate properly ex-post results.

D2 Barriers, drivers and activities

D2.1 Barriers

Preparation phase

- **Organizational** - Failed or insufficient partnership arrangements, lack of leadership, lack of individual motivation or know-how of key measure persons: The implemented information system requires the input of information generated in different systems and different departments and municipal services. The coordination of all of them was a difficulty to be overcome, since they were involved through the Department of Information Technology, CEA and Traffic Service of the City Council.
- **Technological** - Additional technological requirements, technology not available yet, technological problems: The Traffic Information System is local but it was developed by a company that it was the owner of the software. This implied that the system was a black box to the City Council, and it needed the company owning the system continually.
- **Positional** - Relative isolation of the measure, lack of exchange with other measures or cities: This measure has little relationship with other measures of the CiViTAS project, so the impacts are not complemented with other measures.

Implementation phase

- **Technological** - Additional technological requirements, technology not available yet, technological problems: As it is explained before, the traffic system software had an owner, so it forced the City Council to make the hiring of software development for generating the new web space into two separate contracts:
 - A contract was awarded to the company needed owns (data extraction traffic system).

- A second contract for the provision of such information in the web space.

The need to coordinate these two companies and City Council service has led to delays in software development. Even in some cases of incidents, each company blamed the other one for the errors.

- **Institutional** - Impeding administrative structures, procedures and routines, impeding laws, rules, regulations and their application, hierarchical structure of organizations and programs: There were administrative problems because the procurement contracts started in October 2011 and they were finished in mid-December 2011, but the deadline to Department of Finance of the City Council was over. It was necessary to wait for the next year, with 2012 accounts available to load the new budgets to 2012. The sign of the contract were held in late February and early March 2012.
- **Problem related** - Complexity of the problem(s) to be solved, lack of shared sense of urgency among key stakeholders to sustainable mobility: Integration of new wireless communication system with former one produced incidents which involved minor delays.

Operation phase

- **Institutional** - Impeding administrative structures, procedures and routines, impeding laws, rules, regulations and their application, hierarchical structure of organizations and programs: The traffic cameras are shared by both the Traffic Service and Municipal Police with different objectives. When Municipal Police used one of these cameras, the image disappeared momentarily from the website information service. This led to the realization of a new software in order to solve this problem.
- **Technological** - Additional technological requirements, technology not available yet, technological problems: The quality of some data obtained from some systems were low.

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 project organization, with different officials from different parts of the project and a general coordinator support the development of the measure.
- **Organizational** - Constructive partnership arrangements, strong and clear leadership, highly motivated key measure persons, key measure persons as 'local champions': The attitude and professionalism of all participating municipal services and departments was very important to achieve the goal.

Implementation phase

- **Institutional** - Facilitating administrative structures, procedures and routines, facilitating laws, rules, regulations and their application, facilitating structure of organizations and programs: The existence of a local multidisciplinary team with knowledge of the different disciplines involved in the project (software development, content generation, and network traffic information) made easier the development of the measure.

- **Technological** - New potentials offered by technology, new technology available: To get involved in this kind of project offer to companies the possibility of becoming into a leader in the development of these services to other administrations.

Operation phase

- **Planning** - Accurate technical planning and analysis to determine requirements of measure implementation, accurate economic planning and market analysis to determine requirements for measure implementation, thorough user needs analysis and good understanding of user requirements: The monitoring protocol contained both from traffic and from technologies that quickly detects incidents.

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 the owner of the software company of the traffic system in order to know how to write the specifications contract in the most appropriate way.
- **Organizational** - Activities to raise the competences of the measure partners (for example special courses etc), activities to raise the motivation of the measure partners (for example extra measure meetings): There was a level of service agreement by the responsible of the different departments and information services.

Implementation phase

- **Financial** - Raising or attempting to raise additional financial budget for the measure, developing a context which is attractive to the business community to contribute financially: At the beginning of 2012 it was assigned administrative staff to monitor the contract process in order to reduce the time of each phase and to a finish the process as soon as possible.
- **Organizational** - Activities to raise the competences of the measure partners (for example special courses etc), activities to raise the motivation of the measure partners (for example extra measure meetings): There were several project follow-up meetings with the contractors to detect the difficulties in developing and analyzing incidents. It was determined which of the companies was the source of the problem and it put solutions to possible deviations in the project.
- **Spatial** - (Attempts) Adjusting the construction permissions, creating experimental and /of investment zones / city parts / corridors: In the implementation of wireless network the City Council has replaced some existing physical media (such as fiber transceivers) to solve the connection between the new wireless system with the former municipal system.
- **Technological** - Raising or attempting to raise additional technical resources for the measure (all kind of equipment), all kind of actions to solve technological problems: It has been developed new software to solve the problem of emission imaging cameras that were under the control of Municipal Police.

Operation 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: It was implemented a protocol traffic service for the rapid detection of any impacts on both the wireless network and in the transmission of data from the traffic system.
- **Financial** - Raising or attempting to raise additional financial budget for the measure, developing a context which is attractive to the business community to contribute financially: It was assigned a team for a quickly resolution of wireless network incidents.

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

- **Problems in replication are more related to law than technology** - This measure may be replicable in other cities, but it is necessary to do a study in order to know the best places to install the needed devices and to study the legislation in every place in terms of publishing images. It could be different the restriction of users access to these images in real time. However, the transferability of technology of a wireless communication system can be implanted in other cities without problems.
- **Pay attention to integrate the data format of new system into the former system** -The structure of the information system and how to publish the traffic data (Vitoria-Gasteiz use DATE II) can be implemented in other cities, but if the city traffic data aren't in DATE II format, it is necessary to develop some software to get needed information and convert it.
- **New website offering new possibilities to citizens is very important** - In case of replication of this measure, it is important that it must be accompanied by a new website with additional information about mobility.

D4.2 Process

- **Great value of collaborative work** - When citizens need information about a subject, they don't care about what department or administration is managing it. They need to access all the available information about this subject in an integrate way. This information system that integrates different kind of information needs the contribution and work of different municipal departments that manage this data, that usually have different goals. Also in this case we are going to use technologies to develop the needed software and the new communication network. Three different departments have worked in this measure getting good results. It is very important to have a clear definition of the measure and a responsible of the coordination of all the needed work in order to get expected results in time.
- **Software: Difficulty of working with a proprietary system** - Actually we have a traffic system owned by de municipality, but the software used to develop it and the database structure is a proprietary system. That means that we need to contract the system owner to exploit data or do new developments. The system is a black box for us. Due to Spanish contract legislation, we must contract two different enterprises to develop this work. One of them, to extract traffic real data from the existing system, and, another one, to develop needed software to publish this data. The coordination of this work has produced not expected delays, so we recommend having not proprietary systems and working as possible with free software in order to reduce costs, reduce the number of participants in development.

- **Shared use of traffic cameras** - The use of traffic cameras is shared with the Police. That means that when the police needs take control of a camera, they move it in a manual way, use the zoom, and focus places to search for different thinks that are not of traffic interest. At the beginning of the project we have not taken in account this situation. So when we have realized that, we have decided to develop a new software. When the police take control of a camera, this software records this situation and the system doesn't send photos of this camera to the server, only a message is send to indicate that this camera is "currently unavailable".
-

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 (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

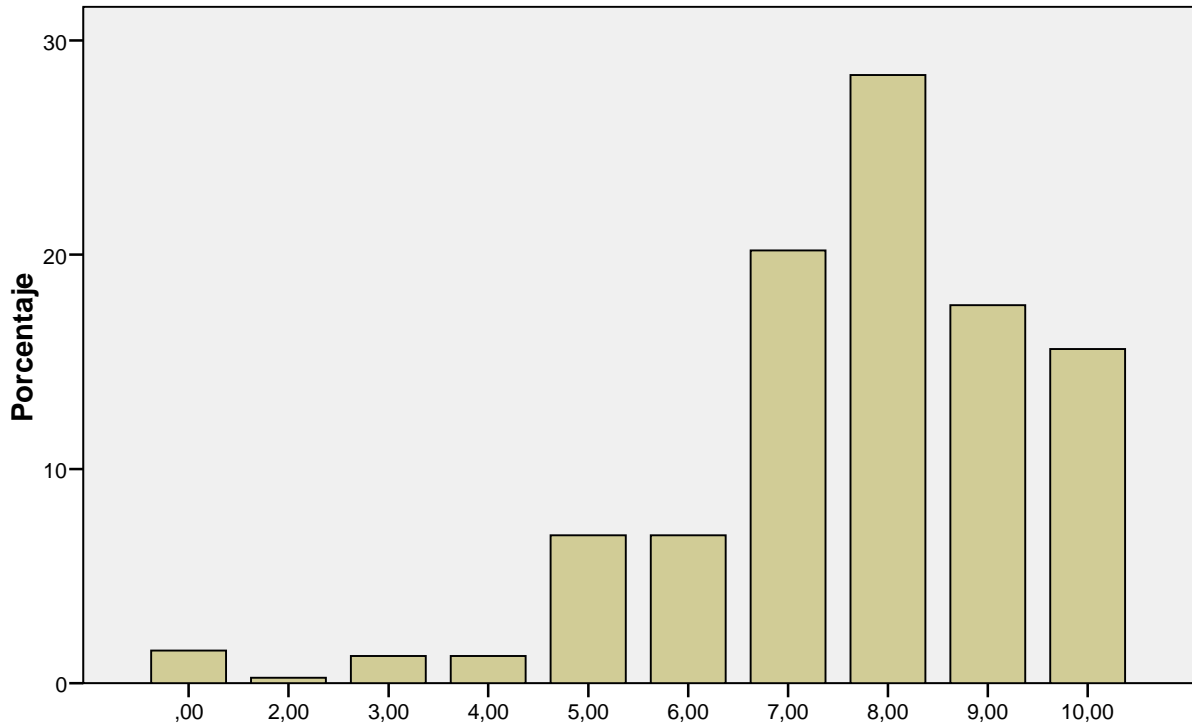
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

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

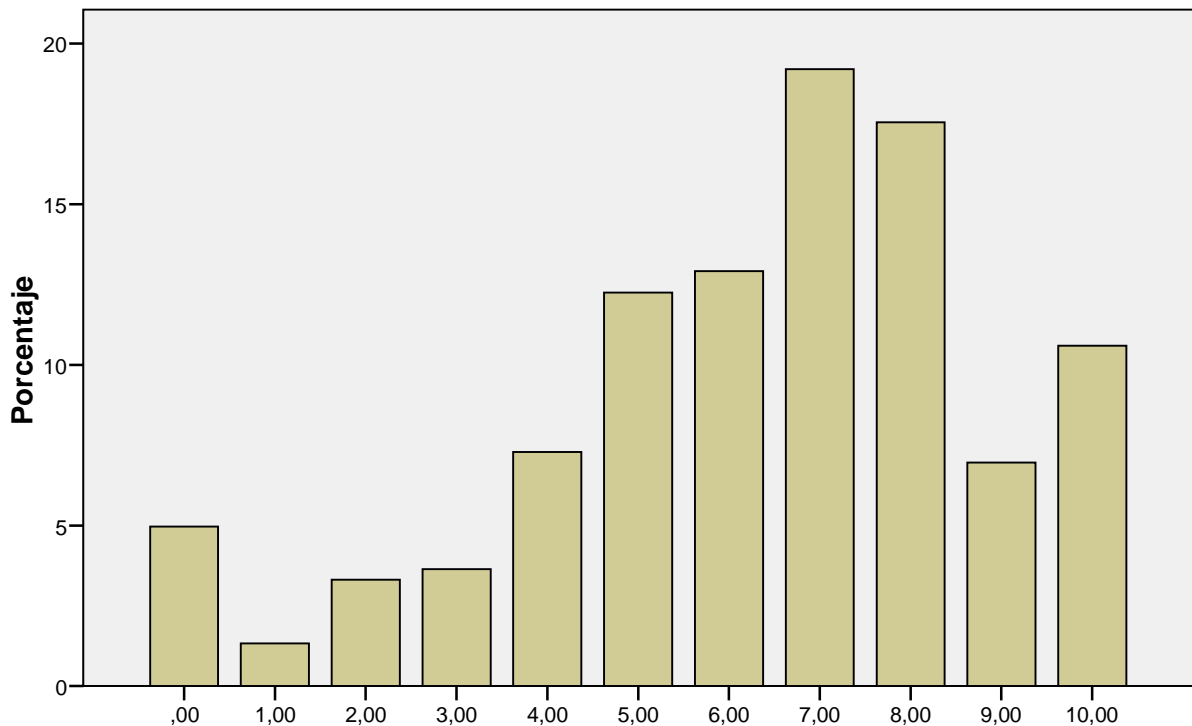
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

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

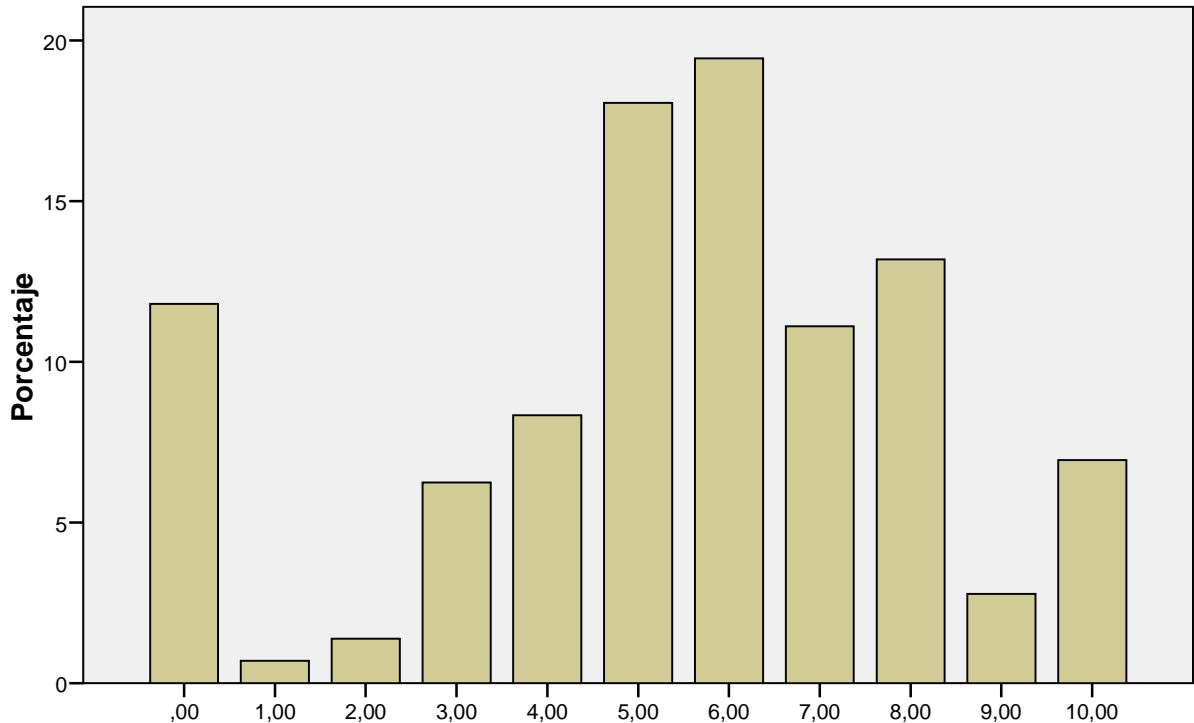
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

