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HOTEL – How to analyse life quality

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Abstract

The HOTEL project has three aims: to improve the understanding of the assessment of citizens' Quality of Life (QoL) by politicians, planners, technicians and other experts; to develop a "toolbox" for the assessment of QoL in connection with city planning, transport and mobility; and to start a databank where results of QoL assessment at different occasions are stored and can be compared. Workshops are the central element of the project, because they represent a heuristic approach appropriate for analysing a relatively unstructured universe of activities that are neither strictly theory-steered nor systematically knowledge- or rule-based. Three expert workshops were organised in Lund, Paris and Ferrara. On the basis of the achieved results the "toolbox" instruments (guidelines, checklist, questionnaire and database "embryo") were developed. The checklist and the questionnaire were tested in a Pilot Study in Kristianstad and worked well. The project results are disseminated by oral and written communication.

Key words: quality of life – life quality, quality of life assessment, mobility, transport, city planning

1 Executive Summary

The concept of Quality of Life (QoL) is increasingly important in socio-economic research, but there is no clear definition. This is why the project takes its starting point in a heuristic approach that focuses on different groups of experts and their routines in connection with the assessments of QoL resulting from different mobility and transport preconditions. The following **objectives** were defined for the HOTEL project:

1. Improvement of the understanding of the assessment of citizens' QoL by politicians, other decision makers, planners, technicians and other experts;
2. Development of a "toolbox" for the assessment of QoL in connection with city planning, transport and mobility;
3. Harmonisation of data and start up of a databank where results of QoL assessment at different occasions can be stored and compared.

In the State-of-the-Art study we searched the literature and specified the kinds of QoL indicators used by different disciplines, elaborated the meaning of QoL in the area of transport, mobility and city planning and the interrelation between QoL and sustainability. **Especially in this field a high QoL for a majority of people can be achieved only if citizens behave in a way that allows a sustainable development.** The perception of the objective conditions by citizens (represented by subjective parameters) leads to certain behaviour. In addition, this behaviour can be influenced by communication policy.

In the first two workshops in Lund and Paris with ca. 30 participants for each we collected practical knowledge about the role of QoL in the daily work of traffic, mobility and city planning experts and tried to sensitise and stimulate these actors to the possible questions and stakes posed by this concept in practice, with the aim of facilitating exchange and meetings in the future. We learned that the implementation and operationalisation of the QoL-concept is varying and multiple, because a lot of often different indicators are implicitly related to QoL. There are some common elements but no real common definition. **There are no validated standards, nor structured methodologies to which to refer.**

In the third workshop in Ferrara we invited ca. 60 experts from all over Europe, theoreticians as well as practitioners. They worked in small groups on practical problems which enabled us to develop the "toolbox" instruments. **According to the experts' point of view, to start and maintain productive communication could be a little problematic in the new EU member states because willingness of people to organise themselves spontaneously does not seem to have developed yet.** Such practices did not survive the era of socialism and now people have to learn them from the beginning.

The developed "toolbox" contains several instruments: QoL guidelines for planners and public decision makers, a checklist containing those indicators that according to HOTEL are relevant for the QoL of citizens, a QoL-related questionnaire and a database "embryo". **For the politicians and decision makers their application should help to implement the right measures in the right way and to present them according to the relevance attributed to them by the public.**

The guidelines are very concrete explaining the importance of subjective QoL-parameters, participation-enhancing measures and the planning procedure. To consider QoL-indicators in the planning procedure can increase quality in each of its phases: 1. analysing main problems of a particular city, or area, 2. creating a common vision, 3. defining long-term, mid-term and short-term objectives, 4. monitoring and feedback - establishing information flows among experts, politicians and the general public.

The "embryo" of the future QoL-Database includes recommendations of how a data base could be implemented, how to handle qualitative data in order to achieve harmonisation, and how a library of QoL studies could result in dissemination of knowledge about QoL.

The ideal case of the "toolbox"-instruments application can be seen as an open loop with a twofold use, at least, of the questionnaire. **It is of crucial importance to assess QoL before and after implementation of any measures designed to improve QoL.**

Two kernel instruments of the HOTEL "toolbox" were tested in Kristianstad in the frame of the pilot study: the checklist and the questionnaire. Both of these instruments make explicit use of the key areas and key aspects of HOTEL and they appear to work successfully. **The checklist allowed us to identify variables in the papers and documents related to the modifications in Kristianstad that aimed at improving QoL, even if this concept was not mentioned there in words (i.e., in the papers). The application of the HOTEL questionnaire showed that the interviewed persons in fact related these variables to QoL.** It can be recommended to use the two mentioned tools at other occasions, in combination. Saving these results according to the database concept of HOTEL would allow building on the experiences for Kristianstad and show, whether results like these can be generalised. At the same time, every new experience of this type contributes to the further elaboration on the HOTEL guidelines.

In the dissemination phase of the project our aim is to distribute the results to experts, politicians, administrators, etc. and also to lay people. **Well informed people who have the power to make decisions concerning mobility, transport and city planning can with higher probability decide in such a way that QoL-aspects are really included and considered appropriately.** On the other hand we also inform interested lay people about, and try to make a lot of lay people interested in, QoL issues especially concerning the possibility to influence changes in the wished for direction through participation.

2 Background and objectives of the project

HOTEL – How to analyse QoL – is an accompanying measure in the key Action “Improving the socio-economic knowledge base” of the EC Fifth Framework Programme. Partners from five different countries were involved in the project: Austria, France, Italy, Slovakia and Sweden.

The concept of Quality of Life (QoL) is increasingly important in socio-economic research. But there is no clear definition: QoL is influenced by many components like culture, religion, health, residence, income, age, job satisfaction, etc. Mobility, transport and city planning, are of great importance for QoL. However, experts in this field constantly underestimate the importance to consider especially subjective aspects of QoL. The project takes a starting point in a heuristic approach that focuses on different groups of experts and their routines in connection with the assessments of QoL resulting from different mobility and transport preconditions.

The following objectives were defined for the HOTEL project:

1. **Improvement of the understanding of the assessment of different citizens' QoL by politicians, other decision makers, planners, technicians and other experts:**

Expert-centred approaches on QoL subjects often neglect the citizens' own subjective view on their QoL situation. Our findings will raise awareness of the responsible experts, of the importance to consider QoL aspects appropriately. Our procedure will show the significance of gender differences in connection with transport and mobility preconditions.

2. **Development of a “toolbox” for the assessment of QoL in connection with city planning, transport and mobility:**

The “toolbox” consists of guidelines for the assessment of QoL that can be used in all European countries. These guidelines for the assessment of QoL will include recommendations how to take into consideration different social, political and demographical conditions of groups or of countries by adding, leaving or modifying certain modules of the procedure.

3. **Harmonisation of data and start up of a databank where results of QoL-assessments at different occasions are stored**

A specially adapted databank will make evaluation in the field of QoL much easier. By giving recommendations for a databank, accessibility to and understanding of the assessment of QoL at different occasions by different disciplines will be improved.

Contribution to programme-specific action objectives

The project HOTEL aims at meeting the requirements of Part II, sub-theme 4 of the call “Infrastructures to promote research on societal and individual well being”.

The project provides knowledge about the practice of QoL assessment by different disciplines in connection with different types of public measures in the areas of city planning, transportation and mobility.

Regarding the objectives of research theme 2 and also Part II, the development of European infrastructures for comparative research in the social sciences and humanities, the project HOTEL deals with two obvious problems – the lack of a consistent state of the art concerning assessment of QoL, and the lack of appropriate data banks.

HOTEL consists mainly of heuristic work that deals with practice of experts from different disciplines. It elaborates especially on one working method, namely working techniques con-

nected to workshop activities. It should be easy to apply such techniques more systematically in different projects in the area of transport and mobility, and other areas of societal interest. Besides we hope that our findings will raise awareness of the responsible experts, of the importance to consider QoL-aspects appropriately.

European dimension

The most important aspects in this respect are the **operationalisation of different concepts**, or definitions of QoL, and the **comparability of measures** referring to them. Our initiative to start up a databank where results of QoL assessment at different occasions, are stored, supports such efforts in the future.

Expected benefits

One of the main problems in human- and social scientific research in Europe lies in the difficulty to bring together different national results of studies and projects. There are and will be many projects in different countries of the EU dealing with the same subjects, but using different ways for achieving results, which are sometimes hardly comparable. Another problem is related to work on identical questions by different scientific disciplines, both on the academic level and in practice, whereby often different and even contradicting results are achieved.

The main benefit of this study for European socio-economic research and practical work consists in some decisive steps towards a more standardised procedure for assessing QoL. This procedure will help to overcome the problem of the lack of homogeneity both in methods and data that reflect QoL. It will at the same time consider the fact that different groups (age, gender, nationalities, etc.) differ in their assessment of QoL. And it will support the comparability of data gathered in different countries, on different groups, and at different occasions. Besides, the role of different disciplines involved will be defined more clearly. The guidelines for the assessment of QoL can be used in all European countries.

The project HOTEL took a starting point in a heuristic approach that focused on different disciplines' practice in connection with the assessment and consideration of QoL and underlying mobility and transport preconditions. The core concept was to find out how aspects of QoL are taken care of in practice in the field of transport, mobility and city planning. With "practice" all kinds of activities are meant that set the scene for the living conditions of citizens. The responsible for these activities are politicians and decision makers, planners, implementers and administrators.

The project was divided into eight work packages distributed over a life-span of 24 months (see workplan appendix 6). In WP 1 State of the Art we looked for literature and empirical data concerning the meaning of QoL in general. The central elements of our project were the workshops carried out in Lund and Paris (WP 2 and 3), to get an overview of QoL-assessment in different countries, by different disciplines at different occasions, and the elements and indicators taken care of thereby, and the Workshop III (WP4 and WP 5) carried out in Ferrara in order to improve frames for QoL-assessment and implementation of results. A toolbox for interdisciplinary use (WP 6) resulted from this, and a pilot study to validate the toolbox was carried out in parallel (WP 7).

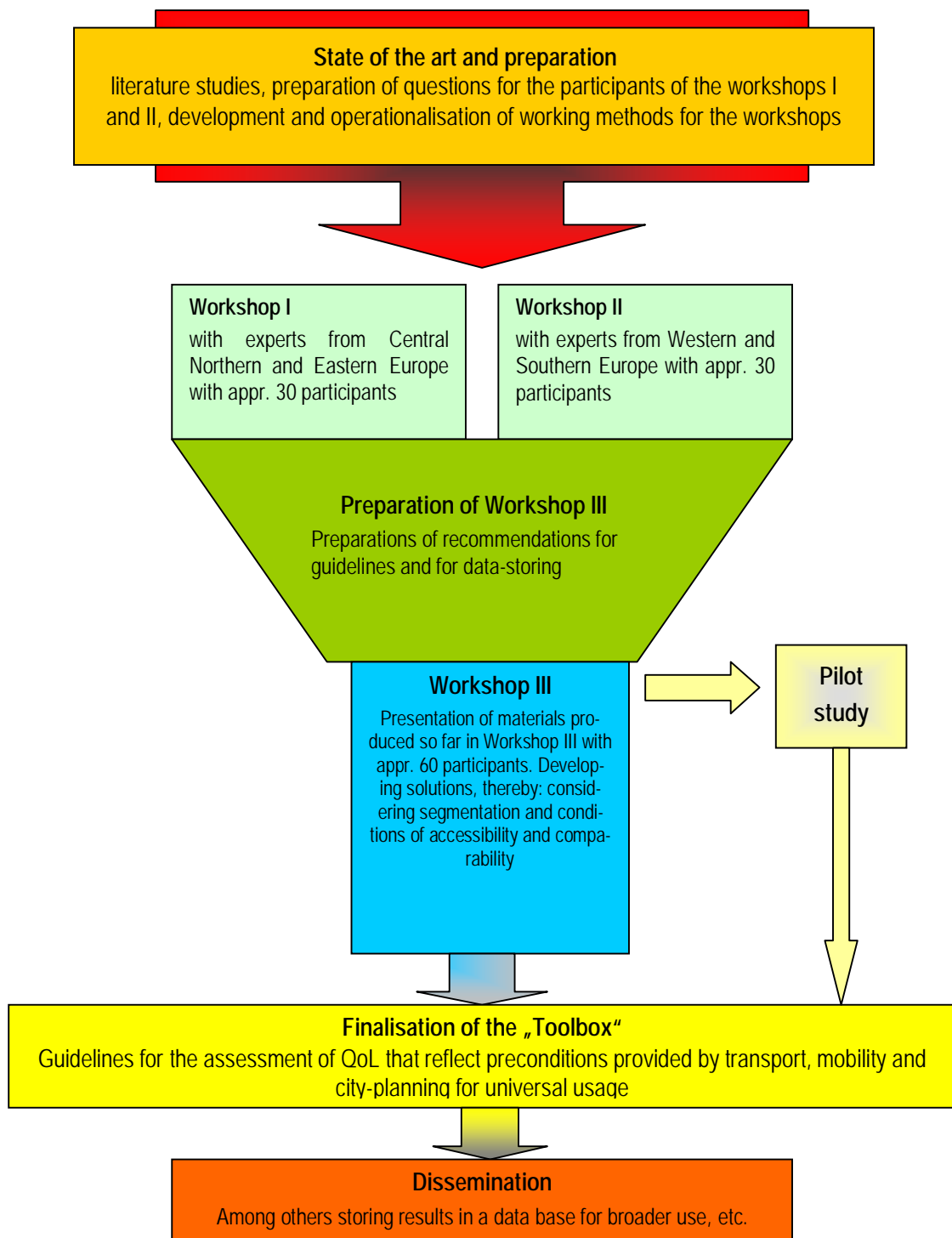
WP 1 (State of the art), WP 2 and WP 3 (Workshops I & II) would represent the data collection phase. WP4 to WP 7 would reflect the phase where improvements of these procedures were elaborated on and tested. For we did expect that the overview that we received during the data collection phase would bring to light severe shortcomings in today's practice of both measuring and considering QoL aspects appropriately. The responsible actors for these activities are politicians and decision makers, planners, implementers and administrators.

All workshops were carried out under consideration of regions: Central, Eastern, Northern, Southern and Western Europe. Last but not least, a concept for a data-bank for QoL assessment results by different disciplines, at different occasions, and in different regions, that

makes information about procedures to measure QoL and about their results easily available and accessible for both researchers and practical workers in the field was outlined as a part of the Toolbox. Dissemination of results (WP 8) was envisaged by electronic media (Website) and on paper (reports, folders, etc.), and by oral communication, e.g. in the frame of congresses, expert conferences, etc., on the QoL topic, that nowadays take place at many different occasions.

Figure 1 below is a graphic representation of the work steps of the HOTEL-project.

Fig 1: Graphical presentation of the project components



3 Scientific description of the project results and methodology

3.1 State of the Art

The aim of the State-of-the-art study WP 1 was to give a broad review of the meaning of QoL from different scientific points of view and from different regional, viz. cultural approaches, mainly with respect to transport and mobility issues. We wanted

1. To specify the indicators for QoL: What kinds of indicators do different disciplines use?
2. To elaborate on the interrelation between QoL and sustainability
3. To elaborate on the meaning of QoL in the area of transport, mobility and city planning
4. To give inputs for the other work packages in HOTEL.

3.1.1 Working procedure – Data collection

In the State-of-the-art work a differentiation between the following types of literature was made:

- A) General literature about QoL
What is the meaning of QoL? How do you understand the concept of QoL? How do you measure QoL? What kinds of indicators are used? Etc.
- B) Literature about the interrelation between QoL and sustainability
What aspects are important for good QoL in connection with sustainability? How is the interrelation between sustainability and QoL dealt with in the literature?
- C) Literature about the role of QoL in connection with traffic, mobility and city planning
How is QoL related to traffic, mobility and city planning? What kind of role does QoL play in the concepts of traffic, mobility and city planning experts?

The work package leader was FACTUM, Austria. All WP-partners collected relevant literature from their own countries and from neighbouring European countries or from countries with similar languages and traditions.

3.1.2 Structure of the report

The report consists of a general part, where the concept of QoL is described from different views and the main QoL definitions and models are summarised. At the beginning we give a rough background on the history of QoL as a concept. In the following different assessment approaches are presented. As a last point of the general part we discuss the interrelation of QoL with sustainability on the basis of two political concepts.

