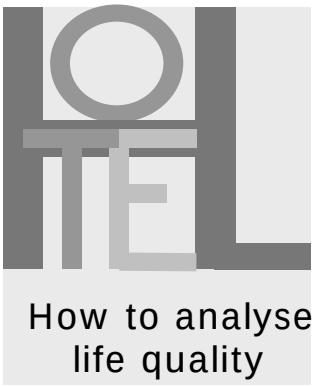

HOTEL

How to analyse life quality
An accompanying measure within the EU Fifth Framework Programme
Keyaction "Improving the Socio Economic Knowledge Base"

Workshop III – Ferrara

4th – 6th March, 2004

Public report of Work Package No. 5

June, 2004

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WORKSHOP III – Ferrara
4th- 6th March, 2004
Public Report of WP 5
Deliverable 5

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Preface

HOTEL – How to analyse life quality– 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 are involved in the project:

- Co-ordinator: FACTUM OHG, Traffic- and Social Analysis, Ralf Risser, Austria
- Institut National de Recherche sur les Transports et leur Sécurité (INRETS)· Department d´evaluation et recherche en accidentologie, Stefan Petica, France
- Societá Italiana di Psicologia della Sicurezza Viaria (SIPSiVi), Gian Marco Sardi, Italy
- Comenius University Bratislava, Department of Psychology, Jana Plichtová, Slovakia
- Lund University, Department Technology and Society, Agneta Ståhl, Sweden

The project HOTEL takes a starting point in a heuristic approach that focuses on different disciplines' practice in connection with the assessment and consideration of life quality and underlying mobility and transport preconditions. The core concept is to find out how aspects of life quality 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 actors for these activities are politicians and decision makers, planners, implementers and administrators.

The project HOTEL is divided into eight work packages distributed over a life-span of 24 months. In WP 1 State of the Art we look for literature and empirical data concerning the meaning of life quality in general. The central elements of our project are the workshops carried out in WP 2 and 3, to get an overview of life quality assessment in different countries, by different disciplines at different occasions, and the elements and indicators taken care of thereby, and the workshop in WP 5 that is carried out in order to improve frames for life quality assessment and implementation of results. A toolbox for interdisciplinary use (WP 6) will result, and a pilot study to validate the toolbox is planned (WP 7).

WP 1 (State of the art) WP 2 and WP 3 represent the data collection phase. WP 5 to WP 7 reflect the phase where improvements of these procedures are elaborated on and tested. We do expect that the overview that we receive during the data collection phase will bring to light several short-comings in today's practice of both measuring and considering life quality aspects appropriately. All workshops will be carried out under consideration of regions: Central, Eastern, Northern, Southern and Western Europe. Last but not least, a concept for a data-bank for life quality assessment results by different disciplines, at different occasions, and in different regions will be worked out which makes information about procedures to measure life quality and about their results easily available and accessible for both researchers and practical workers in the field. Dissemination of results (WP 8) will be done by electronic media (web-site) and print media (newspaper), and by oral communication, e.g. in the frame of congresses, expert conferences, etc., on the topic that nowadays take place at many different occasions.

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Summary

This document presents in a thorough manner the setting, the structure and the unfolding of Workshop III (WS III), within the framework of work package 5 (WP 5) of the HOTEL Project. The workshop was organised by SIPSiVi (WP-leader of WP 5) in Ferrara, 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 theoreticians, are 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 (objective and subjective) of life quality 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 theoreticians was intentionally chosen in order to reduce the distance between theory and practice, between citizens and decision makers in this particular and promising field. In order to reach this kind of objective, the selection of participating experts was a fundamental step in the process and it has been conducted according the criteria of country, professional function ("practitioners" like politicians, decision makers, planners, administrators, i.e. people, who set the scene for the living conditions of citizens or "theoreticians"), their type of experience (the areas of traffic, mobility, city planning and research) and the level of governance (local, regional, national or European level).

The methodology used to optimise the experience of the invited experts was the work in small-groups, followed by the presentation of the production in a plenary session, by a speaker chosen among the experts in the small-group. In total we had 6 small-groups, working on three main tasks that have been provided them. The topic of the tasks were formulated in a very open way, in order to receive a broad range of opinions and point of views; the guidelines of the tasks have been worked out on the basis of the State of the Art Report and of the Summary Report from Lund and Paris. More detailed information about small-group organisation and task characteristics will be provided in chapter 2 of the present contribution.

The programme of workshop III has been divided into four parts. In the first part the participants received an overview of our findings concerning life quality and its relevance in the field of traffic, mobility, city planning and land use obtained in previous workshops. The second part consisted of three small-group sessions where the experts were expected to discuss in an open and explicit form the problems related to life quality in the field of traffic, mobility, city planning and land use. The third part was devoted to the presentations of small-groups results in a plenary session, open to comments and discussions. The fourth part was dedicated to our feedback about their contribution to achieve the objectives of the workshop.

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 principal objectives, principles and indicators of life quality used in their everyday practice in the field of transport, mobility and city planning.

1 Introduction

1.1 Objectives of the workshop

Within the framework of Workshop III, one of the main objective of the consortium was to reduce the distance between the theoretical approach to life quality assessment and the every day practice of both, citizens and practitioners with competencies on traffic, city planning and mobility system in general. We all know that under a philosophical point of view the debate, whether it is more important to take into account the practice or the theory on developing a procedure, has been going on for centuries. Therefore it is no intention of the consortium to try to solve this atavistic matter, but it is indeed one of the goal of the present project to provide practical guidelines and theoretical frames in order to at least get closer the many different perspective actually used to assess life quality related to mobility. This general aim of the project finds a more specific goal in the present workshop by the identification, definition and operationalisation of the main indicators, subjective and objective, taken into account by the principal actors (from the decision makers to the users) of the general mobility system. The conclusion regarding the principal indicators should result on the production of recommendations and guidelines (WP6) that can be developed by the consortium in sight of an European overview.