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

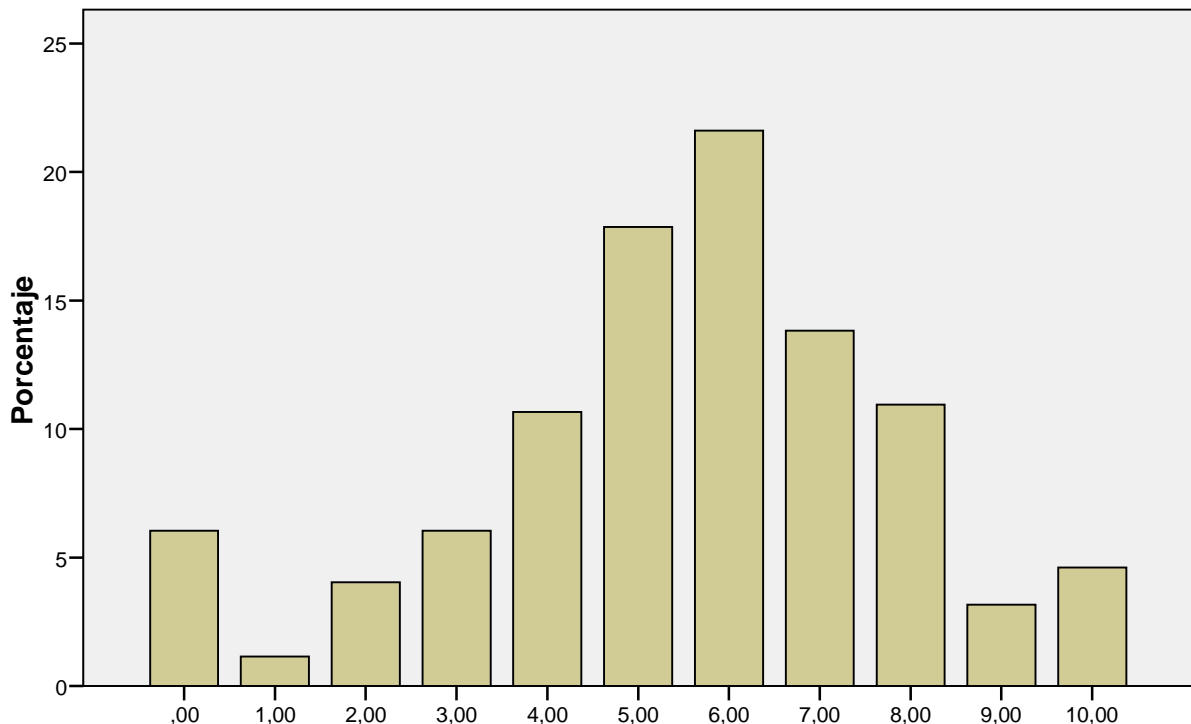
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

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

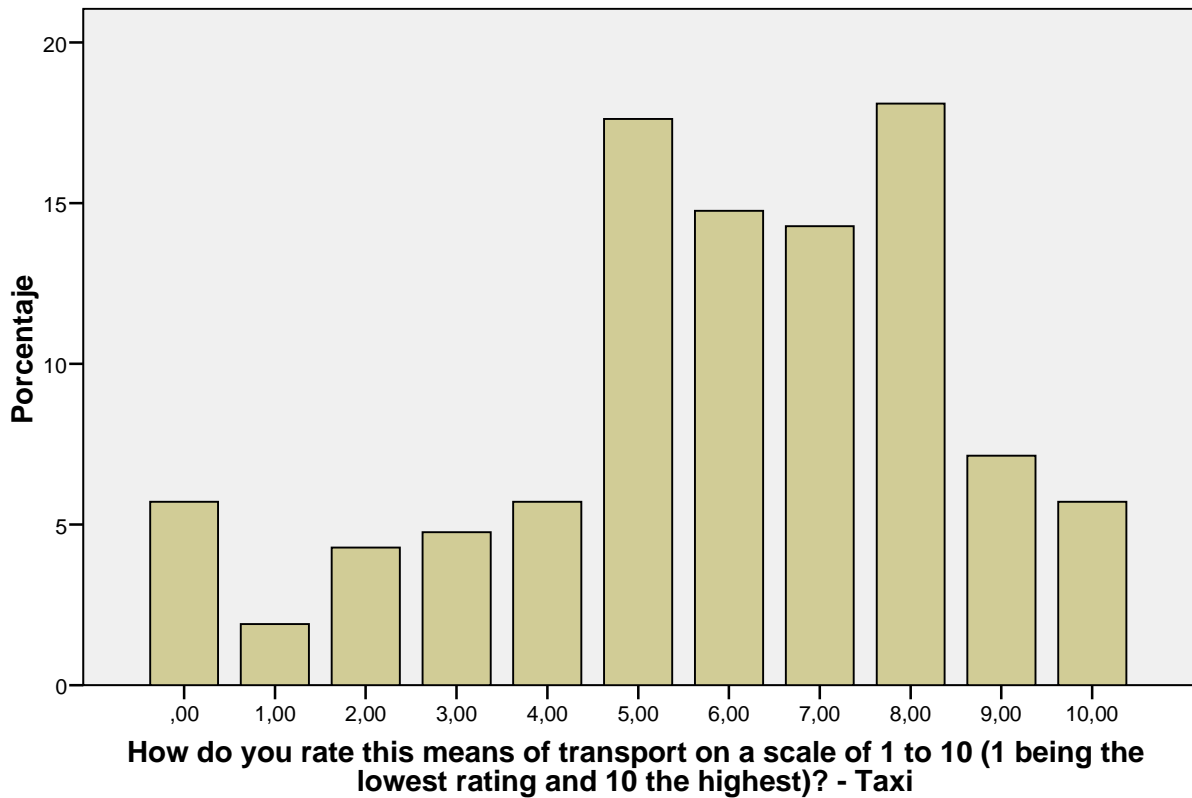
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

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)? - Van/Truck

Estadísticos

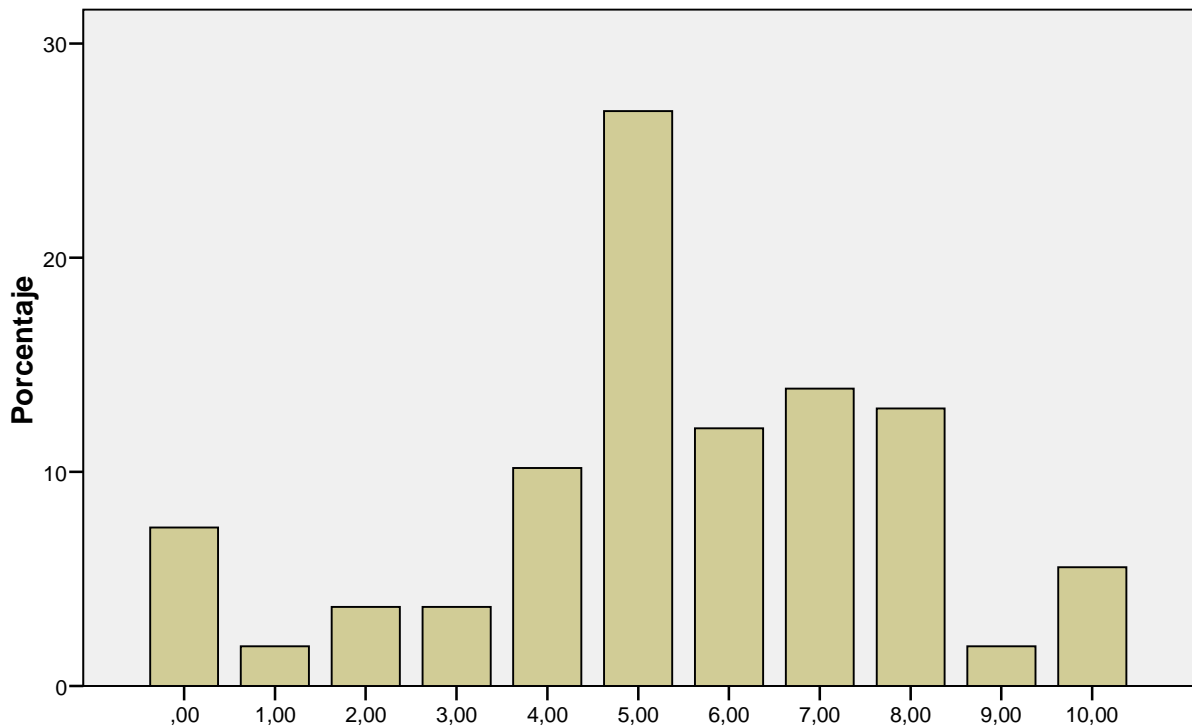
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

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

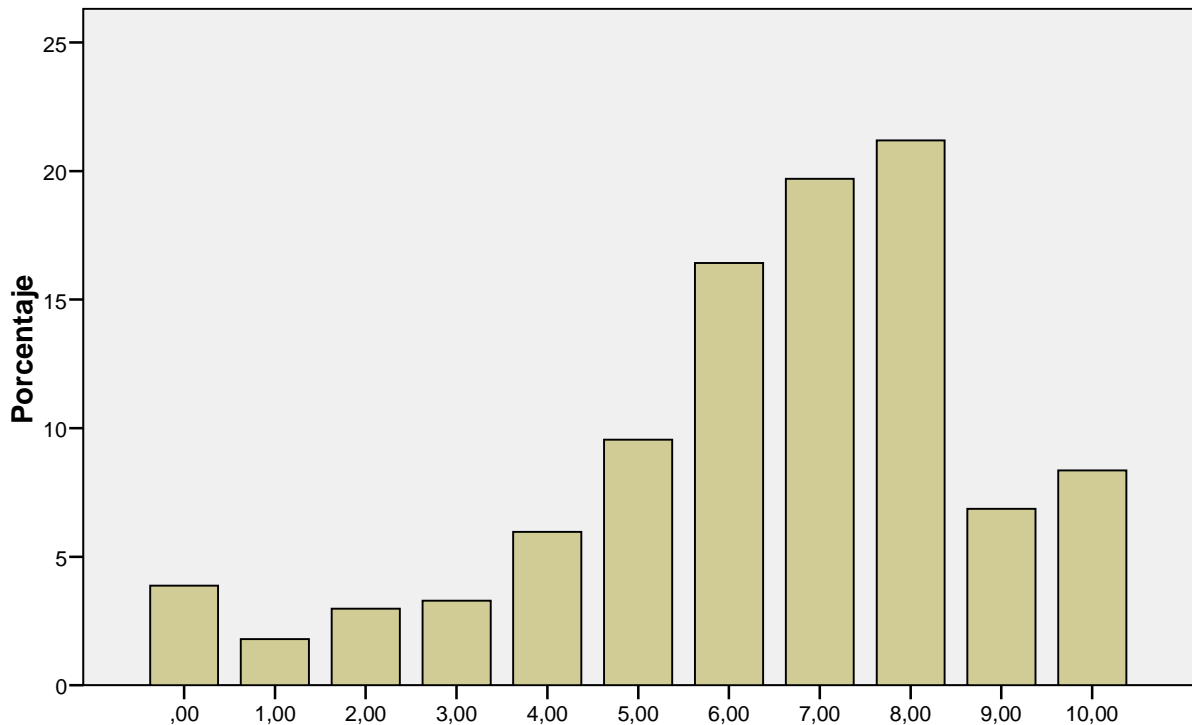
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

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

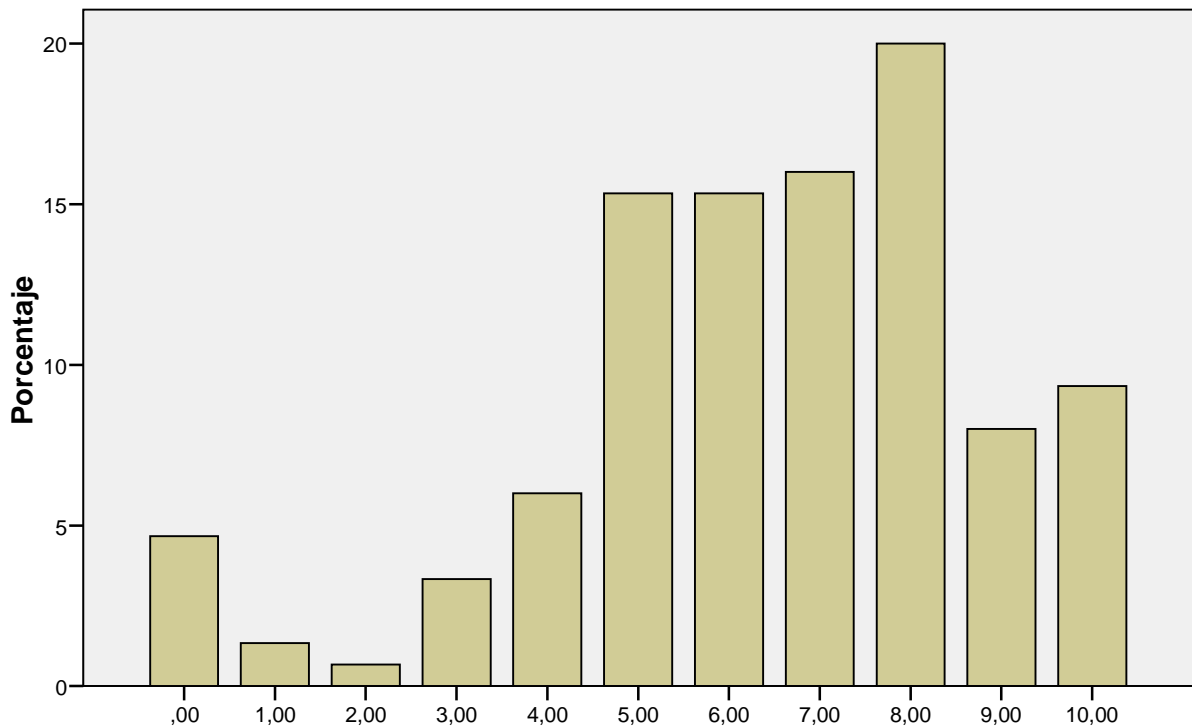
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

