



PUBLIC REPORT ON ASSESSMENT OF LIFE QUALITY ASPECTS AND THEIR CONSIDERATION IN PRACTICAL WORK

deliverable D6

public report from WP4

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PREFACE

ASI - Assess implementations in the frame of the Cities-of-tomorrow (EVG3-CT-2002-80013) – is an accompanying measure of the EC 5th Framework Program Energy, Environment and Sustainable Development in the Key Action 4: Cities of Tomorrow and Cultural Heritage. Partners from five different countries are involved in the project:

1. FACTUM OHG, Austria
2. Swedish National Road and Transport Research Institute, Sweden
3. University of Groningen, The Netherlands
4. Università degli Studi Roma Tre, Italy,
5. Centrum dopravního výzkumu, Czech Republic

The main objective of the project is to provide knowledge about the practice of Quality-of-life (QoL) assessment by different disciplines in connection with different types of public measures in the area of town planning and design, transportation and mobility.

Transport and mobility play an important role in the concept of QoL as they are central elements of the integration in society. Due to the strong engineering focus taken in this area so far, too little action has been taken to understand, what difficulties different groups and sub-groups of people have with transport and mobility, as the need and interests of the relevant segments of the population are not considered appropriately. Solutions in the transport and mobility area developed according to the methods suggested in ASI, will be more effective and more efficient, because they meet the needs of the target groups, i.e. different groups of citizens in different parts of Europe.

ASI wants to improve the understanding of the assessment of groups of citizen's QoL by responsible politicians and experts. This will be done by the analysis how mobility policies of five implementations in the frame of LUTR (Land Use and Transport Research Cluster) viz. of the Key Action Cities of Tomorrow (CoT) affect QoL, according to the peoples who are involved in these project in responsible roles. Evaluation will be based on expert interviews, dealing with the following questions: How is QoL of different groups of citizens affected by town planning, transport and mobility conditions and how is it assessed by the responsible people. The main product of ASI will be an advice for improved assessment processes. The product will consist of a toolbox for the assessment of QoL in connection with town planning, transport and mobility, a databank concept, and guidelines for implementations. The developed instruments will be tested in a pilot study.

ASSESSMENT OF ACCUMULATED DATA

Introduction

This public report is an assessment of accumulated data in WP 4 of the project ASI and presents the results from 48 interviews with experts of different disciplines and in different roles, which were carried out in five different countries. We thereby consider some crucial questions such as level of congruence of and agreement between responses, and degree of similarity between projects. We also looked at contradictions within the respondents' replies and comments.

Methodology

The study involves qualitative comparative research. Data have been accumulated from five different countries and from one particular project in each country. The number of respondents per country is about 10. It is clear that such a small sample size does not allow a thorough statistical analysis and statistical comparison. The accumulated data will therefore be interpreted on the basis of a qualitative description for each country and subsequent comparison of the countries. The testing will include, but will not be limited to the following characteristics:

1) Level of congruence of and agreement between responses:

a) Consistency of responses of each participant

The level of consistency will reveal whether the respondent has a clear idea about the project, the concept of QoL, measurement of QoL and its role in the project and other important circumstances.

b) Agreement between individual responses in the context of each project

The level of agreement between individual members of a team will reveal consistency of the project teams, whether the ideas of the individual team members differ or not, whether their ideas of the project, the concept of QoL, measurement of QoL and its role in the project and other important circumstances are similar or different.

2) International comparison

International comparison will reveal differences and similarities between the different nations. No large-scale generalisation will be possible since the sample of projects and number of respondents is too small. Nevertheless, the comparison will provide interesting information about whether and where the concept of QoL is taken seriously for the project solution and with what level of success.

The sites in overview

The following Table gives a summarised overview over the sites to which experts interviewed by the different ASI partners were associated:

Table 1: Overview about the evaluated projects within ASI

Country	Responsible ASI partner	Site	Project	Number of interviews
Austria	FACTUM (Clemens Kaufmann & Ralf Risser)	Bad Ischl (Austria), Respondents from Vienna and Bad Ischl	ECOCITY (Urban Development towards Appropriate Structures for Sustainable Transport)	9
Sweden	VTI (Sonja Forward)	Malmö (Sweden), Respondents from Eskilstuna and Malmö	ARTISTS (Arterial Streets towards Sustainability)	11
The Netherlands	RuG (Linda Steg & Judith de Groot)	Eindhoven (the Netherlands)	EDICT (Evaluation and Demonstration of Innovative City Transport)	8
Italy	Uniromatre (Lucia Martincigh, Barbara Summo, Luca Urbani)	Modena (Italy)	PROMPT (New means to PROMote Pedestrian Traffic in cities)	10
Czech Republic	CDV (Karel Schmeidler & Viktor Seda)	Trnava (Slovakia), Respondents from Trnava and Bratislava	ECOCITY (Urban Development towards Appropriate Structures for Sustainable Transport)	10

Hypotheses

In general

The first six hypotheses below refer generally to the concept QoL and how it is applied in the analysed projects:

1. There are no significant national differences in focusing on QoL among particular projects.
2. A more elaborated discussion about QoL is helpful for a better integration of QoL in projects
3. QoL is considered either directly or indirectly
4. QoL serves as a rhetorical expression (phrase) to strengthen the argumentation in the promotion of partial interests of persons involved in politics
5. QoL indicators are not used in the evaluation

Hypotheses concerning the degree of conformity

The last two hypotheses refer to the degree of conformity both within and between the different respondents and project sites.

1. The statements of individual respondents are internally and mutually consistent and logical
2. The statements of the different respondents within the same project are mutually consistent and objectively identical.

NATIONAL REPORTS

Central European region – Austria – Bad Ischl

The project that the experts are related to is ECOCITY (EVK4-CT-2001-00056). The main aim of the project ECOCITY is the development of strategies. In the project consortium's own wording, these

“Strategies to design a space- and energy saving settlement structure will thus give priority to the requirements of sustainable transport (convenience for pedestrians, efficient public transport and goods; distribution logistics) as well as energy efficiency, environmental quality and the utilisation of alternative sources of energy. Necessary conditions of sustainability to be operationalised are compactness selection of suitable sites - and a balanced mix of land use.” (see project description ECOCITY www.lutr.net).

These aims were developed within the background that the settlement and city planning nowadays still use a contradictory approach with spatially diffuse and functionally segregated settlement structures, which causes growth in traffic volumes as well as increased pressures on the environment. So

“the project team contributes to the implementation of these objectives by designing model settlements for specific sites to demonstrate the feasibility and desirability of future urban living that are compatible with sustainability requirements. The concepts developed provide the basis for urban places to continue being the engine of social, cultural and economic development in the future” (see project description ECOCITY www.lutr.net).

Interviews were carried out with the Austrian project co-ordinator of ECOCITY, with partners of the ECOCITY project who are responsible for traffic planning, the socio-ecological and the environmental consulting and the participation process, and with representatives of the city of Bad Ischl.

The Austrian partners in the ECOCITY consortium chose a small green field area between Bad Ischl and Wolfgangsee in the federal country of Salzburg. For this area they are developing a settlement-plan, which should lead to the implementation of a model-settlement. A complete new part of the city of Bad Ischl will be created, taking care of all ecologically sustainable aspects (energy use, sustainable use of transport, etc.). Another aim of this plan is to develop a good functional mix within this part of the city so that no cars are really needed. Therefore, the satisfaction of all everyday needs is envisaged: living areas, recreation areas, local supply by all types of entrepreneurs, cultural functions, etc., are included in the concept.

In order to be able to cover all aspects of the concept to plan a sustainable new part of a city, the consortium consists of different types of socio-ecological and socio-economical experts, urban- and traffic planner, architects, energy and environmental experts, experts for the participation process, and representatives of the city of Bad Ischl. An important precondition is that those representatives of the city that are in favour of the project belong to the actual political majority. The political opposition is opposed to this project and this resistance caused some problems. The opposition wants to force another town-development project, and would therefore discard ECOCITY if they were in charge. This example shows that the participation process that includes the people living in the area is very important. The most important aspect thereby is to make the preferences in the population transparent, in order to be less

dependent on the representatives' opinion. This aspect seems to be well covered by the project partners, as they tried to inform the population efficiently with the help of meetings and other dissemination methods.

The results of the project are expected to be of good use to the European Commission, to researchers and practitioners in the field of urban and traffic planning. At the same time, the people living and working in this new part of the city should benefit directly from the sustainable planning and the functional mix.

QoL aspects are, according to the information of all interviewed experts, considered in the project from the beginning. Nevertheless the experts said that it is very difficult to find a general concept or rather concrete aspects of QoL that should be considered. One problem according to this is that there are so many experts from different disciplines working in the project who have their own point of view concerning QoL. It was stated that QoL was much more considered at the beginning of the project but becomes less and less important during the progress of the project. It is like finding a compromise with the smallest common denominator. According to the question what QoL aspects are considered explicitly the following statements were made: participation, measures reducing car traffic (support of pedestrians, bicycle lanes, car-sharing), sustainable town-planning with focus on traffic, good functional mix, access to green areas, appropriate consideration of environmental aspects, pure air, measures reducing noise, preconditions that enhance social interaction.

The evaluation of QoL aspects is seen as difficult by almost all experts. Even in this case the reason is that there are so many points of view and different approaches to this topic. It is relatively easy to measure quantitative aspects like emission, noise, energy consumption etc., but non-material aspects like communication, social interaction, reasons of unemployment etc. are hard to assess. There is also a common consensus about the importance of an evaluation of QoL aspects after the implementation. Therefore a working group within the project will develop criteria for an evaluation after the implementation (if the project in Ischl will be really implemented). But the question is also whether there is enough money to carry out such an evaluation. It is not clear so far whether the actual implementation will take place because the EU project ECOCITY will end after the planning phase. Other actors, or actors fuelled by other research and implementation structures, should take the initiative thereafter.

But the partners, especially the representatives of the city of Bad Ischl, are very ambitious to implement the plan. It was also said that even if Bad Ischl of any reason will not implement this plan, there are other towns and villages that are very interested to do so. Therefore, one can conclude that there is some demand of enhancing developments as foreseen by ECOCITY in Bad Ischl. Thus, an evaluation of QoL aspects depends also on the implementation of the project.

Interviewed experts

By FACTUM OHG, the Austrian partner in the ASI project, interviews were carried out with the Austrian project co-ordinator of ECOCITY, with partners of the ECOCITY project who are responsible for traffic planning, the socio-ecological and the environmental consulting and the participation process, and with representatives of the city of Bad Ischl.

The group of the interviewed persons consists of two female and seven male experts who are involved in the project in different ways. All interviewed experts are labelled.