The next part deals with the interrelation of QoL with the transport, mobility and city planning area. We look at QoL aspects with regard to transport, mobility and city planning and shortly describe some problems, which might occur if you deal with this topic.

In the last part conclusions are drawn and inputs are summarised for the ongoing work packages.

3.1.2.1 History

Looking back into history, at the beginning QoL mainly referred to material supply. The main indicator for QoL was the Gross National Product. At the end of the 1950s QoL was linked to

non-material values, too. The idea of a QoL with strong qualitative ingredients was spread out over the world in the late 1960s and early 1970s, when first doubts were raised in the highly developed Western societies about economic growth as the major goal of societal progress.

Two distinct traditions of applied QoL research emerged in different parts of the world: *The Scandinavian QoL approach* and *the American QoL approach*. The Scandinavian approach focuses on objective living conditions and their determinants. The American approach analyses the individuals' subjective experience of their lives. Nowadays, QoL research is in most cases based on both objective and subjective indicators.

3.1.2.2 Assessment

The assessment of QoL differs not only from discipline to discipline, but also within the disciplines. Some scientists put the satisfaction of individual needs in the centre of their QoL reflection. Others concentrate on objective living conditions and the subjective well-being. Some research dealing with QoL indicated that subjective well-being is strongly connected to the degree to which a person has different choices and opportunities and is also able to make use of them.

Subjective well-being is in the centre of the psychological QoL approach. A strong sense of meaningful life, positive attitudes towards life, optimism, autonomy and experienced control of social environment support a high level of subjective well-being on the individual level. In addition, a good social network (having many acquaintances, being appreciated, etc.) increases the level of subjective well-being.

All indicators defined in the different disciplines refer quite consistently to four dimensions:

- **Social dimension:** The social dimension covers all aspects from health, social relations, mobility, social status, etc.
- **Political dimension:** Under this headline all aspects are summarised that belong to a political system, e.g., political stability, possibility of participation, quality of social services, tax systems.
- **Economical dimension:** To the economical dimension belong for instance the use of resources, economic stability and competitiveness, employment.
- **Environmental dimension:** The environmental dimension covers aspects like the prudent use of resources, sustainable transportation, waste minimisation, etc.

3.1.2.3 Subjective well-being

A high level of subjective well-being is one of important indicators of high QoL. The subjective well-being is influenced by many factors like cultural aspects or the social position. In affluent individualistic countries, where human rights are respected and a form of social equity exists, people tend to have a higher level of subjective well-being than in countries with collectivism. Concerning the social position, the higher the person's position in a social structure, respectively the higher the possibility of self-determination, the higher in general the level of subjective well-being.

3.1.2.4 Sustainability

QoL is closely linked to sustainability. The term sustainability is generally defined as the effective use of natural, human and technological resources to meet today's community needs without compromising the ability of future generations to meet their needs. Sustainable behaviour has to be achieved in the four dimensions mentioned above: social dimension, political dimension, economical dimension, and environmental dimension.

Above all, the social dimension became of increasing importance in the last years. A policy where a continuous dialogue between government and public takes place, in which both parties continuously learn to see the issues from complementary perspectives, is needed. Without dialogue there is a risk of deepening misunderstanding between government and citizens, which has negative effect on a sustainable development and on the QoL of citizens.

3.1.2.5 Traffic, mobility, city planning

QoL is a frequently used keyword in the area of traffic, mobility and city planning. There is no doubt that these areas have a great impact on the QoL of citizens. However, QoL is often not operationalised in these fields. Especially, literature about the assessment of QoL in practice is hard to be found. But even in these areas it is important to combine objective and subjective perspectives. E.g., aspects of accessibility and social communication seem to play a major role here. More or less seven quality dimensions are relevant for the subjective well-being of road users and for the choice of mode: social climate/equity, objective safety, security (subjective safety), mobility, comfort, aesthetic/environmental quality, cost aspects.

With regard to sustainable mobility it is underlined that practitioners in the traffic, mobility and city planning field have to be aware that people will only accept measures, respectively will only behave in a way to allow a sustainable development if the sustainable behaviour is linked to an increase of their own QoL. For that reason it is of great importance for practitioners to stay in permanent contact with citizens, in order to know the preconditions for achieving the citizens' co-operation.

3.1.3 Conclusion and input for the work packages to follow

The main aim for the ongoing work packages was to find a way to shorten the distance between theory and practice in connection with QoL, and to reach an operationally valid definition that would allow the experts, decision makers and the citizens to have a common, practice-based starting point to work on, in order to efficiently improve QoL.

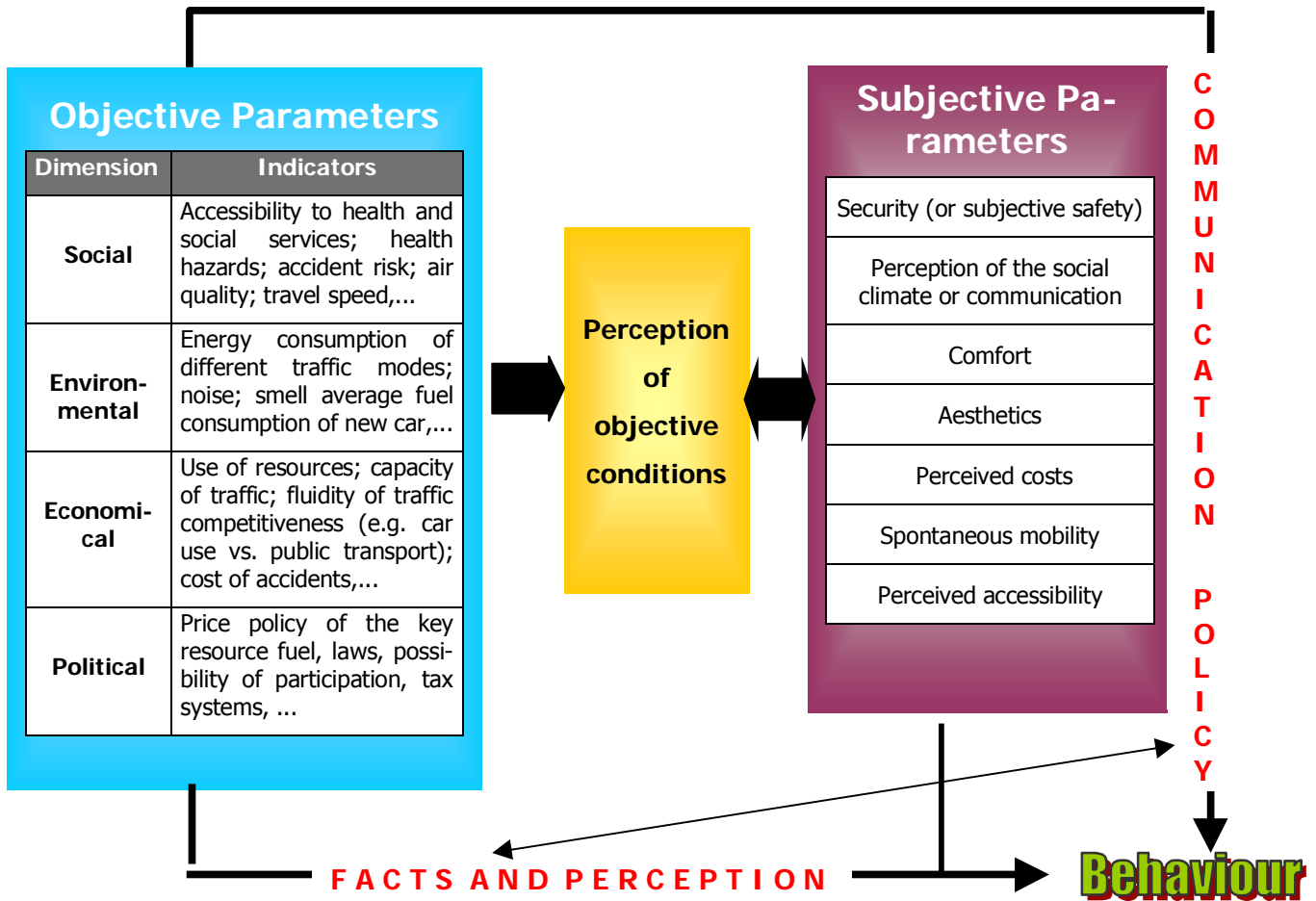
Especially in the field of transport, mobility and city planning a high QoL for a majority of people can only be achieved if citizens behave in a way that allows a sustainable development.

Mobility preconditions provided by politicians, decision makers, etc. and the perception of the objective conditions by citizens against the subjective parameters lead to a certain behaviour of the citizens. In addition this behaviour can be influenced by communication measures.

As we have seen from the literature study the communicational aspect is of great importance in the assessment of QoL. Marketing research has for instance pointed out the importance of the following: good communication policy can make bad preconditions look better – of course with the risk of a boomerang effect, if citizens find out that they have been manipulated; and bad communication policy can make good preconditions look worse than they really are, with all the disadvantages that this brings about.

The following Figure 2 illustrates and summarises these relations:

Fig 2: Relation between objective and subjective parameters, communication policy and behaviour



3.2 Workshop I: Lund

3.2.1 The "Workshop": methodological aspects

Workshops are the central elements of the HOTEL project. The concept of a workshop implies making various disciplines and professional groups related to the covered subject work together. Here, in the case of the concept of QoL, the participants are architects, town planners, engineers, social psychologists, public decision makers, territorial authorities, companies of transport etc., on all levels of governance. In general a workshop is a heuristic approach appropriate for analysing a relatively unstructured universe of activities that are neither strictly theory-steered nor systematically knowledge- or rule-based: Much work is unreflected routine, intuitive, steered by hidden agendas, following "private" hypotheses, done in the frame of certain schemes of distribution of power on the working place, etc. The internal logic of such a system can be made better transparent with the help of heuristic methods.

In this context, the goal was thus to enhance the generation of new ideas and the clarification of habits and practices that are not structured consciously, by confrontation with unusual questions and by making use of working methods or practices that do not belong to everyday routine. For that reason the workshop was structured in such a way that multiple feedback and interaction between participants, but also between the participants and the organisers was possible. Small-group work in combination with plenary sessions seemed suitable for the achievement of our objectives, as it is an interactive method that is very motivating for the participants and allows efficient work. Besides, topics can be dealt with in detail.

3.2.2 Procedure

Workshop I was held on the 1st and 2nd of June 2003 in Lund (Sweden) and the leader of the whole work package was Lund University. It was the first part of expert work in the frame of HOTEL. The main aim of this workshop was to summarise knowledge about QoL from experts in the field of traffic, mobility and city planning. The core concept of the workshop was to find out, how aspects of QoL are taken care of in practice. The following questions were of relevance for the workshop:

- What kind of role does the concept of QoL play in the daily work of experts in the field of traffic mobility and city planning?
- How is the concept of QoL verbalised in programmatic papers and in documents?
- How is it specified and operationalised?
- How is it evaluated whether goals to improve QoL have been reached?
- If certain goals have been identified that have not been reached, what is done in order to improve this?
- What kinds of differences between points of view in different parts of Europe have to be considered with respect to the QoL assessment?
- What can be improved in the QoL assessment?
- What are the main barriers for improvements?

For the elaboration of the topics a combination of different types of group work (plenum discussion and small-group work) was applied for the workshop because of its advantages mentioned above.

3.2.3 Results

3.2.3.1 *The role of the QoL concept in the daily work*

The general attitude of the experts was that traffic, mobility and city planning have a great impact on the QoL of people. In other words QoL is a topic in these areas. However, the concept of QoL and also its role is rather fragmented. An increase of QoL is equated with measures to make alternative traffic modes more attractive, to improve traffic safety, to reduce pollution, noise and vibration, etc. However, there exists no generally accepted definition of QoL, which could be taken as a starting point for all these measures.

In addition it was mentioned that nowadays urban and traffic planners are more or less aware of the fact that there is the necessity to deal with the concept of QoL. Thus, they have to be trained in this area.

3.2.3.2 *Verbalisation of the QoL concept in programmatic documents*

There exist many documents and papers from European level to local level, where the QoL concept is somehow verbalised. The experts, however, complained that it is hard to get an overview of all these papers.

Besides, due to different views on QoL, priorities are set quite differently in the various papers. Another problem, which was mentioned is that responsibility is often shifted from one level to another one.

3.2.3.3 *Specification and operationalisation of the QoL concept*

The QoL concept is specified in general programmes and in special single actions. In both types of cases it is usually based on indicators. The experts pointed out the importance of using subjective and objective indicators. A number of indicators were mentioned by the experts: safety (e.g. accident figures, number of 30 km/h zones in an area), comfort (e.g. persons per square meter in the bus, space for pedestrians), costs (e.g. budgets for the different mobility modes, cost-benefit data), accessibility, participation, health.

3.2.3.4 *Evaluation, barriers and ways how to improve assessment*

Evaluation of QoL is done with quantitative and qualitative methods, but the use of qualitative methods prevails. With respect to the evaluation, a number of problems were stated by the experts. The following Table 1 gives an overview of the problems mentioned and ways how to improve the present situation with regard to the assessment of QoL.

Concerning an unsuccessful attempt to reach the goals, experts identified three types of consequences. The failure is neglected and nothing happens, the objectives are "softened", or the responsible persons look for the reasons of failure and analyse what has to be done in order to achieve the goals. This last case is considered as being an exception.

Table 1 gives an overview of problems in connection with both the definition of QoL and with the implementation and follow-up of public projects that may or should have an influence on QoL. The table also contains some suggestions how to improve the situation, according to the experts.

Table 1: Problems and ways how to improve the situation

Problems	Suggestions for improvements
QoL is only used as a keyword in political programmes, without being specified.	QoL has to be clearly defined in the traffic, mobility and city planning area.
Evaluation is not very widespread in the traffic, mobility and city planning area.	Planners have to be made aware of the importance to consider the concept of QoL adequately, which automatically includes the evaluation of processes.
There is often a lack of time and a lack of human and financial resources, with the result that evaluation is not done in a systematic way. Steps are not well defined.	Politicians, administration, experts and the public have to be involved in the process of assessment. In this case importance of an evaluation becomes more transparent and it is more likely that more money and time is allocated, so that work can be done more systematically.
Surveys are often politically steered so that the evaluation is sometime too much orientated towards political goals. The results are often presented in a way to fit the goals.	Participation of the public might lead to a more thorough evaluation of results.
There is a lack of dialogue between politicians and the "rest of the world" (lack of participation).	Participation processes have to become more usual.
Different concepts of QoL are used; the question is what it is you actually measured.	QoL has to be clearly defined. A sophisticated indicator system with objective and subjective indicators has to be developed.
Priorities are set differently by various people.	Minimum requirements that include common priorities have to be defined.
There are still not the right questions asked, knowledge about long term needs of users is still missing.	Approaches for the assessment of QoL have to be integrated and interdisciplinary. Longitudinal studies are needed.
Often there is a lack of internal rules.	Rules have to be set up; especially when many different partners are involved in an evaluation process there is a need for rules.
There exists no good data base, where you can look if evaluation has been done in this field already.	Data bases have to be installed.
Mainly "hard" facts are evaluated with quantitative methods. Tools for evaluation of "soft" facts exist, but are not used to their full potential.	The importance of qualitative methods has to be more underlined. Urban and traffic planners have to be trained in this area.
Short term political decisions stay in contrast to long term political strategies.	Politicians have to be reminded of long term effects.

3.2.4 Conclusion

The workshop was very productive with regard to the collection of practical knowledge about the role of QoL in the daily work of traffic, mobility and city planning experts. For the ongoing work in the EU-project HOTEL the following topics had to be further elaborated on:

- Definition of QoL for the traffic, mobility and city planning sector
- Development and specification of an indicator system
- Evaluation problems and how to handle them
- Toolbox content
- Database content

These issues were further elaborated on especially in work-package 4, where Workshop III in Ferrara was prepared.

3.3 Workshop II: Paris

3.3.1 Procedure

The workshop II was organised by INRETS (WP-leader of WP3) in Paris on June 30th and July 1st 2003. It was dedicated to data acquisition concerning QoL determinants in the particular field of traffic, city planning, mobility, land use and in relation to sustainability. The HOTEL project and the Paris Workshop's philosophy were based on "grounded theory" principles, developed by Glaser and Strauss (1967) as a research methodology for social science including inductive, heuristic and conscious perspectives from different social key actors.