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

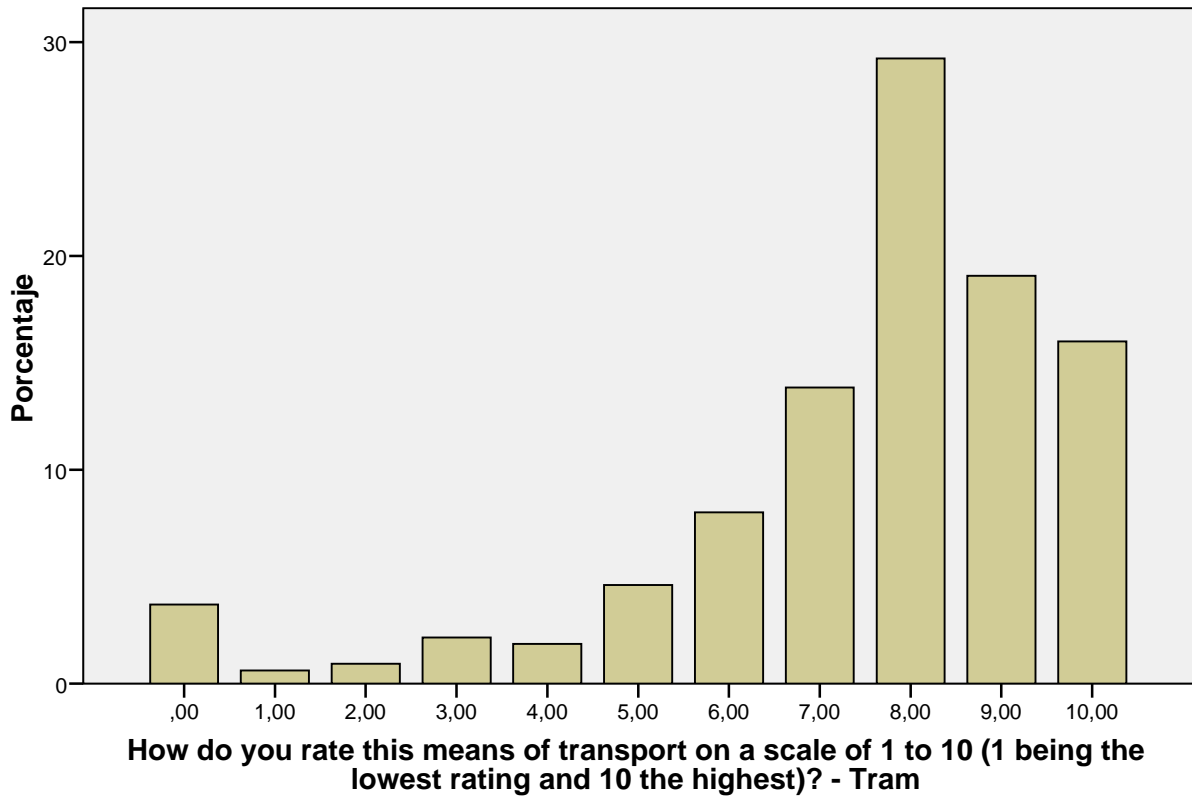
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

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



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

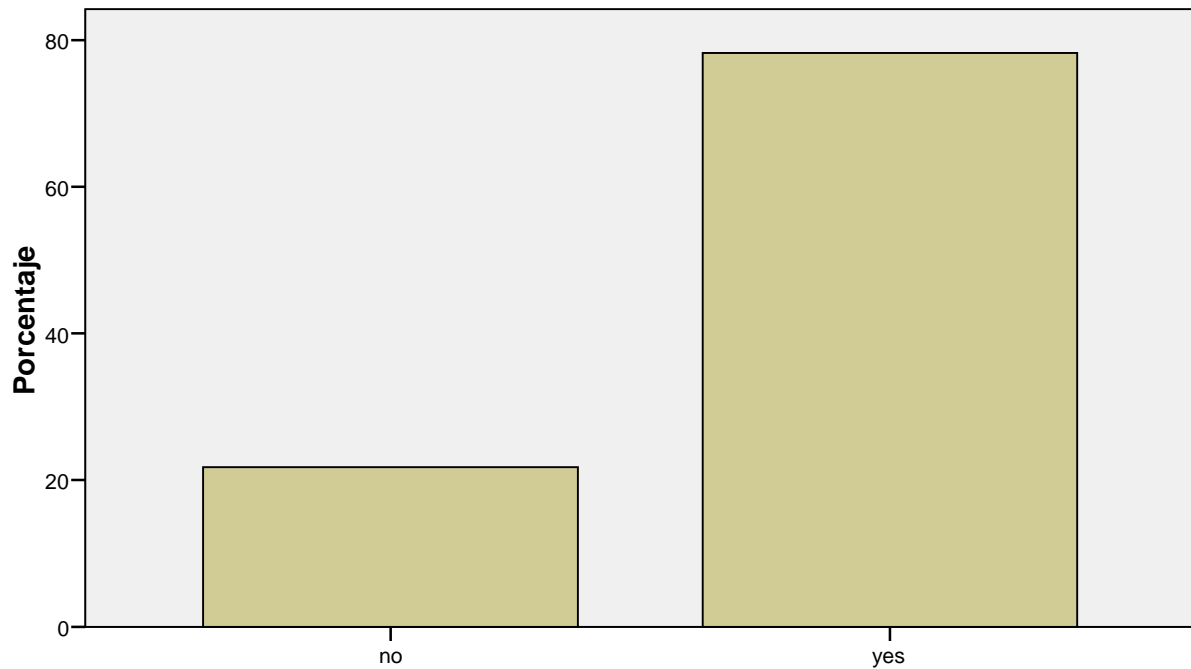
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

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

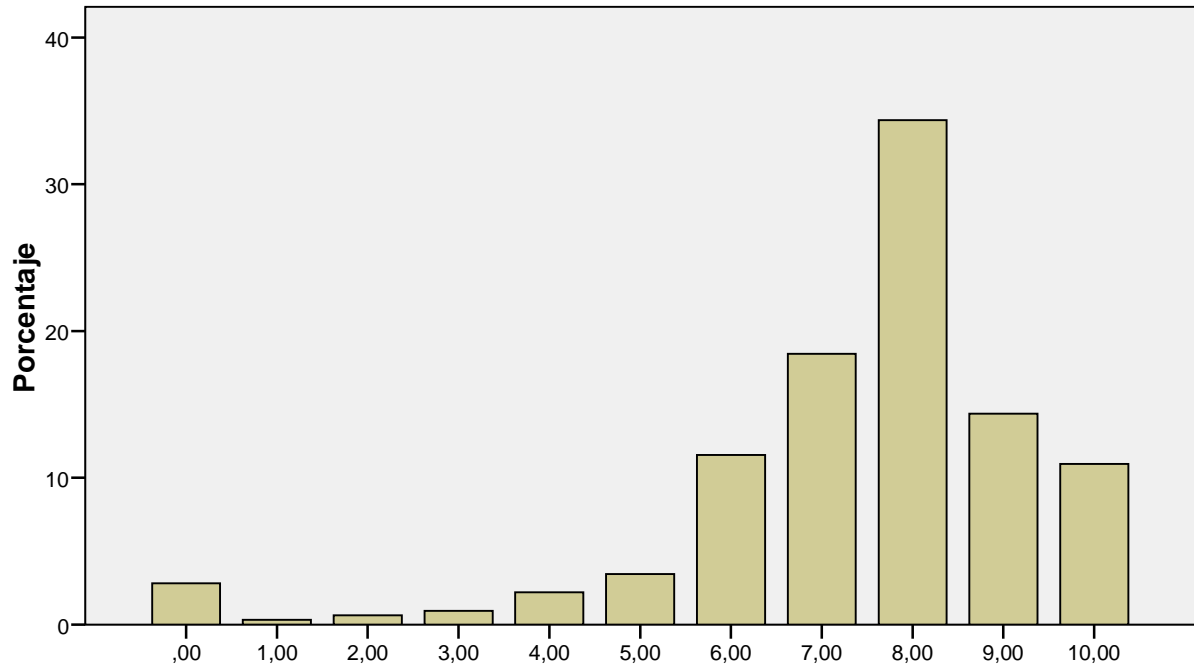
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

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)? - 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

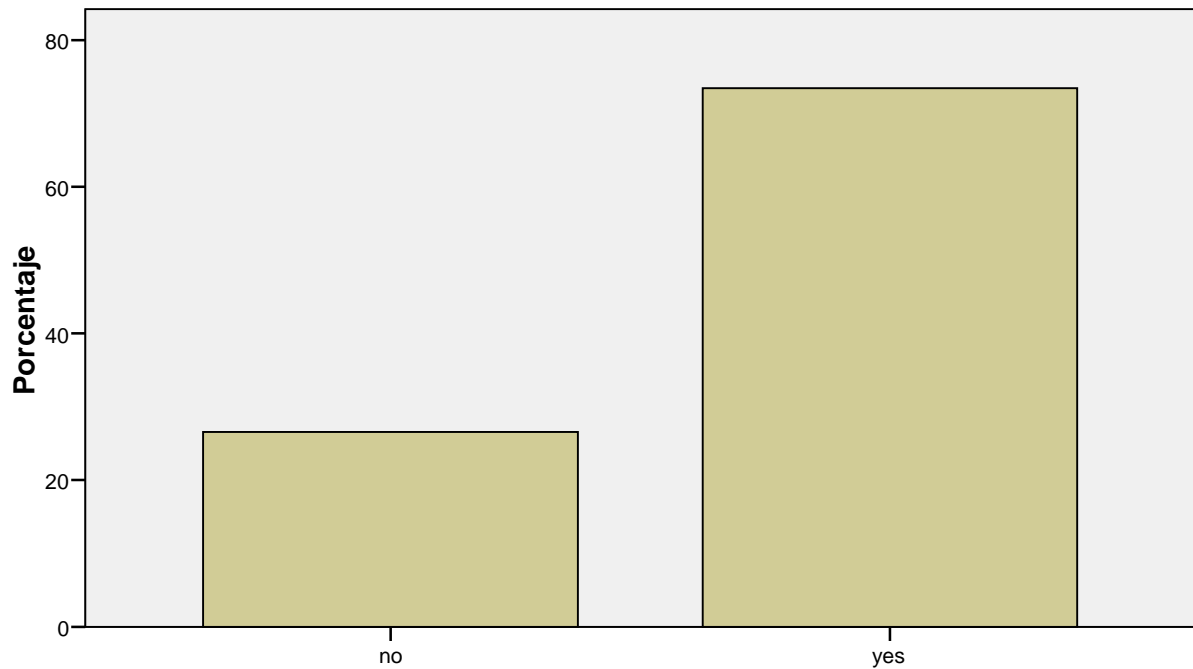
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

N	Válidos	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

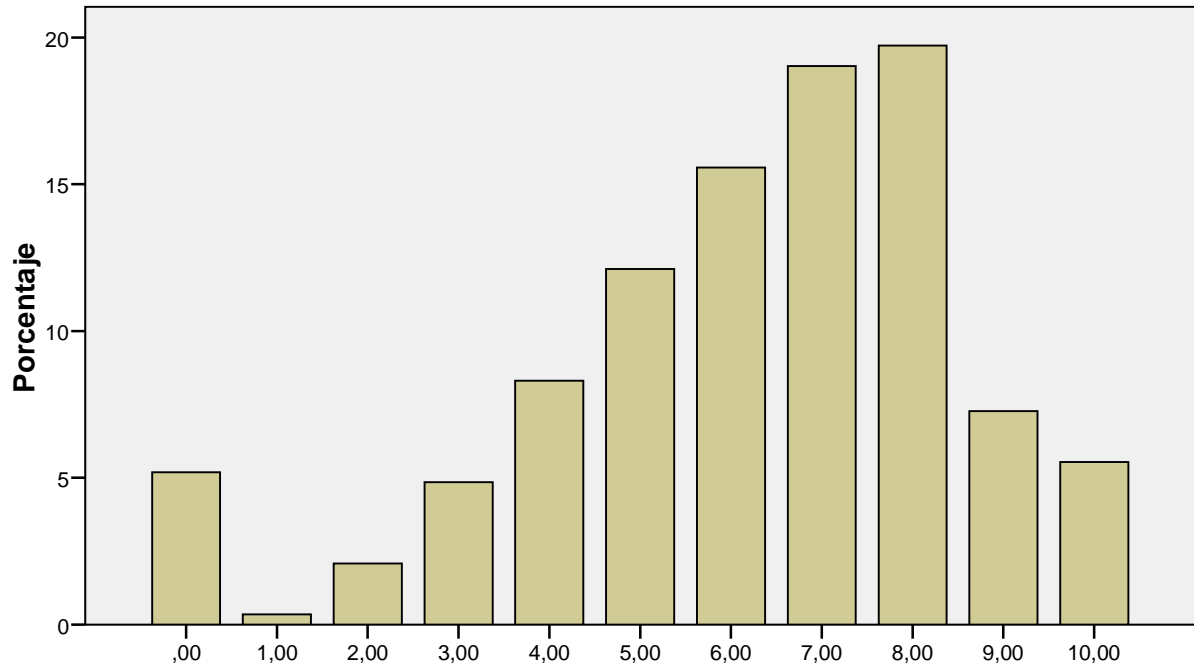
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