The area explored by the present workshop are the planning of the traffic and the cities, mobility, land use and the territorial organisation in general, in relation to the sustainability. On this level, one of the theoretical premises is that the concept of sustainability in the fields mentioned can be put into practice only if public actors, the citizens and the lobbies cooperate and act in concert on the basis of the principle of what is called today "*good governance"* (European, national, regional, departmental, municipal).

The workshop III (WS III) was organised in Ferrara, on March 4th – 6th, about ten months after the two former workshops held in Lund (Sweden) and Paris (France). Ferrara has been chosen by the HOTEL consortium as place for WS III as a representative city for sustainable mobility and city planning, since the use of alternative mean of transportation as bicycle and public transportation in this city is one of the highest in Italy and Europe, with the positive consequences on the general life quality. Compared to the previous workshops, the Ferrara one was characterised by many particularities: in fact it was the first workshop where the experts from all part of Europe were gathered together, resulting in a number quite higher of participants, with different field and expertise characteristics, as practitioners and theoreticians.

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

The process should be facilitated by the use of the "small-group work" method, in order to make each and every participant pronounce his/her expertise on the table of the discussion, and then to summarise this expertise gathered through the presentation in the plenary session.

Data collecting and analysis of the workshop-results have been conducted by the HOTEL consortium through power point presentation, slides of small-groups productions, data collecting and video recording during the plenary session and discussions.

The results will be then compared with the results of the previous workshops and the “State of the art” realised as a basis of knowledge of this European project.

The results will be synthesised with the aim of being used thereafter for the constitution of the "guidelines" (in connection with work-package 6).

One of the prerequisites of the previous workshops was that the experts participating should be *practitioners* in activities in the fields of traffic, mobility, city planning or territorial organisation. The workshop in Paris as well as the one in Lund were organised in a way to support free discussion, exchange of ideas, for better apprehending both of concrete applications and actions and the principles and the concepts that are followed by concrete activities. The workshop III in Ferrara has the aim of merging the practical expertise of *practitioners* who took part in the former workshops with the theoretical expertise of *theoreticians*, who should give an important contribution to the formalisation and the individuation of a theoretical framework of the practical issues resulted from the former and actual workshops.

The basic questions that have started and led the entire workshop process can be summarised as follows:

1. How to improve the frame for the assessment of life quality?
2. What are the main obstacles in the implementation process?
3. How to overcome the obstacles?

The procedure of data collection in the workshop was completed with one workshop with both open and standardised questions concerning definitions of life quality, and how aspects of life quality are taken care of in practice.

Finally, another questionnaire was filled in by the participants, with the help of which they should assess the quality of the workshop in different respects.

1.2 Partners in WP 5

Three partners from three different countries took part in work package 5:

- Comenius University Bratislava, Department of Psychology, Jana Plichtová, Slovakia
- FACTUM OHG, Traffic and Social Analysis, Ralf Risser, Karin Ausserer, Nicolas Bein, Austria
- Societá Italiana di Psicologia della Sicurezza Viaria (SIPSiVi), Gian Marco Sardi, Italy

SIPSiVi was the leader of this work package. The report has been written by Gian Marco Sardi, Ralf Risser, Jana Plichtová, and Nicolas Bein.

2 Methodology - Workshop organisation

2.1 General procedure

As already mentioned in the preface the workshops are a central element of the HOTEL project. Generally speaking, the workshop method represents an **heuristic approach** appropriate for analysing the relatively unstructured universe of activities neither strictly steered by theory nor systematically based on knowledge or rules. A nature of most of these activities is non-reflective, intuitive, steered by hidden agendas, following "private" hypotheses, done in the frame of certain schemes of distribution of power on the working place, etc.

This method was selected because the communication during a **workshop** enables to create links between various disciplines and professional groups related to the covered issue. In our case we wanted to establish links between researchers, architects, town planners, engineers, social psychologists, sociologists, public decision makers, territorial authorities, transport companies , etc., on all the levels of governance.

The second reason was that the emerging complexity of perspectives and approaches used by different experts discussing the problem help them to generate new ideas as well as to clarify their habits and practices which are not structured consciously. This process is enhanced by being confronted with unusual questions and by making use of working methods or practices not belonging to their everyday routine.

In the first part the participants received an overview of our findings concerning life quality and its relevance in the field of traffic, mobility, city planning and land use, as obtained in the previous workshops. Ralf Risser as the responsible co-ordinator once again introduced the whole project, summarised the results from the previous stages – the reports from Lund and Paris – and provided an overview of the general objectives and of the dissemination strategies that will be used at the end of the project. One of the main messages was about the speciality of this project: Residents/road users are seen as active participants in the whole process. The HOTEL project wants to reveal how to improve participation, how to develop a good relationship among the different groups of residents, and between the residents on the one hand, and the decision makers, politicians, etc. on the other hand.

Furthermore Jana Plichtová explained the organisation of the workshop and the nature of the tasks to be tackled. She emphasised especially what was expected from the participants, how they could contribute to the success of the main objective, and generally commented on the importance of ongoing communication and feedback during work in small-groups, the presentation of this work, and the discussions in the plenary session. In the ideal case, the workshop should function as a model for creating a common vision of the concerned issues, by open communication and discussion, exactly as it should be in real life.

In the context of the workshop, the goal was thus to enhance the construction of new ideas and the clarification of habits and practices not structured consciously, by being confronted with unusual questions and by making use of working methods or practices that do not belong to everyday routine. This justifies also the fact that the participants were informed about the contents and procedure of the workshop in advance only on a very general level, which sometimes caused frustration or criticisms from them. They had not been informed about the procedure of the workshop either, nor of the composition of the small-groups, or in any case only in a rather vague way. Moreover, their attention would be explicitly focused on the issues of life quality, by asking them to read the HOTEL-State-of-the-Art Report and a

Summary Report from the previous two workshops. They received both texts just one week before the workshop.

This desired heuristic method was also the basis of the principal criterion of selection of the participants, and of the composition of the small – groups.