Around 30 experts from Southern and Western Europe were selected and invited on the basis of different criteria: professional function, experience in the fields of mobility and QoL, levels of governance (local, regional, national, European) and nationality. The goal was to enhance development of new ideas, to clarify some practices, and to make transparent the practices that are not structured consciously, by confrontation with questions, through the production of spontaneous individual presentations, or by collective reflection in small-groups.

The objectives of the Workshop II were two:

- to share, examine and discover how the aspects relating to QoL in the field mentioned are taken into account in everyday practice by the main actors, and
- to sensitise and stimulate these actors to the possible questions and stakes posed by this concept in practice, with the aim of facilitating exchange and meetings in the future

3.3.2 Methodological aspects

The structure of the workshop was thus built with multiple feed-backs and interactions, so as to confront the participants in their own collective productions: spontaneous individual presentation, reflection in small groups on several topics and questions prepared in advance by the consortium, plenary and oral presentation of collective work, and individual questionnaires.

The experts worked in small groups on followings general topics:

- The concept of QoL and the role in daily work
- Verbalisation of the concept of QoL in programmatic papers and documents
- Specification and operationalisation of the QoL concept in their practice

- Types of evaluation used in their practice
- Failures, consequences and improvement

Work was organised on the basis of different axes of reflection suggested by the consortium, within the framework of three distinct sessions: Session I: *Scanning of the thematic field*; Session II: *Deep analysis of one topic*; Session III: *Guidelines for adequate consideration of QoL aspects*.

The last session (III) tried to suggest axes of reflection and deliberations about:

- Criteria how to assess QoL appropriately
- How different societal, political and demographical conditions of groups or of countries can be considered
- How evaluation should be done (methods, frequency, etc.)
- What kinds of problems one has to be aware of when dealing with this topic and how one can deal with these problems ("barriers to improvements")

In addition to the objective of data-gathering, the common reflection engaged in this occasion on the subject should allow direct experience sharing between participating experts. The establishment of a reciprocal confidence between the experts, through a certain "user-friendliness" of the workshop, was one of the conditions of a creative collective production.

In fact, although difficult to implement, the method "workshop" used to screen the field of QoL was appreciated by the experts as completely relevant with respect to the studied subject. It was a very dense work, demanding very much effort from the experts.

These exchanges, reflecting a great wealth of information, were as useful for them, in their daily work to come, as for the consortium in the later development of guidelines for assessing QoL.

3.3.3 Results

On basis of a great variety of information and judgements raised by the experts, analysed and published in "Deliverable 3", Work Package No. 2 (September 2003), it could be said that the results of this exercise were of an almost excessive richness. Of this reason the structuring and the scheduling of the projected ideas, outlined in the dedicated chapters, proved to be relevant. Only as an example, the following could be noted:

3.3.3.1 Official documents

In the activity of the experts and in the official documents of programs, the concept of QoL is:

- **Omnipresent**, but not always mentioned as such. An explicit formulation is rather rare. It is in general present under many closed or specified concepts of other type ("sustainable development", etc.), and connected to all the aims of their activities.
- **Political**, because the definition of the concept depends on the identity of the person (professional, etc.) and because the aims in view between sectors, disciplines or individuals are often incompatible, which can produce negative outcomes. Each one tends to attribute harmful effects to the others. The aspirations are individual but measurements are collective, therefore there are winners and losers, which poses the problem of the construction of a joint definition (general interest and shared goals).
- **A means of justification**, because certain projects answer the objectives and the definitions only with an aim of obtaining financing of, e.g., the European Commission. The collective QoL issues justify the work of the professionals in connection with mobility, traffic and city planning. The experts in general note an evolution towards more participative approaches (which is an advantage ex post).

- **Implicit:** Being present under many concepts, it is subjacent in many documents, generally in an implicit way.
- **Contradictory:** The definitions of the concept and the concrete objectives of the various documents of programs are often in conflict. The elements of definition are often related to individual aspects and are not connected to collective choices - but these individual elements depend to a great part on these collective choices. The sectorial visions meet without having anticipated this.
- **Dynamic:** The concept is evolutionary; it increases in power, pulled by the concept of sustainable development.

3.3.3.2 Implementation and operationalisation

According to the expert discussions, the implementation and operationalisation of the concept of QoL may be characterised by several attributes. It is:

- **Varying and multiple:** a very great number of indicators are implicitly related to QoL. There are 150 indicators in official documents in England, eight groups of five to eight indicators in Ireland, 40 indicators in Switzerland, 153 in France, etc.
- These **indicators** often have a dynamic and participative definition: investigations of households, monitoring activities, statistics, etc. There are elements common to the definitions between them but no real common definition: reduction of noise and pollution, stress, hospitality of public places, adequacy of the offer to the various needs (age, activity, etc.), accessibility, option of choice (public transport, etc.), taking into account the time and quality of waiting, proximity, social co-education, safety, etc.
- **Difficult:** A definite standard and thresholds accepted by all are missing. However, there is more and more research on the matter: It deals with the dialogue among the involved parties in order to solve the conflicts of objectives, find compromises, build collective issues, reduce the multitude of partial indicators. At the moment, though, participants are impressed by fragmented subjectivity and conflicts. There are, however, interesting examples of synthesising.
- **Instrumentalised:** The indicators can be used to achieve goals different from those which are announced. Sometimes, for example the indicators are mentioned so as to obtain the financing of projects by different sponsors, e.g., the European Union.

3.3.4 Conclusion

However, we cannot speak about exhaustiveness since the zones of shades persist, especially with regard to the definitions of certain concepts (example: QoL with respect to mobility) or problems of hierarchy and taxonomy of certain indicators and determinants. Indeed, because of the variety of disciplinary or institutional membership of the experts, the number of indicators was too large to find here, in this phase of the project HOTEL, a common denominator appropriate for all sub-sectors and population segments (traffic, territorial organisation, users, decision makers etc.).

Moreover, in a provisional way, we already could note that the social practice in the field of the operationalisation of QoL remains chaotic, vague and heterogeneous. There are no validated standards, nor structured methodologies to which to refer. This is undoubtedly partly inherent to the studied field and to the concept itself, because the factors that the concept should take into consideration are numerous (political, economical, social...), and it is a difficult task to develop adequate models, and to formalise them in a holistic way and comprehensively, at the same time.

Our exercise, however, showed clearly that a social need in this field is undeniable, if only in terms of a more rigorous definition of the QoL concept, and that communication about their mutual experiences in practice between different actors is most welcome. It is noted for ex-

ample that in certain countries or at certain levels of administration, things seem more advanced and better structured than in others. For this reason, strategies of communication and more coherent exchange would most probably allow progress in the field.

3.4 Workshop III: Ferrara

3.4.1 Procedure

The Workshop III within the framework of work package 5 (WP 5) was organised by SIPSiVi (WP-leader of WP 5) in Ferrara, on March 4th – 6th 2004. The organisation and the realisation of workshop III has been different from the previous ones in many respects:

- 1) it was based on the experience derived from the previous workshops (in Lund and Paris)
- 2) the number of participating experts was doubled
- 3) the provenience of the experts was from all parts of Europe
- 4) both kind of experts, practitioners and scientists, were invited and asked to work together in order to finalise the former workshop results

The particular structure summarised above of WS III in Ferrara is justified by the main *objective* of the workshop: to identify the main indicators of QoL taken into consideration in the conceptual thinking and decision making in the field of traffic, mobility and city planning. Moreover, the strategy of merging the experience of practitioners and scientists was intentionally chosen in order to reduce the distance between theory and practice, between citizens and decision makers in this particular and promising field. The *selection* of participating experts was a fundamental step in the process and it has been conducted according to the criteria of country, professional function, their type of experience (the areas of traffic, mobility, city planning and research) and the level of governance (local, regional, national or European level). A complete list of the experts who participated in WS III can be found as appendix 5 in this report.

The *methodology* used to optimise the experience of the invited experts was the work in small-groups, followed by the presentation of the products in a plenary session, by a speaker chosen among the experts in the small-group. In total we had 6 small-groups, for a total of 49 experts invited, working on three main tasks provided by the organisers.

The *guidelines* of the tasks have been worked out on the basis of the State of the Art Report and of the results from Lund and Paris.

Additionally we asked the participants to fill in two *questionnaires*, one concerning feedback about the general satisfaction with the organisation of the whole workshop and the used procedures; and one concerning the principles, objectives and indicators of QoL used in their everyday practice in the field of transport, mobility and city planning (see appendix 1).

3.4.2 Results

The workshop III in Ferrara provided two different kinds of results: on the one hand those deriving from the *three main tasks* (see appendix 2) that the experts developed in small groups and presented in plenary sessions, and on the other hand those deriving from the elaboration of the questionnaire that the experts filled out during the three days of the workshop.

Below the results from tasks 1-3 and from the elaboration of the questionnaire are briefly summarised.

3.4.2.1 Results of tasks 1-3

3.4.2.1.1 The way of carrying out assessment

The communication process between experts and the citizens plays a key role. Achieved results after a change should be published through mass media, events, etc. This brings one part of the feedback from the general public, the second part results from the every-day experiences with the change by "users" – the people directly concerned. Different forms of feedback could be achieved by questionnaires, household interviews (in face to face dialogue), observations in situ, complaint registration and the echo in the media.

Positive evaluation from the general public means that the needs of the population were respected, that there was good communication and the public identified itself with the common vision. From the evaluation results the actual course of action can be corrected if needed.

3.4.2.1.2 What can be defined as short and long term objectives?

The experts agreed upon the following aspects: It is important to distinguish between

- short term objectives - steps
to solve actual problems immediately (e. g. increased frequency of a bus line).
- medium-range objectives – plans
to reach effective goals (e.g., a certain change in modal split in a certain time).
- long term objectives - visions, ideals or general directions
which can be defined as the final result one wants to achieve (e.g., sustainable society).

All three kinds of objectives must together form a logical construct. Politicians are usually concerned about the short-term objectives, because they never forget about the re-elections.

The realisation of the short-term objectives could take 4-5 years, but after one year the first evaluation of achieved changes is needed. They should be connected to the practical action plan. The medium-range objectives can take 5-20 years. We need them to have an operationalisation of the general vision. Long-term objectives can change slowly over time as the situation, sociological structure, employment situation, etc., change. Especially the short-term objectives should be defined very clearly and realistic. They should be easily measurable in order to evaluate their success.

Finally, objectives arise from the common vision. It is important to name them and to check their viability in terms of time, available economic resources and the political will. These three aspects make objectives realistic.

3.4.2.1.3 How should the general public be addressed?

Among those who are in power (including experts) there is a pervasive tendency to see citizens as those who are passive, defensive and creating problems, e.g., by resisting beneficial changes. The experts did not discuss the reasons for this situation explicitly. However, from socio-psychological literature (Francescato & Ghirelli 2000, Horelli 2001, Miková & Bianchi 2000, Nzlund 2001, Plichtová 2004, Terselic 2003, Wallace 2001) it is a well known fact that passivity is conditioned by the sense of lack of control, of information, of respect to one's

views, limited resources (incl. time and money), etc. This knowledge could be used as the basis for taking measures to increase activity.

For informing and engaging the general public, the target groups (all the concerned) should be identified, their participation in the public discussion ensured by an emotional involvement, and the citizens empowered if necessary. This can be achieved by information campaigns, expert debates in mass media, and presentation of proposals at different public events and places. The public, all the target groups including elderly, children, disabled, minorities, should not only be informed (of course in an appropriate language for each group), but their opinion on the whole subject should be asked for directly. A truly democratic process is one in which citizens, experts, politicians, administrators and other actors (e.g. representatives of big companies) have an equal position in the discussion. The ultimate goal is to change simple communication into a fruitful and honest dialogue based on mutual respect and driven by the common vision for the future.

3.4.2.1.4 How can success and failure be measured?

Many experts suggested an experimental approach with a trial period in order to help to show success and failures in advance, and to achieve feedback and public judgement. Continuous monitoring, evaluation and correction of short-term goals should exist. The implementers have to carry out a continuous monitoring of the new changing state of things in connection with the perceived quality, the timing and the budget, looking at the intended and also at the unintended consequences of the activity (like for example unemployment rate, criminality rate, etc.). They also have to measure quantifiable aspects as indexes related to the sustainable environment, number of private cars, number of accidents, etc. To this comes the evaluation by experts (also in the mass media), in an ideal case also by some independent institution. One option of evaluation is also through comparison, for example from the historical perspective – of the past, the present and the assessed future situation or by comparing development in different cities having similar problems.

3.4.2.2 Results of the questionnaire

The findings from the "*Questionnaire for judgement of principles, objectives and indicators in relation to the QoL in cities*" (appendix 1) suggest that there is a network of available concepts and practices which support the idea of the importance of a permanent communication among developers, city planners, politicians and citizens (in their roles of residents, parents, travellers, drivers, etc.).

The principle of social inclusion (in the sense of equal opportunities, accessibility and mobility for everybody) should be taken more seriously when planning transport facilities, according to the experts. The majority of them relate QoL with sustainable development of transport and of the city as a whole. QoL in cities is connected with the characteristics of the transport system, mainly the accessibility of the public transport system and a low level of traffic stress. It is related to dwelling in a peaceful and quiet environment with accessible services, and with low level of criminality and criminal aggression.

The concept of liveability in general is connected with the reduction of the negative impacts of transport, with protection of water and with the "soft" modes of transport. The environmental value of public space is connected with an agreeable environment, protection of the weakest users, reduction of car use and reduction of distances.

The intentions proclaimed by the experts are clustered around the improvement of the environmental conditions for QoL (e.g. pollution and noise reduction, water protection, increase of the environmental value of public space, etc.), building cities with short distances, and strengthening communication with residents (broad participation, common vision). Monitoring of subjective variables, like feelings, is judged as relatively less important.

The experts strongly support the concept of responsible citizenship. This includes a new conceptualisation of citizens as actors and active partners in the decision making process and in the implementation of projects, in contrast to their perception as passive users of services. According to the experts' assessment the concepts of responsible citizenship, equity and liveability are related concepts of crucial importance for QoL in city.

A comparison across countries confirmed the expectation that to start and to maintain productive communication could be a little problematic in the new EU member states because willingness of people to organise themselves spontaneously does not seem to have developed, yet, according to the experts' point of view. Such practices did not survive the era of socialism and now people have to learn them from the beginning. Social psychologists described cases where positive identification with the place of living (place identity) was destroyed by violent replacements, rapid urbanisation, etc (Naništová 1998, Proshansky 1978, Proshansky et al. 1983, Sommer 1974). Also other cultural differences were found. For example the following objectives are generally seen as desirable if we look at the average values, but there are differences among experts coming from different parts of Europe:

1. To reduce the high level of noise (it is a desirable objective in every part of Europe except Eastern Europe where this problem is seen as less important);
2. To build cities with short distances (the concept is appreciated significantly higher by Central Europeans than by the participants coming from the other parts of Europe);
3. To increase participation (this objective is seen as a less important objective by Southern Europeans and to some degree by Eastern Europeans than by the others);
4. To increase the social value of space (this objective is judged as less important by experts from Eastern Europe than by the other Europeans).

3.4.2.3 Summary

The analysis of experts' discussions during the workshop in Ferrara has revealed that the concept of QoL is used in a broad context, especially in relation to sustainable development, to the quality of urban space, to its aesthetics, its social value, to individual freedom of choice, and to safety. Citizens' participation was found to be both an important precondition and a consequence of QoL.

The majority of experts are aware of the interdisciplinary, complex, dynamic and contextual nature of this concept. It makes its definition and measurement a difficult task. For the purpose of operationalisation and measurement it is convenient to divide it according to its different aspects (e.g. quality of transport, of dwelling, of leisure facilities, of environment, of neighbourhood, of community life, etc). However, the separate measurement of each component of QoL in a city brings about a high risk that its holistic and complex character could be lost.

3.4.3 Conclusion

At this stage of the process, after the literature study (State of the Art) and the realisation of three workshops on the topic of analysing QoL related to mobility, land use and city planning, we could conclude that the results of workshops I and II are confirmed by the results of workshop III held in Ferrara. It was clear that the social practice in the field of the operationalisation of QoL remains quite particular and heterogeneous; and all the difficulties to measure this kind of topic, emerged from the work carried out so far, made the HOTEL project even a more engaging challenge: basically all the experts, at all three workshops, pointed out that there are no validated standards, nor structured methodologies not even clear definitions to which one can refer to. This is undoubtedly partly inherent to the studied field and to the concept itself.