Table 2: Overview about the interviewed experts (Austria)

Organisation, company or institute where the expert works	
Expert 1	University (Economics and Business Administration, Department of Environmental Economics and Management)
Expert 2	University (Economics and Business Administration, Department of Environmental Economics and Management)
Expert 3	University (Economics and Business Administration, Department of Environmental Economics and Management)
Expert 4	City of Bad Ischl
Expert 5	City of Bad Ischl
Expert 6	NAST consulting, private enterprise
Expert 7	University (Institute for Regional Planning and Rural Development)
Expert 8	University (Institute for Regional Planning and Rural Development)
Expert 9	Wohnbund Consult, private enterprise

Professional background	
Expert 1	Studies of law, PHD program in the USA, working for the Austrian Institute of Advanced Studies, professor at the University of Economics and Business Administration
Expert 2	Civil engineer (especially solar energy), professional experience as a traffic researcher and (sustainable) town planner
Expert 3	Studies of sociology in combination with philosophy and ecology, main focus on engineering, science, risk and environment sociology, working for the Austrian Institute of Advanced Studies
Expert 4	Commercial secondary school
Expert 5	Technical high-school ("Fachhochschule") for Structural engineering
Expert 6	Civil engineer, Technical University
Expert 7	Study of town planning, sociology and law; working within town planning projects and public relations; Professor at the University of Natural Resources and Applied Life Science
Expert 8	Technical high-school for structural engineering; study of landscape architecture and architecture
Expert 9	Secondary school teacher for English and Visual arts, studies of political sciences and journalism

Function within this organisation

- Expert 1 Head of the co-ordinating University Department
 - Expert 2 Project Assistant for ECOCITY
 - Expert 3 Scientific research assistant at the co-ordinating University Department
 - Expert 4 Mayor of the City of Bad Ischl
 - Expert 5 Head of building department of the city of Bad Ischl
 - Expert 6 Head of consulting office contributing to the ECOCITY project
 - Expert 7 Head of Institute
 - Expert 8 Research assistant
 - Expert 9 Head of consulting office
-

Northern European region – Sweden – different sites

Eight men and three women took part in the study. Most of the participants worked for the county council or related authorities. One worked in an office with architects and one at a university.

Their professional background varied a great deal; from people who were elected officials with a working background as carpenters and industrial workers to planners and academics. Their functions can be described as administrative and practical. We had some county council officials, managers but also some project leader and traffic planners. Their most important task was sometimes more general such as administration and management to more specific being responsible for ITS, public transport and social affairs and employment.

The main aims of the project could be focusing on sustainability in a more general way including both environmental improvements and traffic safety. Others would concentrate on accessibility or traffic safety. Measures taken to reach these aims include development of plans, collection of data and seeking approval from the public. In the latter case a seminar was arranged to inform the public. In others, more elaborate ones, the public and shop keepers were actually involved in the decision making process. The target groups included a wide range of people from politicians, decision makers, civil servants to companies, shop keepers, the general public and tourists. The projects were in all the different stages, except the first one; half way, in the last phase or finished.

Their role in the project could be a co-ordinating one, a supporting one such as being in charge of accounts to experts in a specific area or promoters. This would then also reflect their main task which could be leading the project, implement and promote the plan and collection of data.

The projects which were finished had obviously completed all the activities. Projects which are at the beginning had only collected background information and perhaps made a literature study. Other projects which were at mid-way of the project life-time created and implemented changes which now are being evaluated. Projects in the first phase had many tasks in front of them and would, to start with, collect more data through focus group interviews. Others in the later stages would evaluate work done and suggest new solutions and based on this produce a guideline. Projects in the last phase worked on summaries of results and on dissemination.

Attributes of the environment included clean environment, closeness to water and areas for recreation, but also somewhere to live. A person's social life and being liked by others was important. The ability of children to move freely was important. Safety, security and a sound economy were other relevant aspects. In the personal life arena good health and a good life were mentioned which for some also meant a life without too much hassle, with tranquillity and a zest for life.

The most important aspects can be divided into a material life arena and a personal one. In the material one, which includes a person's environment, accessibility was seen as important, but also being able to live near water and recreational areas. The importance of an aesthetic and safe environment was also clearly seen. A clean environment in general but also a low level of noise would belong to this area. Aspects described as personal were mentioned more frequently than material ones and included good health, happiness, love, personal growth, to be curious about life. The social sphere contributed to this and social interaction both with family and friends was valued highly.

The least important aspect was sometimes difficult to give an example of but aspects related to material standards were usually mentioned, that is over and above what was seen as necessary to fulfil the things mentioned under QoL. This could include access to high tech, status, expensive items but also the satisfaction of short term needs. Very few projects had specified QoL. Some were not sure others would be more definite and answer no.

Areas for relaxation where people can meet and enjoy themselves were considered. This could include the creation of meeting places, facilities such as shops, coffee bars and restaurants but also a place which was safe and aesthetically pleasing. The answers varied and could be at the beginning, during implementation, evaluation and in one case during the whole project.

Very few would systematically monitor or evaluate QoL and only one mentioned that they would use indicators. The target groups were usually people living in the area. Sometimes this was more general like "the public". In other cases specific groups had been identified such as the disabled, the elderly, children and vulnerable road users. In some projects staff at the county council, shop owners, property owners and bus drivers would be affected. Very few participants answered that they would measure QoL and some could not answer the question. The measurements were mostly quantitative although interviews would also be carried out to better understand the target groups. Qualitative measures mentioned were interviews and focus groups. Some would use a combination of both, like measuring flows and carrying out interviews.

Various indicators were used. This could include number of vehicles and vulnerable road users, or the level of pollution but also the economic situation including income and unemployment. People's own assessment of the environment including safety and security would also be made use of.

The intention was to assess the effect on most user groups which would be affected by the implementation. The assessment would either be qualitative or quantitative or a combination of both. If an assessment was carried out then this was usually after two or three years.

The assessment was usually the responsibility of the work package leader. People from the university did this work, but in one case the county council was responsible. The plan was to use this know-how when selecting appropriate implementations but some would also like to write a handbook and to be able to generalise to other cities.

Some would find it difficult to assess and they would add that QoL was difficult to define and therefore difficult to measure. One of the participants would argue that it was not necessary to do extra analyses since the feedback received was enough. Everybody was confident that their approach was adequate.

To ensure that everybody used the same indicators and to decide what to measure was one of the problems that were mentioned. Others were the lack of tools and that the topic was too complex. None of the participants based their approach on a theoretical framework. Some found QoL difficult to measure and that it was too complex. Others believed that to "observe" the spontaneous reaction from the public was enough and one of the participants could not mention any real reason for not assessing QoL.

Interviewed experts

The group of the interviewed persons consists of three female and eight male experts who are involved in the projects in different ways. All the interviewed experts are labelled.

Table 3: Overview about the interviewed experts (Sweden)

Organisation, company or institute the expert works for	
Expert 1	Malmö city council
Expert 2	Eskilstuna city council
Expert 3	Tierps city council
Expert 4	Architectural firm in Eskilstuna
Expert 5	Environment and health administration
Expert 6	Stockholm city council
Expert 7	Malmö city council
Expert 8	Eskilstuna city council
Expert 9	Lunds institute of technology
Expert 10	Tierps city council
Expert 11	The Association of local authorities

Professional background	
Expert 1	Civil engineer (especially road and water construction), professional experience as a town planner
Expert 2	Employed within the engineering industry today a county council official
Expert 3	Carpenter. Today a county council official
Expert 4	Architect with focus on restoration and construction
Expert 5	Civil engineer (especially road and water construction with focus on town planning), professional experience as a manager and EU coordinator
Expert 6	Civil engineer (especially traffic safety and mobility)
Expert 7	Civil engineer, professional experience as a manager
Expert 8	Civil engineer and business economics, professional experience as a manager
Expert 9	Civil engineer (especially road and water construction) and a PhD in civil engineering, professional experience as senior researcher and lecturing
Expert 10	Civil engineer, professional experience as a manager
Expert 11	Townplanning, professional experience as a manager and coordinator

Function within this organisation

Expert 1	Town planning
Expert 2	Member of the city council, chairman of the labour market and integration
Expert 3	Municipal commissioner
Expert 4	Chairman and project leader
Expert 5	Head of department
Expert 6	Civil engineer responsible for transport
Expert 7	Head of department responsible for infrastructure, public transport and ITS
Expert 8	Head of department responsible for installation and maintenance
Expert 9	Coordinator and project leader
Expert 10	Head of department
Expert 11	Director

Western European region – The Netherlands - Groningen

A Personal Rapid Transport System dealt with in the frame of the EU-project EDICT was assessed. The satisfaction with the Personal Rapid Transport system is divided. Obviously, experts differ in their opinion how the new transport system would look like and were to focus on. One reason could be that experts all have their own expertise and tasks within the workgroup (i.e. some experts are focused mainly on technical aspects of the system, while others focus mainly on the user groups). But also outside the project, different parties are involved. For example, EDICT depended on the co-operation of the community of Eindhoven and the University of Eindhoven, because the pilot of the PRT system would pass their territory. Approximately one and a half year later, co-operation stopped and a new location had to be found. Differences in opinion and ambition, no co-operation between different partners, lack of money and loss of trust in the project were the reasons the experts expressed during the interviews for the premature ending of EDICT in Eindhoven. Now, a new project has started in another city in The Netherlands, Almelo. The project team is considerably smaller. The hope is that communication now will go faster and easier.

The project focuses on 'the traveller' between the central train station and the University of Eindhoven in general. This means: students, employees of the university and surrounding companies and other (infrequent) travellers who have to be at the university or surrounding business area. In a later phase, the system could also expand to shoppers and other user groups who are going to the city centre of Eindhoven (e.g., "Park & Ride" function). A distinction is also made between car users and non-users.

Experts differ in their opinion what user groups will profit from the system. They all agree that the area between the train station and the university was the most practical solution to implement the system, but not the most suitable. The PRT system aims at a comfortable and fast means of transport that is a good alternative for especially the car. But most of the envisaged user groups are going by foot, train or bus. This will not contribute to the sustainability goals defined in the project.

Another problem arises when looking at expected values and beliefs of the different user groups. For example, differences of demands of the frequent versus the infrequent traveller. Some experts believe that all travellers will profit from the new system and that travellers do not mind to pay something extra for the comfort they will get, while others think that the financial costs of the system will be too high for especially the frequent traveller. There was a difference in beliefs of what 'subjective' QoL variables user groups value

Interviewed experts

The University of Groningen interviewed all Dutch participants involved in EDICT Eindhoven. Most of them are active in the area of research. Two experts are involved in the Transport Research Centre of the ministry of Transport, Public Works and Water Management (Rijkswaterstaat). This is on a national level. One of the interviewed persons is involved on a provincial level (The Netherlands are divided in twelve provinces). Finally, one expert is involved on a local level, representing the community of Eindhoven. The experts of the University of Delft and ANT consultancy (Advanced Netherlands Transport) have started EDICT at a new site in the Netherlands, Almelo. The interviews focus on the (terminated) evaluation of innovative transport systems in Eindhoven.

The group of the interviewed persons consists of two female and six male experts. All the interviewed experts are labelled.