2.2 Procedural description

2.2.1 Selection of experts

The criteria used to select the invited experts in workshop III were similar to the ones used in the previous workshops, with the exception of the professional function; in fact, in workshops I and II respectively in Lund and Paris we were focused in looking for "practitioners", in order to try to get closer to the "everyday practice" and therefore to the" everyday problems" related to mobility, more than the theoretical aspects; in the workshop III in Ferrara indeed both kind of experts were invited, practitioners and theoreticians, whose profession was related to the general mobility system. The selection criteria can be summarised as follow:

- *Professional function:* The person had to be either, a decision-maker related to mobility and life quality, a practitioner in the field or a professional in the field of research, academics related to mobility issues.
- *Experience:* We asked each person for his/her experience in connection to the concept of life quality in practice, because the official positions at work do not always make it possible to know which are the daily activities and competencies of a given person.
- *Roles of the actors:* We tried to invite territorial decision makers, representatives of the state, but also experts responsible of associations of users, agencies of town planning, transport companies, or authorities regulating transport.
- *Levels of governance:* We selected five of them: European, national, regional, departmental, municipal.
- *Country*: The targets were the countries from all parts of Europe, indifferently
- The choice of the number of participants was a function of the composition of the small-groups. At the end 6 small-groups were made for a total of 49 experts invited

The practical organisation for the travelling and accommodation of about 60 people from all Europe to Ferrara has been characterised by a preparing period with many phone calls and email exchange; finally, the list of the experts who reached Ferrara to participate to workshop III is listed in the Annex.

2.2.2 Discussion in small-groups

After the introduction the participants were divided into six systematically mixed groups. The arrangement of the groups was done by the consortium (8 – 9 participants per small-group). The criteria for the group arrangement was that the participants of the groups should come from different countries and work on different levels. The idea was to confront each participant with experts whose opinions would probably differ from one's own. The arrangement of the small-groups was established in order to have the maximum of variety in the points of view. This procedure should ensure a heterogeneous composition of each group:

Table1: **List of small-group experts**

NAME	Organisation	Professional function	Level of governance	Country
Small-group 1				
Mr. John FRANTZESKAKIS	NTUA University of Athens	Transportation Engineer	National	Greece
Mr. Andrea LEVERANO	Ökoinstitut Südtirol	Sustainable mobility expert	Regional	Italy
Mr. Bernard PERRET	Ministère de l'équipement, des transports et du logement.	Chargé de mission "méthodes d'évaluation"	National	France
Mr. Karel SCHMEIDLER	Transport Research Centre	Researcher	National	Czech Republic
Mr. Horst WEPPLER	County Administration of Ostholstein	Head of department	Regional	Germany
Mr. Cles WESSLING	Inducera Ab Consultancy	Owner	National	Sweden
Ms. Lidia ZAKOWSKA	Cracow University of Technology	Depertment of Architecture	National	Poland
Mr. Franco ZANELLO	Municipality of Vercelli	Mobility manager	Municipal	Italy
Small-group 2				
Ms. Teodora HADZHIIVANOVA	Municipality of Vercelli	Mobility manager assistant	Municipal	Italy
Mr. André MUELLER	Federal Office for building and regional planning (BBR)	Project Coordinator	National	Germany
Ms. Nicole MUHLRAD	Research INRETS	Scientific adviser	(Inter)National	France
Mr. Bernt NIELSEN	Traffic & public transport authority, City of Gothenburg	Director	Municipal	Sweden
Mr. Per NETTELBLAD	National Swedish Road Administration	Engineer	National	Sweden
Ms. Sigrid OBLAK	Municipality of Vienna, Department of traffic planning	Head of department	Regional	Austria
Ms. Claudi OMAR-AMBERG	Road Cross Switzerland	Municipal Councillor	Regional	Switzerland
Ms. Natasa ONDRUSKOVÁ	Dept. of Civic and Ethic Education	Researcher	Municipal	Slovakia

Small-group 3

Ms. Christiane ALIBERT	Ministry of environment & sustainability	Protection of Natural Patrimony	National	France
Ms. Sonia ATKINS	Staffordshire Sounty Council	Green Travel Organiser	County	Great Britain
Ms. Gabriella BARÁTH	West Hungarian Research Institute	Researcher	Regional	Hungary
Mr. Peter BEŇUŠKA	Association of Urban & Spatial Planners of SK	President, Urban planner	National	Slovakia
Ms. Birgitta BRÄNNSTRÖM - FORSS	Municipality of Kristianstad	Planner	Municipal	Sweden
Ms. Gerti BRINDL-MAYER	District Council of Vienna Neubau	District councillor	Local	Austria
Mr. Maurizio COPPO	National Consultancy of Road Safety	Technical Coordinator	National	Italy
Mr. Aymeric SEVESTRE	Ecole Polytechnique Federale de Lausanne, Insitute de Logistique	Transport-strategy Researcher	National	Switzerland

Small-group 4

Mr. Alberto CROCE	Municipality of Ferrara	Mobility Manager	Municipal	Italy
Mr. Terry DURNEY	Dublin Docklands Development Authority	Director of Planning and Technical Services	Municipal	Ireland
Ms. Solveig EKSTRÖM - PERSSON	Municipality of Lund	Chairman of the technical board	Municipal	Sweden
Mr. Tamás EGEDY	Geographical Research Institute of the Hungarian Academy of Sciences	Researcher	National	Hungary
Ms. Anne FAURE	ARCH'URBA	Consultant-Urbanism	National	France
Mr. Claudio FECCHIO	Municipality of Vercelli, Council to Environment	Councillor	Municipal	Italy
Mr. Tamás FLEISCHER	Institute for World Economics of the Hungarian Academy of Sciences	Researcher	National	Hungary
Ms. Philine GAFFRON	Technical University Hamburg, Department of Transport and Environment	Researcher	National	Germany