In fact, the work carried out so far, the state of the art study, the results of the three workshops, along with all the suggestions, doubts, expertise and criticism coming from the experts, were a fundamental contribution to the planning and development of the toolbox (WP6) and the field study (WP7) carried out in parallel to the development of the toolbox.

3.5 Toolbox

3.5.1 Objectives of the Toolbox work

The Toolbox resulting from the State-of-the-art work and the activities of WP1 (State of the art), WP2, WP3, WP5 (Workshops I, II & III) and WP 7 (pilot study) should have the shape of preliminary guidelines for research on and implementation of QoL aspects that, once finalised in further applied research projects, can be used in all European countries. These guidelines include recommendations how to measure/consider QoL in connection with traffic, mobility and city planning. The assessment modules should be flexible, in order to make it possible to consider characteristics of different groups, regions, or occasions appropriately, but nevertheless to reach comparable results that can be stored in data bases. It should not be necessary to design an instrument for every new project in connection with QoL and mobility issues, and it should be prevented that results of new studies turn out not to be comparable with other – earlier - results. I.e., comparability should be in the focus, which would make assessment of QoL in Europe easier, better understandable, and more accurate.

The toolbox of HOTEL consists of the following instruments that are further discussed in the text below:

- QoL Guidelines for planners and public decision makers (see Appendix 3)
- A checklist containing those indicators which are relevant for the QoL of citizens according to the HOTEL project results (see table 2 in this chapter)
- A QoL-related questionnaire (see Appendix 4)
- A database "embryo" (see sub-chapter 3.5.2.6.4)

The guidelines were tested and their relevance was demonstrated in the frame of a pilot study in Kristianstad (Sweden, WP7). There, satisfaction of citizens with some selected innovation at two sites was assessed. It was analysed to which degree the aspects that according to HOTEL are relevant for QoL were considered as being relevant by the citizens (of Kristianstad), as well. Results of this study are summarised in the chapter 3.6 Pilot Study.

3.5.2 Results

The State-of-the-art work and the two "analysis workshops" in Lund and Paris brought about a number of assumptions and heuristic conclusions that were further discussed in the "synthesis workshop" in Ferrara, and that are repeated here as a part of the basis for the HOTEL toolbox.

3.5.2.1 The importance of subjective aspects

The general procedures to develop the HOTEL Toolbox were chosen according to the results achieved in the earlier work packages, where Workshop III has the greatest influence. This workshop was carried out in order to synthesise the results from the state-of-the-art study and from the two first HOTEL-workshops: In these earlier workshops the goal was to develop suggestions for possible definitions of QoL. In Workshop III, the task was to present those suggestions to a large number of international experts and, together with them, to

develop a framework, or a scenario, of aspects that should be included in the definition of QoL. In this connection, it is very important to underline again that experts unanimously argued that subjective criteria have to be considered more and in a scientifically sound way in order to be able to assess QoL. Subjective aspects, however, can only be detected with the help of communication with the citizens. This means that for any toolbox that should take care of QoL, aspects have to be outlined and questions have to be formulated that take care of this.

3.5.2.2 Participation

As the experts' discussions confirmed, the participation of citizens seems to be a necessary precondition for success of any project that wants to consider QoL. Moreover, participation is a sign of QoL in the city per se because it is an important component of local democracy.

What happens if participation is missing? If there is no participation, one may assume that the local authorities will not be able to make proper decisions because they lack the information about needs and wishes of the population. They can of course guess, but it is very dangerous to try to read other people's minds without communicating with them. If guesses are not correct, the population is not satisfied and QoL may even decrease. The same happens if some really good ideas come "from above", but people are not appropriately informed about them. Good intentions of local authorities could in such a case miss their point/goals because of misunderstanding and reactance, and thereof resistance, from the side of residents.

What are the advantages of participation? The more intensive the participation is, the higher QoL will be in the present and in the future, according to our leading assumption. Why? Because citizens who participate are aware of their democratic influence and power, as they experience control over their living conditions. The increased sense of control also strengthens their responsibility and their identification with their living space. This will affect their well-being positively, according to all we know. In this way the living space becomes a part of the "Self". Due to this, citizens are more willing to participate in activities that would bring about positive changes. And what is even more important is that one may expect that it increases the probability that their children will participate as well because they will learn from their parents.

In this way experts confirm the socio-psychological knowledge about a correlation between the sense of control and the individual well-being on the one hand, and the willingness to participate, on the other hand.

In general it could be said that democratic culture with equal respect for everybody's views and initiatives enhances participation procedures that, again, support democratic attitudes. However, there is also a cognitive facet to participation; Active citizenship presupposes access to all relevant information. Without enough information citizens' participation could have a negative effect.

There are different levels of participation. For example, there may be cases when the residents are not informed before anything happens, but are asked to assess the project afterwards. Or they may be informed before the start of a public project and asked to contribute by commenting, criticising, etc. They could also be asked to articulate their wishes and expectations. Sometimes they are also asked to change their habits or preferences. Different target groups may be addressed. E.g., residents are frequently involved in different kinds of participation processes. There are also urban projects where there is co-operation of architects with students, or with children, etc.. The most elaborated form of participation is the participation from the very beginning, where a common vision of future development (see also chapter 3.5.2.5 How to get started, on "Common vision") is developed, including accurate information about the whole decision making process, which provides the possibility to evaluate what was planned and what was really achieved.

Local democracy, NGOs and local associations therefore provide the means for participation and, consequently, for empowered citizens. Informed and empowered citizens will be strong partners in forming and shaping future development of the city. Moreover, active citizenship represents an important counterbalance to the interests of companies, politicians and experts. Citizens' organisations should be allowed to be initiators of change and also watchdogs of politicians and big companies. Their voice should be strong enough to prevent the interests of the wealthy and powerful from prevailing over the interests of "small" people.

During the workshops, stories from real life were told about how habits of people (e.g. use of transport modes) could be changed with the help of education, campaigning, economic incentives, etc. Citizens are in these stories considered not only as a source of feed-back, but also as important partners who could contribute to the creation of a new urban culture, e.g. a culture of more "physical involvement" (walking, cycling) that at the same time would mean exercise and health. At the same time, citizens experience that there is some interest from experts and politicians in their needs, their problems, and their ideas.

3.5.2.3 Planning procedure

As mentioned above, planning any improvements with respect to QoL require taking into consideration the local traditional, economic and societal context, the culture, established ways of communication and typical ways of decision-making. Therefore appropriate knowledge about every-day life in the municipality is helpful (provided, e.g., with the help of ethnographic research). The sociological structure of the city and its diversity must also be taken into consideration.

Common vision

The concept of QoL (or one special aspect of it) is seen as a common achievement by many actors. The whole process should start with the analysis of the present, past and future situation in the city from an interdisciplinary perspective (including of course social sciences and psychology). Any vision of QoL improvements should be achieved through an open and fair dialogue with different key actors, including the general public.

It should be stressed that a common vision of QoL in the city is not a compromise among different groups of population. It is the outcome of a dialogue among experts, politicians and citizens and should in many cases be "better than a compromise".

Objectives

The general common vision should be turned into a set of objectives and these objectives should be implemented according to a time plan and appropriate budget. It is better at first to formulate long-term objectives, which represent the main directions of changes, then mid-term objectives as clearly separate stages on the way there, and finally short-term objectives as specified steps in the process of change. Each objective should be clearly defined. The advantages and disadvantages of different suggestions of how to solve current problems or how to improve the present situation should be weighted. Possible alternatives are obviously limited by previous developments in the city concerning the division of urban space, natural resources, economic resources, etc.

It is also necessary to take into consideration the social structure, variability of life styles and assessed future migration into and out of the respective city in exactly the same way as during the negotiations of the common vision. It means that concrete QoL objectives should be specified with respect to the particular city, city district or village, to its past, present and assessed future development. There is a question whether and in what sense experts should respect the historical development of the city, not least with respect to architecture questions. However, it is clear that the success of any project depends on the willingness and capability to harmonise urban, technical, environmental, human, social and societal requirements.

Monitoring changes

The "starting stage" of any public project should be described very clearly so *that the impact of changes brought by a project could be measured or assessed*. Changes should be monitored at every step and feedback from the general public and especially from the "users" – the people concerned with and affected by the changes - should be received at every stage. Re-assessment – repeated studies - should be carried out all the time so that in the case of an unexpected, unfavourable outcome the whole procedure can be newly planned. This may sound costly, but probably will help to save money that otherwise is spent for useless projects, and for failures and flops that later on have to be corrected.

3.5.2.4 How to measure changes?

The experts discussed two sets of possible QoL factors that must be taken into consideration and that can be measured, even if in very different ways – the objective and the subjective factors. Another specific category emerged indirectly in their discussion, which should be also monitored, since it is one of the mentioned preconditions of high quality decision making - the communication among the key actors. Of course, to measure changes it is not enough to ask involved parties and target groups afterwards. Effective results require sets of questions about what has been administered before *and* after the change. (Actually and in a more elaborate sense, there are four sets, two measuring the *objective* situation before & after, and two measuring subjective aspects - the satisfaction and opinions of the public – before & after).

Objective factors/ Technical and environmental assessment

Objective factors are used more often, because they are more easily determined and monitored than the subjective factors. Which objective factors to choose depends on the character of the project. For example concerning the public transport system, the following factors could be chosen: average time spent every day to get to work or school, percentage of people using the public transport system, number of busses and trams going from and to one specified direction, frequency during different times of the day and of the night, m² of space for one passenger, number of vehicles with wheelchair and baby-carriage accessibility, the viability of smooth changes between different public-transport lines, and between car and the public-transport system, co-ordination of commuter transport inside the city and to the city from a longer distance, etc.

Subjective factors/ Human and social assessment

As has been frequently mentioned, objective factors do not necessarily indicate high QoL or satisfaction of the inhabitants. Therefore they should be combined with subjective measurements that reveal information about how people perceive and evaluate their place of living, provided services, etc. Moreover, if asking them in an open form they could provide information about what is going wrong, what is missing, etc. For example they could be satisfied with the comfort of the public transport system, but nevertheless miss a good information system. Or they could appreciate the technical qualities of their dwelling but miss a functional community. Sometimes there is a sharp difference between the views of architects, technicians and lay people. There are numerous examples when projects meant to be progressive failed because people simply did not like them, e.g., when people refused to live in futurist buildings. Therefore it is necessary to know the residents' taste and their needs. It is questionable whether their taste should be "changed" or not, e.g. by campaigns, education, etc. Probably there are some basic requirements associated with human needs and physiology, which should be respected and which are stable over time.

As was already mentioned, when people are satisfied with their place of living, they develop a strong attachment to this place. Therefore the most complex indicators of subjective QoL are the sense of belonging to the place and the sense of belonging to the community.

When the experts and practitioners talk about subjective aspects of QoL in cities they typically have in mind an "average citizen" without any characteristics of his/her social belonging or attachment. The consequence is that the life style of the "real people" is not appropriately respected.

In practice the measurement of subjective factors usually focuses on perception and evaluation of a specific segment of the urban space and on its specific functions and services (e.g., transport system). This specification is needed to receive and to gather usable data that are sufficiently specified. However, the involved people and groups of citizens should also have a chance to express their view freely, to articulate their comments, suggestions and critique. It is important to ask them questions about how they perceive QoL in the municipality in general. Questions about the degree of their identification with the place of living should be asked as well.

If there are more stages of a public project, it is reasonable to carry out several measurements in time series. The questions should explore perceptions of the present state and of the changes, their evaluation, the general degree of satisfaction with the new state of affairs, the degree of satisfaction with available options (increased or decreased freedom of choice), perceived problems and obstacles, but also, and this is very important, the expectations and suggestions of the relevant groups of the citizens, and/or the citizens in general. This makes the inhabitants of any city to active dialogue partners instead of treating them as passive recipients of changes with only the option of being satisfied or not.

Communication among the key actors

An intensified and democratic dialogue among the key actors is one of the most important preconditions for success of any public project including those that have improving QoL as an explicit goal. Therefore it is very important to monitor (especially from the perspective of the prediction of success) the communication between key actors - urban planners, local authorities, politicians, experts, citizens - and whether the perspectives of different interest groups are respected in this process.

Every possible combination should be monitored for the kind, intensity and frequency of, and possibility for, collaboration: among different types of experts, between experts and politicians/general public, among different levels of authorities, between authorities and the general public.

It is also important to ask, which means of communication are used: meetings, media information campaigns, public debates, collecting comments, suggestions and criticism, etc.

The legislative frame is also very important. Perhaps the public must be asked. But the law gives the right of the last decision to the politicians. In general it should protect those with less power, be it the political, economic, executive power or power over information. Law should create as equal and fair conditions for everybody as possible.

If shortcomings arise, for example, missing communication on different levels, missing feedback because of lack of interest from the side of the public or from the side of authorities, efforts should be made to improve both the situation in communication and to improve the situation in practice, for example, the transport system. Only a democratic dialogue could bring new solutions that are acceptable for everyone. For example, it is supposed that better informed citizens will be better partners in the frame of the democratic municipal processes. Every good public project could miss its point if citizens do not understand what is going on, what is planned and what will be the advantages for them. If they are informed well and in time, there will be time opportunities for discussion and – if necessary – solutions of problems that may arise, due to misunderstandings or to conflicting points of view.

3.5.2.5 How to get started?

In each project to be implemented, objectives should be set up together with strategies and plans how to achieve them as well as the methods of result assessment and evaluation. This all should happen in the frame of a long-term plan. The starting point of the whole planning process is creating common vision based on an analysis of the present situation in the city. This ensures that the planned solutions won't be in favour of only one segment of the population or one interest group, but systemic, democratic and supporting the sense of community and mutuality.

Planning consists of the following stages:

1. analysing main problems of a particular city,
2. creating common vision,
3. defining long-term, mid-term and short-term objectives,
4. monitoring and feedback - establishing information flow among experts, politicians and the general public.

This is a linear explanation of the planning process used to simplify the subject. Planning and realisation are not always two separate processes. In practice the sequences are often overlapping in time. In this way on each stage of planning and realisation there exists some kind of feedback, which provides a chance to recognise failures and to improve what is going wrong.

Another important precondition of success is an interdisciplinary collaboration of experts. To achieve this it is necessary to build effective communication links among experts from different disciplines (architects, technicians, urban planners, sociologists, ethnographers, sociologists, social psychologists). One example of good practice is to bring them together at the beginning of any project. Various social-scientific work methods (workshops, discussions), and related social events that are not scientifically structured represent opportunities for exchanging views.

Due to the fact that the implementation of any project needs some political support, it is important to carefully build a communication link among politicians, local authorities and experts. The obvious problem is that the politicians favour short-term objectives much more than long-term ones in those cases where these types of goals contradict each other and where the short term results are inconvenient, at least for some relevant groups.

Another problem is that the interests of those who provide financial resources could prevail, while the needs of people belonging to weaker groups are neglected. Examples are the elderly, disabled persons, pedestrians & cyclists, and measures may be labelled as "too costly" and "simply not affordable" (whether this is the real motive or not).

Analysing the main problems of a particular city

Without an appropriate analysis of the nature of the problems and without creating a long-term and systematic vision of the future city development, hastily made solutions could even deteriorate the QoL. Experts are aware of that and suggest starting with identification of the main problems, analysis of the problems including a stage of gathering basic information and a comparative study of the past, present and assessed future situation. Some of them are aware also of the importance of sociological research with the aim to identify the societal structure and the needs and desires of the residents, viz. different groups of them with potentially conflicting needs and interests.

Creating common vision

Common vision is a common achievement by which the future perspective of the city and the needs of the citizens are put together. In other words, it is a starting point for a master plan,

which carefully combines the urban, economic and environmental situation on the one hand, and the human and social needs on the other hand.

The core of the common vision forms expert knowledge (urban planners, architects, technicians, social scientists and others). In an ideal case, before the planning process starts the different experts should meet and generate ideas, discuss the general outline and try to integrate several perspectives (ecological, human, technical, sociological, urban, etc.) in the frame of an interdisciplinary brainstorming and dialogue.