Table 4: Overview about the interviewed experts (the Netherlands)

Organisation, company or institute the expert works for	
Expert 1	University of Technology Delft (80%); Ministry of Transport, Public Works and Water Management, Transport Research Centre (20%)
Expert 2	University of Technology Delft
Expert 3	University of Technology Delft
Expert 4	Advanced Netherlands Transport consultancy agency
Expert 5	Advanced Netherlands Transport consultancy agency
Expert 6	Ministry of Transport, Public Works and Water Management, Transport Research Centre
Expert 7	Province of Noord Brabant (regional level)
Expert 8	Community of Eindhoven (local level)

Professional background	
Expert 1	Theoretical Physics and psychology (university); PhD position; software development; traffic and transport research
Expert 2	Mathematics (university); PhD position: decision making processes in transport modes
Expert 3	Civil Engineering: traffic (university); PhD position: automatic vehicle control systems; consultant
Expert 4	Economics and Business Administration (university); financial analyst: navy ship development; marketing and project management: automatic vehicle control systems in logistics projects; different projects on development of automatic vehicle control systems
Expert 5	Traffic Engineering (higher vocational training)
Expert 6	Transportation Planning (university); Human geography and urban and regional planning (university)
Expert 7	Environmental hygiene, University of Wageningen; adviser in traffic and transport area for 2 years
Expert 8	town planning and traffic (higher vocational training); 25 years traffic planner

Function within the organisation

Expert 1	Professor transportation planning (80%); adviser/manager function in the area of traffic (20%, ministry)
Expert 2	Postdoc position (Technical University Delft)
Expert 3	Post doc position (Technical University Delft)
Expert 4	General manager consultancy agency ANT
Expert 5	Adviser in the area of innovative transport
Expert 6	Policy adviser in the area of transport and social development
Expert 7	Traffic and transport policy consultant in the area of innovation
Expert 8	Traffic planner

Southern European region – Italy - Modena

Italy, represented in this project by DIPSA (Department of Design and Study of the Architecture) of RomaTre University, has taken as case study the city of Modena, in which the local administration is already involved in the European project PROMPT (New Means to Promote Pedestrian Traffic in Cities, 2000-2003), included in the LUTR cluster, in which 6 European countries are involved. The aim of this project is to devise innovative tools and solutions for planners and designers, for politicians, at different level, and for all the people who have a decision responsibility in the pedestrian mobility field. The research concerns both the urban scale and street scale, arriving to details and uses innovative, coherent and effective tools which consider data collection, and surveys together with scientific and subjective assessment methods, involving inhabitants and users group; it considers also politics and strategies, technology and best practice used to reach a more sustainable mobility in cities. The work was organised analysing in sequence all the aspects concerning Safety, Accessibility, Comfort, Attractiveness, Intermodality and Implementation. The aim is to catch the different faces of the problem in its complexity, reminding that valid solutions can come out only from a real multidisciplinary approach.

The expected outcomes concern general principles and solutions, some guidelines that include at the same time various aspects of the pedestrian environment, for its architecture and organisation, and to promote walking.

Actually, the project is at theoretical level and no implementation is linked to it, but the local administrations could use its outcomes in their future projects. The administration of Modena is one of the most active in Italy in the sustainable mobility field, and so it was already involved in many projects and implementations in the centre of the city, in the residential areas and in the suburbs, to improve public transport, to reduce traffic flow into the centre and to moderate speed, to devote to pedestrians many zones in the centre of the city and to reduce the parking invasion. The management of the timing of all the projects and the implementations is one of the most considerable problems underlined by the experts.

On October 6 and 7 experts with different professional background were interviewed in the two offices of the Modena administration.

- ⇒ Executive manager of the Urban Mobility. He is a civil engineer and town planner, he worked till 1995 as a practitioner in urban planning, afterwards he won a competition for a job in the technical offices of the town near Modena. In 1997 he became head of the territorial planning section of the local administration in Modena.
- ⇒ General manager of Modena Industrial Union. He is a lawyer and he works on projects linked to the improvement of the infrastructure.
- ⇒ Urban Infrastructure Adviser. He is an economist and he is involved in the Supply Chain Division of the SAIMA AVANDERO, leader in the good transport.
- ⇒ Collaborator of the Federconsumatori. He is an employee of the Railway Company.
- ⇒ General director of the ATCM (the company that manages the public transport in Modena), he is an engineer and his role is to improve the transport system.
- ⇒ General director of the Modena District Agency for the Mobility. He is an engineer, he has worked at the University of Bologna in the Urban Planning Department and he was the mayor of a little town near Modena.

- ⇒ President of the Association of the "Street Victims' Relatives". He is a building surveyor and his role is to point out problems concerning the concept of QoL in relation to drivers' behaviour.
- ⇒ Councillor of the Mobility Politics, he is an engineer and his main role is to give a political role to the public transport.
- ⇒ Teacher of the IPSIA. He is a mechanical engineer, and a theorist of mobility. He works in the experimentation field aimed at improving the use of alternative energy sources.
- ⇒ Director of the Municipal Police. He is an economist and he promotes activities and projects to improve the road conditions.

So we could say that many of the experts interviewed are involved in executive roles in the Mobility Department. Each expert was contacted directly by the Municipality to ask them for their participation. The Municipality fixed the date scheme for the interviews, in agreement with DIPSA researchers organised for the premises to be used in Modena, to get the experts' opinions and experiences (all male and 40-70 years old).

Each one is going to deal with an implementation or a sustainable mobility project. Many of them answered the question on the assessment of QoL saying that effects of implementation policies do not need systematic monitoring because positive effects in QoL are clear (it is considered evident that a cycle path improves citizens' QoL!). Other experts use questionnaires or focus groups to value the results of projects that may improve QoL of citizens.

All the interviewed experts are politicians, managers, technicians or "particular" citizens (for example the President of the Association of the street victims' relatives), apt to make decisions inside the implementation of projects.

The manager of Urban Mobility is involved in the so called BYPAD project, which is about cycle mobility facilities (for example a larger supply of cycle, parking and better conditions of visibility). Improvement is necessary so that the quality of Italian supply could be compared with other countries. At this moment the project is at a theoretical phase, but new methodologies, common to all the countries involved in the research, are going to be created. He is also involved in CIVITAS, a European project based on exchange of information between towns, and in PROMPT, too.

About evaluation of QoL, he introduces the matter of choice and diversification in terms of mobility, in order to have more choices with respect to one's own needs. Monitoring the effects of a project on QoL is done with the help of questionnaires and focus groups.

The general manager of the Modena Industrial Union and the Town Council Member for Urban Infrastructures are involved in important mobility projects, such as the dislocation of the goods railway station from the present location in the city, to Cittanova, a place between Modena and Reggio Emilia. In brief, the principal aims of this project are intermodality, the rational goods sorting and the decongestion of urban centres.

The Director of the municipal police promotes initiatives for a local radio information (Onda blu: Blu Wave) to report road yards and traffic jams in more frequented streets. He carries out projects improving visibility and traffic signs, as well. His idea of QoL is connected to the concept of quietness: to avoid stress is the main aim of his practice.

The General director of the ATCM is also involved in CIVITAS. He supports the promotion of interventions to improve QoL in connection with transport issues

(improvement in typology of fuel, combustion and transport control systems). His enterprise has promoted an initiative to make a sort of check on board of buses, too. This service has been activated for two years and now the first results are known. He introduced the concept of QoL related to efficiency and “environmental quietness”, as well as lack of congestion. Main requirements to improve QoL are services’ efficiency and the possibility to receive answers within a short time.

The Councillor of the Mobility Politics is involved in CIVITAS, as well, and he tries to persuade to restrictive policies (in terms of goods movements, 30 km/h zones and new parking tolls) to improve people's QoL. He is involved in the project MEROPE too, that concerns the goods unloading control and the use of ecological transport systems. To give concrete form to some promotions, a sort of local partnership has been constituted in order to increase controls in the access to the historical centre for example with telematic systems.

Interviewed experts

Below the experts that have been interviewed in Italy are listed and label according to their working place, their professional background, and their function at their working place.

Table 5: Overview about the interviewed experts (Italy)

Organisation, company or institute where the expert works	
Expert 1	Executive manager of the Urban Mobility
Expert 2	General manager of the Modena Industrial Union
Expert 3	Urban Infrastructure Adviser
Expert 4	Collaborator of the Federconsumatori
Expert 5	General director of the ATCM
Expert 6	General director of the Modena District Agency for the Mobility
Expert 7	President of the Association “Street Victims’ Relatives
Expert 8	Councillor of the Mobility Policy
Expert 9	Teacher of the IPSIA
Expert 10	Director of the municipal police

Professional background

- Expert 1 Civil engineer and town planner; he worked till 1995 as a free lance on urban planning, afterwards he won a competitive examination at the local administration of a little country near Modena working on the issues of building licences. In 1997 he became chief inspector in the territorial planning section of the local administration in Modena.
- Expert 2 Lawyer; he works on project linked to the improvement of the infrastructure.
- Expert 3 Economist; he is involved in the Supply Chain Division of the SAIMA AVANDERO, leader in the goods transport.
- Expert 4 Railway employee.
- Expert 5 Engineer; his role is to improve the transport system.
- Expert 6 Engineer; he has worked at the University of Bologna at the urban planning department and he was the mayor of a little town near Modena.
- Expert 7 Building surveyor; his role is to point out problems concerning the concept of QoL in relation to driver behaviour.
- Expert 8 Engineer; his main role is to give a politic sign to the public transport.
- Expert 9 Mechanical engineer; and a theorist of the mobility. He works on the experimentation aimed to the better use of the alternative energy.
- Expert 10 Economist; he promotes activities and projects to improve the road conditions.

Function within this organisation

- Expert 1 Urban Mobility
- Expert 2 Modena Industrial Union
- Expert 3 Urban Infrastructure Administration
- Expert 4 Federconsumatori
- Expert 5 ATCM (the company that manages the public transport in Rome)
- Expert 6 General director of the Modena District Agency for the Mobility
- Expert 7 President of the Association "Street Victims' Relatives
- Expert 8 Counsellor of the Mobility Politics
- Expert 9 Teacher of the IPSIA
- Expert 10 Director of the municipal police

Eastern European region – Slovakia – Trnava

Data has been collected from 10 respondents, including 7 city councillors of Trnava and 3 researchers of the Slovak University of Technology (SUT). The representatives of the city council included 2 politicians (deputy mayors), 2 managers and 3 staff members of the departments involved in the project solution.

The individual respondents describe the principal goals of the project very differently. Some of them unfortunately only give a very general account. Three of the respondents simply mention sustainable progress as the aim of the project. The weakest awareness of the goals can be traced among the politicians. The research workers demonstrate the strongest awareness. There is a clear difference between the respondents from Trnava (representatives and politicians of the city) and the respondents from Bratislava (research workers of the local university of technology). While the respondents from Trnava can see the purpose of the project in solution of a particular city zone, the respondents from Bratislava perceive the project aim as creation and implementation of a model of sustainability of the city in the context of the whole project of Ecocity, i.e. not only in Trnava.

Replies to the question of needed measures differ from each other. There are no two identical answers. Some of the respondents from Trnava give evasive answers, as if they did not know the answer, and others (politicians) give answers that do not make sense. The clearest idea of the needed measures can again be seen among the Bratislava respondents.

There is a certain congruence in the reply to the question of target groups of the project. Most respondents define the target groups as citizens and visitors to the city. Higher-rank representatives add investors. Research workers can of course see professional public, scientific community, urban architects and transport engineers as part of the target group.

The project stage is again specified very differently, most often with the help of a description of the work done. Answers of this type are quite similar. Just one of the respondents (research worker) was able to accurately specify and define the current project stage. Some of the Trnava respondents did not know about the stage the project was in and therefore used terms like analysis, study etc.

The roles of the respondents of Trnava in the project are mostly unclear and just vaguely specified. Politicians mentioned political support as their role in the project. Some of the answers did not show how the people are involved in the project. Just two of the respondents (research workers) were able to accurately define their role in the project (members of certain working groups on the overall project level).

The respondents of Trnava were unable to clearly specify their main tasks in the project. One of the respondents even said he had no main tasks to implement in the context of the project, others referred to their previous answers and failed to distinguish between their role, tasks and activities. The research workers of Bratislava were quite sure how to answer these questions.

