

**CiViTAS**  
Cleaner and better transport in cities

**VANGUARD**  
.....

**Evaluation Workshop on  
CO<sup>2</sup>-Free logistics -  
Learning from cities  
Rotterdam**

Mobiel 21, Agency NL & ICLEI

November 2012



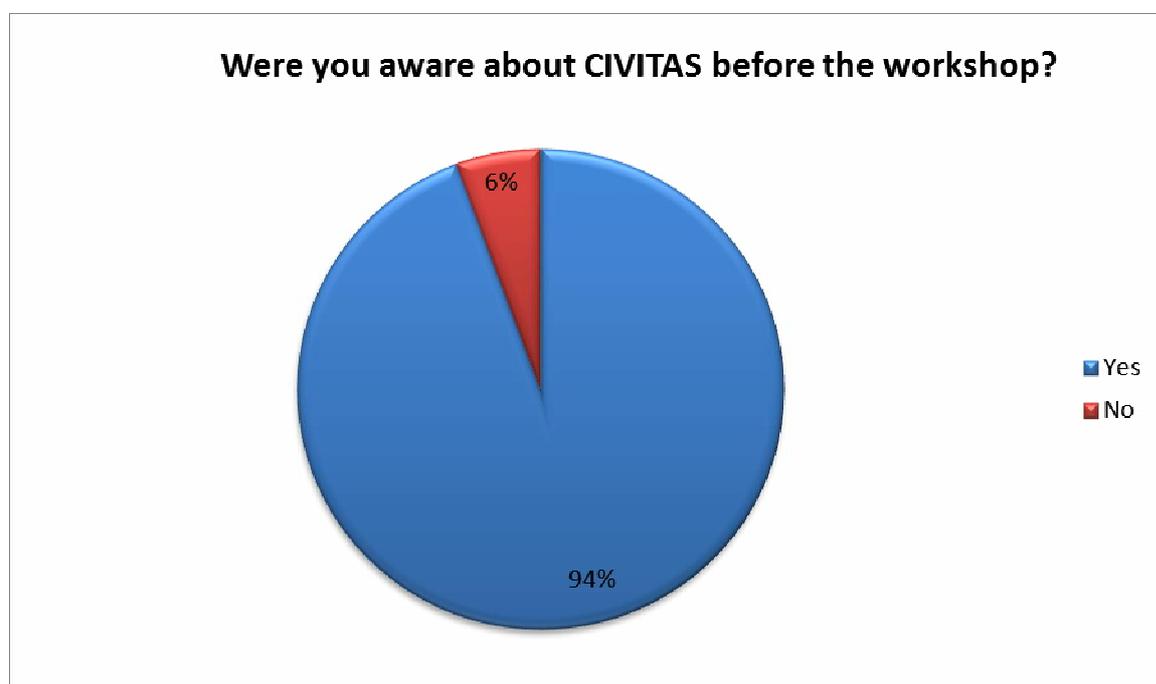
THE CIVITAS INITIATIVE  
IS CO-FINANCED BY THE  
EUROPEAN UNION

# 1. Evaluation

All participants received an evaluation form in their participant folder. At the end of the workshop, they were asked to fill in the form. After the workshop an online version of the evaluation form was sent out to all participants. 19 respondents out of 43 participants filled in the evaluation form.

## 1.1. Results of the questionnaire

Only 6% of the respondents weren't aware of CIVITAS before the workshop, as can be seen in Figure 1.

