

2020  
CIVITAS  
Cleaner and better transport in cities

DESTINATIONS



## Measure Evaluation Result

### MAL 7.1 - Integration of Ferries within the public transport network

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## Executive summary

This measure aimed to address the lack of connectivity between the ferry landing sites in Valletta and the city centre and the main bus terminal that serves the city and the island. The necessity for such a connection is due to the geography of the city which sees the walled city of Valletta being constructed on a peninsula with a considerable distance and elevation between sea level and city centre. During the initial months of the DESTINATIONS project, a new bus route providing this service was independently introduced by the national bus operator, Malta Public Transport. Transport Malta, the measure leader, therefore decided to take on the role of monitoring the route in operation, collect data and commission a cost benefit analysis (CBA) and options analysis to study the different connections possible between the ferry landing sites, the city centre and the bus terminal, including different existing and proposed solutions, such as the bus service, shared bicycles, staircases and lifts.

The use of the ferry service and the new connecting bus service was evaluated through analysis of usage data. To understand the awareness and the satisfaction with the provided public transport service, two surveys were conducted: a telephone survey to reach the general population and a face-to-face survey with people at the ferry terminal in Valletta, where the new bus service was provided.

Monitoring the usage of the new bus service showed a steady increase from year to year. The results of two different sets of surveys confirmed that there was a higher awareness about the bus route as well as more use. Although sample sizes of respondents that used the bus service were too small to make inferences about the results, satisfaction with the service was high. Some reasons why other respondents did not make use of the service were preference for walking or visiting a destination close to the ferry landing site. The surveys also unearthed more general barriers, such as the bus routes or schedules not fitting with people's plans, buses being too full or the bus taking too long due to heavy traffic.

The options analysis and CBA for potential connections between the ferry landing site, the city centre and the bus terminal concluded that considering the existing and proposed connections (the bus connection, shared bicycles, staircase and lifts), there was no obvious need for creating further connections to meet current and forecasted demand. However, Transport Malta expressed its wish to upgrade the existing staircase, for which a financial feasibility study was prepared and for which funding was sought (outside the scope of the DESTINATIONS project).

Sea and water-based transport can be faster than land-based alternatives (which suffer from traffic congestion and busy roads) and can be a more enjoyable experience for residents and tourists alike. Ensuring that the ferry service is connected to nearby destinations is important to ensure that the service is seamless, useful and efficient for users. The local bus transport operator, Malta Public Transport, took on the planned new route as a permanent measure and has seen usage increasing over the evaluated years. However, while providing better connected and efficient public transport, is important to promote modal shift, as the level of private car use is still very high in Malta. There is also a need for measures that restrict private car use, such as parking restrictions or congestion charging.

## A Description

This measure aimed to address the lack of connectivity between the ferry landing sites, particularly in the Marsamxett harbour, and the Valletta city centre and main bus terminal. This is due in this particular case because of the geography of the City. Built as a walled and fortified city on top of a peninsula the city centre is distant from the sea level with significant elevation differences. The ferry landing site was not connected to the public transport network or to the main bus terminal in Valletta, and the steep hill from the ferry landing site to the Valletta city centre (see Figure 1) presented an issue for those travelling on foot, especially for elderly or those with impaired mobility. In an effort to promote sustainable transport modes to travel to the capital, which is both a major employment centre and a top touristic attraction, this measure aimed to contribute to the connection between two main public transport provisions in Valletta: the bus and ferry services.



**Figure 1:** Valletta, the capital city of Malta. Steep streets characterise the city (left), built on a peninsula between two natural harbours: Marsamxett and the Grand Harbour (right)

In this measure, Transport Malta planned to pilot a new public transport route to connect the ferry landing sites situated on both sides of the Valletta peninsula, the main bus terminal outside the city gate and the Park and Ride facility outside Valletta with a LPG fuelled minibus. However, during the initial months of the project, the proposed DESTINATIONS route was independently introduced by Malta Public Transport (MPT) in the form of bus route 133. There are also other connections provided by private operators (mini-cabs, an electric trolley). An additional alternative viable bus route is not available. Hence, Transport Malta took the role of monitoring the route in operation, collecting data and commissioning a cost benefit analysis (CBA) and options analysis to study the different connection possibilities between the ferry landing site, the city centre and the bus terminal, and to understand if there are other ways to realise a permanent connection between the waterfront and the city centre located higher up on the Valletta peninsula.