Small-group 5

Mr. Cesare FURLANELLO	ITC Trento	Resp. Environmental data analysis	Regional/ National	Italy
Mr. Michel GILBERT	Elected representative of Grenoble	Elected representative	Municipal	France
Ms. Ute GREIMEL ROM	Atelier Landschaft – Technical bureau of landscape architecture	Landscape-Architect	Local	Austria
Mr. Henrik GUDMUNSSON	FLUX Center for Transport Research	Transport Researcher	National	Denmark
Ms. Michèle GUILLAUME	Institut Belge pour la Sécurité Routière	Mobility and Infrastructure	National	Belgium
Mrs. Randi HJORTHOL	Department of Transport Analysis and Reagional Studies	Researcher	Regional	Norway
Mr. Ryszard JANIKOWSKI	Institute of Industrial Areas (IRTU)	Head of the institute	National	Poland
Mr. Håkan JANSSON	Division for Transport Policy	Deputy Director	National	Sweden

Small-group 6

Mr. Jan KOMRSKA	Faculty of architecture	Planner	National	Slovakia
Mr. Kazimierz KUBERSKI	Municipality of Warsaw	Vice director of social policy department	Municipal	Poland
Ms. Anna-Lisa LINDÉN	Department of Sociology, Lund University	Researcher	National	Sweden
Ms. Lucia LISA	Consultant to Local Area Administration	Traffic Psychologist	National	Italy
Mr. Håkan LOCKBY	City of Lund, Technical Service Department	Head of Road and Traffic Office	Municipal	Sweden
Mr. Bernd LÖGER	ZENTAS – Centre of gerontology and social policy research	Sociologist	Regional	Austria
Mr. Rainer MADERTHANER	University of Vienna, Institute of Psychology	Researcher (social psychology)	National	Austria
Mr. Mario SANTOS HORTA	Prevençaõ Rodoviara Portuguesa and Road Safety (PRP)	Head of Psychology Department	National	Portugal
Ms. Paola VENUTI	University of Trento	Researcher/Resp. Land use and planning	Regional	Italy

The discussion in small-groups had primarily two functions:

On the one hand, to allow all to express themselves on the subject: with respect to this, the maximum number was thus limited to 8 - 9 people, which established the size of the small-groups. In order to try to make everyone to take part and not to lose sight of the required work, each small-group had to indicate a leader and/or a secretary.

In addition, to confront each one with experts whose opinions would probably differ from one's own, the composition of the small-groups was established in order to have the maximum of variety in the points of view.

This confrontation was disposed in order to only take place between experts, consequently the consortium did not intervene in the discussions of the small-groups, except in the event of the necessity to clarify the directives of work. Each small-group had to name a speaker who was responsible for the presentation of the results of the small-group work during the plenary session. This obliged them, moreover, to make a first synthesis and thus to reduce the diversity of factors linked to the concept of life quality.

Though the position of the speaker alternated depending on the various tasks, a change of composition of the small-groups has not been taken in consideration neither by the consortium nor by the established groups who generally seemed to enjoy the atmosphere of their discussions.

From the organisational point of view, the groups were separated in 6 small adjacent rooms within the Palazzo Bonacossi in order to allow the discussion of each small-group without excessive interference between the groups.

The work of small-groups was steered by guidelines comprising a generally defined topic followed by various sub-questions indicating tracks for further elaboration. The topics were formulated in certain cases in a very open way, in order to receive a broad range of opinions and points of view, and in other cases the guidelines were more directive, in order to get more specific answers related to the topic. These guidelines have been worked out on the basis of the State of the Art Report and of the Summary Report from Lund and Paris. Description of the three main tasks developed in small-group sessions are listed in the annex (see Ch 5).

2.2.3 Plenary session

The workshop was given a structure that allowed multiple **feedback and interactions** between participants, but also between the participants and the organisers, making it possible for each one to enrich his/her conceptual field by the contribution of the others and to work out a collective thought step by step. In addition, the method of small-group work was combined with plenary sessions.

This procedure turned out to be very motivating for the participants allowed multiple feedback and interactions between participants as well as between the participants and the organisers. In this way each of the participants could enrich his/her conceptual field by the perspectives of the others and work out a collective vision gradually.

The plenary sessions had three main functions:

- to steer the structure of the collective work; the consortium gave the instructions of work during the plenary sessions
- to present results of small-group work, and to receive feedback: each small-group could thus have access to the results of the work carried out by the other small-groups.

- to be a place of synthesis, allowing to work out step by step the dense and complex matter of life quality: the presentation of work was relatively short (10 minutes), for reasons of timing but also to oblige the small-groups and their speakers to really make this effort of synthesis.

The consortium recorded all the plenary sessions on video and written notes and collected all prepared transparencies and papers after the small-group presentations to be able to secure all significant elements and not to lose valuable information.

2.2.4 The main tasks

According to our experience the timing of the workshop programme provided enough time for the experts to generate and exchange ideas, concepts and experiences. In the introductory speech the main conceptual links between life quality and the fields of traffic, mobility, city planning and land use were underlined, in order to remind them of the findings published in the HOTEL-State-of-Art-Report and in the Summary Report. The experts were explicitly asked to contribute to the main objective of the current workshop, defined as "looking for the indicators (both objective and subjective) of life quality that they are using in their conceptual thinking and decision making in practice".

In the small-groups, they discussed the problems identified in connection with specific tasks from different perspectives. According to the instruction they took into consideration the local, national and European context as well. Further, they noticed any differences among their points of view and reflect them in their report. We went to explicitly say that on the basis of previous results we expect significant differences in the implementation of the agenda of sustainable development in the fields of transport, planning of the cities and land use in different countries, at different levels of governance, etc.

At the beginning of each group work the participants appointed a secretary, who wrote the minutes and presented the results in the plenary session. Each group had about 10 minutes to present their results.

Task descriptions was given to the experts both in a written and an oral form with the instruction to present the results of their discussion in a plenary session. The presentations was technically supported by slides. Additional 5 minutes were planned for discussion after two presentations. All presentations have been recorded on video. At the end of our workshop the members of consortium summarised the outcomes and briefly commented upon them.

All tasks for the small-group sessions are listed in chapter 3.