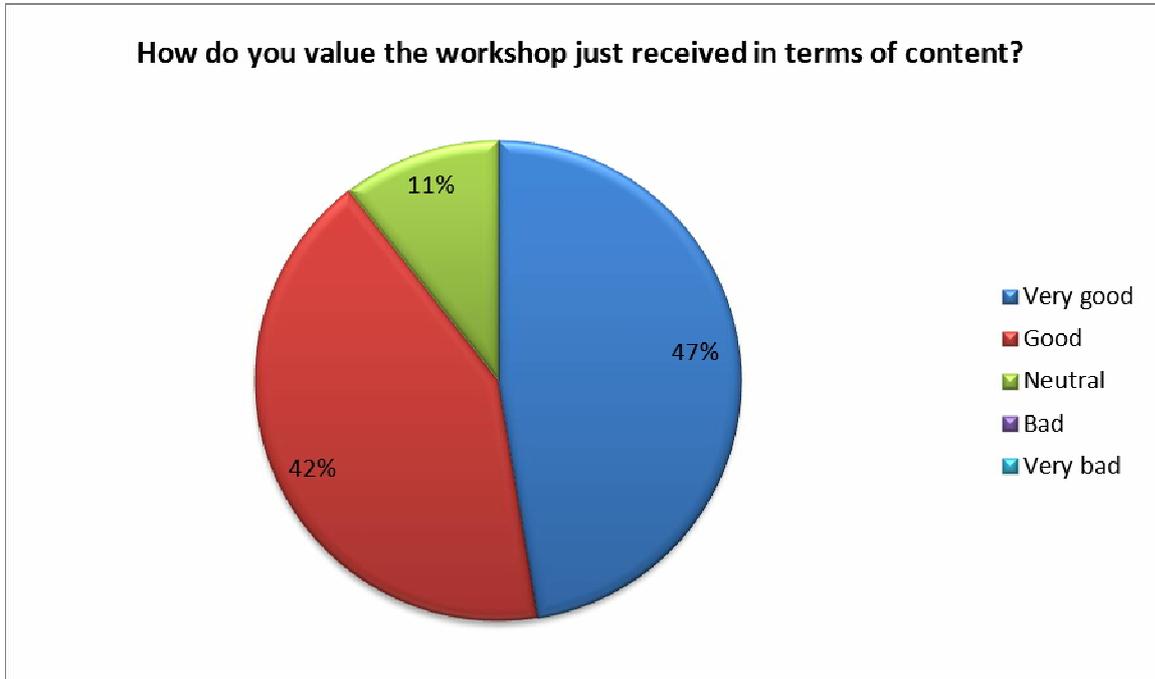


**Figure 1: Aware about CIVITAS**

The participants were asked, in an open question, how they learned about the workshop. The answers can be found in the table below. As can be seen, 'E-mail contact' is the most important source of information on the workshop.

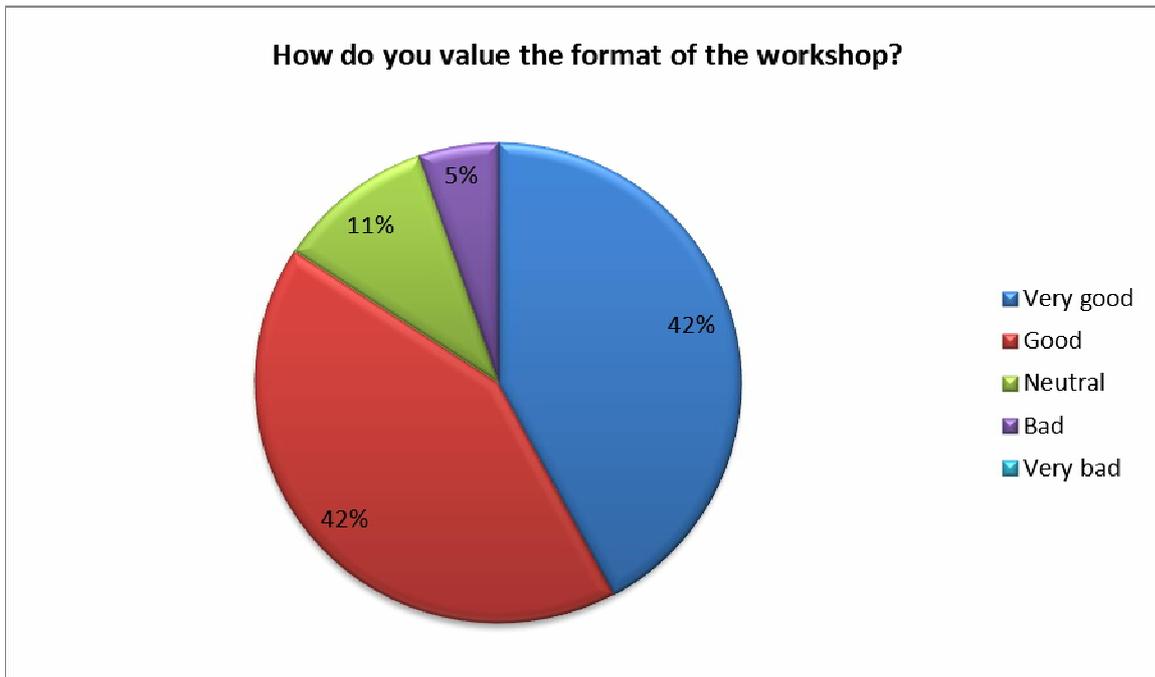
e-mail contact	6
colleague	2
internet	3
CIVITAS partner/DLG/Network	2
invited as a speaker	2
Other	4

Figure 2 shows a very good result. Almost all respondents evaluate the content of the workshop as *good* or *very good*.