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

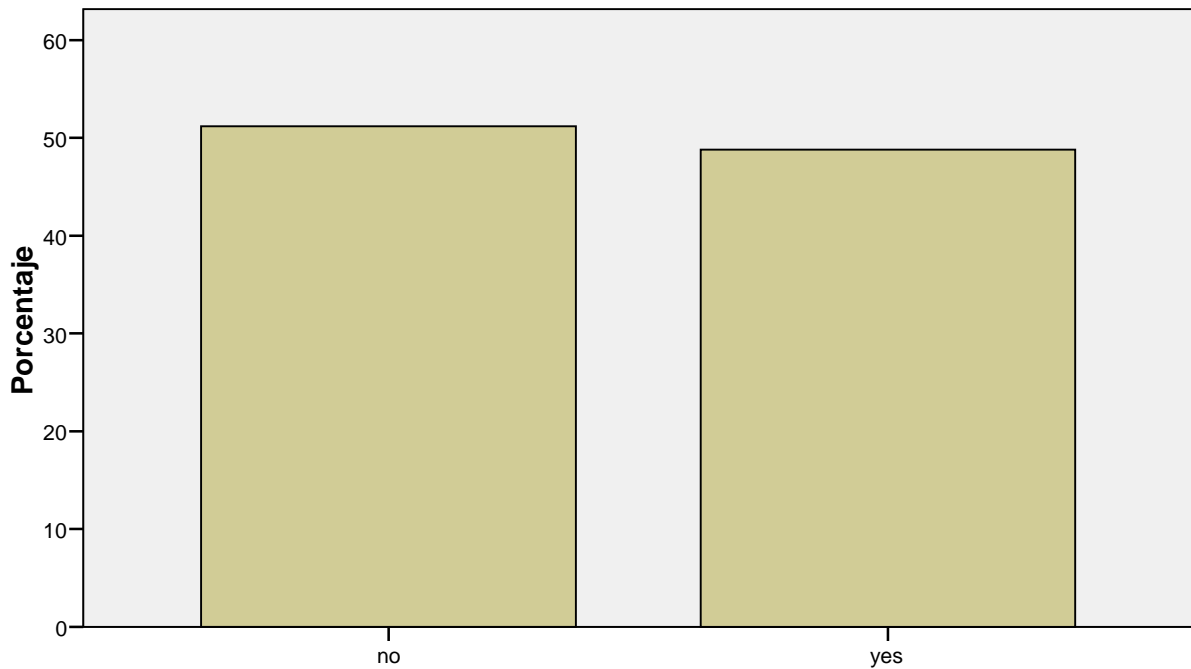
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

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)? - **ACCEPTANCE**

Estadísticos

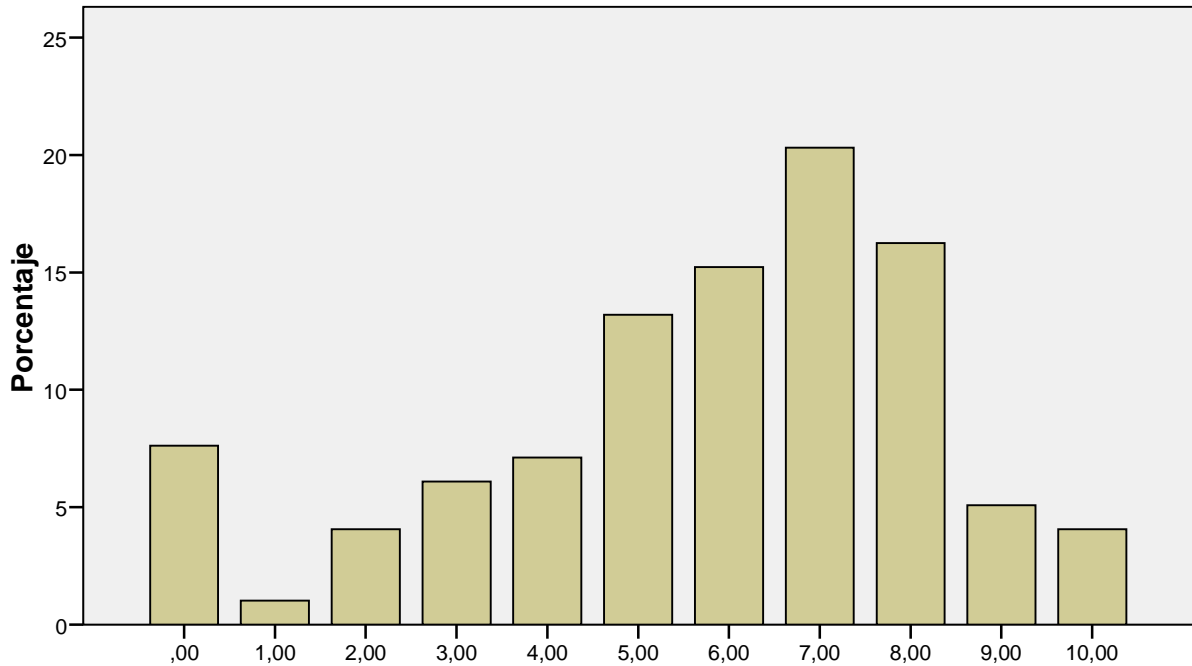
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

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

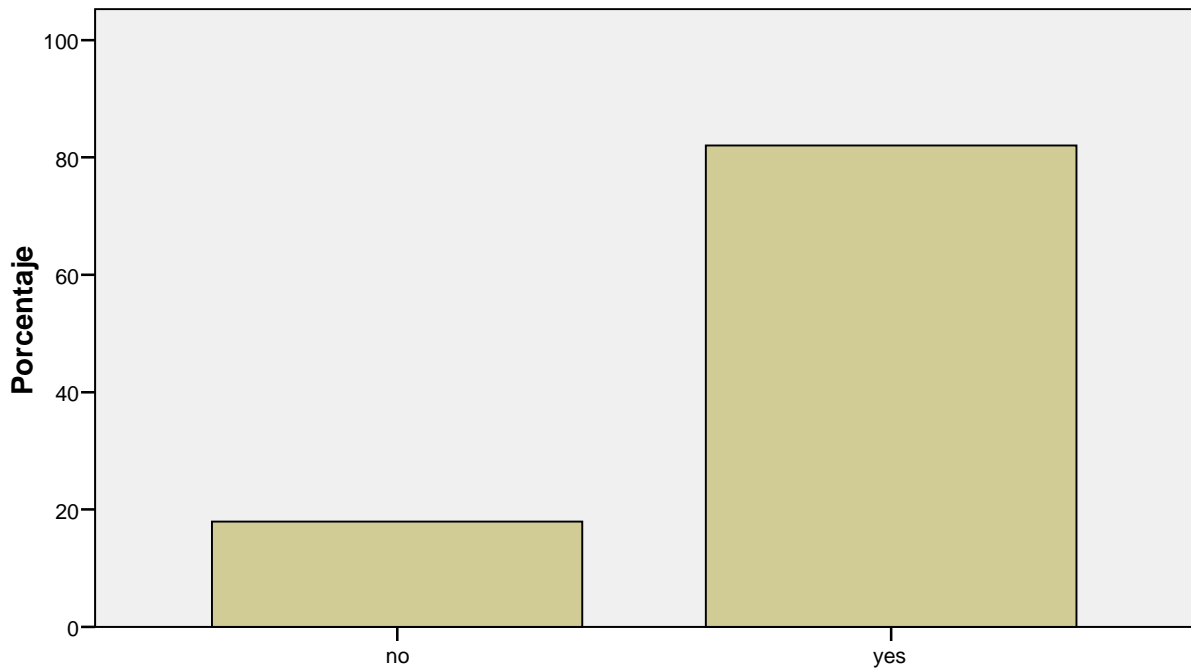
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

N	Válidos	418
	Perdidos	0

Thinking about the various actions that are taking within the project 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	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

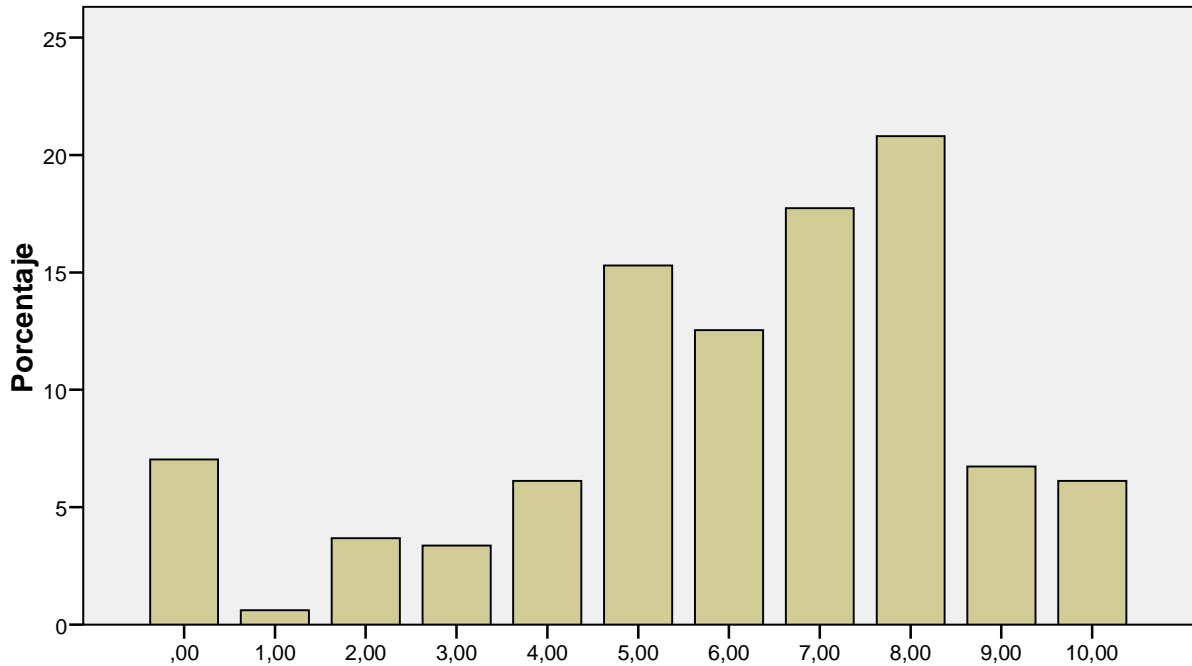
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

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

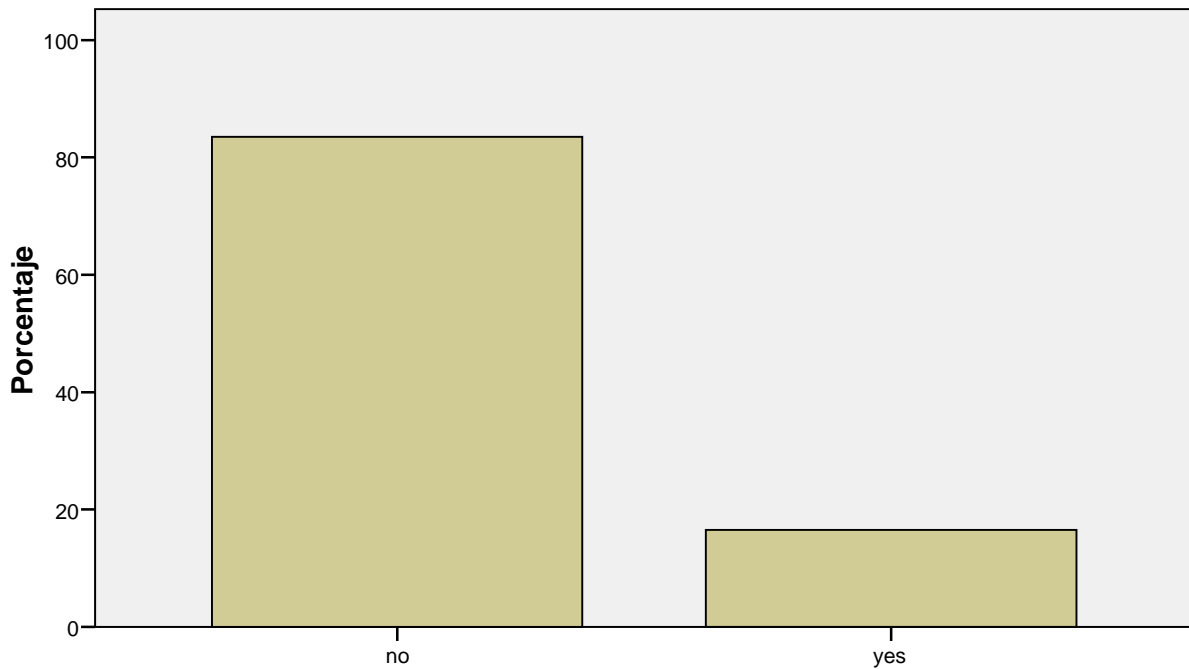
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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

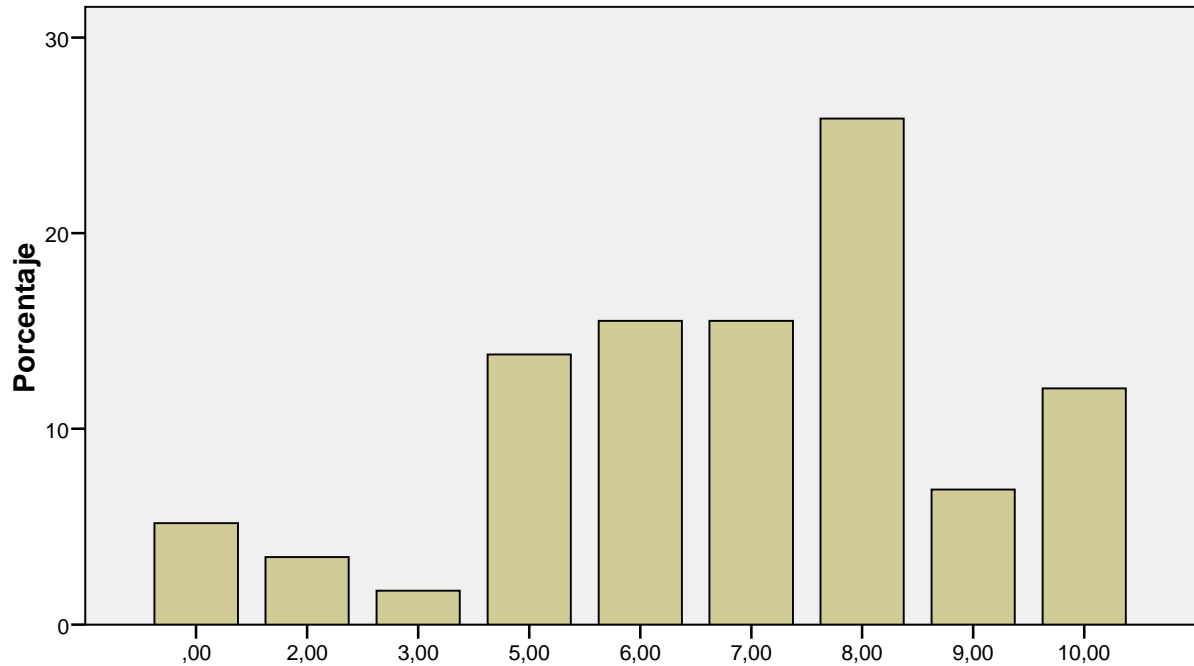
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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