Transport Malta took responsibility for the monitoring of the newly implemented bus connection, as well as the commissioning of a study to compare different connection possibilities. Transport Malta subcontracted a market research institute to collect information from Maltese residents as well as from tourists about their use of the ferries and/or the connecting bus service, over two waves, to see if the awareness of the connecting bus services increased over time. University of Malta, the local evaluation manager, assisted with the drafting of the survey questions, the analysis of the surveys and the interpretation and dissemination of the outcomes.

## A1 Objectives and outputs

### City policy level objectives

- Encourage sustainable transport behaviour among residents, visitors and tourists.
- Improve accessibility and the attractiveness of public transport to instigate a modal shift from private to public transport.
- Reduce congestion by shifting traffic from the road to the sea.

### Measure specific objectives

- Improve inter-modality and increase public transport links.
- Collect data and monitor the uptake and feasibility of the newly provided bus route, linking the ferry landing sites with the city and the bus station.
- Develop a CBA and options analysis of alternative connection possibilities.

### Outputs

- Analysis of operations of new PT route
- CBA and options analysis of alternative connections
- New PT route introduced and operational (\*\* extra-output, new bus line 133 introduced permanently by bus operator Malta Public Transport, privately funded)

### Supporting activities

- Public transport, the integration of ferries and bus public transport, and provision for inter-modal links were explicitly included as topics in the first stakeholder consultation meeting organised for the SUMP process under MAL2.1.
- Two rounds of surveys were undertaken. In summer 2018 the first round consisted of a telephone survey with residents of the Valletta Region, to understand their knowledge and use of the ferry system and connecting PT options, and an in-person survey with users of the ferry service (both residents and tourists) to understand the awareness and acceptance of the provided service. A second round of surveys following the same methodology was conducted in summer 2019.

## A2 Inter-relationship with other measures

The data collected and insights from the CBA and options analysis are integrated within the list of measures in the final SUMP document as part of MAL2.1.

Public transport provided by the bus and ferry services are included in the Sustainable Mobility trip planning app developed as part of MAL6.3.

## A3 Target groups and/or affected part of the city or region

**Targets groups:** residents, visitors and tourists

**Areas:** Valletta and surrounding harbour areas (Valletta-Sliema ferry and Valletta-Cottonera ferry)

## A4 Stakeholders involvement

Stakeholder name	Activities description
Valletta 2018 Foundation	Stakeholder Forum, Stakeholder Consultation
Projects Malta Ltd	Stakeholder Forum, Stakeholder Consultation
Malta Hotels and Restaurants Association	Stakeholder Forum, Stakeholder Consultation
Malta Tourism Authority	Stakeholder Forum, Stakeholder Consultation
Minibuses Cooperative	Stakeholder Forum, Stakeholder Consultation
Unscheduled Bus Services	Stakeholder Forum, Stakeholder Consultation
Malta Public Transport	Stakeholder Forum, Stakeholder Consultation
Marsamxetto Ferry Service (Captain Morgan)	Stakeholder Forum, Stakeholder Consultation
Ministry for Transport and Infrastructure	Stakeholder Forum, Stakeholder Consultation
Ministry for Finance and Investment	Stakeholder Forum, Stakeholder Consultation
Transport Malta Directorates: - Integrated Transport Strategy Directorate - Traffic Management Unit - Public Transport Unit - Licensing and Testing Directorate	Stakeholder Forum, Stakeholder Consultation

**Table 1:** Stakeholders involvement

## B Measure implementation

### B1 Situation before CIVITAS

The steep hill from the ferry landing site in Valletta at Marsamxett harbour to Valletta city centre discourages people from using the ferry service. The ferry landing site is not connected to the public transport network or to the main bus terminal in Valletta.

### B2 Innovative aspects

The creation of inter-modal connections, facilitated through new PT connections and real-time information provision, is new on the islands and supports the shift from road-based travel to sea ferry travel.

### B3 Technology development

Not applicable.