**Figure 2: Evaluation of content of the workshop**

The format of the workshop is evaluated positive, but with some negative indications. There was no explanation given by specific respondents in an open question on this issue.



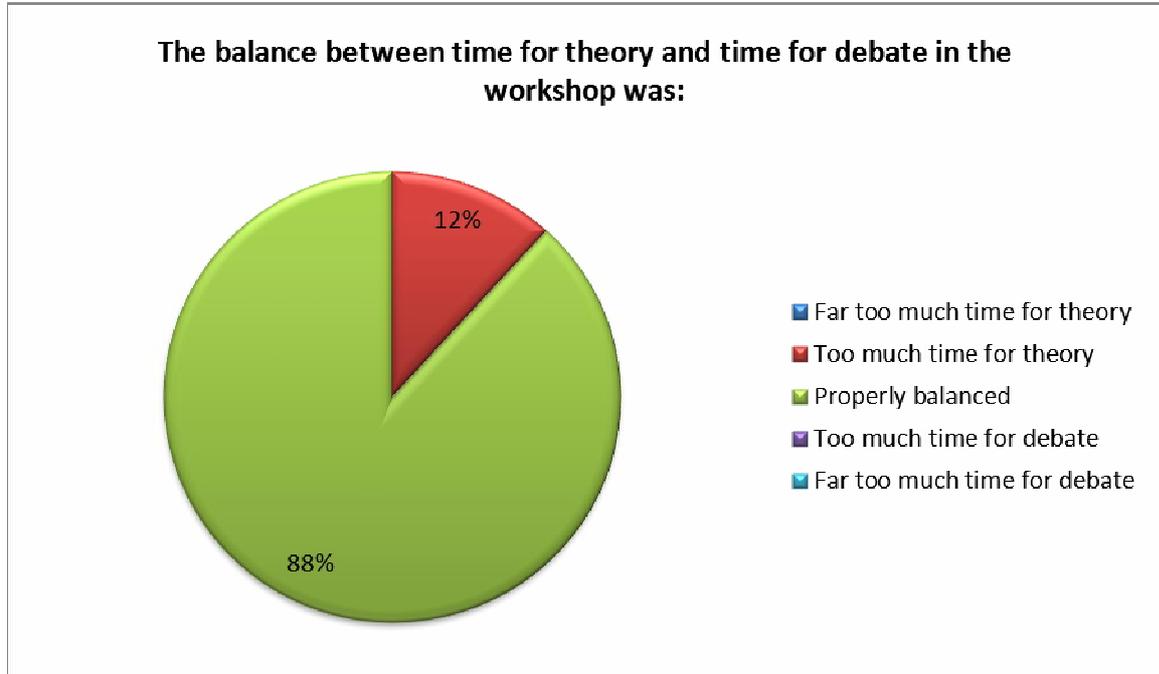
**Figure 3: Evaluation of the format of the workshop**

Almost all respondents would recommend this workshop to someone else, as can be seen in figure 4.



**Figure 4: Recommend the workshop to someone else**

Figure 5 shows that 88% of the respondents think that there was a good balance between theory and practice. 12% state that there was *too much theory*.



**Figure 5: Balance between practice and theory**

The figure below shows that the respondents are overall satisfied with the workshop. Only 6% of respondents rated with a “-“ pre-event information, presentations given, and documents provided. But 6% is the opinion of only one respondent.