2.2.5 Questionnaires

During the workshop the experts received two questionnaires: the first one was a feed back questionnaire, which consisted of three closed and one open question, in order to get the participants' point of view on the workshop and on the HOTEL Project in general. The second one was a questionnaire about assessment of life quality. The experts were asked to evaluate the relevance/importance of the various items which were categorised according to their level of abstractness as principles, objectives and indicators of life quality.

It was expected that through the analysis of the judgements similarities and differences could be identified in theory and practice among experts from different countries. The feed back questionnaire results will be discussed and analysed in the overall conclusion, in the general evaluation of the workshop section (Ch. 4), while the questionnaire "Judgement of

principles, objectives and indicators of life quality related to transport, city planning and land use" will be deeply analysed in the dedicated Chapter 3 of the present report.

The Quality of Life (QoL)-questionnaire was given to the experts to be filled out in any time along the workshop duration, when it suited them, with the condition to give it back to the consortium before the end of the workshop; while the feed back questionnaire was given after the end of the last task plenary session.

3 Results

3.1 Results of Task 1 presentations

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.

Question 1: Tell a story about examples of LQ improvement in the city, or region where you work, based on your own experience.

None group sticked to the proposal to discuss only one story of life quality improvement and was in fact more interested in exchanging various examples throughout Europe.

- Underground parking with green public spaces in Vienna (Austria)
- The 'Law on pedestrian friendly local roads' (Belgium)
- A local road calming initiative (Denmark)
- Bike to workplace (France)
- Special ways for cars, bicycles and pedestrians ("Copenhagen-model")
- Sustainable use of bikes (Italy)
- Mixed traffic in the streets without any special ways ("Napoli-model")
- Road traffic calming initiatives in Oslo (Norway)
- Historical city – revival area (Slovakia)

- New green town (Poland)National Disability Bill – implications for transport (Sweden)
- Winter maintenance of urban roads (Sweden)

In addition stories from Greece, Czech, Germany, Great Britain, Switzerland, Hungary were found. Without referring to a certain country attempts to establish a safety area for elderly people, speed limits in the inner city, improvements for pedestrians and cyclists, the Urban regeneration of a quarter and newly developed municipal transport strategies were further mentioned.

With regard to a detailed description of the objectives that were formulated and of obstacles that have been overcome each group tried to generalise experiences:

- The cities, especially the old centres were not designed for cars
- The prohibition of car use is not the real solution
- The rehabilitation of public areas is necessary
- The improvement of public transport quality is important
- Alternatives to car using in centres should have to be developed by a kind of "mobility manager" who is responsible for a successful parking management.
- A new "fashion" has to be created, to improve attractiveness of not using cars in city centres and to promote a good style of walking, cycling, and the use of public transport, friendly for all.
- Modern urban planning should consider a decentralisation of services to reduce mobility needs to one centre which would cause less traffic problems

Question 2: How to define future life quality-goals (in a global sense)?

Summary of the presentations in the plenary session:

According to the experts the following aspects have to be reflected:

- The goals have to be clearly understandable for all/the public
- Visionary dreams should be set/allowed
- A consultation of the public has to take place to establish participation
- Pay more attention to the input of citizens, interest organisations, experts
- Give people priority and not transport or other "technicalities"
- Respect social and environmental values

  It should be easy to measure the consequences/effects
- Consequences have to be respected
- Satisfaction of our needs: e. g. creating safety and happiness each morning during daily mobility

Question 3: How to decide what are long term and short term objectives?

Summary of the presentations in the plenary session:

The experts pointed out that this matter has to be seen as a two-way process. Unfortunately the politicians as well as decision makers often follow up only short-term goals.

The reason of this proceeding might be due to the fact that the short term objectives are more realistic and measurable. Therefore the sustainability has to be supported by experts and not only by politicians, supported by an overall law providing the general long-term objectives. The risk is that long-term goals depend on some sort of ideals (dreams, visions) which can change over the years. This issue was the base for an intensive discussion in plenary session: from the experts point of view emerged the contradiction of having the need to separate the experts goals from the politicians ones, where the politicians and decision makers have the budget management, therefore a significant distance from the two parties in reality is not possible.

Nevertheless the decision depends on

- the scale of project (e. g. specific short-term objectives have to be decided at local level)
- availability of budget
- the question if the objectives can be seen as task driven or policy driven

By all means a constant communication and education towards empowerment is needed.

Examples given by the experts:

Short term = promote cycling & walking through real benefits and actions

Long term = increasing and re-discovering the culture and advantages of sustainable modal split.

Question 4: How to carry out assessment of the consequences of the planned activities for life quality of the general public (e. g. planning the city, development of the region).

Summary of the presentations in the plenary session:

Based on the fact that assessment is an integrated part of planning activities only in some countries (e. g. CH) the experts mentioned the following examples:

- Feeling for situation
- Face to face dialogue
- Questionnaires
- Using public forums to discuss different points of view, identifying different targets and needs
- Education
- Presentations
- Echo in the media
- Elections
- Positive motivation
- Role model/good example
- Exchange of best & worst practises is needed
- Measure/indicators: employment, modal split, pollution

- Experimental approach with trial period identifies local consequences and perhaps some short-term regional consequences (e.g. re-routing of traffic)

Question 5: How to measure success and failure?

Summary of the presentations in the plenary session:

The following thoughts and actions were given:

- Measurement has to be accomplished step by step
- It should be seen as a qualitative & quantitative approach, using accordant indicators (employment, modal split, policy)
- Fieldwork: Assess people's level of satisfaction, concerning actions that need to be done with local authorities and actors
- Questionnaires
- Social acceptance, public judgement
- Echo in the media
- Feel for situation
- Number of people using public areas (percentages), specific groups, e.g. elderly people
- Complaint registration
- Revision of bad defined objectives, new goals have to be clarified

Many experts suggested an experimental approach with a trial period in order to help to show success and failures in advance.

About the issues of measuring the success or the failure of an intervention, an intensive discussion started among the experts in plenary session about the use, efficacy and reliability of mass media. The main problem is that there are a few doubt about the efficacy and effectiveness of the media, but there might be some about the reliability and the political influence of such mean of communication; so many experts concluded that there should be more caution on using this mean as a parameter for evaluation.