## B4 Actual implementation of the measure

### Introduction and evaluation of the New PT route

The use of the newly implemented bus service Bus 133 by Malta Public Transport (see Figure 2) is being monitored through collection of usage data from the bus service, as well as from the Marsamxett Valletta – Sliema ferry service operated by Captain Morgan.

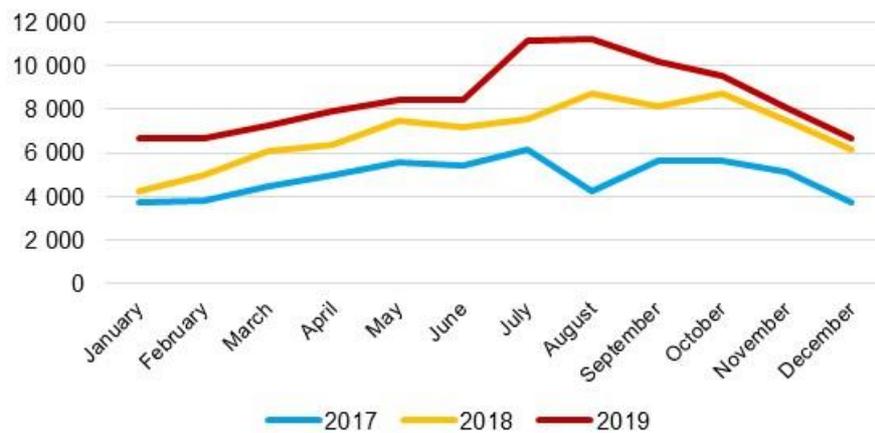
In terms of bus use, data from 2017, 2018 and 2019 showed a steady increase in usage, both throughout the year with a peak in summer, as well as when comparing the same months over the past years (see Table 2 and Figure 3). These rising figures could be (partly) due to overall increasing visitor numbers and the increased usage of the ferry (with which bus 133 connects). However, when checking the number of passengers using the connecting ferry service (see Figure 4), it can be seen that the passenger numbers on the ferry, although of a larger magnitude, do not show a similar pattern of growth, but remain quite stationary. Therefore, the growth in passengers on bus service 133 is most likely explained by increased visibility of the bus service.



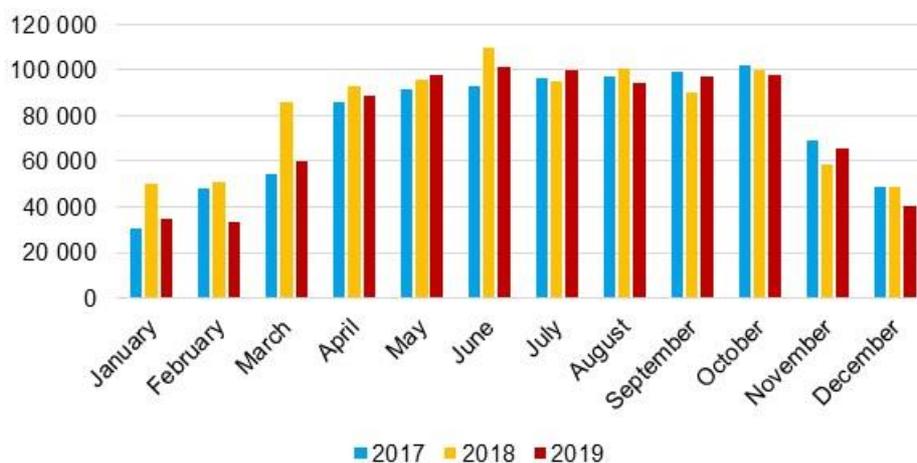
**Figure 2:** New Valletta circular service provided by bus route 133

	2017	2018	2019
<b>January</b>	3,721	4,246	6,705
<b>February</b>	3,830	5,012	6,658
<b>March</b>	4,495	6,114	7,293
<b>April</b>	4,974	6,342	7,942
<b>May</b>	5,594	7,467	8,430
<b>June</b>	5,397	7,185	8,409
<b>July</b>	6,127	7,577	11,146
<b>August</b>	4,242	8,728	11,195
<b>September</b>	5,674	8,140	10,210
<b>October</b>	5,616	8,705	9,524
<b>November</b>	5,130	7,443	8,093
<b>December</b>	3,746	6,156	6,641
<b>TOTAL</b>	<b>58,546</b>	<b>83,115</b>	<b>102,246</b>