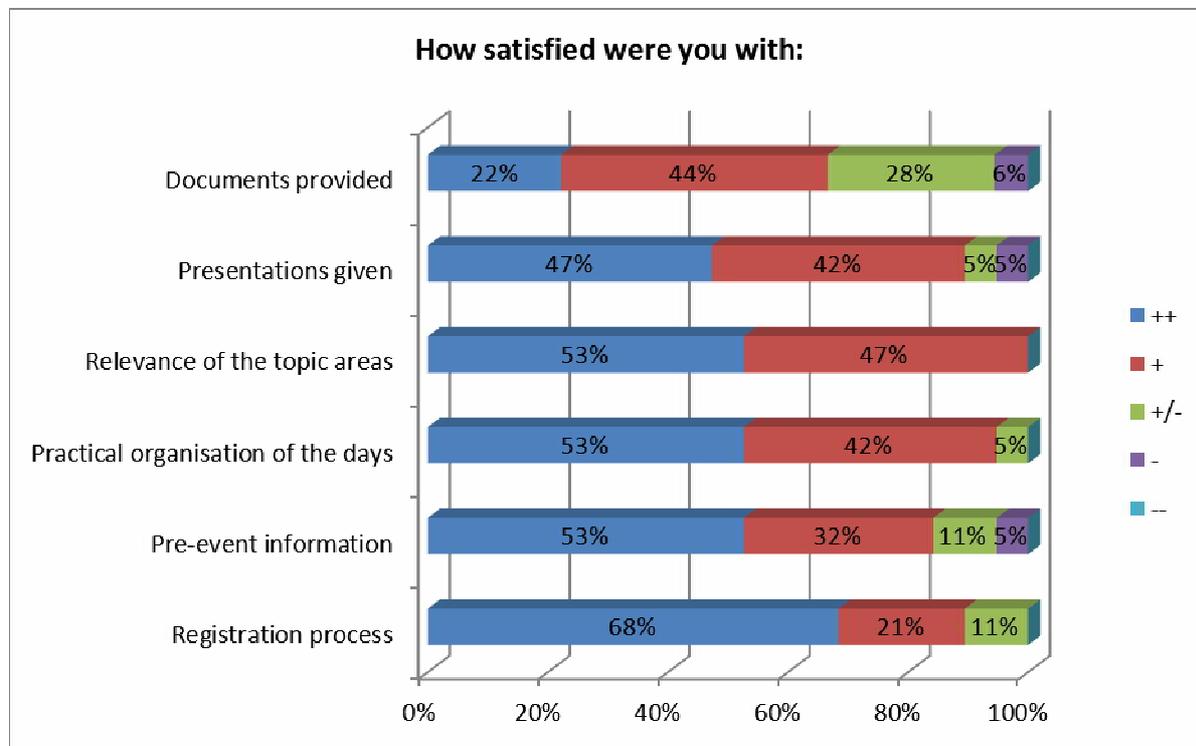


Figure 6: How satisfied were you on...

The table below shows the list of parts of the workshop, mentioned by the respondents as most useful for them. As can be seen, this is a varied list of answers. All respondents have a specific preference, but most of them liked the practical examples and showcases from cities.

Table 1: Most useful parts

all presentations (2)
Rotterdam (4)
The good practices and specific examples of sustainable mobility (5)
Networking
Discussion with others
Aalborg (2)

Table 2 shows the parts that were mentioned as ‘little or no use for you’

passenger traffic
CIVINET
Too many cancellations!!
Cargo Bike

Table 2: Little of no use

The next 2 tables show which improvements can be made, or suggestions by respondents.

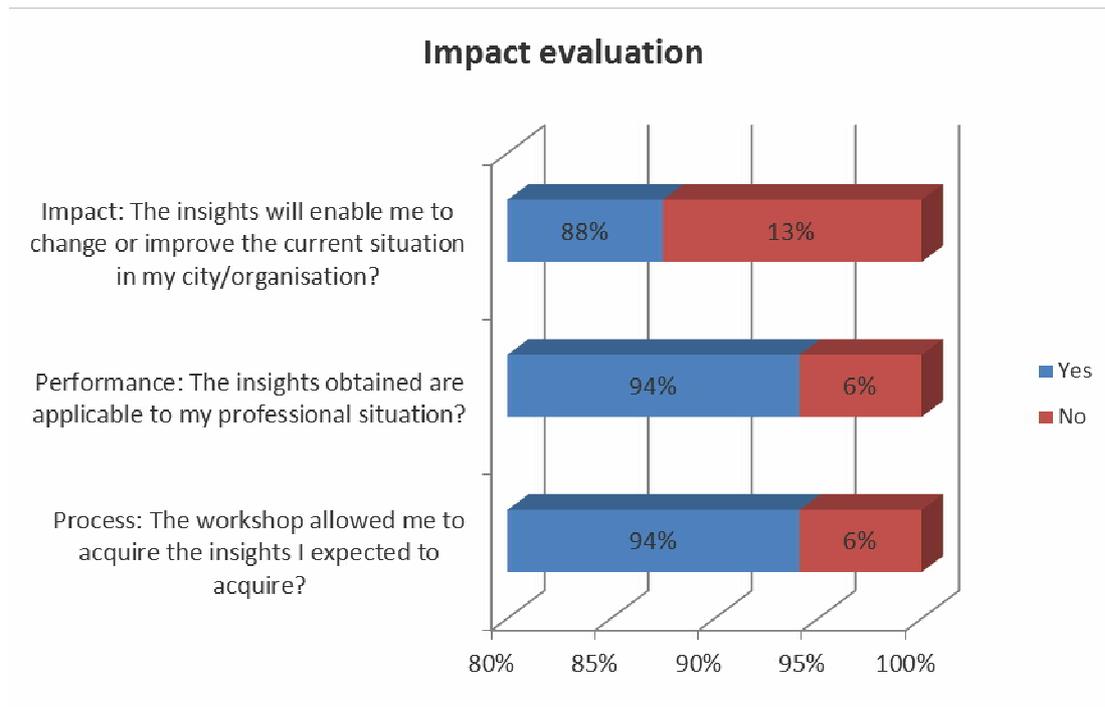
**Table 3: Which improvements could be made?**