Question 6: What segments of the population have to be considered? How will you include marginalised groups of population?

Summary of the presentations in the plenary session:

The experts generally agreed that although we often have to speak of target or marginalised groups "everyone" is concerned: However, depending on a specific local situation the following groups have to be considered.

- Elderly people
- Disabled people
- Families
- Young people

Another important group are road uses for public services like garbage collection, firemen, mail, etc. In this connection the municipality should take care of these groups.

Methods which can be used to include marginalised groups of the population:

- Provide information about events, direct communication, good practice examples from elsewhere
- Adjust time and form of public meetings (mothers care for children..)
- Both local meetings and individual response
- User groups, study circles
- Find opinion leaders, key people
- Representation of interest organisations
- Social service department.

If no integration of minorities takes place a segregation in space could be the consequence.

Question 7: How would you address the general public? When?

Summary of the presentations in the plenary session:

Considering participation as the most important instrument in order to achieve goals in the field of mobility, the following indications should be taken care:

- People have to be addressed in their own language
- Public meetings should be held as well as private inquests
- Continuous information from the beginning before trial and before an irreversible solution. As soon as short term goals have been achieved, success can be shown.
- Using media but be aware it is not always a reliable instrument
- Creating events to receive emotional involvement and underline the need for an active society
- Education packs and program for schools

Question 8: How would you enhance collaboration between the politicians and other key actors in the field?

Summary of the presentations in the plenary session:

The experts brought up the following suggestions:

- Through continuos information, involving the most wide part of decision makers, in all fields
- Public administration
- Working door to door
- By establishing an information exchange, “dealing” with facts, statistics, economy, education
- Facilitate establishment of NGOs. Their roles have to be considered, because they might create a better relationship between technicians & politicians

- Involvement of the critical mass, participation of an active civil society
- Tie key actors, tie key groups into administrative structures
- One key factor is money: Incentives from “above”, complementary funding are needed. If enough economical resources are available project targets can be guaranteed
- Support of politicians: National politicians provide the legal framework while regional politicians provide overall funding
- The EU can contribute with exchanging experiences and good practices across Member States and cities in Europe as integral parts of LQ solidarity, reconciliation, transparency, possibility of integration are seen.

Who are the key actors?

Although the experts agreed with the view that everyone up to the local residents who should show initiative can be seen as key actors, the following groups were mentioned:

- Public and private companies
- Workers associations and syndicates
- Project leaders as key actors between citizens and politicians
- Politicians, local and central governments who have the money and the power to achieve changes
- EU Lobbyists

3.2 Results of Task 2 presentations

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

The method utilised in Task2 was to provide the experts a concrete and real example of a city, with specific characteristics, where sustainable mobility interventions have been introduced with different reaction from the population. The aim of task 2 was to stimulate the experts, that were aware it was a real situation, with real intervention and real reaction of the population, in order to find the weak points of this kind of interventions and to improve the general strategies for the future.

The reaction of the experts to this practical and not theoretical stimulus was initially of frustration and stimulated a lot of questions for more and more information about either, the task in specific (e.g. the city characteristics, strategies of intervention etc.) and about the task in general (final goal, the purpose etc.).

After some difficulties at the beginning, finally the participants started to point out problems, to develop ideas and to present possible strategies and solutions in order to achieve the objective of sustainable mobility. Many contact points have been found with the answers to Task1.

The experts produced during task 2 a quite big amount of material that the consortium tried to summarise in main categories, with the integration of slides, power point presentations from the experts produced in small-group session and comments, indication emerged during plenary session and recorded with the support of video camera.

General Problems:

The experts pointed out a list of problems that are considered often as obvious and for this reason underestimated and therefore a possible cause of failure of an intervention.

1) To set the goal before the method: a discussion emerged among the experts in plenary session about this issue in consequence of some small-group presentations; at the end all agreed that on setting a general plan, this mistake was made by some participants, and that the first step on planning a general intervention is to set the objectives, and depending on the characteristics of the objectives, than to select the methods.
2) Long – short term objectives: the discussion about this issues lasted quite longer than expected and emerged in many different occasions; considering that this issue has been already deeply discussed during question 3 of task1, this repeatedly coming out seems to confirm this issue as one of the most important but also as one of the most difficult to clarify when setting a general plan for sustainable mobility.
3) Parameters to be continuously checked for feed back before, during and after the intervention: 1) how much money available 2) how many people needed to solve the problem 3) how much time available
4) Setting priorities: what kind of criteria should be used to finalise this fundamental step in the process:
   - Evaluation of statistics
   - Collect feedback and input of people's needs, visions, wishes
   - Consideration of different groups (workers, children, neighbourhood groups)
   - Attention to different/individual views
   - Improve city management,

- Introduce sustainable management system
- Monitoring together with the population

Communication:

On regard of the communication with the population, the discussion among the experts in plenary session was very intensive and even if all agreed on considering this issue as one of the most important for the success of an intervention in sustainable mobility, the point of views were quite discordant about many aspects.

1) selection of knowledge to be communicated to the population: did anybody think about to prepare a selection of what it should be communicated? And in this case, what kind of criterion should be used to make this kind of selection?
2) reliability of mass media: considering the mass media one of the most effective mean of communication with the general population, how should this powerful mean used in order to achieve the objective of sustainable mobility? → conflict between social and economical marketing
3) to take into consideration the lack of trust in politicians from the population
4) different level of motivation in different group of population
5) Analysis, state of the art (land use, traffic flow, history and present situation, recent interventions)
6) In the communication process a big role is played by Education and Information:

- Show good examples
- Make long term vision
- Communication of strategies
- Create a common vision, common goal
- Encourage and promote walking or cycling
- Marketing strategies
- Different kind of languages

General method:

The discussion about the general method brought the discussion back to the long – short term planning: Finally a common suggested method has been summarised:

1st step→ long term vision (final results that wants to be achieved);

2nd step→ mid term planning (effective goals)

3rd step→ short term acting (immediate actions to solve actual problems)

With the recommendation from basically all the participating experts to strive for a continuous integration and compromises between strategy/short term & long term/vision.