**Table 2:** Usage of Bus 133



**Figure 3:** Passengers using Bus 133 between 2017 – 2019



**Figure 4:** Passengers using Marsamxett ferry between 2017 – 2019

Two different **sets of surveys were carried out**, across two waves (wave 1 in August/September 2018; wave 2 in September/October 2019). Telephone surveys were held with a sample representative of the general population living in the localities part of the Valletta Region (wave 1 n=334; wave 2 n=395), to collect information about their awareness and use of the ferry and bus services and satisfaction with the connecting transport services. Face-to-face surveys were carried out with locals and tourists who were using the Marsamxett ferry to travel between Sliema and Valletta, to understand their awareness, use and satisfaction with connecting transport services (wave 1, n=336; wave 2 = 355).

#### CBA and options analysis of alternative connections

In February 2018, Transport Malta published a tender for the compilation of an options analysis and cost-benefit analysis for the permanent connection of Marsamxett ferry landing site (see Figure 5) to central Valletta. The awarded bidder embarked on a stakeholder engagement exercise where one-to-one meetings with various entities were held as well as a workshop involving various other stakeholders. Through this workshop, the team of experts were made aware of a number of relevant projects planned or already being implemented, which were subsequently included in the overview of connection possibilities in order to finalize the analysis, including a full-costing analysis for the best option for this connection.



**Figure 5:** Sliema-Valletta ferry landing site at Marsamxett, Valletta

The options analysis investigated existing and proposed connections between the ferry landing site and upper Valletta. Existing connections include the new bus service (bus 133) by Malta Public Transport, private shuttle services and electric trolley, the lift at the Fortifications Interpretation Centre and an existing staircase next to the 'bocci club' (open air playground for a ballgame similar to *petanque*) and the water polo pitch. Other permanent connections are being proposed and implemented through the Sustainable Multi Intermodal Transport Hubs Projects (SMITHS) by Transport Malta, the Marsamxett Regeneration Project by GHRC (Grand Harbour Regeneration Corporation) and upgrading works at the Marsamxett water polo pitch by the Planning Authority and the Parliamentary Secretary for EU Funds and Social Dialogue. Proposed connections included the installation of a Tallinja electric bicycle station at the ferry landing site (connecting with other stations in Upper Valletta and next to the bus station, see Figure 6) and a potential vertical connection with a lift at Mattia Preti square<sup>1</sup>.



**Figure 6:** Tallinja electric bicycle sharing station at Valletta bus terminus

The demand analysis shows that this is made up by local residents and tourists visiting Valletta, totalling around 811,000 users in 2019 and an estimated 1,066,000 in 2025 on a yearly basis. Considering the existing and proposed connections, the bus connection, bicycles and lifts, the conclusion of the report was that there is no obvious need for creating further connections to meet current and forecasted demand. However, TM expressed its wish to upgrade the existing staircase next to the 'bocci club', for which a financial feasibility study has been prepared, to assess the costs of making it more user-friendly, by rebuilding the staircase so that it is safer and more accessible, with better lighting and CCTV cameras for added security. The total costs for these works are estimated to be around €50,000 (excl. VAT)<sup>2</sup>.

<sup>1</sup> GMM & Associates (Malta) Limited, 2019. Cost Benefit Analysis for the Permanent Connection of Marsamxett Ferry Landing Site to Valletta Centre. Commissioned by the Authority for Transport in Malta (TM 007/2018).

<sup>2</sup> GMM & Associates (Malta) Limited, 2019. Financial feasibility assessment in connection with staircase upgrade at Marsamxett ferry landing site. Commissioned by the Authority for Transport in Malta (TM 007/2018).