Then conditions for a competition among urban planners and architects should be defined as clearly as possible. It is the best way to achieve variability of future visions. After this, a stable basis for a productive dialogue (present state analysis, proposed changes) and for a discussion about the pros and cons should be established.

For informing and engaging the general public, the target groups (all the concerned) should be identified, their participation in the public discussion ensured, and they themselves empowered if necessary. How to achieve this? For instance with the help of information campaigns - expert debates in the mass media and presentation of proposals at different events and places (e.g. supermarkets, railway stations, bus terminals), where pros and cons are explained. The public should not only be informed, but their opinion on the whole subject should be asked for in different forms. "The public" includes all the target groups (including elderly, children, disabled, minorities) – we can speak about the general public and "the users" as those who will be directly affected by the planned changes in their every-day life. There can be different forms of communication: the direct one in the oral way - the door to door approach, public meetings and discussions with participating organisations (NGOs and others) and individuals¹; and the indirect one on the institutional basis – gathering complaints, comments and public opinion details in more or less systematic ways.

Examples

Let us say that the common vision is to rehabilitate public areas, give people the opportunity to walk, cycle, and meet and to reduce car use in the city centre. The sociological support for this is to create a new culture of walking, cycling and using public transport. The urban-technical support is to improve the public transport, to increase its quality and aesthetics, to create adequate infrastructure for walking and cycling, to create new forms of transport (collective taxis, shared cars), etc..

Defining long-term, mid-term and short-term objectives

Objectives arise from the common vision. It is important to name them and to check their viability in terms of time, available economic resources and the political will. These three aspects make the objective realistic.

There are long-term (visions, ideals, general directions), mid-term (stages) and short-term objectives (steps). They must together form a logical entity. The politicians are usually concerned about the short-term objectives, because they need to be elected again. The realisation of the short-term objectives could take 4-5 years, but after one year the first evaluation of achieved changes is needed. Evaluation has to be done in connection to the practical action plan. The mid-term objectives can take 5-20 years. We need them to have an operationalisation of the general vision in specified stages. The long-term objectives can change slowly over time as the situation, sociological structure or employment situation changes. Especially the short-term objectives should be defined very clearly and realistic. They should be easily measurable in order to evaluate their success. In contrast to this, it is much more difficult to evaluate mid-term and long-term effects during a process. The problem is for instance that negative effects often only can be measured when it already is "too late".

¹ An interesting idea with good results is to organise meetings in schools and in kindergartens.

How to define what objectives should receive priority? There are different possible perspectives and it is important to make clear which of them are used and for what ends. The human (or humanistic) perspective stresses the needs of the general public, the economic perspective addresses availability of money, employment possibilities and a costs-effects analysis. The environmental perspective focuses on the environmental sustainability, and the urban perspective on the sustainable development of the city, including its infrastructure. The political perspective is about winning the next elections. Perhaps local authorities could invite different key actors with conflicting perspectives to discuss the subject, and mediate their dialogue, by looking at possible, or maybe even optimum, overlaps of these perspectives.

How to achieve a compromise between the long-term vision and short-term objectives? One should for instance organise expert workshops including NGOs and opinion leaders from different groups of the population. A typical higher-level contradiction between short-term and long-term goals is that the final results of longer term efforts (changing modal split towards reduced car use) may be evaluated positively by the general public, but the short-term consequences are perceived negatively (one has to accept that the car be used less starting from NOW). Another example, of a different type, is that building roundabouts is good for traffic safety in a somewhat longer perspective, but has the potential to cause inconveniences at the present moment (difficult to use, *experiencing* safety problems that de facto are not there, etc.).

The majority of experts is aware of what problematic effects the implementation of any plans could have, if they are not understood clearly by the general public. **How** to inform the public? Some possible ways of informing the citizens and of learning about their opinions are mentioned above under 2 Creating common vision.

How to achieve a compromise among different interest groups and competing interests? Often there are conflicts between commercial interests and those connected to sustainable-development concepts. What helps to accelerate transport endangers safety, what is functional is not always aesthetic and vice versa (etc. cobble stones as obstacles for bicyclists). The basic solutions for such conflicts have to utilise all the (more or less conventional) strategies of conflict management – explanation, mediation, direct discussion. Exercises that help to see the situation from the viewpoint of other interest groups could help, as well as seeking for win-win solutions or, if not possible, for the most acceptable compromise (in Switzerland this is adherent to the local referendum model).

A very interesting idea is also to organise pilot studies in order to test proposed solutions on a smaller scale during shorter time periods. Of course this is not possible for all problems. Another – rather new - possibility is computer modelling.

How to support effective ways of making decisions? It is important to transform a good practice into legislation (e.g. local referendum). This is supposed to save time and energy.

Examples

The long-term objective could be the sustainability of the city development. One of the mid-term objectives would be the revival of the historical city. Among several short-term objectives could be e.g. giving priority to pedestrians in the shopping streets in the centre making them accessible only on foot – including public transport - or by bicycle, but not by car. The consequences are a livelier city centre and more profitable shops. The revival of the social life in the centre increases the attractiveness of the whole city and brings more tourists. This starts a prosperity circle.

Monitoring and feedback – an information flow among experts, politicians and the general public

There should exist continuous feedback that supports and optimises the process of planning, monitoring, evaluation and modification of short-term goals. The implementers carry out a

continuous monitoring of the new changing states of things in connection with the performed quality, the timing, the budget, the intended and also the unexpected consequences of activities (like for example unemployment rate, criminality rate, etc.). They also measure quantifiable aspects as indexes related to the sustainable environment, number of private cars, number of accidents, etc. The evaluation by experts (also in the mass media), and in an ideal case also by some independent institutions has to be added. One option of evaluation is also by comparison, for example from the historical perspective – the past, the present and the assessed future situation; or by comparing the development in different cities having similar problems.

The achieved results should be published (through mass media, events, etc.). This brings one part of the feedback from the general public, the second part results from the every-day experiences with the change by the "users" – the people directly concerned (including the aesthetic perception). The degree of satisfaction could be assessed by complaint registration and echo in the media, or more systematically, for example with the help of questionnaires, household interviews, observations in situ, etc. It is a legitimate general conclusion that positive reactions by the general public mean that the needs of the population and of its relevant sub-groups have been respected well, that there has been good communication, and that the public now identifies itself with the common vision.

From the results of such an evaluation the actual course of any public action or project can be corrected if needed.

The contents of the discussion above are summarised in one of the tools that are included in the HOTEL toolbox: We call this tool the "QoL Guidelines for planners and decision makers". They can be used like a checklist and remind the responsible step by step of what should be considered when implementing projects that have the goal to improve QoL (see Appendix 3 and subchapter 3.5.2.6.3).

3.5.2.6 The instruments in the QoL Toolbox

From all previous work steps of HOTEL, and under special consideration of the heuristics developed in the discussion above, as a main result of the expert discussions in the three HOTEL workshops, a number of issues were listed that should be considered when assessing QoL. The "general public and relevant sub-groups of the general public" are in the centre of these heuristics. Another important aspect that was underlined was the communication between different groups of experts and decision makers and the public. These aspects as well as the issues that are – or seem to be – important for all target or population groups, but to a different degree and in different combinations, have to be considered in the HOTEL toolbox. The "heart" of this toolbox is an interview- viz. survey instrument, i.e. a questionnaire that includes open questions that allows measuring satisfaction with situations and their changes that have shown to be constitutive elements of QoL.

3.5.2.6.1 QoL Checklist

Such instruments have to be based on assumptions of what elements should be included in order to get a clear picture of QoL and its changes. The list of elements that are relevant according to the findings of HOTEL (summarising results of both the State-of-the-art study and the workshops in Lund, Paris and Ferrara) were listed in what we called a QoL Checklist of relevant issues that together constitute QoL. The following indicators and sub-indicators (see Table 2 below) were suggested as reflecting a possible concept of QoL in connection with transport and mobility preconditions rather well.

Table 2: QoL indicators and sub-indicators in connection with transport and mobility according to HOTEL findings

Indicators	Sub-indicators
Accessibility	<ul style="list-style-type: none"> - Equality of access → accessibility for people with reduced mobility - Access to public transport - Access to different destinations
Comfort	<ul style="list-style-type: none"> - Absence of stress - Square meters of green areas - Square meters of living spaces - Square meters of space for pedestrians
Safety	<ul style="list-style-type: none"> - Speed limits/better control of vehicle speeds - Number of accidents, fatalities and injured person - Broad sidewalks, better walking facilities
Security (subjective safety)	<ul style="list-style-type: none"> - Subjective feeling of safety of citizens
Sustainability/environmental impact	<ul style="list-style-type: none"> - Traffic calming areas - Decrease of car traffic → increase of cycle, public transport and pedestrian traffic → modal split - Noise and air pollution parameters - Budget for the different mobility modes - Length and size of different networks
Quality of facilities	<ul style="list-style-type: none"> - Consideration of the needs of different target groups (handicapped, elderly, children, etc.) - High satisfaction of citizens with facilities and services
Participation	<ul style="list-style-type: none"> - Number of meetings of information of the population and publications - Number of participation activities
Time	<ul style="list-style-type: none"> - Time one has to spend (e.g., those without car) travelling
Urban development	<ul style="list-style-type: none"> - Density - Distance from residence to work and of other trips

3.5.2.6.2 QoL Questionnaire

On the basis of this list of indicators the QoL Questionnaire was developed that was used in the frame of the pilot study in Kristianstad. The city of Kristianstad was chosen for a pilot study (see chapter 3.6 of this report and HOTEL Deliverable 7 on The Pilot Study) where the toolbox could be tested. Larger parts of the inner city had been redesigned and rebuilt, among others with one decisive goal: to improve "liveability". Kristianstad thus seemed very appropriate to test the contents of our toolbox. We also found out that in Kristianstad the

planners and decision makers responsible for the innovations there had considered roughly the same aspects as we had done in the HOTEL project. The QoL Questionnaire is to be found in the Annexes of this report (appendix 4).

3.5.2.6.3 QoL Guidelines

In parallel, QoL Guidelines for planners and decision makers were generated. For the politicians and decision makers the results of the application of the toolbox instruments, later on, should help to implement the right measures in the right way, and to present them according to the relevance attributed to them by the public. The Guidelines are in the Annexes (appendix 3). The pilot study in Kristianstad should provide information on whether this can be achieved with the toolbox in its present format, and these results are considered and shown in the appropriate report (HOTEL Deliverable 7) and in the chapter 3.6 of this report.

3.5.2.6.4 QoL Database

Finally we have created what we called an "embryo" for a potential QoL-database with recommendations of how a data base could be implemented, how to handle qualitative data to achieve harmonisation, and how a library of QoL studies could result in a dissemination of knowledge about QoL. With these recommendations for a data base we expect to make evaluations in the field of QoL easier. The results of this work will be an integrated part of the HOTEL website www.factum.at/hotel.

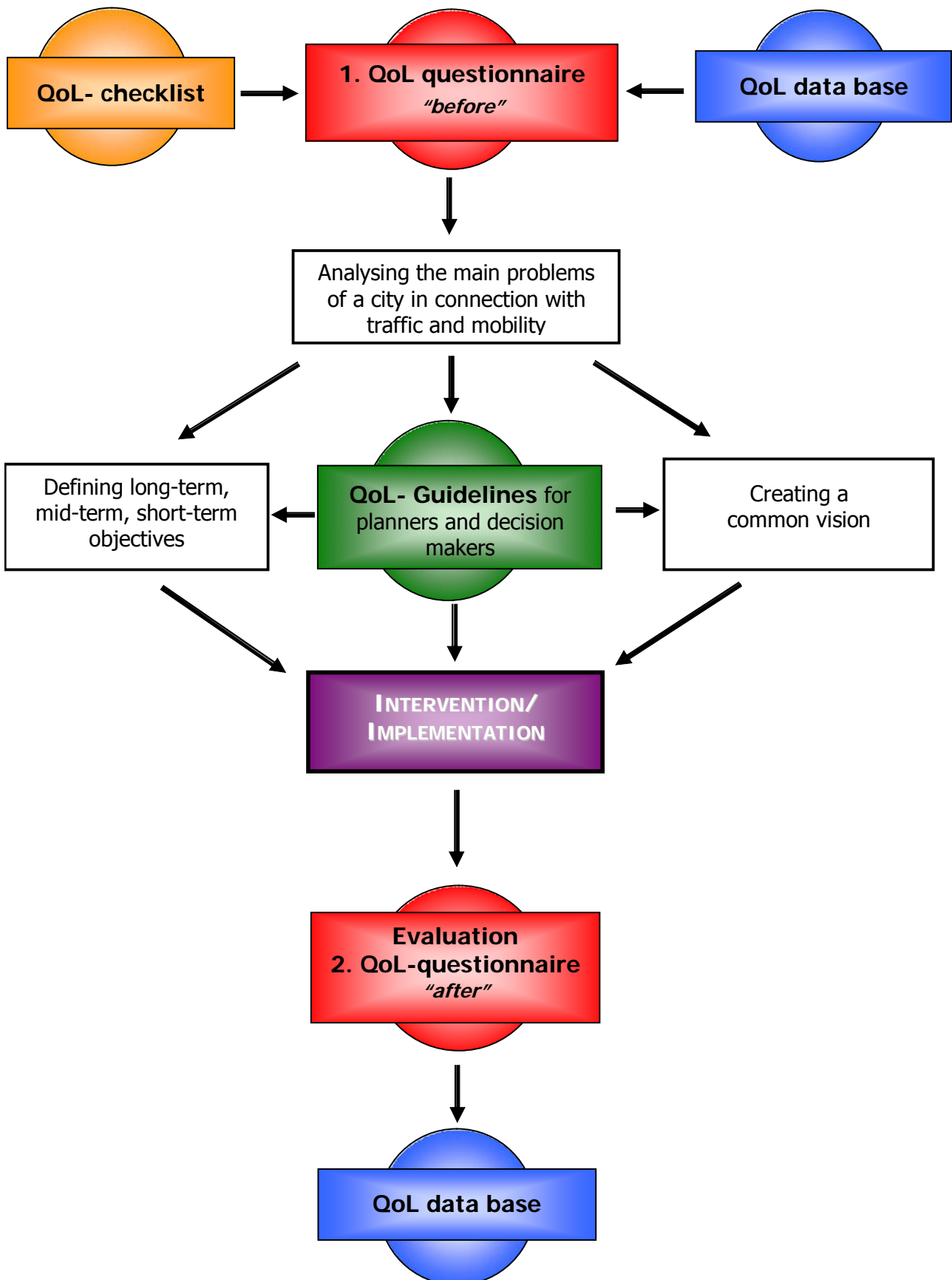
The database could be finalised and put on line with a rather moderate time and financial budget, if a sponsor is prepared to support such an activity.

3.5.3 Application of the HOTEL Toolbox

Both the character and the application of the HOTEL toolbox are summarised and put into a comprehensive frame in the graph below (Figure 2):

The ideal case referring to the application of the toolbox-instruments can be seen as an open loop with a twofold use, at least, of the questionnaire. I.e., in the after phase repeated studies could be done to analyse the development of QoL assessments after implementations. We are of course not able to force those who are in charge, i.e. decision makers, to use certain instruments. But as psychologists and/or sociologists, who are invited to assess QoL aspects and how they are influenced by different types of implementations, from the planning phase to the very last step of practical application, we certainly recommended proceeding according to the graph:

Figure 2: Application of the HOTEL-toolbox



3.6 Pilot study

3.6.1 Objectives of the Pilot study

Originally, the use of the guidelines developed in the frame of the toolbox work and their relevance were supposed to be demonstrated in the frame of a pilot study. In practice, this objective was changed slightly: the guidelines of HOTEL refer to key-areas and key-aspects that according to the assumptions of the HOTEL consortium should be influenced in a certain direction in order to provide (better) QoL. Thus, at the site that was chosen for the pilot study – two places in the city centre of the city of Kristianstad in Southern Sweden – the mentioned key areas and key aspects were tested with respect to their validity. Under consideration of these areas and aspects, the satisfaction of citizens with some innovations at the selected site was assessed.

3.6.2 Procedure

Two kernel instruments of the HOTEL toolbox were tested in Kristianstad: The checklist and the questionnaire. Both of these instruments make explicitly use of the key areas and key aspects of HOTEL.