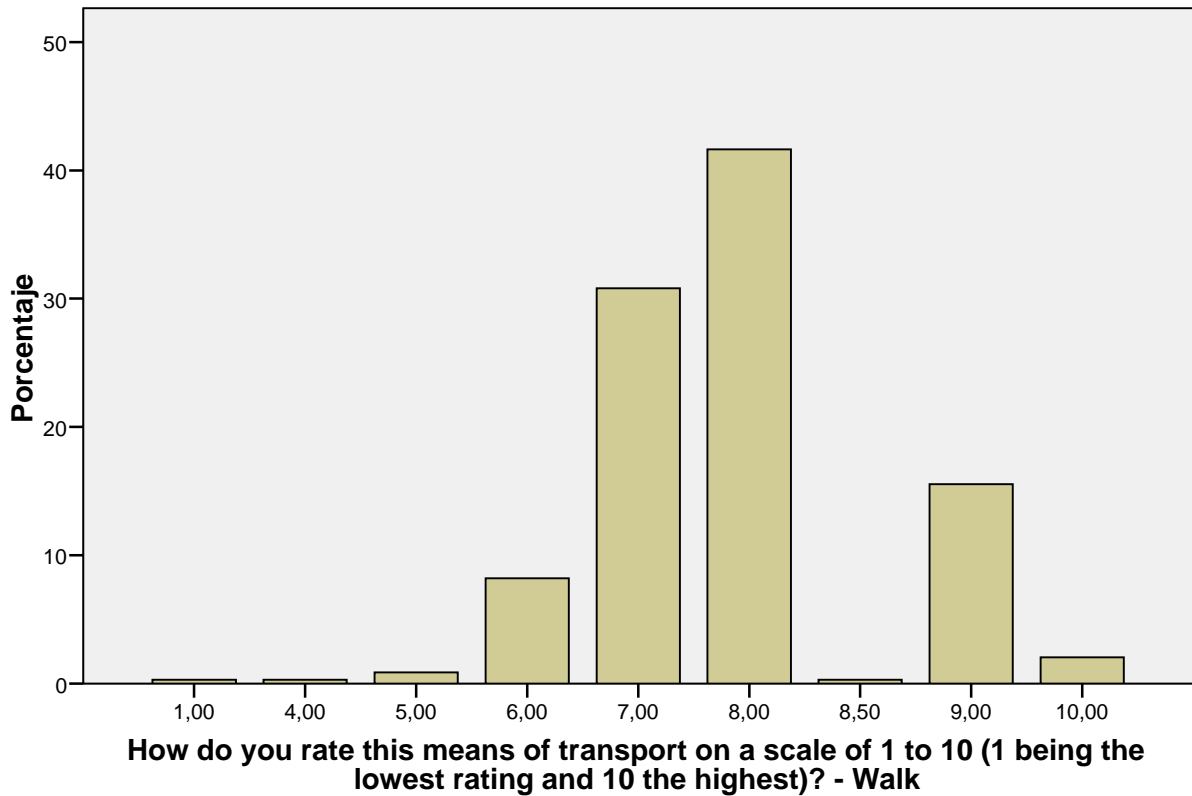
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Walk

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)? - Bike

Estadísticos

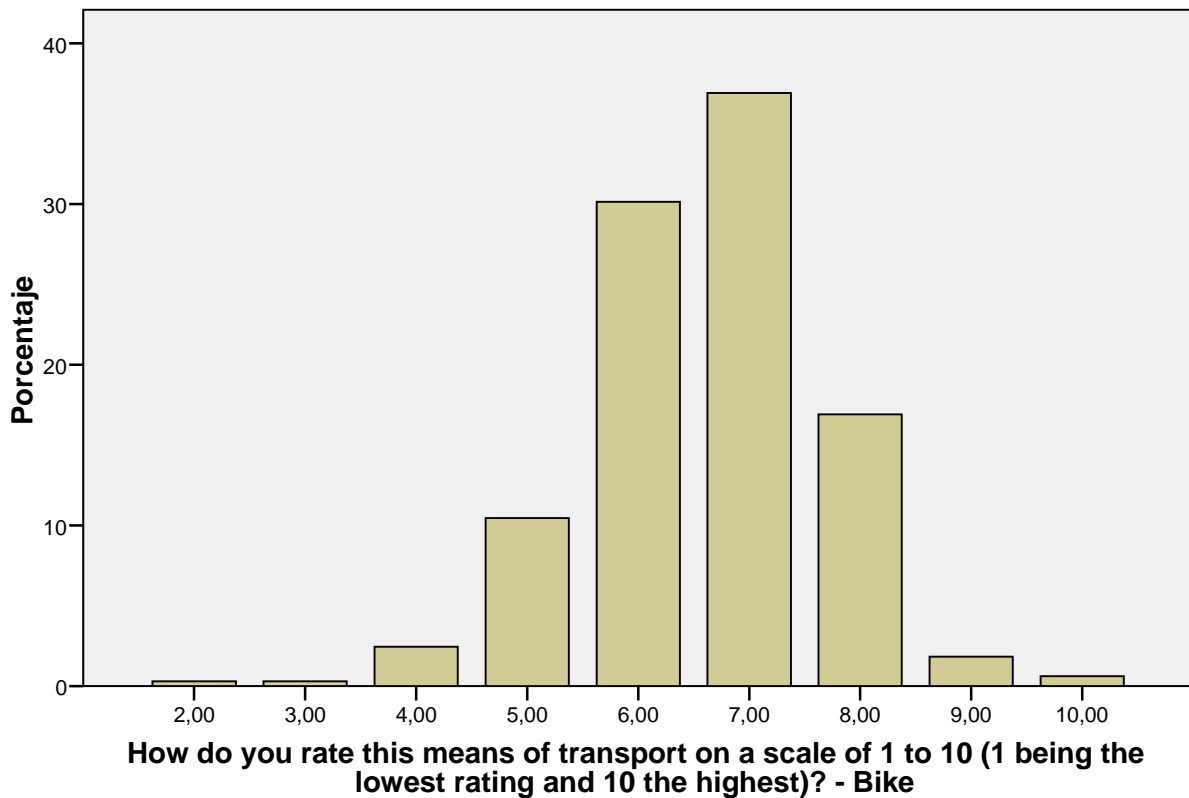
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bike

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)? - Motorcycle

Estadísticos

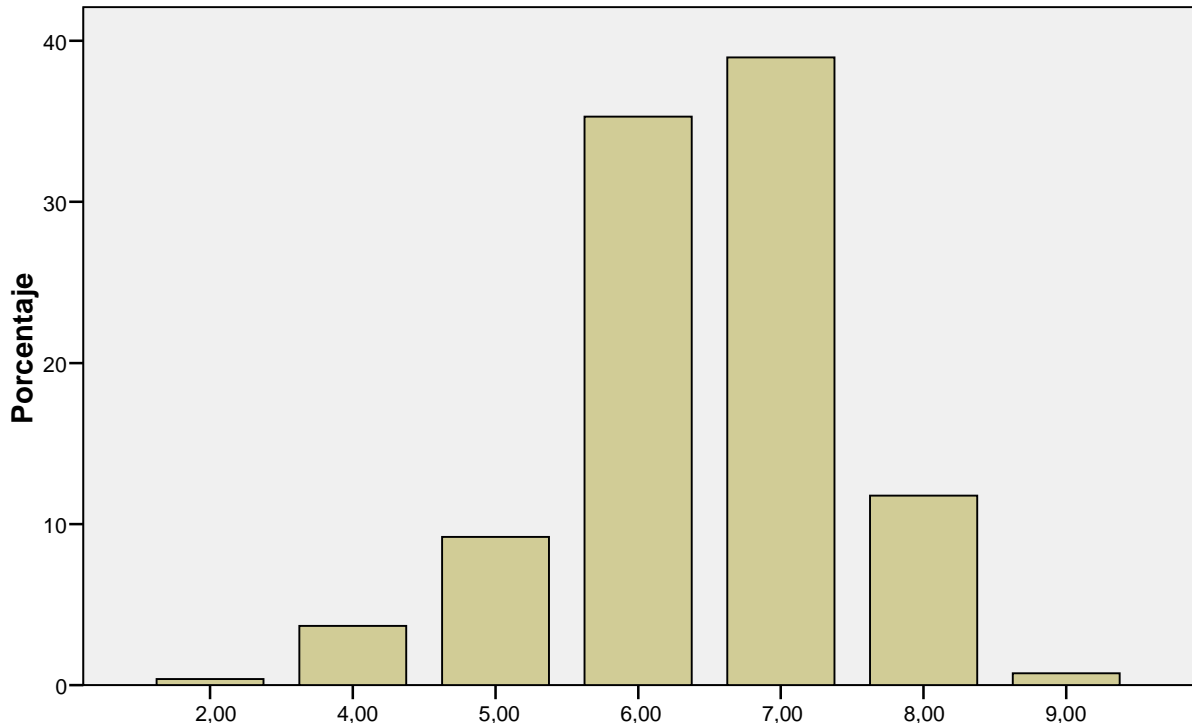
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Motorcycle

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

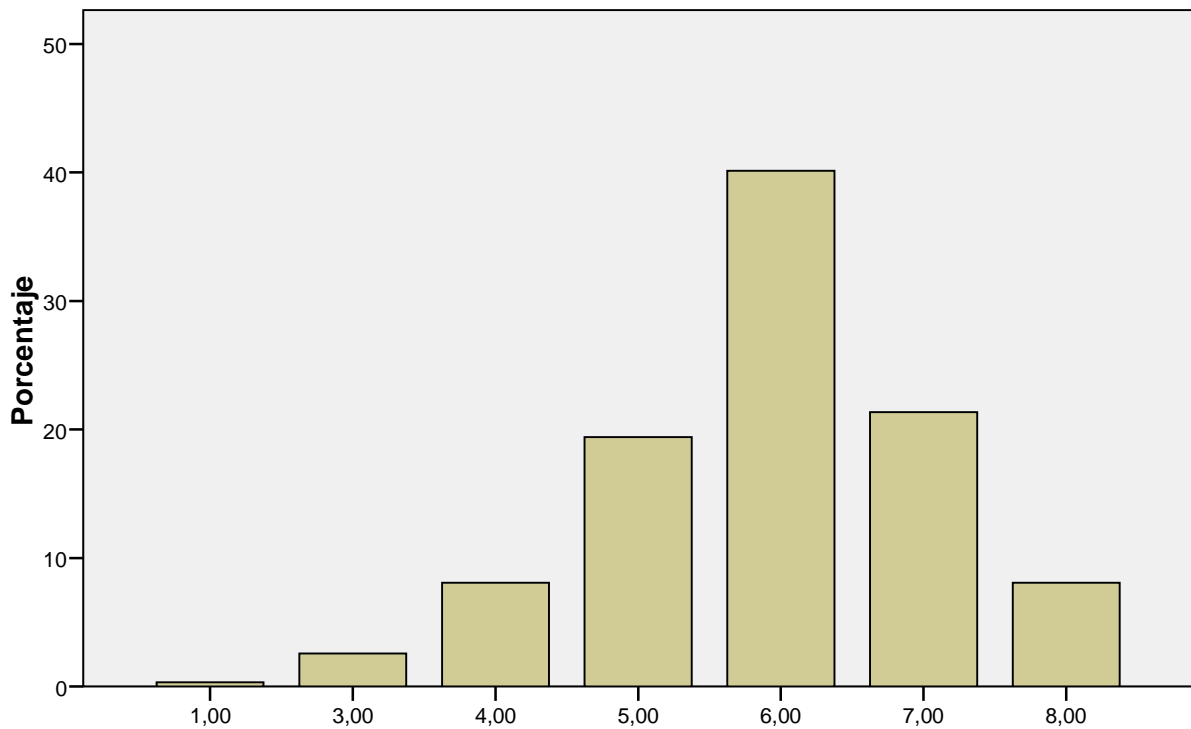
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Private car

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

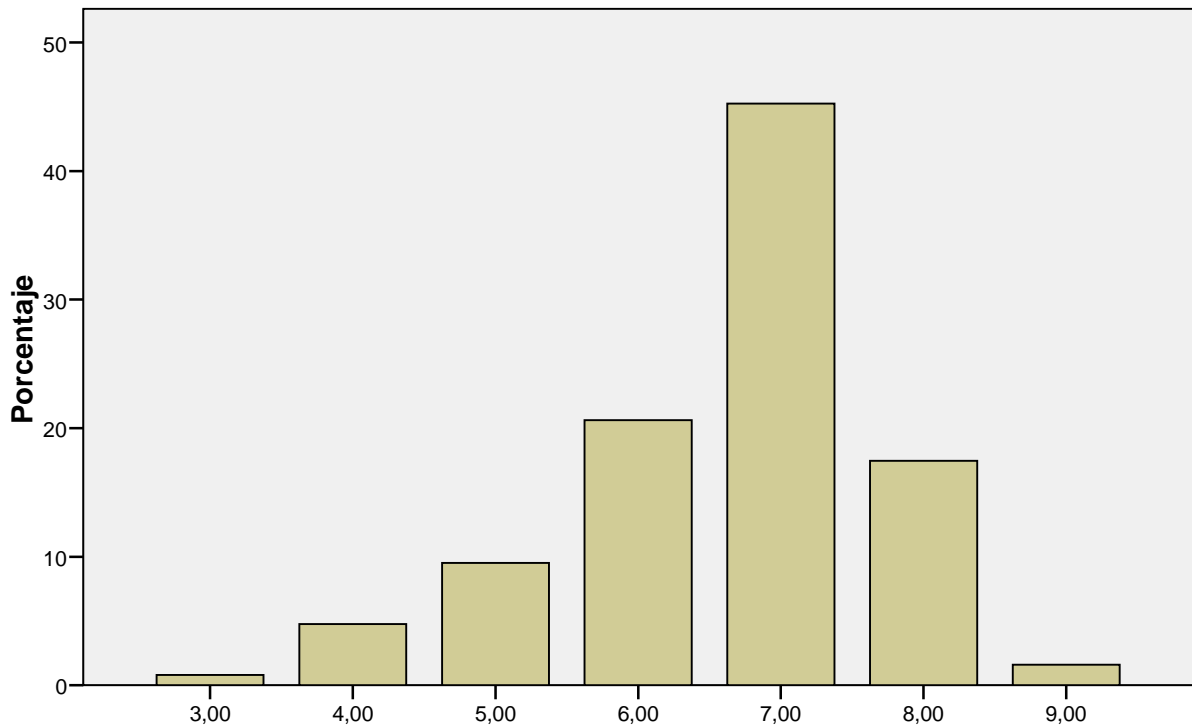
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Taxi