Evaluation:

Once more, when the discussion reached the point of how to evaluate the result of an intervention in sustainable mobility, the experts discussed the issue of (Objective) Effectiveness & (subjective) Satisfaction. The following bullets summarise the main results of the discussion:

- Monitoring together with the population
- Publishing results
- Final evaluation/benchmarking/review
- Mass media should be considered as a parameter of success/failure of an intervention?
- Pilot scheme
- Examples to satisfy public in a first step & than evaluation
- Strategy for evaluation: monitoring and evaluation to each step of the process
  - If success→ integration into the next steps (bigger scale?)
  - If not success→ back to the previous effective step

Consolidated strategies:

The experts brought up at the end of the tasks many "best practices" developed in different countries, that could be used as a basis for planning new interventions in other situations. Besides the examples described in detail, the main recommendation of the experts about these interventions that resulted in success on changing the habits in the population towards a more sustainable mobility, is not to look for the intervention that gave the absolute best results, but to analyse the closest reality to the one where the intervention should be replicated.

3.3 Results of Task 3 presentations

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) …

Task 3, even if based on the individuation of conflicts, therefore with a chance to have different perspectives in strong opposition, generated many positive discussion and several agreement points were achieved; the main results are summarised in the following sub paragraph.

Inter-group/inter-individual conflicts (e.g., car drivers vs. pedestrians)

- Local activity (cyclists, pedestrians, children) vs. car drivers
- Pedestrians vs.cyclists
- Pedestrians (elderly people) vs. skaters

- Inhabitants vs. traffic
- Shop users vs. bus users
- Car users vs. public transport
- Age groups: pensioners vs. families with children
- (playing) Children vs. elderly people: noise
- Gender: males vs. females
- Residents vs. tourists, outsiders
- Highways: motorists vs. land-users (farmers, inhabitants)
- Bumps: unprotected road users vs. car/bus driver
- Infrastructure promoters vs. inhabitants
- People for technical solutions vs. ecologist people
- Shopkeepers vs. ecologists
- Parking policy: residents vs. commuters/shopping
- Poor people vs. rich people

intra-group/intra-individual: e.g., persons or groups have contradictory interests themselves

- Driver vs. pedestrian
- Cyclists vs. pedestrians
- Drive through traffic vs. local traffic (car drivers vs. car drivers, e. g. parking)
- Access for heavy traffic: trucks vs. private cars
- Fast mobility vs. security
- Residents: no cars in front of window, own parking space
- Shopkeepers/delivery/parking vs. pedestrian zone
- Car free areas: inhabitants obeying/not obeying the rules/limitations
- Living area vs. entertainment
- Stakeholders (who own land or building) vs. people who must live far from centre
- Local shop-users vs. shopping centres
- Alcoholics vs. sleepers

between individuals/groups and the society, or societal goals

- Inhabitants vs. restaurants, shops etc. (need supply)
- Citizens - new infrastructure: ecological, economical, political
- Car factoring: jobs, economy vs. spoiling nature
- More and bigger cars vs. pollution, accidents, land use
- Aesthetics vs./function e. g. personal safety - example: bushes along footpath

- Public space management: aesthetic vs. functional approach (stones, obstacles for cars..)
- Pollution: national goals vs. individuals not willing to change life style/habits
- Citizens vs. police

How to harmonise the individual and collective well-being?

- Get people into dialogue/ communication
- Change sides, to be put into the other's position
- Conflict management: mediation, direct discussion, information, raising awareness
- Individual welfare depends on collective welfare and vice versa
- Clear definition is needed,
- Role of common values and feeling of "guilt"
- Education

How to harmonise short and long term needs?

Short and long term goals are linked: LT = "direction", ST = "steps"

Is there any <u>method</u> how <u>to deal with</u> a such kind of problems/of <u>conflicts</u>?

- Communication, create a dialogue, information, interaction, discussion
- Finding the people, where they are (TV, church)
- Door to door approach
- Communication between groups
- Democratic process
- Participation
- Meetings
- Identify key actors: invite them to discuss, to aware them on diversity of opinions, interest
- Negotiate rules of participation, principles (good communication)
- Respect your opponent (his/her needs, opinions)
- Speak about facts (not rumours or opinions...)
- Clear argumentation (understandable by everyone)
- Explanatory method
- Step by step method
- Contribution of experts
- Try to obtain the largest consensus → then experiment…..and decide (politicians)
- Steering committee
- Mediation

- Find a compromise
- Try to reach consensus
- Objective evaluation of both sides
- Change of perspectives
- Education
- Creating dreams (to be more happy)
- Making new fashion
- Coherent system of aims
- Bad-best practice
- Formulate a win/win situation
- Find some compensation and an exit for the looser
- Scenario methods
- Referendum (swiss mode)
- Public debate
- Commission of public debate
- Small-groups make simple votes
- Trying and decide later
- Following laws
- Political courage
- Ex post evaluation

Are there any basic principles that you know or that you can think of?

- Accept the moral and social rules (find the best rule)
- Principle of justice
- Principle of compromise
- Using method “listen to”
- Applying “win-win” solutions
- Equity and respect of all participants
- Economic compensation: 1€ for not going to work by car
- Priority
- Planning
- Street design

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

- Start at school, education
- Groups of citizens with common aims
- Neighbourhood councils ("future conference" in Austria and Germany)
- Focus groups at school, in the working places
- People have to find themselves in that vision
- Organising social and public events to get to know each other
- Events: car free day or bicycle day,...
- Participation of different actors
- A renaissance of the planning is needed
- Reformulate the goals from market orientated to more collective solutions
- Define the scope of life quality in transportation system
- Planners put in form the perspective of the people

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

- Integrated and interdisciplinary approach
- Multi-disciplinary groups
- Changing attitudes
- Integration of minorities

3.4 Summary of Results Tasks 1 - 3

Trying to summarise the results deriving from three days of intensive work of such a big number of participating experts, involved in so many different tasks is surely not an easy step of this report, considering also the nature, both qualitative and quantitative, of the collected data. In fact, one of the characteristics of the methodology used in the present workshop that was mentioned in the general procedure, but that surely needs deeper explanation here, is the strategy for collecting the combination of both kind of data, quantitative and qualitative.