The HOTEL checklist should allow identifying elements and plans in papers and documents related to planned modifications that probably would aim at improving QoL, even if this concept is not mentioned there in words.

The application of the HOTEL questionnaire (see Appendix 4) should allow assessing whether the envisaged changes according to persons who are interviewed with its help are in fact related to QoL and would bring about positive results in this respect. Saving these results according to the database concept of HOTEL would allow building on the experiences of the HOTEL project and show, whether results like those to be gathered in the HOTEL pilot study can be generalised. At the same time, every new experience of this type contributes to the further elaboration on the HOTEL guidelines.

The questionnaire applied in Kristianstad during the pilot study was administered by using a *vis-à-vis* technique in the frame of road side interviews by trained interviewers. The strategy used to contact the interviewees was to address them at the road side, at random. In order to have a pertinent sample with respect to the studied topic, a selection criterion of *familiarity* with the place where the study was carried out was introduced. The final sample taken into consideration in the present study consists of 201 interviewed subjects, wherein 184 belong to the population and 17 were experts with knowledge concerning QoL, traffic and city planning, and familiar with the implementations in Kristianstad.

Before summarising the most important conclusions it has to be underlined that this study was of an explorative character, at a very special site, with rather small samples of groups and subgroups to be compared, without possibilities to go for a representative sample of the whole population, etc. But this was a pilot study and according to our plans it should allow to test some assumptions in order to give impulses for further research and for work in practice.

3.6.3 Results

3.6.3.1 Experts' opinion

It was made clear from the beginning that a better urban environment was the goal, where different kinds of interest have to be combined. All traffic has to be organised according to the needs of weaker groups, which generally is the function of a calmed area: Following this principle the sites are now safer for both pedestrians and cyclists. Car traffic has been considerably reduced and slowed down almost to walking speed. This has been done with the help of measures such as raising the road surface level for cars, while keeping the level for pedestrians and using small cobble stones to surface the road. This makes it rather difficult for cars to drive especially fast. These infrastructural measures as well as the reduction of the car traffic have made crossing the streets much easier for pedestrians.

The fact that the surface of the street is continuously at the same level also improves the situation for impaired person. Accessibility questions have had an extra weight, not least because Kristianstad is a city that takes very much care of impaired persons – it is now easy to move with wheelchairs and rollators. Curbs - barriers and obstacles for all road users - have been eliminated. The bus stops have been moved. Busses now stop in such a way that cars cannot overtake them which leads to a more quiet traffic rhythm by reducing speeds – and this has also reduced accidents.

Concerning the aesthetic aspects the whole street and its environment have improved: Board walks are now broad, surfaces are both convenient and pretty, flowers and decorations improve the whole picture. The seating facilities have been designed in co-operation between artists and environmental architects. All the work was done under consideration of the historically grown elements, which were integrated in the overall design – for example alley trees maintain the character of the boulevards with their longitudinal function. The modified sites have improved so much that nowadays they have become areas where people can meet. Places have become more "public", more people are out, and these areas are used much more and more intensively, also by gastronomy. There is high satisfaction of citizens with facilities and services. The sites are now more convenient in all respects and have become more "human".

3.6.3.2 Checklist

Below there is a comparison of QoL indicators according the HOTEL results and direct and indirect references to them in papers about the modifications in Kristianstad (Table 3).

Table 3: QoL indicators and sub-indicators in connection with transport and mobility according to HOTEL work and their mentioning in the Kristianstad papers

Indicators	Sub-indicators	Mentioned?
Accessibility	- Equality of access → accessibility for people with reduced mobility	X
	- Access to public transport	X
	- Access to different destinations	X
Comfort	- Absence of stress	X
	- Square meters of green areas	} not mentioned
	- Square meters of living spaces	
	- Square meters of space for pedestrians	X

Safety	<ul style="list-style-type: none"> - Speed limits/better control of vehicle speeds - Number of accidents, fatalities and injured person - Broad sidewalks, better walking facilities 	X not known yet X
Security (subjective safety)	<ul style="list-style-type: none"> - Subjective feeling of safety of citizens 	X
Sustainability, enviromental impact	<ul style="list-style-type: none"> - Traffic calming areas - Decrease of car traffic → increase of cycle, public transport and pedestrian traffic → modal split - Noise and air pollution parameters - Budget for the different mobility modes - Length and size of different networks 	X X not clear X X
Quality of facilities	<ul style="list-style-type: none"> - Consideration of the needs of different target groups (handicapped, elderly, children, etc.) - High satisfaction of citizens with facilities and services 	X to be tested
Participation	<ul style="list-style-type: none"> - Number of meetings of information of the population and publications - Number of participation activities 	X X
Time	<ul style="list-style-type: none"> - Time one has to spend (e.g., those without car) 	X
Urban devel- opment	<ul style="list-style-type: none"> - Density - Distance from residence to work and of other trips 	} not mentioned

The elements listed in the checklist were used as the raw material for the HOTEL questionnaire. The results of the application of this questionnaire are summarised below:

3.6.3.3 Questionnaire and discussion

The questionnaire results (see Table 4 further below) together with the relevant results from other methods lead to the following considerations:

1. The achieved changes are maybe not optimum for the weaker road users, as they have to interact more than hitherto with car traffic. This affects in principle all aspects that are relevant for QoL according to our key area list. At the same time, bus drivers and bus companies complain that they have to drive so slowly. Car drivers feel impaired. But for the vulnerable users and residents, there are still too many cars in the centre. This is not least due to the fact that the Grand Square still functions as a car-parking space and thus does not invite to involve in urban activities. On the other hand, all changes in the public space have the potential to lead to some disadvantages for somebody. It is never easy to find a balance between different needs. Changes like those in Kristianstad should be carried out from a holistic perspective. However, it is difficult to find a balance between conflicting interests of different groups. Conflicts of interests arise when different types of road users have to share the same areas. This often causes problems for weaker groups.
2. Both experts and the representatives of the public assess the aspects that have been listed in the frame of the HOTEL work and that were transformed to standardised questionnaire questions quite similarly. All aspects that support pedestrians, cyclists, elderly,

disabled, and safety and security, are considered as very important by both, while good conditions for car drivers are considered as being of less importance.

3. The changes achieved by the modifications at the two sites in Kristianstad are perceived as much more positive by the interviewed experts than by the representatives of the public.
4. Correlations between QoL and other variables with respect to the question what is considered important, are generally low. Only between the importance of QoL and two other general variables - beauty & aesthetics and traffic safety – somewhat stronger relationships could be found.
5. On a more concrete level, namely when assessing the changes achieved by the modifications at the two analysed sites in Kristianstad, the results show that many correlations between perceived changes in QoL and perceived changes in other variables explain 20% of the common variance and more. These other variables are Ease and comfort for pedestrians, Usability for elderly and disabled, Perceived safety, Social interaction, Traffic safety in general. There are some more variables with correlations that explain between 15% and 20% of the common variance with perceived changes in QoL, like Children's safety, Smooth traffic flow for pedestrians, Beauty and aesthetics of the quarters after the modifications, the Perceived quality of "being there" after the changes, and the Safety for elderly and disabled. Finally, the following variables explain between 10 and 15% of the common variance with QoL: Equity between road users, Good environmental quality, Smooth flow for cyclists, and Ease and comfort for cyclist. In the end, the only two variables that do not correlate to the improvements of QoL are Smooth car traffic flow and Ease and comfort for car drivers (see Table 4 on the following page).
6. The list of indicators that have been developed in the frame of HOTEL and that have been transformed into checklist items (HOTEL checklist) and questions (HOTEL questionnaire) may not be complete, but they are related to the concept of QoL according to the persons interviewed in Kristianstad.
7. The preferred mode choice affects the perception of changes: Frequent car users state more strongly that QoL has improved after the interventions. This indicates that frequent car drivers identify improvements in QoL in spite of the fact that the situation for driving a car rather deteriorates when modifications like those in Kristianstad are implemented.
8. Gender does not seem to play a key role on influencing the perceived changes, nor are there any larger differences between other groups that are of relevance for the HOTEL research.
9. But some findings could be interesting for the municipality of Kristianstad, for instance that the safety situation after the restructuring is perceived as much better at Östra Boulevard than on Nya Boulevard. It would be interesting to look for the reasons for this.

Table 4: Correlations between perceived changes

ITEM	Has improved:	Var1 Traffic safety	Var2 Childr. safety	Var3 Feeling safe	Var4 Usabil. Eld&dis	Var5 smooth f pedestr	Var6 smooth f cyclists	Var7 smooth f car driv.	Var8 Equity b.r.users	Var9 eas/com. pedestr.	Var10 eas/com. car driv.s	Var11 eas/com .cyclists	Var12 Safety eld&dis	Var13 environ. air/noise	Var14 soc.inter action	Var15 QoL	Var16Dis trict beautif.	Var17 Nice to be here
Var1	Traffic safety	1,00																
Var2	Children's safety	0,73	1,00															
Var3	Feeling safe	0,96	0,65	1,00														
Var4	Usability for elderly &disabled persons	0,69	0,75	0,62	1,00													
Var5	Smooth traffic flow pedestrians	0,52	0,44	0,42	0,52	1,00												
Var6	Smooth traffic flow for cyclists	0,41	0,44	0,32	0,44	0,48	1,00											
Var7	Smooth traffic flow car drivers	0,10	0,80	0,15	0,05	0,05	0,18	1,00										
Var8	Equity between traffic groups	0,45	0,48	0,39	0,45	0,40	0,37	0,25	1,00									
Var9	Ease and comfort for pedestrians	0,51	0,50	0,47	0,52	0,60	0,40	0,32	0,41	1,00								
Var10	Ease and comfort for car drivers	0,97	0,03	0,13	-0,01	0,00	0,13	0,76	0,25	-0,01	1,00							
Var11	Ease and comfort for cyclists	0,33	0,40	0,30	0,39	0,42	0,68	0,26	0,47	0,43	0,31	1,00						
Var12	Safety of elderly &disabled persons	0,47	0,46	0,41	0,61	0,48	0,45	0,06	0,35	0,59	0,06	0,50	1,00					
Var13	Environment (air, noise...)	0,31	0,35	0,28	0,40	0,28	0,29	0,30	0,32	0,38	-0,07	0,23	0,28	1,00				
Var14	Social interaction with other persons	0,35	0,31	0,28	0,26	0,30	0,26	-0,20	0,27	0,34	-0,11	0,23	0,22	0,36	1,00			
Var15	Quality of life	0,45	0,44	0,47	0,48	0,44	<i>0,36</i>	0,15	<i>0,38</i>	0,50	0,02	<i>0,34</i>	0,40	<i>0,38</i>	0,47	1,00		
Var16	District is more beautiful now	0,43	0,39	0,37	0,44	0,34	0,42	0,38	0,29	0,37	0,42	0,41	0,41	0,32	0,29	0,43	1,00	
Var17	It is nicer to be here now	0,41	0,35	0,38	0,4	0,47	0,36	0,6	0,37	0,41	0,05	0,41	0,44	0,34	0,29	0,42	0,7	1,00

3.6.4 Conclusion

It can be stated that those parts of the HOTEL toolbox to which the pilot study could contribute – the checklist and the questionnaire – appear to work successfully. The checklist allowed us to identify variables in the papers and documents related to the modifications in Kristianstad that aimed at improving QoL, even if this concept was not mentioned there in words. And the application of the HOTEL questionnaire showed that the interviewed persons in fact related these variables to QoL.

According to the results of the pilot study, the following key-concepts – dimensions, sub-dimensions, and aspects belonging to them – that are presented in a structured way in the table below, reflect QoL to a large degree:

Indicators	Sub-indicators	HOTEL questionnaire
Accessibility	<ul style="list-style-type: none"> ○ Equality of access → accessibility for people with reduced mobility ○ Access to public transport ○ Access to different destinations 	<ul style="list-style-type: none"> ○ Usability for elderly and disabled persons is now ○ Usability for pedestrians and cyclists ○ Equity between traffic groups
Comfort	<ul style="list-style-type: none"> ○ Absence of stress ○ Square meters of green areas ○ Square meters of living spaces ○ Square meters of space for pedestrians 	<ul style="list-style-type: none"> ○ Ease and comfort for pedestrians are now ○ Ease and comfort for cyclists are now
Safety	<ul style="list-style-type: none"> ○ Speed limits/better control of vehicle speeds ○ Number of accidents, fatalities and injured person 	<ul style="list-style-type: none"> ➤ Relevant according to experts' assessment
Security (subj.saf.)	<ul style="list-style-type: none"> ○ Subjective feeling of safety of citizens 	<ul style="list-style-type: none"> ○ Feeling safe ○ Children's safety ○ Safety for cyclists ○ Safety for pedestrians ○ Elderly and disabled persons' safety
Sustainability, environmental impact	<ul style="list-style-type: none"> ○ Traffic calming areas ○ Decrease of car traffic → increase of cycle, public transport and pedestrian traffic → modal split ○ Noise and air pollution parameters 	<ul style="list-style-type: none"> ○ Environment (air, noise...) ○ Beauty of the area ○ Social interaction with other persons is now ○ Convenience of staying in the district
Quality of facilities	<ul style="list-style-type: none"> ○ Consideration of the needs of different target groups (handicapped, elderly, children, etc.) ○ High satisfaction of citizens with facilities and services ○ Broad sidewalks, better walking facilities 	<ul style="list-style-type: none"> ○ Smoothness of traffic flow for pedestrians ○ Smoothness of traffic flow for cyclists
Participation	<ul style="list-style-type: none"> ○ Number of meetings of information of the population and publications ○ Number of participation activities 	<ul style="list-style-type: none"> ➤ Relevant according to experts' assessment
Time	<ul style="list-style-type: none"> ○ Time one has to spend (e.g., those without car) 	<ul style="list-style-type: none"> ➤ Relevant according to experts' assessment
Urban development	<ul style="list-style-type: none"> ○ Density ○ Distance from residence to work and of other trips 	<ul style="list-style-type: none"> ➤ Relevant according to experts' assessment

It can be recommended to use the two mentioned tools at other occasions. Saving these results according to the database-concept of HOTEL would allow building on the experiences for Kristianstad and show, whether results like those in Kristianstad can be generalised. At the same time, every new experience of this type contributes to the further elaboration on the HOTEL guidelines.

4 Conclusions and policy implications

The HOTEL project focused scientifically on the structure, the meaning and the usability of the concept Quality of Life (QoL) - a social concept which is more and more used in the developed societies. We are interested in QoL in the particular field of mobility, traffic and city planning, in relation to sustainability.

The project could be considered as an attempt to raise *social awareness* in this field and its main merits are answers to two kinds of questions: the theoretical – what is QoL; and the methodological – how to measure it. From the theoretical viewpoint the project analyses the determinants and indicators of the concept. From the practical position, it offers a concrete toolbox with instruments for the assessment of QoL.

The HOTEL project had two aims. The first one was to examine how the aspects relating to QoL in the field of mobility, traffic and city planning are taken into account in everyday practice by the main actors, what degree of importance is attributed to specific aspects and why. The second one was to sensitise and to stimulate these actors to the possible questions and stakes posed by this concept in practice, with the aim of facilitating activities and communication in the future.

We could sum up the gained knowledge in three most important points:

1. There can be identified some common configuration of central QoL indicators (often related to satisfaction of subjective needs of people), which we saw in the literature for the State-of-the-Art report and in the workshops results, and which are supported by fresh empirical evidence in the pilot study. However the subject is very complex. It should be assessed in each case only together with the relevant context, and it could even include internal conflicts between the needs of different categories of users (drivers, cyclists, disabled, etc.), as well as between different criteria dimensions (e.g. ecological and economical). Also the legislative frame and cultural differences are of great importance.
2. When assessing QoL, subjective indicators as well as objective indicators are important and should be measured. Experts in the workshops showed a tendency to underestimate the importance of subjective indicators in comparison to the objective ones. It could mean that there is no sufficient sensitivity to the subjective needs of the “users” – the common people. Subjective indicators partly correspond to objective assessment of users’ needs, but not completely. This is why the local context must be considered and every time before and after a bigger project the satisfaction should be measured. Repeated studies are necessary in the frame of evaluation: there exists always a learning and adaptation process on both sides after every implementation. Sometimes the advantages of the new state of things do not become visible before several years have elapsed. However, the measurement is only one part of the communication with the citizens; even more important is the mutual communication when giving them the opportunity to express their opinions about plans and projects, and to communicate directly with the planners. High QoL can result only as a common achievement.
3. The feedback from the general public should be systematic and permanent, so the experts can learn what good solutions look like. Only in that way they can improve and money can be saved by avoiding flops. If the decision makers try to influence the behaviour of larger groups of the population, this could work only through participation, never through forced expert solutions or orders and restrictions (e.g., think of the regulation of personal car use).