Descriptions of implemented activities in the context of the project were very laconic in the case of the respondents of Trnava. Most of them mentioned activities like consultations or attendance of seminars or provision of materials. Bratislava respondents mentioned more complex activities implemented in the context of the project solution.

The question about which tasks still have to be carried out is answered in a quite similar way by most respondents, mostly including selection of the best scenario, its detailing and implementation. Some of course say they do not know. There is also an evasive answer saying that all tasks have to be carried out (a research worker).

Definitions of QoL are very different. The Trnava respondents were looking for ad hoc answers. Two of the respondents did not give a definition of QoL. Others did provide a definition but without logic and clear sense. Those definitions rather involved a sum of different notions. Just two definitions were identical in contents. Those were definitions provided by the Bratislava research workers and included three areas: economic (provision of material existence), social (quality of social relationships) and environmental (high environmental standards). This definition clearly copied the traditional definition of sustainable development. QoL and sustainable progress are therefore understood by these respondents as unified, at least to a large extent. It can be concluded that most respondents do not know how to define QoL and probably have not tried yet, or have not come across any such definition before.

Most respondents mentioned the most important aspects affecting QoL. Only some of them confine themselves to the number of three aspects required by the question. Some of them similarly mentioned transport and the environment. Probably because these areas are the main aims of the project. Other aspects which were mentioned include housing, greenery, leisure time and recreation, but also areas like human relationships, moral level of people, approach to life etc.

Just two of the respondents mentioned least important aspects of QoL. Neither of them, however, mentions exactly three. They mentioned aspects that are quite important for QoL, such as cleanliness of the environment, energy production and consumption.

Two of the respondents maintained that QoL is not specified nor put into operation in the context of the project. One admitted that he does not know whether it is or not. The remaining seven respondents insisted on the opposite, some quite categorically. Most respondents mentioned transport and the environment, or public greenery as explicitly considered aspects of QoL. Two of the three research workers mentioned long lists of different aspects, probably based on the so called catalogue of criteria, which in fact is a set of indicators of sustainability defined by the project. Again the respondents substituted sustainable progress for QoL here. The third research worker maintained that the considerations are still only implicit and partial, and so the reality cannot clearly be seen from this.

Most of the respondents said that the project explicitly deals with questions of QoL. Seven of the respondents said that this was true from the project start. Three of them even said that they were systematically following up and assessing effects of the project implementation on QoL, even though the implementation had not happened yet. This indicates their strong trend towards answering in positive regardless the actual state of affairs. One of the research workers hinted that considerations of effects of implementation on QoL had not been too systematic.

Three of the respondents did not mention other potential important issues of QoL in the context of the project. Others mostly specify one of a few potential areas of future interest of the project such as solutions of transport problems (although transport is the main area of the project), protection of the environment, and the development of the central city zone.

Most respondents defined affected user groups or population groups as citizens of the affected area and visitors of the city (tourists, passers by). Some just mentioned the

general population, or maintain that all citizens, or all relevant groups of citizens are involved. These answers are too general. The answers indicate that either the project has not clearly defined the target groups, or that the respondents do not know them.

User groups or population groups taken into consideration in examination of potential effects of the project implementation on QoL are very differently defined in the answers to the question. There are just two identical answers, saying that all groups are involved. This of course is a too general, vague and evasive answer. Most respondents agreed in saying that the user group involves citizens in general. Most of the respondents also mentioned visitors (tourists), pedestrians, drivers and cyclists. Some mentioned the mobility-impaired persons, non-profit organisations and even artists. Each research worker of Bratislava provided a long list of user groups, unlike the Trnava representatives, who were quite laconic. These lists are only partly identical, though. All three research workers identically mentioned students as one of the user groups taken into consideration, unlike the Trnava respondents, who do not mention this group at all. The replies do not show which are the user groups actually taken into consideration by the project.

The method of consideration of these groups is again differently specified, and sometimes not specified at all in the answers. Four of the respondents do not mention the method at all. Another four are very general and vague. The methods mentioned include estimate and observation (evidently not meaning observation as research technique) or general judgement. Just two of the respondents mentioned a particular method in their replies: one respondent of Trnava mentions processing of comments from non-governmental organisations and one respondent of Bratislava mentioned field research, focus groups, inquiries and questionnaires, and mainly participation meetings with citizens, investors and other target groups. If this was to be true, then it is at least strange that the other respondents were unable to provide similar answers.

The greatest dilemma is represented by the answers to question 8. One of the respondents maintained that the project does not examine effects of the implementation on QoL of different groups and does not intend to do so for the reason of insufficient staff. The other respondents said the opposite. Some replies indicate that the effects of implementation are already measured, even though it is clear that the implementation has not happened yet. Other respondents believed that the effects will be measured, but do not know how. Nevertheless most respondents said that the measurement will combine qualitative and quantitative techniques, including those previously admitting that they do not know how the effects will be measured. None of the respondents mentioned any particular qualitative or quantitative techniques of measurement. The replies mentioned measurement methods such as dialogue, individual discussions, collection of complaints etc.

Two of the research workers of Bratislava identically mentioned the catalogue of criteria as the basis for measurement of effects of the project implementation on QoL. The context indicates, though, that the catalogue comprises dozens of quantitative and qualitative indicators proposed in the context of the project for the purpose of measurement of sustainability of the (new) urban zones and units. Again sustainability and QoL are confused. One of the three research workers, however, did not mention the catalogue of criteria as the instrument of measurement, admitting that he does not in fact know how the effects are to be measured. Despite this he believes that the effects will be measured, both qualitatively and quantitatively. The respondent clearly gave unambiguous answers even in cases when he did not know the actual state of affairs.

Some respondents did not make any conceptual difference between measurement and estimation of effects in the period before the actual project implementation. All respondents showed limited or missing awareness of measurement methods, as well as little information about the actual intentions of the project and a strong trend towards positive answers.

Most respondents said that the measurements are to be based on assessment of both individual and collective signs. Few of them, however, mentioned any of these signs in particular. The respondents referred to transport surveys, or to the examination of transfer length. The replies often are contradictory to the answer to the previous question, when the respondents maintained to know the nature of the measurement, at the same time admitting that they did not know which measurements in particular were to be involved.

Assessed effects of the project implementation on QoL differ across the spectrum of the answers. Most of the respondents of Trnava mentioned transport as one of the effects. Two of the research workers referred to their reply to question 5b, where they gave long lists of sustainability criteria. The third research worker said that "all effects" will be assessed, if possible. Other respondents also say that they do not know.

The user groups for whom the effects will be measured have not been found. Two respondents mentioned that all groups will be involved. One respondent did not answer the question at all. Another says that all people will be the user group. Four respondents answered the question with the notion of "general population": all citizens. One referred to user groups affected by the project. The answers are general and vague.

The method of assessment is not mentioned at all by one of the respondents. Three said they did not know. Two mention questionnaires and group dialogues. Two of the research workers again referred to the catalogue of criteria. One research worker tried to guess the answer, but finally admitted that he did not know it.

One respondent said that the assessment of effects of the implementation has already been performed, even though the implementation had not taken place, yet. Another respondent said that the assessment will not be done earlier than one year after the project completion, and yet another that the assessment will be performed in 2005 or 2006. Two of the respondents believe that the assessment will coincide with the implementation process. Two of the research workers place the assessment in the project evaluation stage and one does not know the answer.

The answers do not indicate when the assessment is to be implemented, and even suggest that perhaps no assessment is planned. Most of the respondents in addition apparently do not distinguish between evaluation of the project as a whole and assessment of its effects on QoL, the subject of the question.

One of the respondents admitted that he does not know who is responsible for assessment of effects of the project implementation on QoL. Another said that the responsibility lies with the project team, meaning the research team of Bratislava. Yet another respondent said that the responsibility is with the department of regional progress and concepts, although the head of the department was the respondent saying that he did not know who was responsible. One of the politicians said that the city management (thus taking over the responsibility himself) has the responsibility. Another, however, said that the responsibility has not been allocated. Two of the respondents said that one of the Bratislava research workers might be responsible (, but both were not sure. And finally two answers placed the responsibility for the assessment of effects of the project implementation on QoL with the working group for

the project evaluation. The group is probably responsible for overall and complex evaluation of the project as a whole. In addition the respondents said that preliminary assessment might be made by individual national teams on behalf of their respective cities.

At this stage of the analysis of the answers to the question about the methods used in the context of the project seems difficult. The respondents produced rather general statements such as "measurements will be used as general lesson for the future, for publication, or creation of a positive model for others". One of the research workers repeated that the measurement would be used for assessment of sustainability of the individual concepts. Most respondents find assessment of effects of the project implementation on QoL difficult. Two respondents answered the opposite. While the respondents of Trnava see the difficulty above all in unwillingness of the citizens to communicate and to participate, the research workers of Bratislava see the main problem on the theoretical (methodological) level of applied instruments of measurement. It is clear here that the researchers and the city representatives use quite different perspectives as the basis of their answers, preconditioning the directions of their thought. One of the respondents complains about the excessive theoretical nature of the submitted proposals.

One of the respondents did not say whether he considers the chosen procedure of effect assessment adequate. Two respondents said they did not know. All of the other respondents maintained that they are monitoring the effects adequately. Two of the respondents (including one research worker) said that they considered the chosen procedure adequate, even though they did not know what the procedure was.

One respondent did not answer the question whether the assessment method was based on a particular theory. Four respondents said it was not, and another four said it was. One of the latter (a research worker) did not know what the theory was, but believed that his colleagues were using a particular theory. The theories mentioned are not identical, including architectural determinism, general principles of sustainability, theory of indicators. It is not clear whether a theory is involved at all, and if yes then which.

The answers we have received are in part contradictory. There is a clear difference between respondents from Trnava (city representatives) and respondents from Bratislava (research workers). They have no clearly defined concept of QoL, or they equal it to sustainability. Most of them show little knowledge of methods of measurement of effects on QoL and little awareness of the importance of the concept as such.

Interviewed experts

By CDV, the Czech partner in the ASI project, interviews were carried out with partners of the ECOCITY project who are responsible for traffic planning, the socio-ecological and the environmental consulting and the participation process, and with representatives of the city of Trnava.

The group of the interviewed persons consists of one female and nine male experts. All the interviewed experts are labelled.

Table 6: Overview about the interviewed experts (Czech Republic)

Organisation, company or institute where the expert works	
Expert 1	City of Trnava (Department of Urbanism)
Expert 2	City of Trnava (Department of Urbanism)
Expert 3	City of Trnava (Deputy Mayor)
Expert 4	City of Trnava (Deputy Mayor)
Expert 5	City of Trnava (Department of Transport)
Expert 6	City of Trnava (Department of Urbanism)
Expert 7	City of Trnava (Department of Urbanism)
Expert 8	Slovak University of Technology in Bratislava (Faculty of Architecture, Department of Landscape Planning)
Expert 9	Slovak University of Technology in Bratislava (Faculty of Architecture, Department of Landscape Planning)
Expert 10	Slovak University of Technology in Bratislava (Faculty of Architecture, Department of Landscape Planning)

Professional background	
Expert 1	Studies of landscape architecture
Expert 2	Studies of architecture
Expert 3	Studies of transport and energetics
Expert 4	Civil engineer of statics, Technical University
Expert 5	Transport engineer
Expert 6	Studies of architecture
Expert 7	Civil engineer, Technical University
Expert 8	Studies of social psychology and local and city marketing and management
Expert 9	Studies of architecture
Expert 10	Studies of architecture and urbanism

Function within this organisation

- Expert 1 Worker of ecology department
 - Expert 2 Head of urbanism and development department of the city of Trnava
 - Expert 3 Deputy mayor of the city of Trnava
 - Expert 4 Deputy mayor of the city of Trnava
 - Expert 5 Head of transport department of the city of Trnava
 - Expert 6 Worker of urbanism and architecture department of the city of Trnava
 - Expert 7 Conception worker of the city of Trnava
 - Expert 8 Research worker and university teacher
 - Expert 9 Research worker and university teacher
 - Expert 10 Research worker and university teacher
-

QUALITATIVE ANALYSIS

The data were gathered from altogether 48 respondents. Each country was allotted approximately 10 respondents (Austria 9, Sweden 11, the Netherlands 8, Italy 10, Czech Republic/Slovakia 10). Except for Sweden, it referred to one concrete project in each country. With the exception of Austria, each project is expected to end with an implementation. **In none of the projects has the implementation been realised yet** (see Table 7). In 28 out of 36 cases the answer to the question in what stage the project is at the present time, the replies were "in a theoretical stage before implementation". Other four replies were "half way" and only one reply was "in the final stage".