# C Impact evaluation

## C1 Evaluation approach

### Expected impacts and indicators

Impact category	Impact indicator	Unit of measure
Transport System	1 - Average occupancy in route 133	N <sup>o</sup>
Society	2 - Awareness level about route 133	%
Society	3 – Satisfaction with route 133	%

**Table 3:** Expected impact and indicators

### Method of measurement

Impact indicator	Method*	Frequency (Months)			Target Group	Domain (demonstration area or city)
		Bef.	Dur.	After		
1 - Average occupancy in route 133	DC	17	24	36	-	Valletta Region
2 - Awareness level about route 133	S	n.a.	24	36	Residents, tourists	Valletta Region
3 – Satisfaction with route 133	S	n.a.	24	36	Residents, tourists	Valletta Region

\* (Data collection (DC), Estimation (E), Survey (S))

**Table 4:** Method of measurement

### Detailed description of the indicator methodologies:

- 1 Average occupancy in route 133** - Usage data collected by Transport Malta from the transport operators (Malta Public Transport for the usage data for bus service 133 and Captain Morgan for the usage data from the Marsamxett Valletta-Sliema ferry service). Average occupancy is defined as the average number of passengers per vehicle per trip. Bus 133 performed 33 trips per day on weekdays and 17 trips per day on weekend days and public holidays. The number of weekdays and weekend days (incl. public holidays) were calculated for the three years (2017, 2018 and 2019) in order to calculate the average number of passengers per vehicle per trip.
- 2 Awareness level about route 133** - Data collected by Transport Malta sub-contracted market research institute via telephone surveys with representative samples of the general Maltese population and via face-to-face interviews with locals and tourists using the ferry service. Awareness level is defined as the percentage of the target population (residents and tourists using the ferry service) that was aware of the new bus service 133, based on the answers to the yes/no question "Are you aware that bus route 133 can be used to travel from the ferry to various stops in Valletta?".
- 3 Satisfaction with route 133** - Data collected by Transport Malta sub-contracted market research institute via telephone surveys with representative samples of the general Maltese population and via face-to-face interviews with locals and tourists using the ferry service. Satisfaction was defined as the percentage of the target population (residents and tourists using the ferry service) who approve of the new bus service 133, based on the answers to

the yes/no question “Are you satisfied with the quality of the service provided by this transport service (bus route 133)?”.

## The Business-as-Usual scenario

When considering a BAU scenario for average occupancy of the bus service, the figures of the passenger numbers on the ferry can be used, as the bus was specifically introduced to provide a connection to the ferry landings and can be considered to have a derived demand. The passenger numbers on the ferry remain quite stationary over the years 2017-2019 (see Figure 4). The BAU scenario for the average occupancy of the bus service is thus that it would remain similar to the 2017 level, albeit with seasonal variation (highest use in the summer months, lowest use in the winter).

For the awareness and acceptance indicators, which were assessed through surveys and for which information was gathered for the first time, carrying out a BAU analysis was not possible.

## C2 Measure result

Impact category	Impact indicator	Unit of measure	Baseline	Ex-Ante	Ex-Post 2018	Ex-Post 2019
Transport	1 - Average occupancy in route 133	Nº	5.75	7	8.13	9.97
Society	2 - Awareness level about route 133	%	0	10%	38%	62%
Society	3 - Satisfaction with route 133	%	0	20%	96%	N/A

**Table 5:** Measure results

### C2.1 Transport

#### 1 - Average occupancy in route 133

The average occupancy has risen from 2017 to 2018 and from 2018 to 2019, as is shown by the figures presented in Table 6.

	2017	2018	2019
<b>Total trips</b>	248 weekdays * 33 trips + 117 weekend days * 17 trips = 8,184 + 1,989 = 10,173 trips	251 weekdays * 33 trips + 114 weekend days * 17 trips = 8,283 + 1,938 = 10,221 trips	253 weekdays * 33 trips + 112 weekend days * 17 trips = 8,349 + 1,904 = 10,253 trips
<b>Total passengers</b>	58,546 passengers	83,115 passengers	102,246 passengers
<b>Average occupancy</b>	58,546 / 10,173 = 5.75 passengers per trip	83,115 / 10,221 = 8.13 passengers per trip	102,246 / 10,253 = 9.97 passengers per trip

**Table 6:** Average occupancy of bus 133 in 2017, 2018 and 2019

## C2.2 Society

### 2 - Awareness level about route 133

From the face-to-face survey, in wave 1 (2018) 38% of all respondents were aware of bus 133 (56% of locals; 35% of tourists). Of those who are aware of the bus route, 31% have used bus 133. In Wave 2 (2019) 62% of all respondents aware of bus 133 (58% of locals; 60% of tourists). Of those who are aware of the bus route, 67% have used bus 133. The survey results thus show an increase both in awareness and in use of the service. The telephone survey also shows an increase in awareness among those respondents that have used the ferry: in wave 1 65 % of those who have used the ferry are aware of bus route 133, which increased to 74% in wave 2 of the survey.