Study visit
Same structure for all examples to rate the success, all were very differently evaluated
More time for the practical
More quantified evaluation of project results
More specific measures, too much orientation towards CIVITAS

**Table 4: Comments and suggestions**

Study visit e.g. in city centre regarding freight traffic
People presenting on concrete cases should have worked closely on them

Figure 7 shows the impact evaluation of the workshop. 94% - more than ¾ of the respondents - state that they have acquired the insights they expected to acquire. 94% of the respondents state that the acquired insights are applicable to their current professional situation, which is a very good result. 88% of the respondents indicated that the insights will improve their current situation. The tables below give some clarifications.



**Figure 7: Impact evaluation**

**Table 5: Acquire insights**

I've got the information I was looking for. Especially for the ways shippers and cities reduce their environmental impact in transport
Good to see the initiatives of other cities.
I do know more about CIVITAS.
Amazing to see that everyone is confronted with the same issues.
I received a lot of useful information about clean vehicles and their use.

**Table 6: Insights are applicable**

Focus on freight.
I've got more answers that will help me list the actions that could be used locally to reduce the environmental impact of freight transport.
Good overview
It is useful to know what is going on in the EU
It is a municipal company; we are obliged to follow certain obligations. These examples can be applied to my case.

**Table 7: Insights will change or improve current situation**

I can use insights in proposals for several cities that are clients of me.
Athens is striving for green transport. Gaining knowledge along with collaboration with colleagues could be the key towards a more sustainable urban environment

94% of the respondents are interested in learning more at the CIVITAS Forum conferences. And 7 responding participants think that their city would be interested in signing the Forum Declaration as can be seen in the figure below.



**Figure 8: Learning more at CIVITAS conferences?**

Almost all respondents would like to be informed about the next VANGUARD workshop.

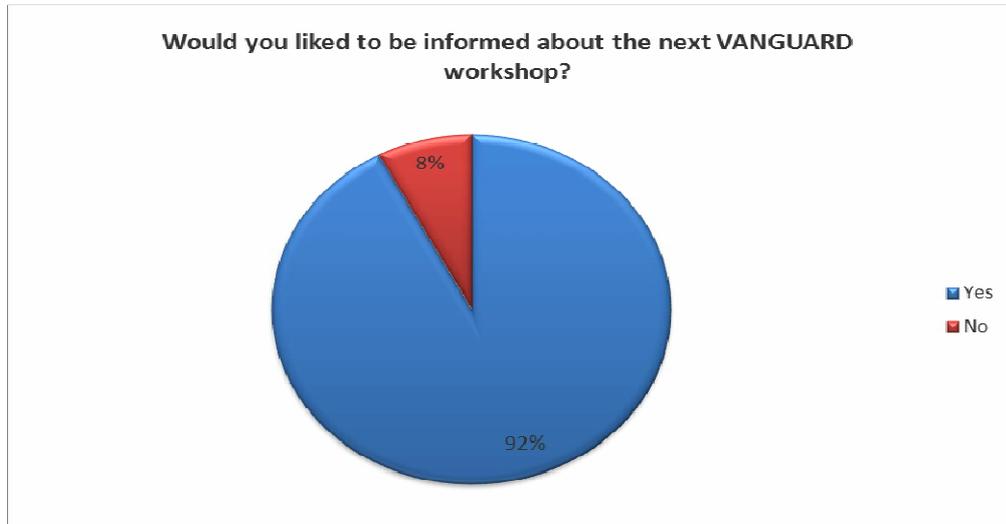


Figure 9: Informed about next workshop?

## 1.2. Conclusions

The results of the questionnaire show a very good evaluation of the third VANGUARD dissemination workshop. Both content as format are evaluated as good or very good by almost all respondents. 95% of the respondents would recommend this workshop to someone else. For the majority, there was a good balance between theory and practice in the workshop, although 12 % said there was too much theory. Participants gained some insights in CIVITAS and learned from experiences from other cities. Insights gained could generally be useful as input for their own professional situation.

Other key findings:

- Participants are interested in Forum or other events, so important to sponsor these at next workshops
- E-mail contacts were indicated as an important source of information.