The HOTEL project has formulated some proposals for measures which could support further progress in the field of QoL in mobility, traffic and city planning.

- The proposed **database** with internet access could be developed and put on line with some moderate additional efforts, provided work is sponsored in some way. It should be broadly used and regularly updated. Interested institutions could report implementations undertaken in this field in the next 3 years or so and present them on the website. A special section could be created for this, e.g. under the title "open contributions & shared experiences and practices". This section could include also an interactive discussion forum for experts and interested social actors. The database should also include information about the international legislation frame for sustainable development; local, regional and national regulations concerning QoL issues; and experience reports about concrete implementations of QoL standards, which proved to have relevant impacts in the particular field.
- The developed **toolbox instruments** (handbook, guidelines and questionnaire) should be offered to other researchers or social actors for use in local or regional projects in similar fields. This we attempt to achieve through broad dissemination of the project results, e.g. by placing these instruments on the web.
- To improve communication among European actors in this field a "**QoL network**" should be established. The starting point could be a mailing list of interested actors and experts. The news (seminars, conferences, etc.) and experiences could be exchanged through the discussion forum on the HOTEL website or an even better solution would be an "administrator" – a person financed by EC at least for 3 years at the part-time job basis responsible for the information flow.
- All this activities could be focussed upon in a periodical congress initiated by EC concerning "Improving QoL and sustainability in the areas of traffic and mobility".

5 Dissemination and/or exploitation of results

The main goal of the dissemination phase of the project is to distribute the results to experts, politicians, administrators, etc. and also to lay people. Well informed people who have the power to make decisions about mobility, transport and city planning can with higher probability decide in such a way, that QoL-considerations are really taken care of. On the other hand we also inform interested lay people and try to make a lot of lay people interested in QoL issues, especially concerning the possibility to influence changes in the wished for direction through participation.

A lot of dissemination work is already done or will be completed at the end of the year 2004, some activities will continue for at least one further year, e.g., the maintenance of the HOTEL- website as the QoL strategies information portal.

The distribution of information about the project and its results can be divided in three phases: during the project, at the very end of it and afterwards as follows.

5.1 During the project

We presented the HOTEL-project in written and sometimes oral form to more than 200 experts in several phases of recruitment of participants for the Lund and Paris workshops as well as for the joint workshop in Ferrara. The participants in the first two workshops received the State-of-the-Art Report. The Ferrara workshop participants additionally also received the Summary Reports from Lund and Paris. We also informed several representatives of municipalities about HOTEL in order to find a test site for the pilot study and to get support for the organisation of workshops. In the second year the HOTEL-website was created with the information about the project, its goals, methodology, work plan and the consortium. A short newsletter was written about each work package and the achieved results. The newsletters were translated into all project languages and placed on the website as well as sent to all the participating and interested experts.

5.2 At the very end of the project

In the last phase of the project we started the results dissemination to the general public through media in form of press conferences, press releases and interviews for local newspapers and weeklies. At the very end of the project the main event associated with the distribution of results took place in Bratislava, November 26, 2004 at the Faculty of Arts (Comenius University). In collaboration with Primetime (agency for marketing and media communication) Jana Plichtová organised a press conference.

The conference was opened by the Dean for research, L. Kiczko and the Chief of the Department of Psychology I. Brezina. More than 20 journalists from newspapers, radio and TV took part. The results of the project were presented by Ralf Risser, Jana Plichtová and Magda Petrjánošová. Ralf Risser explained the overall plan of research and its organisation. Jana Plichtová described the methodology and the main outcomes based on qualitative analysis. She underlined the topic of citizens' participation. Magda Petrjánošová spoke about data inferred from the expert questionnaires distributed at the HOTEL workshops and illustrated some differences between experts from Central, Eastern, Northern, Southern and Western Europe.

From the perspective of the participants, information was given by P. Benuska, Official of the City of Bratislava, who also had participated in the workshops in Lund and Ferrara. The side of the NGOs' sector was presented by L. Kobida who spoke about participation of citizens in Bratislava. Journalists were informed also about the web site. Several interviews with Jana Plichtová followed in radio and newspapers.

Another target group for the information about the project and its results is the scientific community. The dissemination started in the form of presentations on and registrations for future conferences concerning QoL as such, as well as mobility and transport and preparation of scientific articles above all for socio-psychological and sociological journals.

5.3 After the projects' end

As mentioned above, several scientific conferences will take place in the year 2005 where HOTEL results will be presented. Some articles about HOTEL results are planned to be published, which will take some more months. Thus, the dissemination work will go on also after the official end of the project. The HOTEL-website will exist at least for one more year and remain the information and contact portal for experts as well as interested lay people.

6 Acknowledgements and references

We thank the EU commission for sponsoring the project HOTEL. We thank all the members of the consortium and their Institutes viz. their companies. They all supported HOTEL work very efficiently. We also want to thank all the experts who took part in the HOTEL workshop. The list of experts is added as an appendix (no. 6) to this report.

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Plichtová, J., Petrjánošová, M., Risser, R., Bein, N. (2004): *Dissemination*. Public report of Workpackage 8, Bratislava, Vienna.

All these deliverables are available at FACTUM Chaloupka & Risser OHG, Danhausergasse 6/4, A-1040 Vienna. However, they can also be asked for at the institutes, or companies, of the involved HOTEL consortium partners.

7 Appendices

Appendix 1 Questionnaire to experts for judgement of principles, objectives and indicators in relation to QoL in cities

As you have already been informed the outcome of the series of workshops in which you participate as experts coming from different European countries and different levels of governance has to be a toolbox providing support for monitoring of reality, and plans and policies designed for improving quality of life in cities/countries with respect to transport, mobility, city planning and land use. Its ultimate goal is a create common ground for future European policy by which the quality of life will be supported and increased.

To reach the objective it is necessary:

1. To clarify the concept of quality of life itself;
2. To agree on some appropriate indicators of quality of life;
3. To find out how different perspectives (level of governance, type of expertness, perspective of economic growth vs. sustainable development, short-term vs. long-term perspectives) could be integrated;
4. To agree on ways of communication between key actors (planners, developers, politicians) and general public;
5. To agree on ways how to monitor needs and aspiration of residents;
6. To agree on basic principles which should be followed by all key actors.

This questionnaire was prepared with the intention to identify common views of all participants. It is based on the analysis of their/ your ideas expressed in previous workshops.

However, it is possible that something important is still missing. If you think so, please do not hesitate and add your comments.

Some of the questions are closed-end sentences. Your task is to attribute a value to (or "to quantify") their importance or relevance according to your experience and knowledge.

Set of questions 1

Please, read the following list of principles carefully.

Feel free to add any missing principles you consider important.

Please, judge the importance of each principle by using a scale ranging from number 5 (= the most important) to number 1 (= not important). Put the corresponding value in a circle.

Then read these principles you have selected as the most important ones and select only one. Indicate it by crossing the number "5". Apply the same procedure for not important principles. Read carefully those principles which have been indicated by you as not important and select one of them. Indicate your choice by crossing the number "1".

Then please, read carefully the principles which you have judged as important and select only three of them. Indicate your choice by crossing the corresponding value "4".

According to my opinion, developers, planners, politicians on each level of governance in the field of transport, mobility, city planning and land use should apply the following principles in making their decisions:

No.	Principle	Most important	Important	Moderately important	Less important	Not important
1	Satisfaction of the needs of residents	5	4	3	2	1
2	Sustainability of development	5	4	3	2	1
3	Fluidity of transport	5	4	3	2	1
4	Proximity to services	5	4	3	2	1
5	Accessibility and mobility for everybody	5	4	3	2	1
6	Equity (no group of residents is privileged)	5	4	3	2	1
7	Justice (equal opportunities concerning education, profession, etc.)	5	4	3	2	1
8	Solidarity with weakest users	5	4	3	2	1
9	Making the citizens more responsible (e.g. participation)	5	4	3	2	1
10	"Liveability"	5	4	3	2	1
11	Tolerance toward differences (including ethnic groups)	5	4	3	2	1
12	Choice and liberty to choose habitat and transport modes	5	4	3	2	1
13	Social integration	5	4	3	2	1
14	Respect for dignity of people	5	4	3	2	1
15	Harmony between the city and the country	5	4	3	2	1
16	Urban quality	5	4	3	2	1
17	Patrimony (respect to cultural heritage)	5	4	3	2	1
18	Prosperity	5	4	3	2	1
19	Development of economy	5	4	3	2	1
20	Cost efficiency of services	5	4	3	2	1
21	Aesthetic quality of public space	5	4	3	2	1

Set of questions 2

This is a list of objectives the planners of city development and developers would like to achieve. Which objectives do you see as important and which not? Please, scale these objectives in the same way as in Set 1.

No	Objective	Most important	Important	Moderately important	Less important	Not important
1	Create a common vision of the public interest	5	4	3	2	1
2	Reduce the noise	5	4	3	2	1
3	Reduce the internal constraints of mobility	5	4	3	2	1
4	Reduce external constraints of mobility	5	4	3	2	1
5	Protect the weakest users	5	4	3	2	1
6	Agreeable environment/a peaceful and pleasant city	5	4	3	2	1
7	Create a city of short distances	5	4	3	2	1
8	Create a "city for all" (= anti-segregationist); "a compact city"	5	4	3	2	1
9	Support the "soft" modes of transport (walking, bicycle)	5	4	3	2	1
10	Reduce the necessity for usage of cars	5	4	3	2	1
11	Reduce the negative impacts of transport	5	4	3	2	1
12	Reduce the costs of public transport	5	4	3	2	1
13	Increase the environmental value of public space (green places, aesthetics etc.)	5	4	3	2	1
14	Increase the participation processes	5	4	3	2	1
15	Reduce pollution	5	4	3	2	1
16	Protect sources of water from pollution	5	4	3	2	1
17	Support broad participation (democracy)	5	4	3	2	1
18	Promote monitoring of subjective feelings about quality of life	5	4	3	2	1
19	Increase safety of all users	5	4	3	2	1
20	Increase liveability (e.g. places to meet) – the social value of the environment	5	4	3	2	1
21	Reduce distance from residence to work, to services and leisure activities	5	4	3	2	1

Set of questions 3

There are several types of indicators useful for checking whether quality of life in the city/country is improving, remains the same or is deteriorating. Indicate to which degree you consider each indicator as useful. Please, use the following scale (5 = extremely useful, 1 = not useful at all).

No	Indicator	Extremely useful	Very useful	Moderately useful	Slightly useful	Not useful
1	Level of noise and disturbances	5	4	3	2	1
2	Number of accidents	5	4	3	2	1
3	Number of injured	5	4	3	2	1
4	Number of fatalities	5	4	3	2	1
5	Child mortality through traffic	5	4	3	2	1
6	Fluidity of transport	5	4	3	2	1
7	Regulation of speed	5	4	3	2	1
8	Comfort of the public transportation system (square meter per one passenger, frequency, waiting rooms)	5	4	3	2	1
9	Frequency of jams	5	4	3	2	1
10	Life expectancy	5	4	3	2	1
11	Level of traffic related stress	5	4	3	2	1
12	Square meters of green area per one resident	5	4	3	2	1
13	Intermodality options	5	4	3	2	1
14	Aesthetic quality of public space/environment	5	4	3	2	1
15	Accessibility of work places (time for spent travelling to)	5	4	3	2	1
16	Accessibility of leisure, sport, culture areas (time spent travelling to)	5	4	3	2	1
17	Access to services (distance and appropriate transport)	5	4	3	2	1
18	Real possibility for residents to choose among different modes of transport	5	4	3	2	1
19	Real estate prices	5	4	3	2	1
20	Surveys and markers of satisfaction of residents	5	4	3	2	1
21	Perceived (= subjective) safety	5	4	3	2	1
22	Environmental sustainability (level of pollution)	5	4	3	2	1
23	Quality of facilities (roads, vehicles, services..)	5	4	3	2	1
24	Time spent by everyday travelling (frequency and time one has to spend)	5	4	3	2	1
25	Number of bicycles	5	4	3	2	1
26	Type and quality of mediation between planners, politicians and residents	5	4	3	2	1

27	Frequency and quality of communication between the public, politicians and planners	5	4	3	2	1
28	Regularity of evaluation and follow-up studies	5	4	3	2	1
29	Standard of living (income per capita)	5	4	3	2	1
30	Prevalence of psychiatric disorders	5	4	3	2	1
31	Criminality	5	4	3	2	1
32	Number of cars	5	4	3	2	1
33	Air pollution	5	4	3	2	1
34	Quality of water	5	4	3	2	1
35	Unemployment rate	5	4	3	2	1
36	Proportion of residents using public transport system regularly	5	4	3	2	1
37	Accessibility of neighbouring regions	5	4	3	2	1
38	Efficiency of public transport (number of passenger divided by cost)	5	4	3	2	1
39	Pedestrian areas (square meters)	5	4	3	2	1
40	Roads for cyclists (meters)	5	4	3	2	1
41	Convenience of public transport (frequency, network, etc.)	5	4	3	2	1
42	Green areas (square meters per one resident)	5	4	3	2	1
43	Conditions for family life (schools, other facilities for children, etc.)	5	4	3	2	1
44	Level of noise	5	4	3	2	1
45	Level of cleanness of the streets and parks	5	4	3	2	1
46	Costs for using public transport	5	4	3	2	1
47	Access to higher education	5	4	3	2	1
48	Access to public transport in villages with 200+ inhabitants	5	4	3	2	1
49	Length and network character of streets	5	4	3	2	1
50	Standard of housing	5	4	3	2	1
51	Proportion of people living in owned and rented houses and flats	5	4	3	2	1
52	Job opportunities	5	4	3	2	1
53	Social proximity of residents	5	4	3	2	1
54	Well-being of citizens	5	4	3	2	1
55	Health (illness)	5	4	3	2	1
56	Suicide rates	5	4	3	2	1
57	Proportion of divorces to marriages	5	4	3	2	1
58	Birth rates	5	4	3	2	1
59	Criminal aggression	5	4	3	2	1

60	Number of passengers in public transport	5	4	3	2	1
61	Number of drivers	5	4	3	2	1
62	Level of satisfaction of individual aspirations	5	4	3	2	1
63	Transport prices	5	4	3	2	1
64	Election results	5	4	3	2	1
65	Number of peaceful and secure districts	5	4	3	2	1
66	Activities increasing awareness of citizens	5	4	3	2	1

Final task

Please, give us some data about your person and occupation. We need it to better understand the differences among our participants.

I am coming from	Northern Europe	Central Europe	Central Eastern Europe	Southern Europe	Western Europe
	1	2	3	4	5
I am	a planner, architect	a politicians / administrator	a researcher	a sociologist, psychologist (social sciences and education)	
	1	2	3	4	
The character of my professional activities is	Municipal/regional		National		International
	1		2		3
My age is	30 - 40	41 - 50	51 - 60		61 -
	1	2	3		4

Appendix 2 Small group Tasks 1-3 of Workshop III

Task 1

One person in the small-group: Tell a story about examples of LQ improvement in the city, or region where you work, based on your own experience. Please, describe in detail the objectives that were formulated and the measures that were taken. Describe how different types of obstacles were overcome. (The small-group decides on one story to be chosen).

1. Based on your own experience, please tell a story about an example of LQ improvement in the city or region where you are working. Describe in detail the objectives that were formulated and the measures that were taken. Describe how different types of obstacles were overcome. Then try to generalise your experience and answer the following questions:
2. How to define future objectives to improve life quality (in a global sense)?
3. How to decide what are long-term and short-term objectives?
4. How to carry out an assessment of consequences of the planned activities for life quality of the general public (e. g. planning the city, development of the region)?
5. How to measure success and failure?
6. What segments of the population have to be considered? How will you include marginalised groups of population?
7. How would you address the general public? When?
8. How would you enhance collaboration between politicians and other key actors in the field? Who are the key actors?

Please, take into consideration that the context of your task ranges from municipal, departmental, regional to national and European level.