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

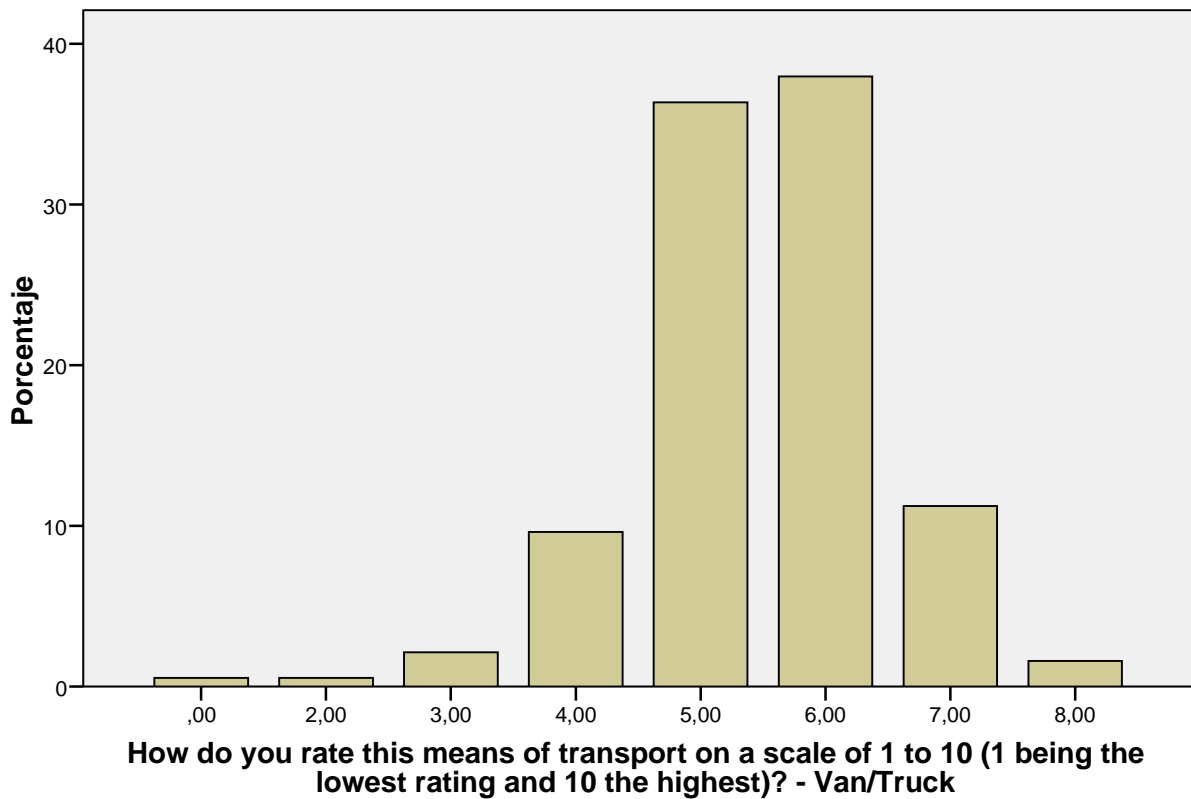
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Van/Truck

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)? - Bus

Estadísticos

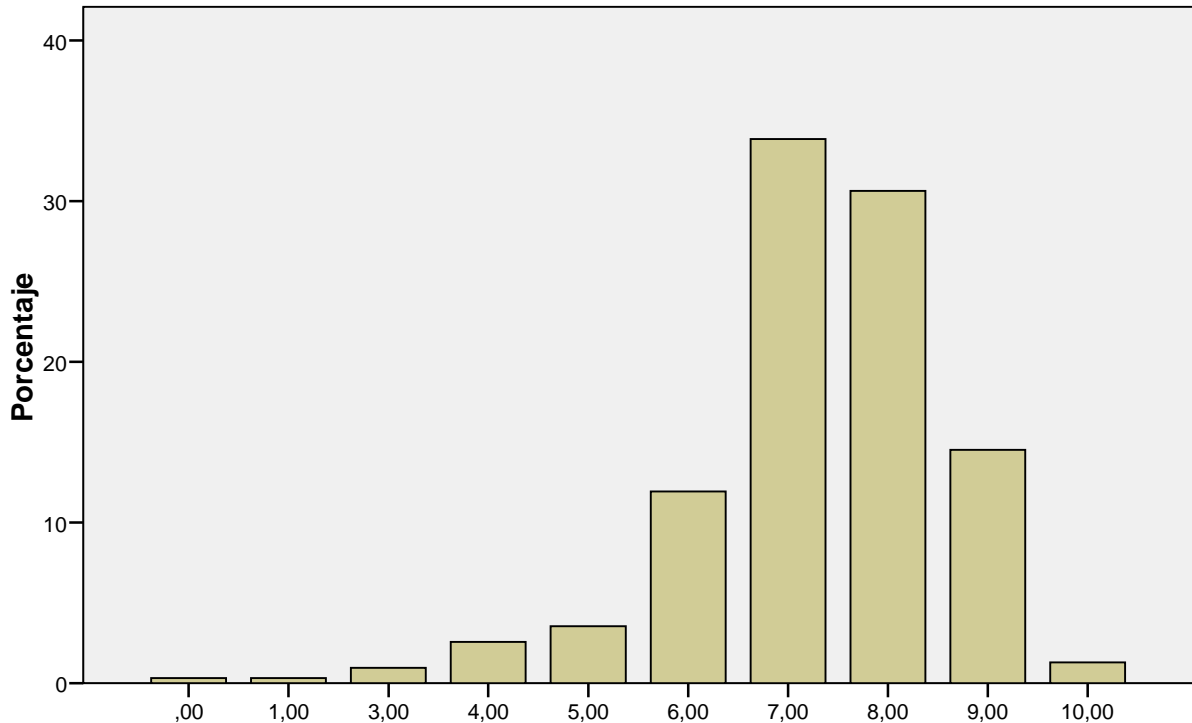
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Bus

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

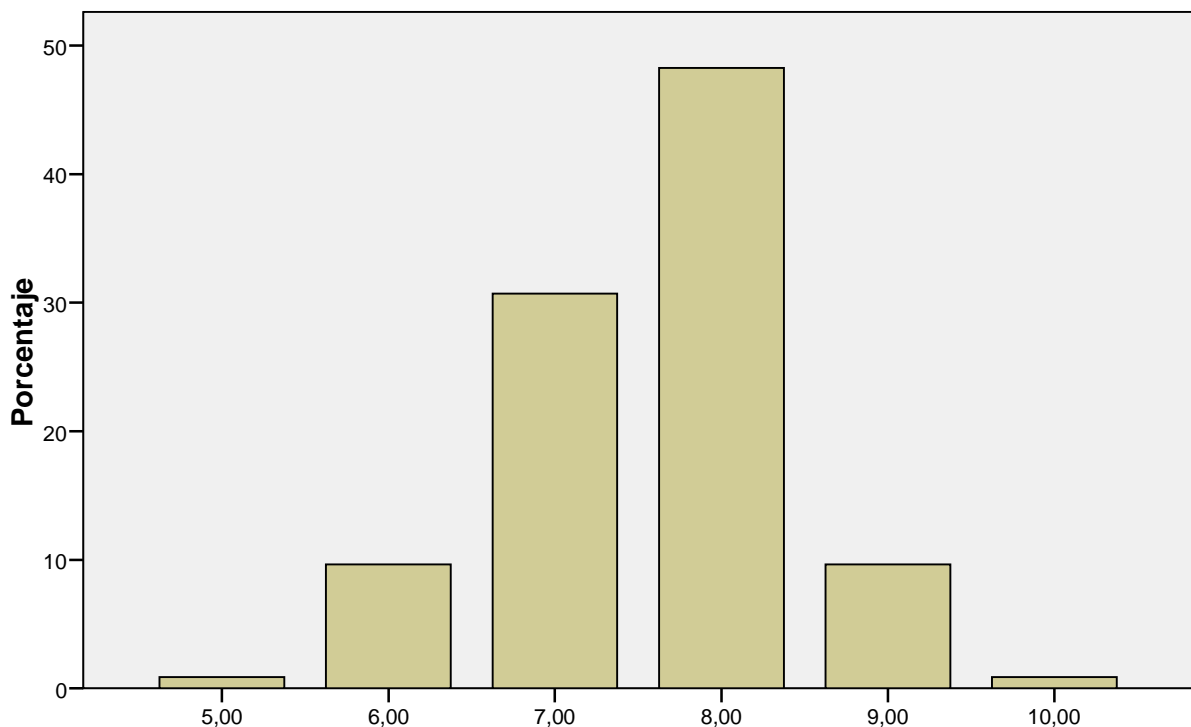
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Intercity bus

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

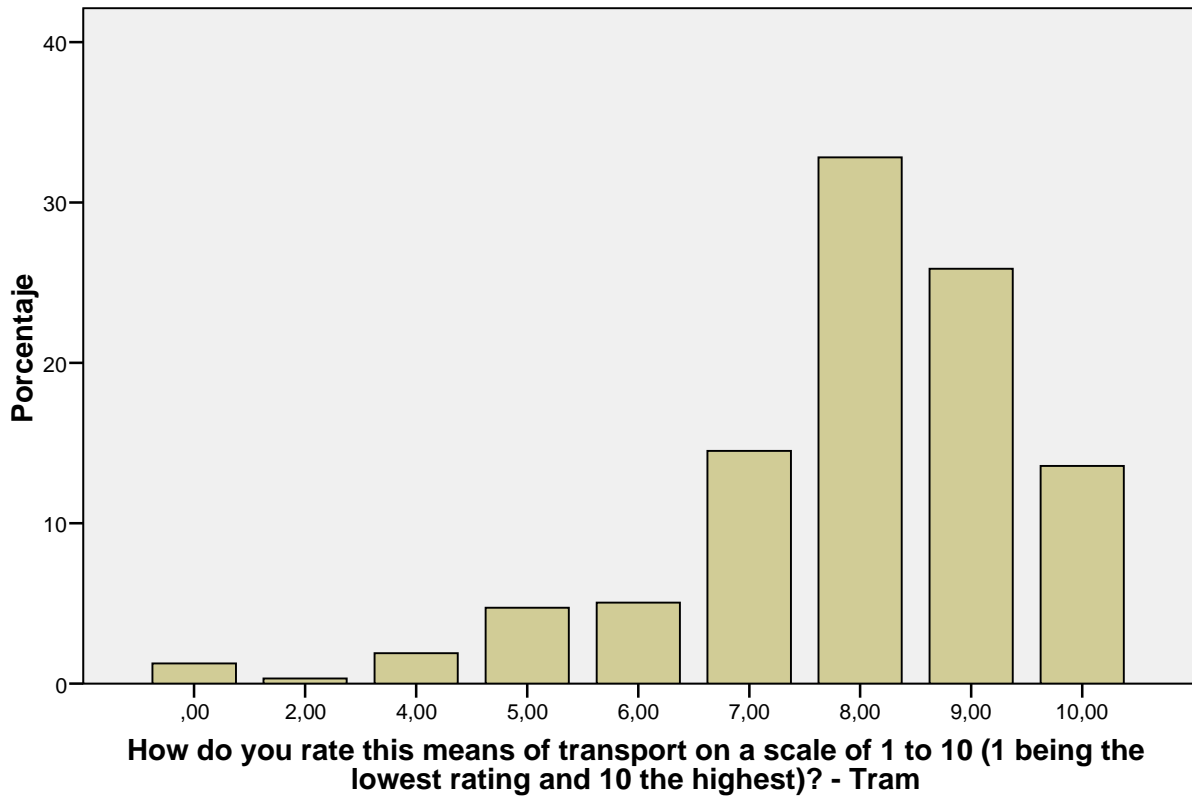
How do you rate this means of transport on a scale of 1 to 10 (1 being the lowest rating and 10 the highest)? - Tram