Table 7: "In which phase is the project now?"

phase of the project	A	S	NL	I	SK	total
Theoretical phase, before implementation	9			9	10	28
Cancel after theoretical phase			8			8
Half way		3		1		4
The last phase		1				1
Other		3				3
Total	9	7	8	10	10	44

Thus, the answers referring to the implementation and its relationship to QoL have to be considered hypothetically. The respondents could only present what they thought the implementation would do, or what was planned in this respect.

In spite of great differences in the background of particular projects, we may try to determine the differences between individual projects. However, these differences are tentative and cannot be generalised. Above all, we should bear in mind that in different projects, the dialogues were carried out with different people (different roles in the project, engagement in the project, profession, etc.).

Nevertheless, a scheme was developed for categorising the replies to all the questions in the five involved countries.

Background information

The background information can be summarized as follows: The majority of respondents were men (40). 8 women were interviewed in all projects except for Italy, most of them in Sweden (3) (see Table 8). In most cases, the respondents worked in the following institutions: "university"(13), "municipality" (11), "district authorities" (10). 5 out of 9 Austrian respondents worked at universities. 7 out of 10 Slovak respondents worked at the municipality level and 7 out of 11 Swedish respondents worked at district authorities (see Table 9). The most frequently represented professions were "authorised engineers" (24) and "architects" (6). 7 respondents from Sweden were engineers and 5 out of 6 architects were Slovaks. The most frequent function was "manager" (11) and "scientific assistant" (8). 4 respondents from Sweden were classified as managers and 4 were from Slovakia (see Table 10). The functions of the interviewees did not differ considerably between countries. The most frequent tasks the interviewees have to fulfil within the organisation where they work is "research" (12), "management" (9) and "administrative" and "official business" (8). 4

respondents from Austria and 4 from the Netherlands are engaged in research (see Table 11).

Table 8: Gender of the experts

Gender	A	S	NL	I	SK	total
Male	7	8	6	10	9	40
Female	2	3	2		1	8
Total	9	11	8	10	10	48

Table 9: "Which organisation do you work for?"

organisation	A	S	NL	I	SK	total
University	5	1	3	1	3	13
City Hall	2		1	1	7	11
County council		7	1	2		10
Consulting	2		2	4		8
Environment and health administration		1		1		2
Ministry of Transport			2			2
Office with architects		1				1
The association of local authorities		1				1
Transport consultancy agency				1		1
Total	9	11	9	10	10	49

Table 10: "What is your professional background?"

professional background	A	S	NL	I	SK	total
Engineer	4	7	4	5	4	24
Architect		1			5	6
Economist			1	3		4
Town planner	1	1				2
Traffic expert		1	1			2
Transport and mobility planner			2			2
Political sciences	1					1
Social psychology					1	1
Other	3			2		5
Total	9	10	8	10	10	47

Table 11: "Which are your most important tasks?"

most important tasks in organisation	A	S	NL	I	SK	total
Research	4	1	4		3	12
Management		2	2	3	2	9
Administration and investigation	2	1		2	3	8
Decision taking				2	2	4
Policy Advising			2	1		3
Responsible for public transport		1		2		3
Marketing and acquisition			2			2
Responsible for EU projects		2				2
Responsible for ITS		1				1
Social affairs and employment		1				1
Other	3	2				5
Total	9	11	10	10	10	50

We can see that the sample of respondents is very wide according to professional background and tasks which the respondents have to fulfil within the project. This gave us a broad overview about the projects and different opinions about QoL and its assessment within the project.

Information on the project

Main goals of the project

As far as the main goals of the projects are concerned, there exist interesting differences here. Most projects are connected with sustainability (see Table 12). This is exemplified by the answers like "sustainable traffic" (11), "sustainable development" (8), "sustainable exploitation of energy" (6), "sustainable environment" (3), and also by others like "environmental improvement" (8) or "reduction of car usage" (4). Altogether 40 out of 84 replies refer to this topic. Another great topic refers to specific traffic problems. These were summarised into categories such as "the evaluation of feasibility of new traffic systems" (8), "the increase of accessibility for vulnerable road users" (8) and "the increase of traffic safety" (6). Within these categories 22 answers were given. As far as national differences were concerned, 6 out of 8 replies from Sweden stated "environmental improvement" and 5 answers from Slovak dealt with "sustainable traffic" and "sustainable development". All of the 8 replies dealing with "the evaluation of feasibility of new traffic systems" came from the Netherlands.

Table 12: "What are the main aims of your project"

main aims of the project	A	S	NL	I	SK	total
Sustainable transport	4	1	1		5	11
Environmental improvements		6		1	1	8
Evaluate feasibility of new transport system			8			8
Increase accessibility for vulnerable road users	1	6		1		8
Sustainable development	2		1		5	8
Improve liveability in cities			2	2	2	6
Increase traffic safety		5		1		6
Sustainable energy use	3			1	2	6
Plan residential area	4					4
Reduce car use	1		1	2		4
Improve residential areas	3					3
Promote Implementation		2		1		3
Sustainable environment	3					3
Participation of public				1	1	2
Produce guidelines		1				1
Other	3					3
Total	24	21	13	10	16	84

Measures to reach the aims of the project

The answers to the question "Which measures are taken to reach these aims?" varied widely (see Table 13). Altogether 88 replies in 29 categories were found. Distinctive clusters of replies appear only in the replies of the respondents from the Netherlands who in 6 cases out of 6 replies answered that it was necessary "to propose a model of sustainability" and in 6 out of 6 replied that "a research of expressed preferences" was necessary. The differences in replies to this question refer, above all, to differences between individual projects.

Table 13: "Which measures are taken to reach these aims "

measures are taken to reach the aims	A	S	NL	I	SK	total
Collect data		4	2	1		7
Design feasibility models			6			6
Involve the public in decision making	3	3				6
Restriction for car use	2	1		3		6
Stated Preference research			6			6
Design of streets and places and transport systems		1	2		2	5
Develop plan(s)	3	1				4
Dialog with people living in the area	3			1		4
Financial analyses	1		2		1	4
Dialog with shop keepers	3					3
Development of a master-plan	3					3
Dialog with entrepreneur	3					3
Compare different simulation models			1	1	1	3
Participation with user	1			2		3
Create places for recreation	2	1				3
Political support	1				2	3
Restrictions for parking	1	1				2
Compare and contrast different towns in Europe		1		1		2
Exploitation plan			2			2
Improve public transport	1	1				2
Manage/change modal split	2					2
Modification of master plan					2	2
Arrange seminars		1				1
Create a centre for logistics		1				1
Deal with competing interests on site (mediation)				1		1
Encourage the use of "green" cars		1				1
Integration of information		1				1
Make the street narrower		1				1
Seek approval for plan(s)		1				1
Total	29	20	21	10	8	88

Target groups of the project

The question concerning the target groups of projects generated a great deal of answers (127 replies) (see Table 14). This means that on average each respondent presented more than two target groups. Altogether 27 different target groups were identified.

Table 14: "Who is (are) the target group(s) of the project?"

target group(s)	A	S	NL	I	SK	total
The public		9			1	10
People living in the area	5				4	9
Residents	3		1	1	4	9
All kind of planer	2	1	1	4		8
Drivers		3	1	2	2	8
Vulnerable road users	1	5	1		1	8
Employees	1		5			6
Politicians	5	1				6
Tourists	1	1	1		3	6
Users	2			3		5
City					5	5
Shoppers/inner city visitors			5			5
Students			5			5
Decision makers	2	1				3
People who are interested in sustainability	3					3
Researcher	3					3
Shop keepers	2	1				3
Start up entrepreneur	3					3
Business travellers			2			2
Companies		1	1			2
Investors					2	2
Municipalities					2	2
Young families	2					2
Civil servants		1				1
European Commission	1					1
Frequent traveller			1			1
Public transport users	1					1
Other			8			8
Total	37	24	32	10	24	127

As previously discussed the current stage of the different projects refers, above all, to "the theoretical stage before implementation" (28 out of 36 replies). This reply prevails above all in respondents from Slovakia (10 out of 10), from Austria (9 out of 9) and Italy (9 out of 10). The results were somewhat skewed by the absence of data from the Netherlands. In any case, we must evaluate the data referring to the implementation stated below very cautiously because **the implementation in most projects has not been realised**.

Role of the interviewed experts

The role of the respondents in the projects were different (see Table 15). The most frequent reply was "manager or project leader" (14). Another frequent role was "scientific assistant" (8). Other roles which were mentioned included "City hall worker", "Consultant" and "Traffic planner".

Table 15: "What function do you occupy within this organisation?"

function within the organisation	A	S	NL	I	SK	total
Manager or project leader	1	6	1	2	4	14
Scientific assistant	2		3		3	8
City hall worker	2			1	3	6
Consultant	1		1	3		5
County council officials		2	1	2		5
Administration	1	1		1		3
Professor	1		1	1		3
Traffic planner		2	1			3
Total	8	11	8	10	10	47

Main tasks of the experts within the project

The main tasks of the experts within the project differed based (see Table 16). The most frequently represented tasks were "consultations" (9) and "decision making" (9). "Consultation" is presented by 4 out of 9 Austrian respondents, and "decision making" by 5 out of 10 Italian respondents. Other tasks which were named by the experts were "responsible for the implementation of measures", "collection of data" "responsible for the participation process" and "administrational functions".

Table 16: "What are your main tasks?"

main tasks in the project	A	S	NL	I	SK	total
Consulting	4		2		3	9
Decision making		1	1	5	2	9
Implementing plan(s) and measures		2	4	1		7
Collection of data		2	1	1	1	5
Participation process	1			3	1	5
Administration	2	1			1	4
Lead the project		3	1			4
Promote plans or project		2				2
Acquisition			1			1
Other	2					2
Total	9	11	10	10	8	48

Activities already carried out

The experts named 16 different categories of activities which have been completed (see Table 17). "Data collection" (11) and "expert talks and workshops" (8) belong to the most frequently realised activities. Other activities included; "preparing modelling conditions of implementation", "Surveys and interviews", "participation process", "all kinds of different evaluations", and "literature study and state of the art report". The high representation of data collection was because the projects were still in the pre-implementation stage.