In the face-to-face survey, people who were in the vicinity of the bus service (on or near the bus or ferry service that it connects with) were asked to participate. From their responses, there has been an increase in awareness, with the most observable increase in awareness observed amongst tourists. This could be due to better information provision online (e.g. *tallinja* app, Google Maps, MyMaltaPlan app), better information provision on-site (better signalling) and/or better information provision on-board the ferry. There was also an increase in respondents that have used the service, which can be potentially explained by the above mentioned information provision, as well as partly by the maturity of the service, i.e. it has been in operation for a year longer, so more people (especially locals) have had a chance to use it.

### 3 – Satisfaction with route 133

Satisfaction data about the quality of service for Bus 133 from face-to-face survey is only available from wave 1. Only a small number of respondents had used the service (n=26), but of these, 96% of respondents were satisfied with the service. In the telephone survey, 75% (in wave 1, n=27) and 80% (in wave 2, n=38) of respondents who have used bus 133 to connect from the ferry landing indicated they are satisfied with the service. Overall, satisfaction with Bus 133 is high, although the samples are too small to make any inferences.

However, respondents who do not opt for using the bus were asked why. Specific reasons for not using Bus 133 were primarily 'preferring to walk', 'going to a destination close to the ferry landing', as well as other reasons such as 'low frequency of the bus service' or 'not having a bus ticket / card'. There were also more general responses, relating to the bus service as a whole, such as the bus routes or schedules not fitting with people's plans, buses being too full and therefore uncomfortable, the bus taking too long due to heavy traffic, preferring to take the ferry or walking so as to appreciate the views of the city and surroundings, and specific issues such as the air condition in the buses being too cold.

## C3 Quantifiable targets

No	Target	Rating
1	Realization of a real time journey information system, causing: a modal shift to PT (116 commuters)	NA
2	Less CO2 emissions: 18,734 kgCO <sub>2</sub> e/a	NA
3	Improved air quality levels, with annual average reduction of 187 tonnes in NO <sub>x</sub> and 0.8 tonnes in PM	NA

4	*Increase the average occupancy to 8.13 passengers per trip	***
5	*10% of tourists aware about route 133	***
6	*20% of tourist satisfied with the new route 133	***
<b>NA = Not Assessed O = Not Achieved * = Substantially achieved (at least 50%)</b> <b>** = Achieved in full *** = Exceeded</b>		

\*New target, not in GA

**Table 7:** Assessment of quantifiable targets

The targets from 1 to 3 were planned in the grant agreement. Targets from 4 to 6 were defined during the project implementation

Transport Malta planned to pilot a new public transport route to connect the ferry landing sites situated on both sides of the Valletta peninsula, the main bus terminal outside the city gate and the Park and Ride facility outside Valletta with a LPG fuelled minibuss. However, the proposed DESTINATIONS route was independently introduced by Malta Public Transport (MPT) in the form of bus route 133 during the initial months of the project. Transport Malta therefore took upon itself to monitor the route in operation. Therefore, Targets 1,2 and 3 were not assessed and the targets to be considered under this measure were revised to reflect the new services being provided by a conventional minibuss and monitoring of the services as provided by the national bus operator.

Target 4 was Exceeded. The average occupancy has increased every year following introduction, from an average of 5.75 passengers per trip in 2017, to 8.13 passengers per trip in 2018, to 9.97 passengers per trip in 2019. The service uptake is clearly increasing. The passenger numbers on the ferry, although of a larger magnitude, do not show a similar pattern of growth, but remain quite stationary over these years. The growth in passengers on bus service 133 is most likely explained by increased visibility of the bus service.

Target 5 was Exceeded. Across the surveys carried out as part of this measure evaluation, a substantial increase in awareness about the new bus service is visible. The face-to-face survey, showed how the awareness increased from 38% in wave 1 (2018) to 62% of all respondents aware of bus 133 in wave 2 (2019). The telephone survey showed an increase from 65% in wave 1 to 74% in wave 2.