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



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

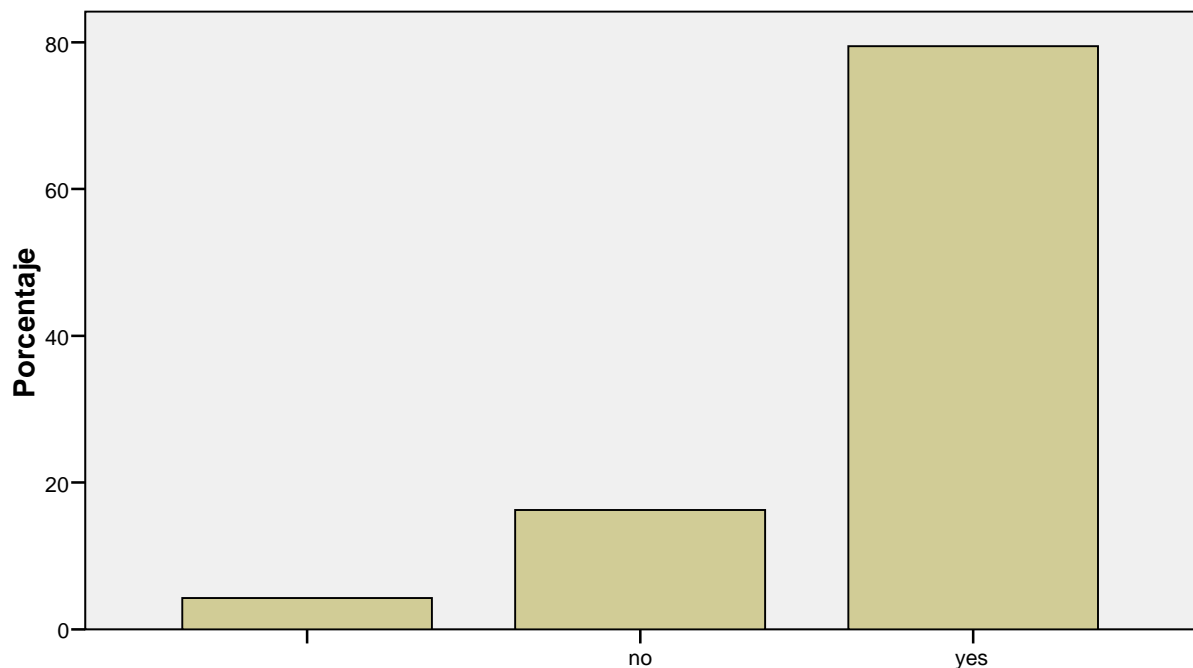
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - AWAR

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

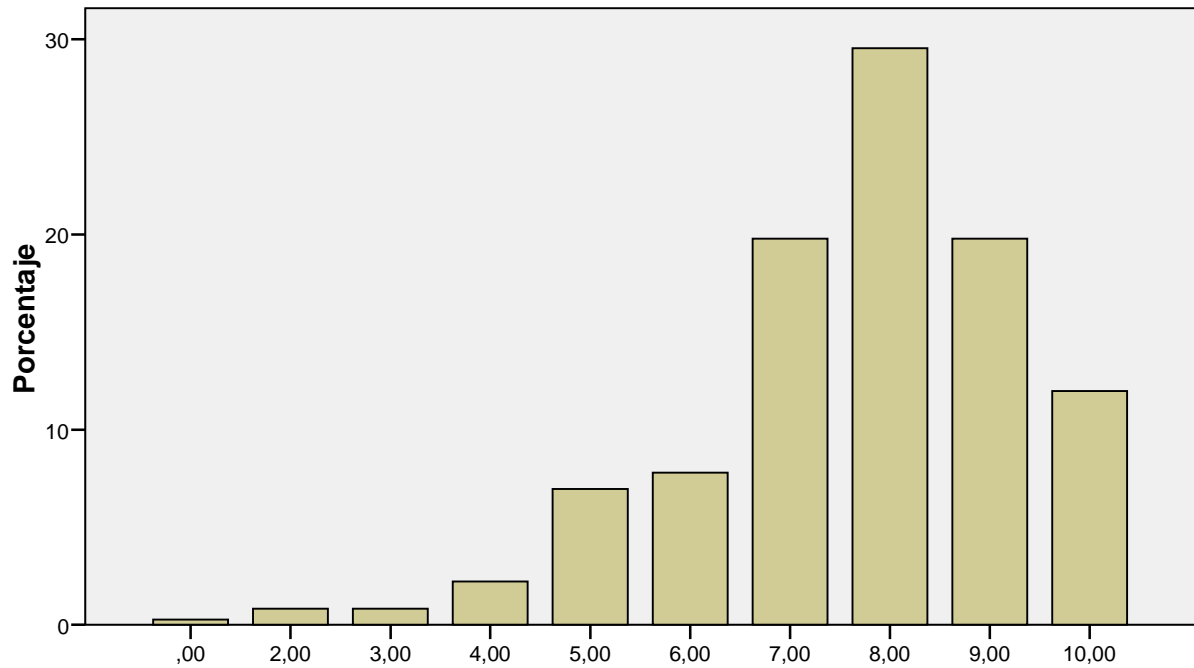
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Extending sidewalks in Sancho el Sabio - ACCE

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

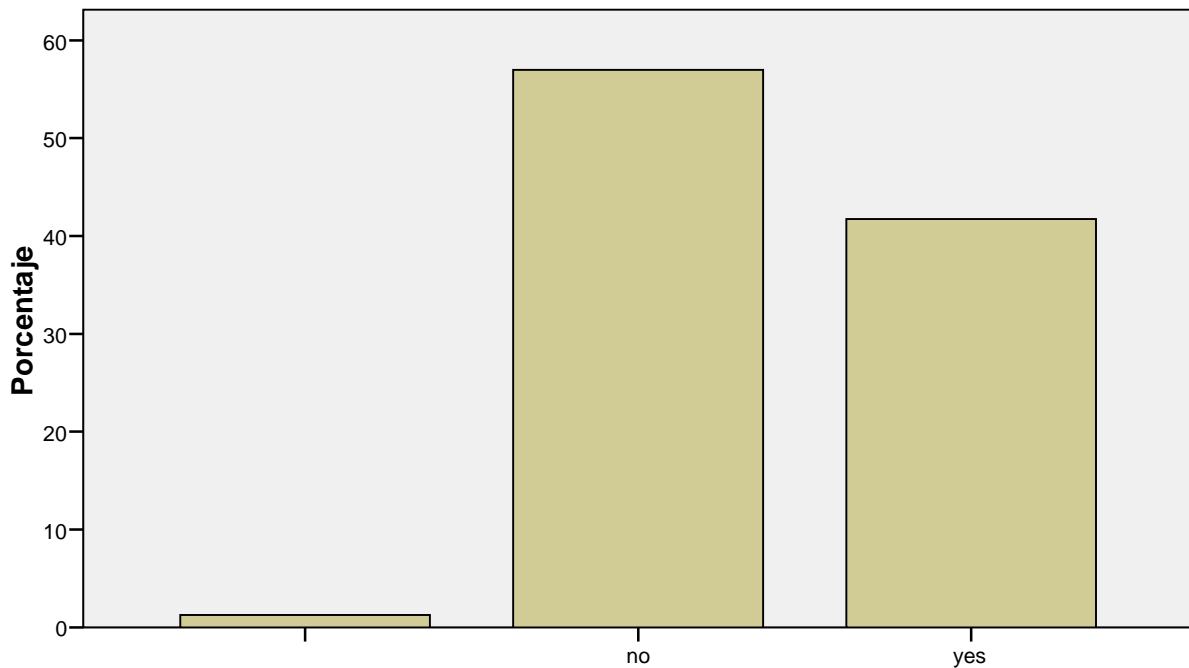
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

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

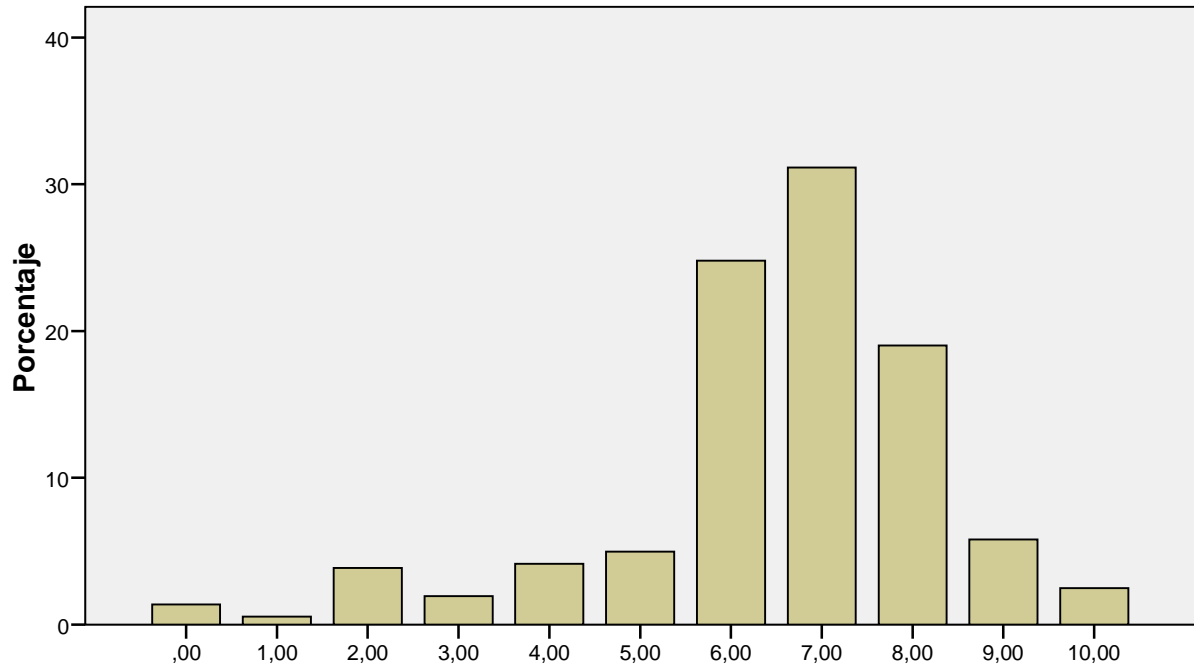
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Restrict access to Prado and General Alava -

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

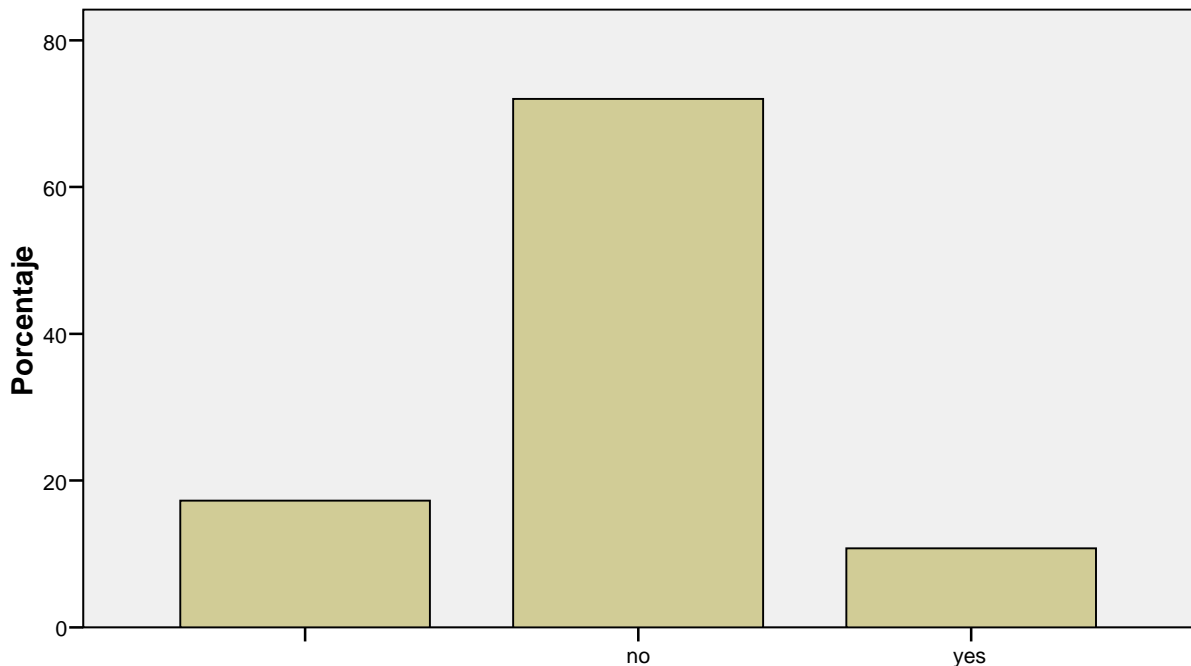
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - AWARENESS

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

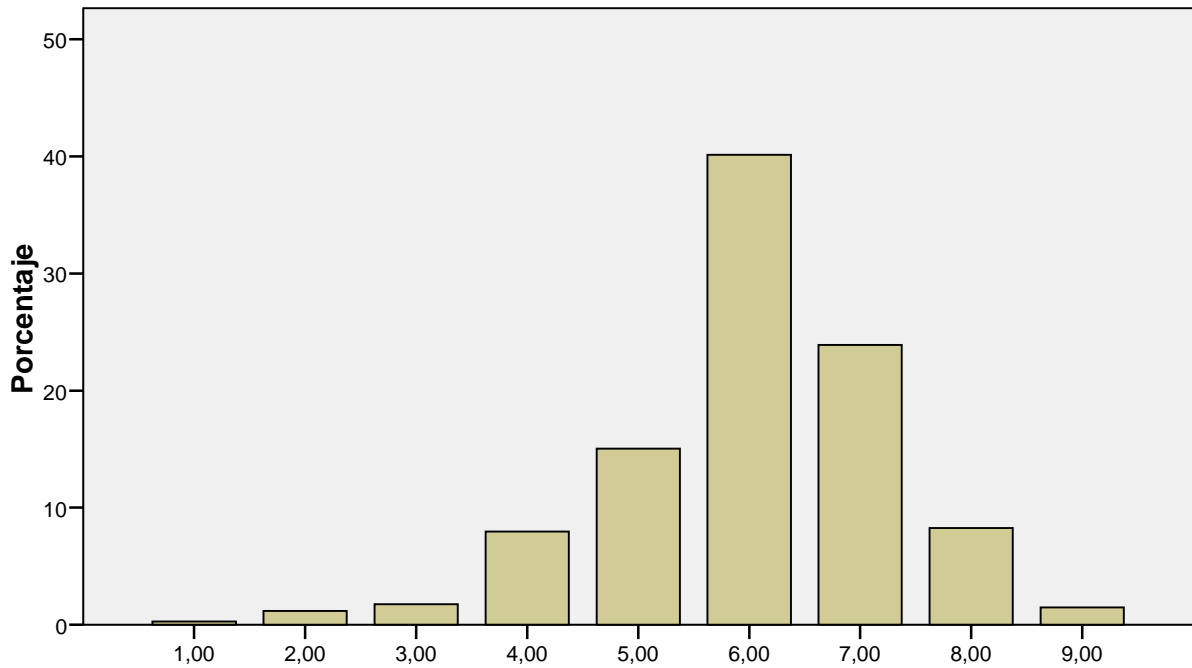
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? -New regulation of traffic lights - ACCEPTANCE