Table 17: "What activities have you already carried out within this project?"

activities already carried out	A	S	NL	I	SK	total
Data collection	2	9				11
Expert talks, workshops	3				5	8
Modelling conditions of implementation/exploitation	1		6			7
Surveys, interviews			6	1		7
Participation process	2		1	1	2	6
Classification of streets and roads/spatial aspects		3		1		4
Pilot feasibility study			2	2		4
Reporting results survey			1	3		4
Evaluation of an environmental zone	3	1				4
Evaluation of logistic centre		1		2		3
Investigate structural changes in the environment	1	2				3
Literature study	1	1				2
Name/logo			2			2
Stakeholders analysis	1		1			2
State of the art	1	1				2
European contract			1			1
Other	2					2
Total	17	18	20	10	7	72

Activities still to be conducted within the project

16 different tasks were specified (see Table 18). Obviously the "implementation" (15) was most common followed by "Model creation" (9) and "expert tasks and workshops" (9). Italians put a clear emphasis on implementation (10 out of 10). "Model creation" was considered important in particular by Slovaks (6) and "expert tasks and workshops" and by the respondents from Austria (9). Here, we can see certain national differences that may be caused partly by the specialisation of particular respondents, and partly by the specialisation of the projects themselves (each project is different, has different goals and is in a different stage of its realisation).

Table 18: "Which tasks do still need to be conducted?"

tasks need still to be conducted	A	S	NL	I	SK	total
Implementation		1	2	10	2	15
Develop a model	2	1			6	9
Expert talks, workshops	9					9
Dissemination	1	2	2			5
Evaluation		1	2		2	5
Planning	4					4
Produce guidelines	2	1				3
Financial model			2			2
Focus groups		2				2
Participation process	2					2
Suggest new solutions	2					2
Simulations			1			1
Implementation in existent road profiles and environment			1			1
Summary of results		1				1
Surveys, interviews	1					1
Other	2	3	4			9
Total	25	12	14	10	10	71

We can see that the answers received in the different projects vary considerably. That is why the comparison of national differences is difficult. In the interpretation of the differences presented hereafter, we have to bear in mind the dissimilarity of individual projects.

QoL in general

The definitions of the QoL presented by respondents were markedly different (see Table 19). Out of the total number of 91 replies in 26 different categories, only two areas were mentioned in more than three countries. The first topic was "clean environment" (14) and the second "safety/security" (11). The importance of a clean environment was named by experts of every country except Italy. **Great emphasis on the environment could also be explainable by the link between the term QoL and sustainable development** which was evident especially in replies of the Slovak respondents. Safety was preferred above all by the respondents from Italy (5). In replies of Austrian, Swedish and Dutch respondents (altogether 8 replies), the category "comprehensibility and independence of life (freedom)" was also important. Whilst "clean environment" refers to something we share with each other replies like "fulfilment of basic needs", "a good, active, social life" or "health" refer more to personal experiences.

Table 19: "How would you define QoL?"

QoL definition	A	S	NL	I	SK	total
Clean environment	2	3	3		6	14
Safety/Security		3	2	5	1	11
Accessibility/independent life (freedom)	3	2	3			8
A combination of work, family, where to live, social life and security		1		2	3	6
Fulfilment of basic needs	2				2	4
Good health	1	2			1	4
A social life	2	2				4
Safety	1	2			1	4
Tranquillity		1		3		4
Welfare & Social Security			1		3	4
Place to live	1	3				4
A good life	1	2				3
Recreation	1	1			1	3
Sound economy		1			1	2
A happy life	1		1			2
Job					2	2
A life without too much hassle		2				2
Active life		1				1
Closeness to water		1				1
Children can move freely		1				1
Liked by others		1				1
Possibility of participation (cultural, political, social)	1					1
Zest for life		1				1
Other	4					4
Total	20	30	10	10	21	91

Three most & least important aspects of QoL

Also the question "What are the three most important aspects which affect QoL?" was asked during the interview (see Table 20). Altogether 108 replies were provided falling into 35 different categories. These are partly identical with or similar to the categories of the definition of QoL. Many respondents answered this question by referring to their previous replies. So again "accessibility" (11) and "clean and healthy environment" (11) were named in the first place.

Table 20: "What are the three most important aspects which affect QoL?"

three most important aspects which affects QoL	A	S	NL	I	SK	total
Accessibility		1	4	5	1	11
Clean and healthy environment	3		2		6	11
Social interaction (friends etc.)	3	3			1	7
Safety/Security	1	4	1			6
Services				5	1	6
Aesthetic aspects	1	3	2			6
Good health	1	3			1	5
Habitation & good frame of living	1				4	5
Aesthetic beauty of environment	2		1			3
Good economic basis	1				2	3
Money/financial costs			3			3
Personal growth	1	1			1	3
Relationship with family		2			1	3
Safe income	3					3
Sustainability	1		2			3
Remove nuisance	2		1			3
Transport					3	3
Work					3	3
Relaxation					2	2
Comfort			2			2
Participation in social/political life	2					2
Belonging to a group		1				1
Access to water		1				1
Experience and recreation		1				1
Freedom		1				1
Happiness		1				1
Love		1				1
Morality					1	1
Political situation					1	1
Reliability			1			1
Responsibility	1					1
To be curious about life		1				1
Traffic safety			1			1
Other	3					3
Total	26	24	20	10	28	108

The experts were also asked to name "The three least important aspects which affects QoL?" (see Table 21). This question was difficult to answer thus some of the experts did not provide any answer. This is also shown by the fact that 22 out of 43 replies belong to the category "cannot be replied/cannot be said". Based upon other replies it was clear that luxury was regarded as the least important one.

Table 21: "What are the three least important aspects which affects QoL?"

three least important aspects which effect QoL	A	S	NL	I	SK	total
Can't answer/impossible to say	2	6	3	4	7	22
Comfort/luxury	1		3			4
Collecting luxury goods	3					3
Satisfy short term needs	1	1	1			3
Financial costs			2			2
High tech		1	1			2
Status		2				2
To own a car		1	1			2
Aesthetic spatial aspects of environment			1			1
Conformity		1				1
Who exploits the system			1			1
Other	2			6	2	10
Total	9	12	13	10	9	53

QoL issues considered in the project

The majority of respondents replied that QoL was specified or operationalised in their projects (33 out of 47 answers). Only 4 Swedish and 2 Slovakian experts had the opinion that QoL aspects were not considered within their projects.

93 explicit issues that were considered in the projects were given by the experts and thematically divided into four blocks (see Table 22). 45 answers referred to traffic, 17 to environment issues, 14 to the social dimension, and 17 to other issues. In the thematic block traffic, the most frequent ones were "accessibility" (11) and "transport connections" (10) but also the issues of "resting and public areas" as well as safety aspects were mentioned. The Environmental block was very consistent including the environment in general, sustainability and the reduction of emissions. The Social dimension block was more diverse including issues like "creation of places where people can enjoy themselves", "costs and prices" but also "freedom" or "integration of social strata" and "solidarity".

Table 22: "Which QoL issues are explicitly considered in your project?"

QoL issues explicitly being considered in the project	A	S	NL	I	SK	total
Traffic						
Accessibility			4	4	3	11
Transport connection (travel-, waiting-, walking-time)	2		5	3		10
Transportation (pedestrians, cyclists etc.)	3				3	6
Resting areas & Areas for relaxing, green areas	2	3			1	6
Security (social and traffic)	1		2		1	4
Public places for people to meet & Create meeting places	2	2				4
The range of local shops & Local supply	1	1				2
Travel time			1			1
Car owning					1	1
Environment						
Environment			1		5	6
Sustainable (energy saving, noise/emission reduction...)	1		4	1		6
Reduction of emission	1	2	1		1	5
Social dimension						
Create a place where people can enjoy themselves	1	3				4
Costs/price	1		3			4
Freedom	1	1				2
Integration of social strata		1			1	2
Social and physical well-being	1					1
Encouragement of solidarity	1					1
Others						
Aesthetics		1	3	2	1	7
Comfort	1		2		1	4
Increased range of facilities which attract people		1				1
Other	3		1		1	5
Total	22	15	27	10	19	93

Phase with focus on QoL issues

The stage of the projects in which the respondents focus on QoL issues varied (see Table 23). 21 experts answered "at the beginning" and 13 "during the whole project".

Table 23: "During what phase of the project do you consider, or focus on, these QoL issues?"

Phase of the project with focus on QoL issues	A	S	NL	I	SK	total
At the beginning		1	6	8	6	21
During the whole project	9	1	2		1	13
Implementation		1		2		3
Evaluation		1	2			3
Total	9	4	10	10	7	40

Systematic consideration of effects on QoL

The question whether the projects systematically take its impacts on QoL into account before the implementation, was answered positively by the majority of the respondents (29 out of 36) (see Table 24). The answers of the Italian, Austrian and Slovakian experts were consistent, they all answered quite similarly. 5 out of 6 Dutch respondents said that the issues would not be taken into account before the implementation. On the other hand in six cases the answer was that they deal with the questions about the QoL "at the beginning" of the project. This contradiction could reflect that they intend to consider QoL-aspects from the beginning and that one hopes that this becomes more concrete during the implementation phase.

Table 24: "Do you systematically consider QoL effects before the implementation?"

Systematic considering QoL effects before the implementation	A	S	NL	I	SK	total
Yes	9	2	1	10	7	29
No		2	5			7
Total	9	4	6	10	7	36

Evaluation of the effects on QoL

The next question – "Do you systematically monitor and evaluate QoL effects of the implementation?" – only few answers were given (27) (see Table 25). In the case of Austria, the project ends before the implementation, so it was only mentioned that it would be good and advisable to do so.

Table 25: "Do you (or: intend to) systematically monitor and evaluate QoL effects of the implementation?"

monitoring and evaluating QoL effects of the implementation	A	S	NL	I	SK	total
Yes		3	6	7	3	19
No		1		2	3	6
Planned to do it				1	1	2
Total		4	6	10	7	27

Other QoL issues within the project

The question referring to other QoL issues that are potentially important within the projects were answered by respondents of all countries (see Table 26). "Social security" was mentioned most often: Austria (3 out of 15), the Netherlands (2 out of 12) and Italy (3 out of 10).

Table 26: "What (other) QoL issues will be, or could be, important within your project?"

other QoL issues possible important within the project	A	S	NL	I	SK	Total
Social security	3		2	3		8
Multi-functionality of transport system	3		1	2		6
Services				5	1	6
Desirability of transport system user groups/social desirability	3		2			5
Future developments	2		3			5
Development of the city			1		2	3
Employment					3	3
Humanisation of environment of city	2				1	3
Product life cycle			2			2
Attractiveness of the city environment					1	1
Better access to the waterfront		1				1
Further division in sub-features of most important aspects			1			1
Relaxation					1	1
Other	2					2
Total	15	1	12	10	9	47

Groups which are affected by the project

As far as the user groups or the groups of the population influenced by the project are concerned, 100 answers were recorded in 22 categories, to the question "For which user groups do you (or: intend to) assess these affects?" (see Table 27). Categories like "the public in general" (17) and "residents" (12) were named in the first place. But in addition, as shown in Table 21, a large range of different user and population groups which will be affected by the projects were named by the experts including: elderly, children and their parents, disabled people, shop owners and start up

entrepreneurs, all kinds of users of different modes of transport (car drivers, cyclists) but also people from the administrative side like politicians and county council staff.