Task 2

Consider the given example of a city:

Size of the city: 47.000 inhabitants

Town extension: 75 square kilometres

Density of population: (inhabitants/square km) 627

Public transportation: public buses, no subway, rail and bus station

City characteristics:

- 1) The city topography is flat, without hills or mountains
- 2) Public transportation use: low
- 3) Use of private motorised vehicles (car, motorbike): very high
- 4) The public authority is determined to invest in sustainable mobility and in a road safety plan
- 5) Economical condition of population: income above average, low unemployment, many work and education commuters

Recent intervention in sustainable mobility and city planning:

- 1) Introduction of roundabouts instead of traffic lights; reaction of population → low satisfaction at the moment
- 2) Introduction of bike roads: reaction of population → low use so far
- 3) Economical incentives to buy a bicycle were given; population reaction → positive about buying a bike; still no evident enhancement of the use by any category of population (children, adults etc.)
- 4) Introduction of a small area of the centre of the city with restricted use of private cars: population's and/or traders' reaction → general anger, dissatisfaction, complaints
- 5) Many public works are going on, with disturbances for the population concerning traffic conditions and trade → general anger, dissatisfaction, complaints
- 6) Introduction of area-wide mobility management plans, projects, actions and communication campaigns → some good effects concerning small but interesting actions, applying new technologies (payment-parking areas, dial-up bus, integrated public services train + bike)

A) Please indicate a general strategy the city administration should take to improve sustainable mobility, road safety and general satisfaction of the population as well. Try to indicate, stepwise, the following aspects:

The time to implement the plan you have developed

The number of interventions

Details of the single interventions

The time duration of the single interventions

Positive/negative aspects of each intervention

B) Please indicate, stepwise, the main problems and issues the public administration should take into account when introducing the interventions you suggest

C) Please summarise very shortly why you expect your recommendations should generate positive results

Task 3

In general, there are critical voices pointing out that there is a lack of will to contribute to common well-being because the egoism of individuals prevails over altruism. Three types of conflicts are identified:

- 1) Inter-group/inter-individual conflicts (e.g., car drivers vs. pedestrians)
- 2) Intra-group/intra-individual: e.g., persons or groups have contradictory interests themselves
- 3) Between individuals/groups and the society, or societal goals

Please, give examples of such conflicts you have faced in practice. Create a list of them and categorise the types of conflicts.

Do you know, or can you imagine, any method how to deal with such problems? Please, develop your ideas and try to answer the following questions:

How to harmonise the individual and collective well-being?

How to harmonise short-term and long-term needs?

Is there any method how to deal with such kind of problems/conflicts?

Are there any basic principles you already know or think of?

What kind of activities would you plan to create and achieve a common vision of improving life quality in our societies?

How to overcome sector and partitioned visions in the city and traffic planning?

How to prevent social exclusion?

Perspectives to take:

Please, discuss your answers from the following perspectives:

- a) Planners who define future perspectives
- b) Politicians who want to promote the future perspective
- c) Journalists who criticise both plans and consequences
- d) Ecological activists
- e) Pensioners
- f) Students
- g) Children
- i) ...

Appendix 3 QoL Guidelines for planners and decision makers

Relevant elements and structure according to the HOTEL workshops

QOL – GUIDELINES	
A: COMMUNICATION	
<p>1. What strategies and tactics do you plan to use to achieve the highest quality of communication?</p> <ul style="list-style-type: none"> a. creating a good information data base using available general knowledge and knowledge of interdisciplinary teams b. debating ideas among competing expert teams c. establishing sufficient communication links among all the key actors - experts, politicians, investors, big companies, general public d. 3establishing feed-back: monitoring system, continuous assessment by experts and by the general public e. inviting the general public and NGOs to participate f. establishing contact with teachers, students and school pupils 	
<p>2. What principles do you use to manage the dialogue?</p> <ul style="list-style-type: none"> a. equal chance to participate, to be heard and his/her views to be taken into consideration b. openness to different opinions (plurality) c. respect for arguments (rationality) d. respect for minority opinions e. right for specific groups to speak for themselves 	
B: PARTICIPATION	
<p>3. What do you plan to do to increase participation of citizens?</p> <ul style="list-style-type: none"> a. provide sufficient, clear and accessible information for everybody b. keep a constant flow of information among experts, politicians and the general public (media) c. make an informational (informing) and emotional campaign (changing attitudes and habits) d. make the public interested using public events and media e. express respect for general public's opinions f. provide different opportunities for direct communication (meetings, public discussions) g. support the empowerment of citizens (including education) h. encourage underprivileged social groups to participate i. use facilitators, mediators (social workers, sociologists, social psychologists) j. show real impact of participation 	

<p>4. How do you invite the residents to participate?</p> <ul style="list-style-type: none"> a. through their own proposals, suggestions what should be done b. through their comments, critiques to something already made c. as participants of sociological and socio-psychological inquiries before starting a project d. as subjects of sociological and socio-psychological inquiries after finishing a project 	
<p>5. What kinds of participation do you accept?</p> <ul style="list-style-type: none"> a. citizens participate directly b. citizens participate via their representatives (through NGOs, local associations, minority group speakers) 	
<p>C: PROCEDURE</p>	
<p>C1 ANALYSIS OF THE MAIN PROBLEMS</p>	
<p>6. Which actors do you plan to involve in the process of analysing the main problems of the city (city district)?</p> <ul style="list-style-type: none"> a. urban planners b. architects c. economists d. ecologists e. developers f. sociologists g. social psychologists h. urban ethnographers i. historians j. local NGOs k. citizens 	
<p>7. Is your analysis sensitive to:</p> <ul style="list-style-type: none"> a. different needs of citizens (dwelling, schools, extra-curricular school activities, work, shopping, health care, leisure, culture, social life and communal life) b. needs of different resident groups (pensioners, working mothers, house wives, children, teenagers, disabled, different religious groups, etc.) c. specific needs related to different life styles d. regional specifics of the city e. historical development of the city f. assessed future development of the city g. environmental sustainability of the city h. the idea of a sustainable transport system? 	

<p>C2 PLANNING</p> <p>8. To what degree is your project designed to improve the following?</p> <ul style="list-style-type: none"> a. transportation system b. infrastructure for walking and cycling c. dwelling d. health care services e. education facilities f. shopping facilities g. leisure facilities h. culture facilities i. parks and green areas j. preconditions for social life (e.g. common meeting places) k. aesthetic quality of the environment (buildings, streets, places) l. availability of many choices m. safety n. integrity of community o. sense of control p. sense of belonging to the living place q. heterogeneity of social structure of population (e.g. prevention of slums) r. life style of residents (e.g. opportunities for a healthier life style) 	
<p>9. To what degree does your plan take into consideration:</p> <ul style="list-style-type: none"> a. QoL in general b. QoL of specific categories of the population c. QoL in different districts of the city (preventing of slums) d. common vision (urban plan) e. cost-effects analysis f. political scene g. infrastructure h. mobility options for residents i. fluency of transport j. quality of public transport system k. technical and technological aspects l. environmental consequences (sustainable development) m. social integration 	
<p>C3 COMMON VISION</p> <p>10. Who do you plan to invite to participate in creating common vision?</p> <ul style="list-style-type: none"> a. urban planners and developers b. architects c. environmentalists d. economists e. sociologists, social psychologists, urban ethnographers f. politicians g. investors h. representatives of big companies i. general public j. NGO activists 	

<p>11. Have you a plan how “to give voice” to the following resident groups?</p> <ul style="list-style-type: none"> a. families with small children incl. alternative families (single parents, homosexual couples) b. women c. men d. teenagers e. working parents f. ethnic and other minorities g. disabled h. unemployed i. poor j. children k. elderly 	
C4 OBJECTIVES AND STRATEGIES	
<p>12. What strategies do you plan to use to avoid the negative impact of the short-term thinking of politicians?</p> <ul style="list-style-type: none"> a. following common vision b. making compromise between long-term and short term perspectives c. informing public about the whole process of decision-making d. supporting active citizenship e. supporting NGOs 	
<p>13. What do you plan to do to achieve a compromise among different interest groups and competing interests?</p> <ul style="list-style-type: none"> a. invite both sides to communicate directly b. listen to them carefully c. analyse the type of conflict (explanation) d. find a win-win solution e. look for adequate compensations for the losing side f. organise a local “referendum” g. mediate the debate h. invite a third side (e.g. some NGO) 	
C5 MEASURING CHANGES	
<p>14. How do you plan to assess the consequences of your project on the QoL?</p> <ul style="list-style-type: none"> a. surveys b. door-to-door interviews c. public meetings and discussions d. ethnographic studies e. experts’ assessments 	

<p>15. How do you plan to monitor and assess the effect of taken measures?</p> <ul style="list-style-type: none"> a. systematic measurement of all possible objective indicators (e.g. fluency of transport, number of accidents) b. environmental indicators (e.g. noise level, air pollution, m² of green areas) c. subjective indicators – satisfaction (whether residents are satisfied, how they perceive and evaluate changes) d. subjective indicators – sense of control (how residents evaluate the changes in relation to sense of control and freedom of choice) e. societal indicators (e.g. crime rate, unemployment rate) f. quality of communal life (sense of belonging) g. behaviour of people in the changed situation (ethnographic observation) h. complaints registration i. echo in media j. interviews with open questions 	
C6 FEEDBACK	
<p>16. What do you plan to do in the case of failure?</p> <ul style="list-style-type: none"> a. analyse the main causes b. inform others about the negative experience (case) to prevent repetition of mistakes c. change the ways of communication with the general public d. correct and reformulate objectives e. correct strategies and tactics f. establish open dialogue with experts g. establish open dialogue with politicians h. establish open dialogue with general public, or any specific concerned target group i. stop the project j. identify consequences for other projects 	
<p>17. What do you plan to do in the case of success?</p> <ul style="list-style-type: none"> a. analyse the main causes b. inform others about the positive experience to encourage imitation (detailed documentation – on the internet, experience exchange with other cities incl. cost/effects analysis, etc.) c. inform others about respective negative side effects d. broaden the scope e. give credit to the efforts of all participants f. identify consequences for other projects 	

Usability for elderly & disabled persons	1	2	3	4	5
Smooth flow of traffic for drivers	1	2	3	4	5
Smooth flow of traffic for cyclists	1	2	3	4	5
Smooth flow of traffic for pedestrians	1	2	3	4	5
Equity between different traffic groups (cyclists, drivers, pedestrians)	1	2	3	4	5
Easiness and convenience for car drivers	1	2	3	4	5
Easiness and convenience for cyclists	1	2	3	4	5
Easiness and convenience for pedestrians	1	2	3	4	5
Beauty & aesthetics	1	2	3	4	5
Environment (noise/air)	1	2	3	4	5
Children's safety/security	1	2	3	4	5
Elderlies' and disabled persons' safety/security.	1	2	3	4	5
Your own safety/security	1	2	3	4	5

The following questions refer to what changes you experienced due to the modification carried out here at Östra Boulevarden or Nya Boulevarden?

Traffic is now	1 much less safe	2 less safe	neutral	4 safer	5 much safer
Children are now	1 much less safe	2 less safe	neutral	4 safer	5 much safer
I feel now	1 much less safe	2 less safe	neutral	4 safer	5 much safer
Elderly and disabled persons are now	1 much less unsafe	2	3	4	5 much safer
Traffic flow for pedestrians is now	much worse	2 worse	3 neutral	4 better	much better
Traffic flow for cyclists is now	much worse	2	3	4	much better
Traffic flow for car drivers is now	much worse	2	3	4	much better
Equity between traffic groups	much worse	2	3	4	much better
Ease and comfort for pedestrians are now	much worse	2	3	4	much better
Ease and comfort for car drivers are now	much worse	2	3	4	much better
Ease and comfort for cyclists are now	much worse	2	3	4	much better
Usability for elderly and disabled persons is now	much worse	2	3	4	much better
Environment (air, noise...) is now	much worse	2	3	4	much better
Social interaction with other persons is now	much worse	2	3	4	much better
QoL is now	much worse	2	3	4	much better
This district is now	1 much uglier	2 uglier	3 neutral	4 more beautiful	5 much more beautiful
To stay in this district is now	1 much less convenient	2 less convenient	3 neutral	4 more convenient	5 much more convenient

I want to finish by asking you some personal questions viz. By ticking some personal data:

Man

Woman

Mobility aids: none
 crutches
 walker
 wheelchair

How old are you?:

< 15

15 – 34

35 – 64

65 – 74

> 75

How often:	Every day	Several times a week	Once a week	Once a month	Hardly ever, never
Do you go by bus or train					
By car					
By bicycle					
Do you walk?					
Do you use special transport service for the disabled?					
Others? Which ones: _____					

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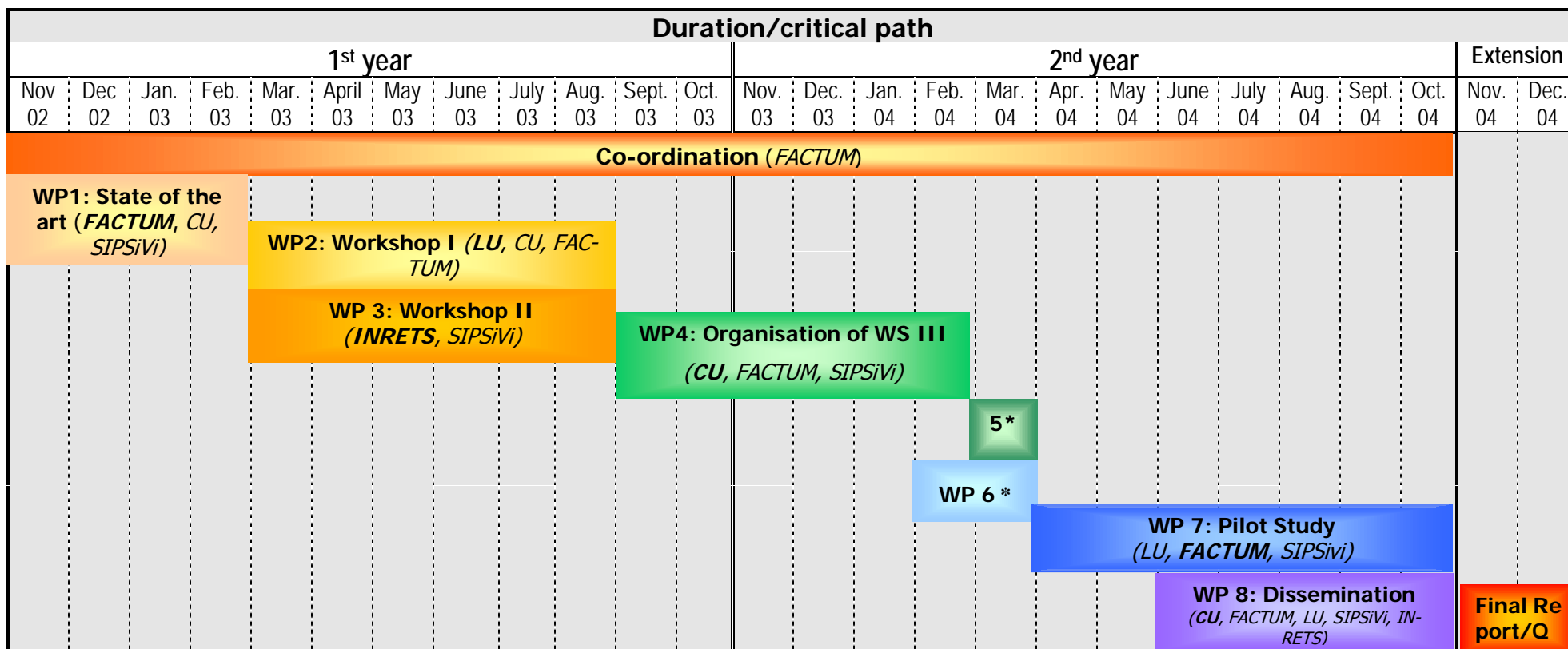
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Appendix 6 Workplan of the project HOTEL²



5 = WP 5: Workshop III (mid-term report): (*SIPSiVi, FACTUM, LU, CU, INRETS*) WP 6 = WP 6 "Toolbox" (*FACTUM, LU, CU*)

² In brackets the name of the partners, who are involved in the Workpackages → WP-Leaders are written in thick letters

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