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

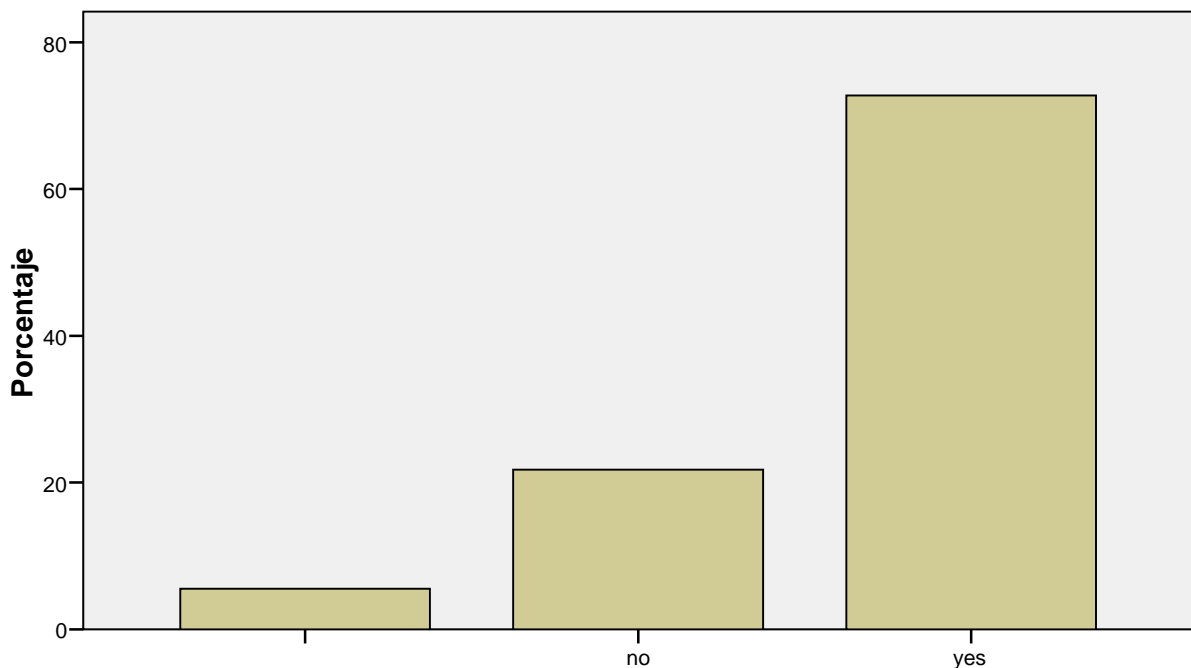
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - AWARENESS

N	Válidos	400
	Perdidos	0

Thinking about the various actions that are taking within the project 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

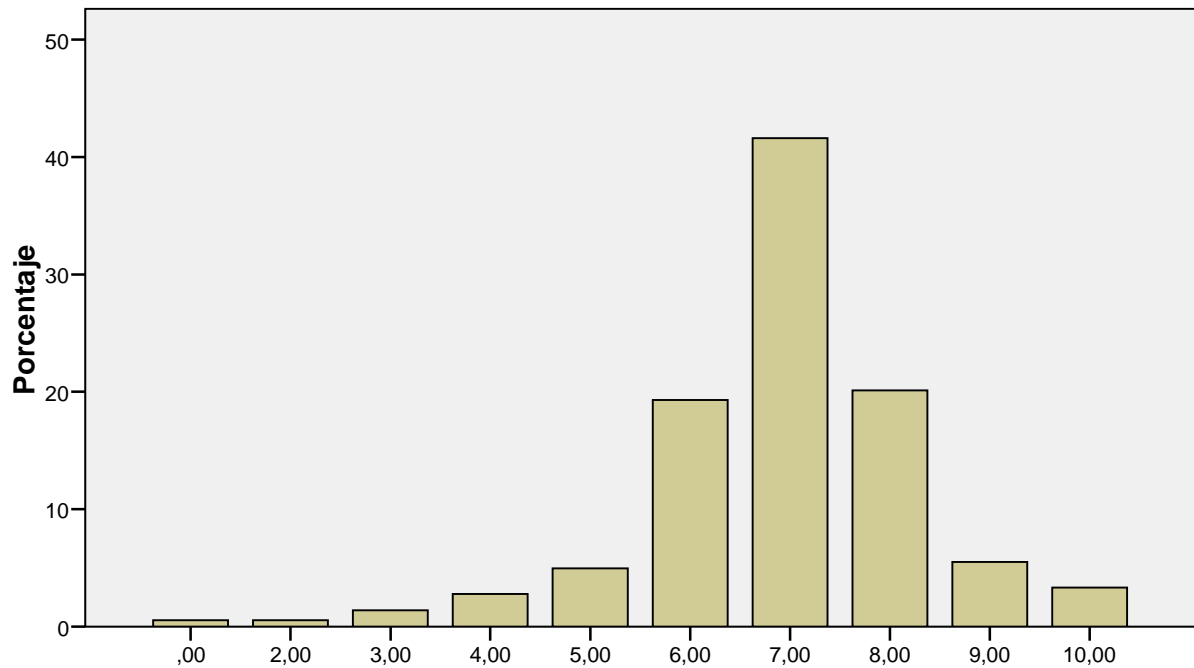
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? Network of bicycle lanes - ACCEPTANCE

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

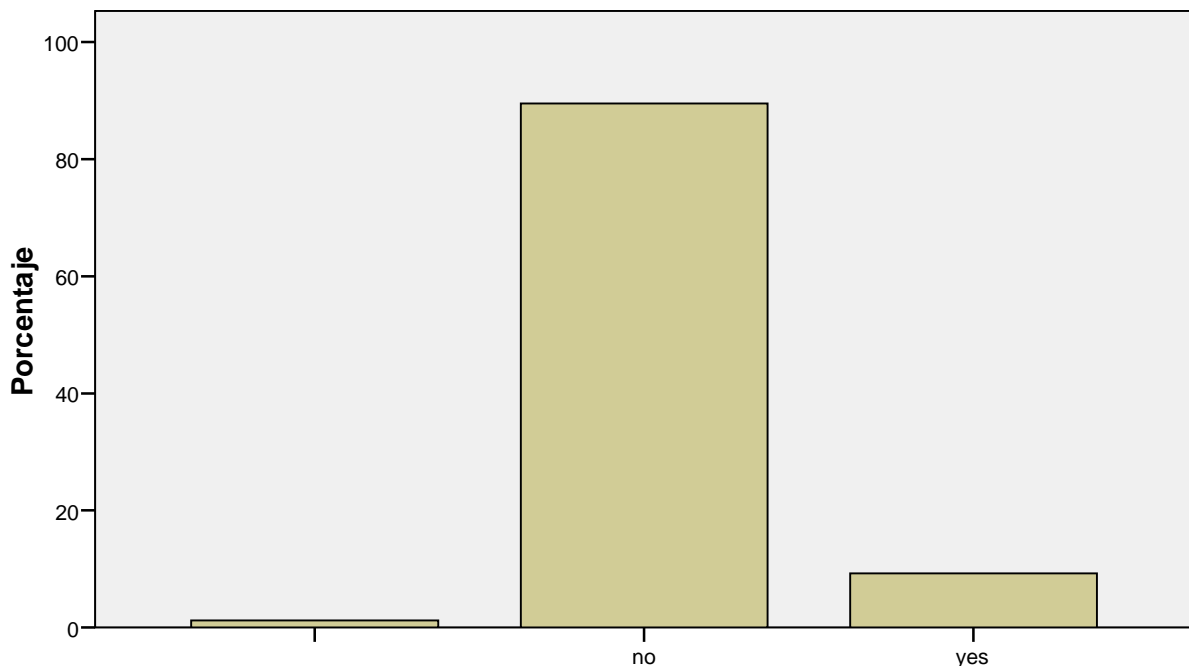
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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

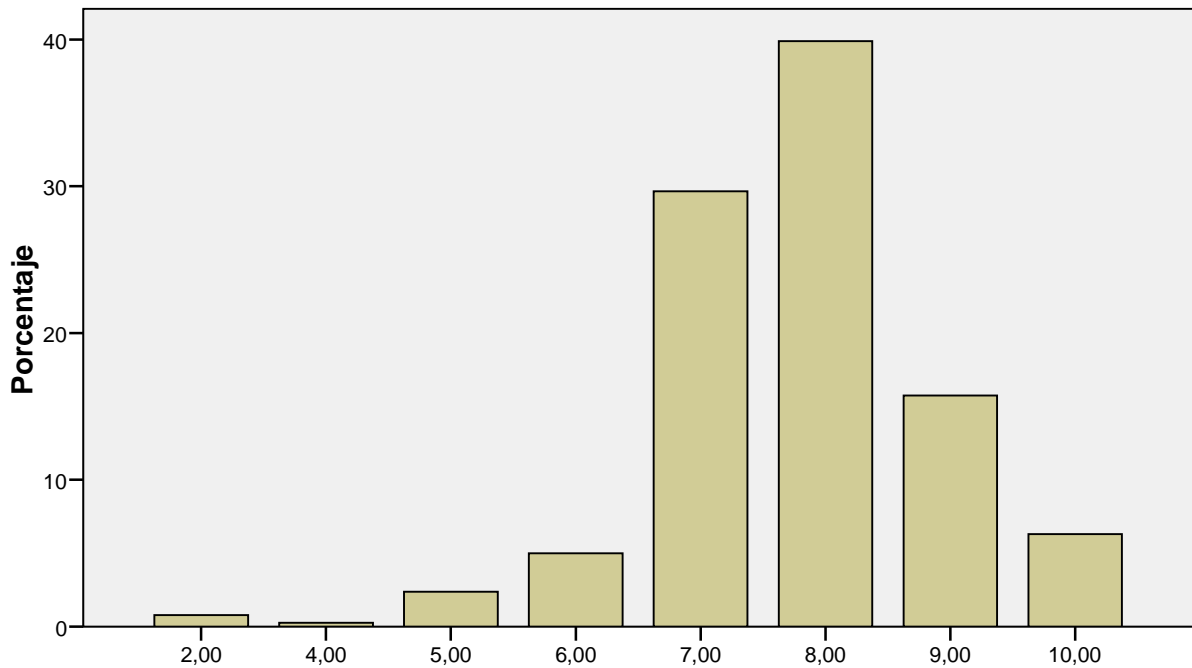
Thinking about the various actions that are taking within the project CIVITAS In the city, I might suggest if you know those actions (yes / no) and the degree of acceptance (0 is very bad, 10 very positive)? - Information on mobility within the municipal

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: WEBSITE USERS RESULTS (May 2011 – Dec 2012)

Section	may-11	jun-11	jul-11	ago-11	sep-11	oct-11	nov-11	dic-11	ene-12	feb-12	mar-12	abr-12	may-12	Total year	Daily visits
Area temática de movilidad y transporte	5701	5439	4819	4263	236	5474	5093	3943	6380	5217	5958	4902	5433	57157	157
Área temática de movilidad y transporte															
TUVISA, Autobuses urbanos	97	50	32	33	60	62	57	86	87	135	79	759	1374	538	4
Abastecimiento	114	159	162	118	170	83	88	134	166	203	203	225	381	1295	4
Incidencias de tráfico...	1409	1401	1393	1179	2067	1600	1779	1760	1910	3380	2225	1964	117	1691	5
Búsqueda de ruta													1843	22611	62
Estación movilidad y transporte	4109	4815	4655	4318	5226	4126	3918	4036	4373	7680	4594	4549	3506	55706	183
Plan de Movilidad y Sostenibilidad	663	456	390	350	630	501	605	612	737	869	675	574	546	6945	0
Red de autobuses urbanos	11782	13556	13652	13014	16459	14274	14619	15162	15705	28565	15510	14626	15022	130164	521
Reglamento	23	27	24	17	23	25	33	30	31	29	22	43	34	338	1
Normas básicas	45	64	69	47	95	77	61	72	105	85	65	157	129	1026	3
Tarjetas de transporte	159	168	215	259	549	249	225	217	382	425	341	616	412	4058	11
Tarjetas y inscripciones	500	524	474	442	1065	576	528	487	755	970	710	1020	988	8519	23
FAOS	142	161	222	209	274	202	166	153	270	462	296	245	287	3027	8
Pedones	108	76	52	79	71	72	86	50	84	139	114	81	83	987	3
Sendas urbanas	47	40	21	21	21	15	28	18	20	25	25	26	20	280	1
FAOS	4	1	1	3	20	9	12	14	4	10	5	7	6	92	0
Bicicletas	1065	297	751	79	741	415	380	287	345	473	928	536	476	5718	16
Registro municipal de bicicletas	142	87	317	108	223	143	190	76	105	130	701	204	141	2425	7
Ciclistas	352	217	279	190	271	185	130	86	94	162	288	223	191	2296	6
Tuñete en bici	470	277	481	690	903	980	440	367	415	404	704	438	507	6616	18
Coches	88	73	69	63	72	81	82	71	54	89	72	93	74	893	2
Dónde aparcar	321	276	442	470	841	356	296	386	295	364	477	478	416	5097	14
OTA	493	409	620	877	839	608	666	573	602	656	651	672	524	7697	21
Supermanzanas	15	6	3	2	5	9	12	8	5	7	13	3	2	75	0
Red de VRS básicas	50	14	11	9	22	25	45	38	45	84	38	42	26	389	1
FAOS	191	212	209	109	271	178	218	222	242	321	284	225	187	2679	7
Tranvía	931	815	876	744	882	748	718	877	773	1363	1219	986	879	10080	30
Tarjetas de transporte	500	544	474	442	1065	576	528	487	755	970	710	1020	988	8539	23
Tarjetas y inscripciones	159	168	215	259	549	249	225	217	382	425	341	616	412	4058	11
TUVISA	389	339	287	367	764	443	429	434	514	534	374	569	460	5294	15
Horarios y recorridos															
FAOS	232	171	209	141	271	178	218	222	242	321	284	225	187	2669	7
Otros medios de transporte	231	218	295	238	236	209	160	158	238	249	299	218	227	2745	0
Trafico al minuto															
Cameras de trafico al minuto															
Disponibilidad de trafico															
Disponibilidad de trafico															
Redes de control de velocidad															
Redes de "no-pico"															
Disponibilidad de plazas de aparcamiento															
Área temática Aparcamiento															
Área temática Taxi															
Total	30433	31044	31561	29030	34736	32666	32000	31042	35917	38077	36149	34877	421701	33286	85652