Table 27: "Which user or population groups are (or: will be) affected by this project?"

user or population groups affected by this project	A	S	NL	I	SK	Total
The public generally		5		6	6	17
Residents	3	2	1		6	12
Students			7		3	10
Employees			7		2	9
Visitors city centre			6		3	9
Drivers		1		4	2	7
Elderly	2	2				4
Children	1	3				4
Commuters			3			3
Disabled		3				3
Shop owners		2	1			3
Investors			1		1	2
Parents	1	1				2
People who are interested in sustainability	2					2
Politicians	1		1			2
Young families	2					2
Bus drivers		1				1
Consumers/users of the system			1			1
County council staff		1				1
Cyclists		1				1
Property owners		1				1
Start up entrepreneur	1					1
Other	3					3
Total	16	23	28	10	23	100

Assessment of effects on groups

Also the groups for which QoL-effects are said to be assessed varied widely (see Table 28). "Users of systems of transport" (8) and "users of the public transport" (7) were the most frequent ones. 17 different groups were identified. In comparison to the previous question the same groups were named but in addition to this some more general groups were included like and vulnerable road users and user of public transport systems. As previously stated the Austrian project ended before the implementation so no answers were given to this and the following questions.

Table 28: "For which user groups do you (or: intend to) assess these affects?"

groups when examine QoL effects of the implementation	A	S	NL	I	SK	total
Users of the transport system			2	4	2	8
Users of public transport		1		5	1	7
Vulnerable road users		1		1	5	7
Students			4		2	6
Commuters			5			5
Residents		1	1		3	5
Disabled		2			3	5
A representative sample		3				3
Drivers			1		3	4
Elderly		1				1
Enterprisers					2	2
Children		2				2
NGO's					3	3
Parents		1				1
Politicians			1		1	2
Professional drivers		1				1
Visitors city centre					1	1
Total		13	14	10	26	63

Taking the QoL effects of these groups into account

Methods used to find out about the needs of the different groups varied (see Table 29). The most common answers were "focus groups" (6) and "interviews" (6). Other methods which were stated were public meetings, seminars or evaluation in general.

Table 29: "How do you take the QoL effects of these user groups into account?"

the way of taking the QoL effects of these groups into account	A	S	NL	I	SK	total
Focus groups		2	1	2	1	6
Interviews		3		2	1	6
Evaluation (general statements)		4			1	5
Public meetings				1	2	3
Stated preference survey			3			3
Incorporation of remarks of NGO's					1	1
Seminars		1				1
Other			3		1	4
Total		10	7	5	7	29

In general, a certain uncertainty regarding the concept of QoL were apparent from the replies in this block. This often manifested itself in the variance of replies between the respondents within the framework of one project. Moreover, a certain mix-up of the

concepts *sustainable development* and *QoL* is also evident. It is therefore difficult to be sure about the extent and how thoroughly QoL aspects were considered.

Assessing QoL

In order to get an idea on how QoL was assessed in the analysed projects we focused our attention on some interesting results from that part of the discussion that might be useful for our project.

The majority of respondents replied that their projects assess or will assess the impacts of the implementation on QoL for various groups (27 out of 46). Nevertheless, 6 respondents presented that this was not the case, and 13 stated that it was "difficult to say" or "impossible to reply"

There were a lot of different answers according to the ways of measuring the impacts on QoL (see Table 30). 39 answers, in 18 different categories, were identified, most of these emerged in Sweden (14 different categories). The method of using "dialogues" were mentioned 7 times by the Italian respondents. Other methods were traffic counting (cars, pedestrians, cyclists) or the measurement of different aspects like pollution, income or the money spend for rent. The experts mentioned many methods for measuring "objective" indicators but hardly any method for measuring e.g. satisfaction or other "subjective" indicators.

Table 30: "How do you measure the effects?"

way of measuring the effects	A	S	NL	I	SK	total
Dialogue				7	1	8
Stated preference research of different possible scenario's			4			4
Amount of traffic		1		2		3
By the "catalogue of criterions"					2	2
Pollution		2				2
Satisfaction of people					2	2
Accessibility of people who walk, bike or are in a wheelchair		1				1
Consumption of alcohol		1				1
Income		1				1
Monitor traffic safety		1				1
Number of cyclists		1				1
Number of pedestrians		1				1
Number of social interactions in public places		1				1
Public transport use				1		1
Rent		1				1
Shopping pattern		1				1
Use of medication		1				1
Waiting for complaints					1	1
Other		1	3		2	6
Total		14	7	10	8	39

Qualitative and quantitative measurements

The most frequently used qualitative method were focus group interviews, interviews and qualitative observations. The Slovakian experts could not list any qualitative method at all.

In almost every project the experts agreed upon that they will use qualitative and quantitative methods to assess the effects on QoL. Only in Sweden there was a stronger disagreement about this. Some Austrian experts stated that it would be advisable if you use both methods.

In general the respondents did not know who would be responsible for the evaluation. Thus, the most frequent reply was "I do not know" (11). Altogether there were only 33 answers.

The question when the assessment would take place was answered in the same way: It is therefore difficult to say what their plans were.

Difficulties of assessing QoL

Most respondents argued that it was difficult to assess QoL (31 out of 42 answers) (see Table 31). This fact was especially underlined by the Italian (10). The main problem appear to be that it was difficult to define (see Table 32). So it is obvious that projects like ASI, which deals with the assessment of QoL, are needed and very important.

Table 31: "Do you find it difficult to assess QoL effects?"

is assessing QoL effects difficult	A	S	NL	I	SK	total
Yes	8	5	2	10	6	31
No	1	4	3		3	11
Total	9	9	5	10	9	42

Table 32: "Could you elaborate on what the main difficulties are?"

Main difficulties	A	S	NL	I	SK	total
Difficult to define	8	1		10		19
Other	1		5		3	9
Total	9	1	5	10	3	28

A short synthesis

The aim of the interviews with experts was to find out in which way QoL is taken care of within their projects. What does QoL mean to the experts? Are QoL aspects considered in the projects? If yes, are they considered directly or indirectly? Are QoL aspects assessed all along the project life-time, or only at certain phases, and in which way? What target groups are affected by the project and are the influences on QoL measured? If yes, in which way?

The study is making use of qualitative comparative-research methods. Data have been accumulated from five different countries and, except for Sweden, from one particular project in each country. It is clear that such a small sample size does not allow a thorough statistical analysis and statistical comparison. The accumulated data were therefore interpreted on the basis of a qualitative description for each country and subsequent comparison of the countries.

The main results can be summarised as follows:

The main aims of the analysed projects are sustainable transport and environmental improvements, which belong together. In no case was the improvement of QoL an explicit goal. Other aims stated by the experts like increasing the accessibility of public transport systems and improving liveability refer to the QoL-concept indirectly.

The target groups were mainly described very generally as "the public". More in detail, first of all groups that were directly affected by the projects were named; people living in the areas and different road user groups (drivers, vulnerable road users etc.).

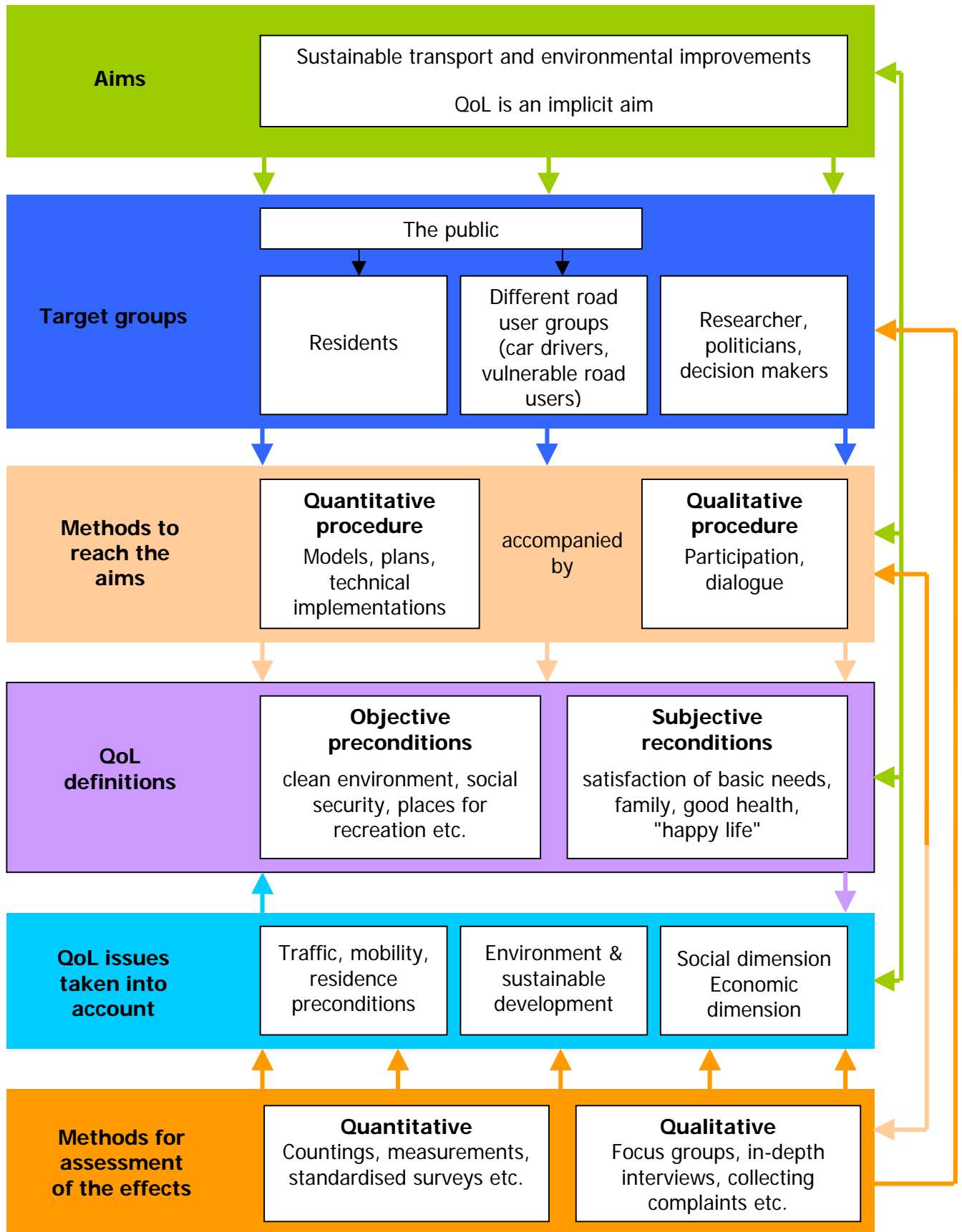
When referring to QoL, the main measures to reach or improve QoL are said to be based both on quantitative and qualitative analyses and data collection. Designing of models and plans and of course also implementation should be accompanied by participation and dialogue with the people affected.

QoL is described on the one hand as the establishing of general preconditions like a clean environment, social security and places for recreation. On the other hand it reflects the satisfaction of individual needs - basic needs, to have a family, a good health and, more generally, to lead a good and happy life. This is also underlined by the answers given by the experts when asked for the three most and least important aspects of QoL: a clean environment on the one hand and satisfying social interaction prevail on the positive side. On the negative side luxury and money are seen as least important for achieving good life quality

It is therefore clear that these aspects are especially taken into account when representatives of the projects discuss QoL matters with us. In connection with the main contents of the projects, namely traffic, mobility and land use aspects, aspects like accessibility, good (inter)connections, comfort and smoothness of movement are given a high relevance. Another group of conditions that is considered having importance for QoL are the environment and sustainable development that should lead to energy saving processes accompanied by reductions of emissions. Last but not least the social dimension is seen to be important, represented by widely varying characteristics like places for interaction, freedom and social well-being.