Target 6 was Exceeded. Although the samples used to evaluate this target were small, it is evident that the satisfaction level of users is high. In the face-to-face survey conducted in 2018, 96% of respondents were satisfied with the service. In the telephone survey the number of satisfied respondents went up from 75% in wave 1 to 80% in wave 2 (2019).

## C4 Up-scaling of results

Not applicable.

## D Process Evaluation Findings

### D1 Drivers

At the **institutional** level, the local bus transport operator, Malta Public Transport, took on the planned new route as a permanent measure. The usage numbers of the new bus service on route 133 show a year on year increase, highlighting the success of the service. This shows there was a real latent need for the introduction of a new public transport route connecting the ferry landing sites situated on both sides of the Valletta peninsula and the main bus terminal outside the city gate. Instead of piloting the new service, Transport Malta assisted with the monitoring of the newly implemented bus connection, as well commission a study to compare different connection possibilities.

At the **organizational** level, there was good collaboration between Malta Public Transport, Transport Malta and University of Malta, through regular meetings and emails, to follow-up on progress on the implementation of the measures and the evaluation of the impact.

### D2 Barriers

Thus far the ferry services were limited to the natural harbours on either side of the Valletta peninsula, the Valletta-Sliema service in Marsamxett harbour and the Valletta-Three Cities ferry in the Grand Harbour. This presented a **spatial** barrier, since the ferry service was not a suitable transport option for people living or working in other parts of the island as of yet, although further ferry connections have been discussed.

The high level of private car ownership is a **cultural** barrier that makes it difficult to propose measures that would truly promote modal shift. It is not only important that there are viable transport alternatives available, as being provided by the ferry and connecting bus service, but also that there are restrictions on private car use, both in physical terms (e.g. access or parking restrictions) and financial terms (e.g. increased parking fees, congestion charges).

### D3 Lessons Learned

While some of the users of the ferry have no problem continuing their journey on foot – either because they enjoy walking or their destination is close to the ferry landing – for other people having different transport connections available, can increase the accessibility of such alternative forms of transport.

Sea and water based transport can be faster than land-based alternatives (which suffer from traffic congestion and busy roads) and can be a more enjoyable experience for locals, resident visitors and tourists alike.

## E Evaluation conclusions

The newly introduced bus service on route 133 has seen a successful start, with the average occupancy rising each year. It has improved the accessibility and connection between the ferry landing site and the city centre and bus terminal.

The awareness about the new route has increased over the years; more people are now aware of the service and have used the bus service. The satisfaction level, although based on small samples, is very high and has exceeded the ex-ante targets for this indicator.

## F Additional information

### F1 Appraisal of evaluation approach

Since the surveys were held at the ferry landing site (face-to-face surveys) and via telephone (national telephone survey), it was not easy to capture a large sample of respondents that have used the specific bus service on route 133, connecting the Marsamxett ferry with the Valletta city centre and bus terminal. The data presented for the satisfaction with the bus service was therefore based on a limited sample size and is not suitable for inference.

The surveys showed signs of response fatigue, where respondents got tired of answering questions and did not answer all questions. Therefore, the sample size of respondents varied throughout the survey since some questions were left blank by the respondents who participated. This explains why some figures do not completely add up, e.g. in Wave 2 (2019) 62% of all respondents are aware of bus 133 (58% of locals; 60% of tourists).

### F2 Future activities relating to the measure

The bus service will remain in operation. New vertical connections between the ferry landing site will be realised by other actors (e.g. Tallinja bike by Malta Public Transport) and potentially by Transport Malta, through the upgrading of the existing staircases.

In recent years there have been proposals and tenders for the implementation of further ferry services, creating fast ferry connections between Gozo (Malta's second, smaller island) and Valletta, as well as between Valletta and other localities on Malta's eastern coastline, such as St Paul's Bay/Buġibba and St Julian's to the north and Smart City and Marsascula to the south<sup>3</sup>. Further ferry connections, and better integration with the bus service, as well as with opportunities for walking and cycling could further promote active travel and public transport as an alternative to private car use.

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