The graph below summarises this synthesis in the form of a graph.

Graph 1: QoL in LUTR (and similar) – projects according to the involved experts



Therefore, the answers according to the hypotheses formulated at the beginning of this report (see page 6) are the following:

1. *There are no significant national differences in focusing on QoL among particular projects.*

We could not find any significant differences in focusing on QoL between the analysed projects.

2. *A more elaborated discussion of QoL aspects is helpful for a better integration of QoL in projects.*

The experts find it hard to evaluate QoL aspects; therefore more discussion and more projects that deal with the assessment of QoL are needed.

3. *QoL is considered either directly or indirectly.*

The majority of the experts stated that QoL is considered directly within the projects and that they will (*or* that it would be good to) assess how QoL is affected by certain implementations.

4. *QoL serves as a rhetorical expression (phrase) to strengthen the argumentation in the promotion of partial interests of persons involved in politics.*

According to the experts QoL is an important issues and is not only used as rhetorically, although the outcome might be weak, due to shortcomings in both theory and methodology.

5. *QoL indicators are not used in the evaluation.*

QoL indicators are used in the evaluation, but mostly objective indicators were named, subjective indicators were hardly discussed or considered.

The last two hypotheses on page 6 refer to the degree of conformity both within and between the different respondents and project sites.

1. *The statements of individual respondents are internally and mutually consistent and logical*

The answers given by the experts were mostly consistent and logical, although on a rather generalistic level, and hardly ever very elaborated.

2. *The statements of the different respondents within the same project are mutually consistent and objectively identical.*

There are some exceptions where experts from the same project answered in a different way. One explanation for this is that the experts were responsible for different parts and tasks in the projects and therefore would see things in different ways; at the same time, it seems that goals and aims with respect to QoL were not clearly defined within the projects so that there is much space for interpretation.

ANNEX

Interview instrument and instructions

Interview scheme: Quality of Life and transport policies

Name interviewer:

.....

Name respondent:

.....

Project name:

.....

Date interview:

.....

City, country:

.....

Guide lines for interviewers

- The questions are put in the *left column*.
- Only limited space for notes is provided beneath the question. Extra paper is recommended.
- In some cases we would like a straightforward answer. In that case, you can tick a box.
- Read the text between the quotation marks *literally* to the respondent.
- Instruction for interviewers is printed in *italic font*. Don't read this text to the respondent!
- In the *right column* extra instructions are provided.
- For some questions (e.g., 5, 6, 7, 8) you might have to deal with the fact that much of what is said is theoretical and far from implementation. If the interviewees say something in the order of 'How should I know, we are still theoretical...', please try to empathise and react with, e.g., 'we know, please just try to answer, we want to hear you thinking...'.
• As the project or implementation is not named in the interview scheme from the beginning, you have to fill in the name of the project yourself where it is referred to.
- Please record the interview on tape in addition to your notes – in the introduction you will refer to this (see next page).

The interview starts at the next page. Good luck!

Questions

Instruction

Introduction

'The ASI-project examines quality of life issues and the way they are dealt with in projects aiming to promote sustainable transport. This is an EU sponsored project in which researchers from different countries all over Europe collaborate. Every partner involved in the project will interview 10 different experts involved in EU projects on sustainable transport , either in his/her own country or in a neighbouring one. Since you are involved in such a project (fill in name), we would like to know in which way you consider quality of life issues when designing and implementing transport policies in your project, and how you deal with this. This interview will take about one hour. The results of the ASI project will be published by the beginning of 2005. The results of this interview will be processed anonymously. I would like to tape this interview for practical reasons, no one besides me will hear this tape. Do you object?'

Fill in the name of the project yourself.

Background information

'In this part of this interview I would like to have some information about your professional background in general and more specifically in relation to the project (name).'

Fill in the name of the project yourself.

1. a) 'Which organisation do you work for?'

.....

b) 'What is your professional background?'

.....

c) 'What function do you occupy within this organisation?'

.....

d) 'Which are your most important tasks?'

.....

1b) professional background means the educational as well as the former employment experiences.

Information about the project

'The next questions focus on the project (name) you are involved in and your contributions within it.'

Fill in the name of the project yourself.

2. a) 'Which are the main aims of your project?'

.....

b) 'Which measures are taken to reach these aims?'

.....

c) 'Who is (are) the target group(s) of the project?'

.....

d) 'In which phase is the project now?'

.....

3. a) 'What is your role in this project?'

 b) 'What are your main tasks?'

 c) 'Which activities have you already carried out within this project?'

 d) 'Which tasks need still to be conducted?'

3a) This is a general question; dependent on the answer you get: also read the other questions (3b, 3c, 3d).

Quality of life in general

'The next questions focus on the concept 'quality of life' in relation to the project you are working on. I would like to know if and how you are dealing with quality of life issues within your project (name project).'

Fill in the name of the project yourself.

4. a) 'How would you define quality of life?'

 b) 'What are the three most important aspects which affects QoL?'

 c) 'What are the three least important aspects which effect QoL?'

5. a) 'Is "quality of life" specified, or operationalised in some way in the frame of our project?'
 yes (go to follow-up question 5b) no (go to question 6)
- b) 'Which quality of life issues are explicitly being considered in your project?'

- c) 'During what phase of the project do you consider, or focus on, these quality of life issues?'

 • 'Do you systematically consider quality of life effects before the implementation?'
 yes no
- 'Do you (or: intend to) systematically monitor and evaluate quality of life effects of the implementation?'
 yes no

*5a) If the answer is 'no', please **go to question 6**.*

5c) i.e., before, during and/or after the implementation phase.

5c) This is a general question; dependent on the answer you get: also read the two follow-up questions.

6. 'What (other) quality of life issues will be, or could be important within your project?'

.....
.....

6) When the answer of 5a) was 'yes', please use the word in parenthesis.

6) This question is dealing with 'implicit' QoL aspects.

7. a) 'Which user or population groups are (or: will be) affected by this project?'

.....
.....

7a) When the assessment has not yet taken place, please use the words in parenthesis.

b) 'Which user or population groups do you take into account if you examine possible quality of life effects of the policy implementation?'

.....
.....

7b) e.g., pedestrians, car-users, employees, disabled, policy makers, politicians...

7b) If answer is 'none', please go to question 8.

c) How do you take the quality of life effects of these user groups into account?'

.....
.....

7c) Examples to clarify this question: 'By asking about the needs of these groups', 'by introducing a car free zone for pedestrians', 'by compensating...'

Assessing quality of life

'The following questions concern the assessment of quality of life.'

8. a) 'Do you measure (or: intend to measure) the effects of your implementation on the quality of life of various groups?'

yes (go to question 8b)

no (go to question 8l)

8a) Mark the answer.

8a) If answer is 'no', please go to question 8l.

8a) When the assessment has not yet taken place, please use the words in parenthesis.

b) 'How do you measure the effects?'

.....

- 'Are these measures quantitative, qualitative or a combination of the two?'
 - Quantitative measures, namely.....
 - Qualitative measures, namely.....
 - Combination of quantitative/qualitative measures, namely.....
- 'Are these measurements based on individual judgements (e.g., interests, needs) or collective qualities (e.g., statistics on traffic accidents, noise)?'
 - Individual judgements, namely.....
 - Collective qualities, namely.....
 - Combination of both, namely.....

8b) If it is not clear whether the measures that the interviewee names are quantitative or qualitative/ individual or collective: ask follow-up questions.

c) 'Which quality of life effects do you (or: intend to) assess?'

.....
.....

8c) When the assessment has not yet taken place, please use the words in parenthesis.

d) 'For which user groups do you (or: intend to) assess these effects?'

.....

8d) When the assessment has not yet taken place, please use the words in parenthesis.

8d) 'general population' is also a possible answer (e.g., noise)

e) 'How do you (or: intend to) assess this?'

.....
.....

8e) When the assessment has not yet taken place, please use the words in parenthesis.

8e) e.g., statistics, questionnaires, focus groups...

f) 'When will the assessment take place (or: took place)?'
.....

8f) i.e., before, during and/or after the implementation.

8f) When the assessment already taken place, please use the words in parenthesis.

g) 'Who is responsible for the assessment of quality of life effects?'
.....

8g) relevance: information about who you can approach for additional interviews

h) 'In what way do you use (or: are you planning to use) the results of this measurement in the process of the project?'
.....
.....

8h) Examples to clarify this question: 'using results to improve the implementation phase' or 'using results to make adjustments in the planning phase'

8h) When the assessment has not yet taken place, please use the words in parenthesis.

i) Do you find it difficult to assess quality of life effects?

8i) Mark the answer and go to relevant follow-up question.

yes (go to follow-up question) no (go to question 8j)

• If yes: 'Could you elaborate on what the main difficulties are?'

.....
.....

j) 'In the light of what you just have said: Do you think that your approach to assess quality of life effects is (or: will be) adequate?'

yes (go to follow-up question below) no (go to follow-up question below)

- 'Please explain the advantages of your approach.'

.....

- 'Where do you think the main problems are?'

.....

k) 'Is your assessment approach based on a specific theoretical framework?'

yes (follow-up question below) no (follow-up question below)

- If yes: 'Could you please say some words about the theoretical framework you use?' (go to question 9)

.....

- If no: 'What assumptions is your assessment based on? Can you say some words about this?' (go to question 8l)

.....

l) 'Is there a special reason why you do not explicitly consider possible quality of life effects in your implementation?'

.....

.....

8j) Mark the answer and ask the follow-up questions if the answer doesn't include the advantages and disadvantages of the approach.

8k) Mark the answer and go to relevant follow-up question.

*8l) This question is **only** for respondents who have answered 'no' to question 8a).*

Request for co-operation pilot-study

‘Based on the interviews we will develop an instrument to assess quality of life effects of transport policy implementations. We would like to test this instrument. For that purpose, we are looking for City-of-Tomorrow sites in which transport policy implementation will take place within the next nine months.’

9. a) ‘Do you know a City-of-Tomorrow site that plans to implement transport policies within the next nine months?’
- yes (go to question 9b) no (go to question 9d)

9a) Mark the answer and go to relevant follow-up question.

- b) ‘Could you tell something more about this project(s)?’
-
-

9b) e.g., objective of project, where, who are involved, which user groups involved etc.

- c) ‘Do you know who we could contact for more information?’
-

9c) Write down name and address.

- d) ‘We would like to expand this open interview with a questionnaire study later on the ASI-project. This questionnaire consists of some closed questions dealing with quality of life and will take about 10 minutes. Are you willing to fill out this questionnaire?’
- yes no
- ‘Do you know relevant other experts who are willing to fill out this questionnaire?’
 - ‘Do you know relevant user groups where a questionnaire could be send to?’ (and how to reach them)
-
-

9d) e.g., this questionnaire is not finished yet. We can send it to the interviewee and other contact persons he/she knows with an reply paid envelope as soon as it is finished.

9d) Ask follow-up questions when necessary.

9d) Write down names/addresses of relevant persons/contact persons

Closure

‘This was the last question of the interview. Thank you for your co-operation. Do you have any questions or comments?’

If the respondent has any questions, please answer them if possible.