As it has already been said in many parts of the present contribution, during certain moments of the Task 1, 2 and 3, some comments and signs of frustration came out from the experts. The frustration of the experts was partly due to the little information they had about the tasks (we had given very little information on purpose because the answers provided should be spontaneous and not steered by our own thinking and explanations). This frustration was creating the need of an immediate feedback of what they were doing. Later on, all the participating experts were satisfied when they were informed that that part of the work was just a *step* of the entire process they had to go through: the result of this kind of work would be compared and combined with more structured and systematic results (to which they were more accustomed) coming from the State of the Art and the QoL questionnaire.

After this kind of explanation all the experts understood well the scope and strategy for collecting quantitative and qualitative data used in the workshop and they worked intensively in every step of the process - small-group tasks, plenary sessions and filling out the two questionnaires.

The discussion finally led more and more to the intensive treatment of the following topics:

- **The way of carrying out assessment**

By all means the communication process plays a key role here. It can be arranged in the form of a face to face dialogue, the use of public forums or simply questionnaires though a lack of trust in politicians has to be taken in consideration as well as a limited reliability of mass media which nevertheless are one of the most effective mean of communication with the general population. After all an exchange of best & worst practises is needed.

- **What can be defined as short and long term objectives?**

The experts agreed upon following summary:
The long term vision can be defined as the final result that wants to be achieved.
A mid term planning is associated with effective goals.
The short term acting should immediate solve actual problems.

- **How should the general public be addressed?**

Considering participation as the most important instrument in order to achieve generally accepted goals a continuous information from the beginning has to take place to obtain an active society. Public events could help to receive an emotional involvement as well as education packs. It seems important that the different groups of population require different kind of languages.

- **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 receive feedback and public judgement. A main problem in the measurement of course can again be seen in the reliability of the echo in the media.

- **What are the relevant segments of population?**

The efforts should safeguard the interests of young people, families, elderly people and disabled people. If an integration of minorities does not take place a segregation in space could be the consequence.

However, conflicts in selecting and prioritising have always to be faced.

3.4.1 General Results

Looking at the outcomes of the three given tasks the following points have to be accentuated:

- **Communication and participation are more than essential**
- **Integration/support of weaker groups has to be considered avoiding segregation**
- **Users of public space should be supported in their interaction**
- **The idea of life quality needs some sort of marketing**

3.4.2 Specific Results

Creating a common vision

The idea to create a common vision is closely connected to the above mentioned participation, the deep going active involvement of the users who have to find themselves in that vision. Practitioners on all levels have to be educated, the pressure has to come not only from us but maybe from NGOs, too. But education has to start already at school, accompanied by organised social and public events. Furthermore a plan for supporting equity should be elaborated, existing laws and regulations, which are often only seen as recommendations have to be reminded. Finally it would be inevitable and desired that the planners put in form the perspective of the people.

Empowerment

What we need is an active civil society. This premises an all-embracing information of the public concerning all consequences in relation to health, environment or cost benefits. With the support of reliable media, which of course must in some cases seen as a part of the car lobby, a sensibility can be created to keep the process growing.

3.4.3 How to assess life quality

Starting from the frame for definition containing all relevant elements the pilot study will afford an opportunity to test the operationalisation of the main indicators. Beside the expectation that new indicators will be detected the measuring of subjective aspects can be seen as the main task of this project. A further focus will lie on the elaboration of methods for conducting such studies as well as the design for evaluation (field, experimental, other).

3.5 Analysis of the questionnaire

In addition to the small-group discussions, a questionnaire was filled in by the workshop participants. The questions their referred to Judgement of principles, objectives and indicators of life quality and their relationship to transport, city planning and land use.*

3.5.1 Background to the questionnaire

The transport system is one of the most rapidly developing economic sectors. Its expansion is conditioned by decentralised, functional cities separating places for living and those for work, culture and leisure. The consequences of such an enormously growing mobility are numerous. On the one hand, mobility increases individual freedom to make choices about where to live and work. On the other hand, the place of living determines the time we have to spend travelling. However, the increasing transport sector has a serious effect on our health, on the aesthetics of our rapidly growing cities. The number of people with allergic reactions caused by the air pollution from urban traffic has heavily increased during the past years. Despite better technologies, 65% of the urban population in Europe are still exposed to infringement of the SO^2 air standards and 48% are potentially exposed to infringement of the NO^2 air standards. Some material (PM10) produced mainly by trucks and other diesel vehicles causes cancer. Moreover, about 120 million people in the EU are exposed to road traffic noise levels above 55 dB, a level which seriously annoys people physiologically and psychologically. In addition to these long-term effects we witness an immediate impact. In the EU alone every year 44 000 people die in traffic accidents.

Is there any viable alternative to the present situation? One of the most internationally accepted alternatives is the concept of sustainable development. Its focus is directed primarily on the reduction of negative impacts of industry and transport on the environment. Very close to this concept is the concept of the sustainable society which is safe, in terms of both traffic and criminality. It enables parents to allow their children to walk, cycle or use public transport services to get to and from school. It is a society in which public services are accessible for everybody including elderly people and people with special needs (e.g. disabled). It also means the reduction of cars and prevalence of public transport systems (PTS). It requires a PTS within reach by walking or cycling in each district of the city. To summarise, sustainable mobility is based on a combination of different modes of transport along with cars. Closely associated with the vision of sustainable mobility is the city with “short distances” in which necessity to travel is considerably reduced because of proximity of every kind of services and dispersed firms and institutions.

However, monitored patterns of travelling show that desired objectives are not achievable without having changed the awareness of population. According to surveys and traffic monitoring research projects the length of passenger journeys in Europe has heavily increased in the recent years. It is due to longer distances travelled particularly for leisure and shopping purposes. While the average number of kilometres for one passenger travelling by public transport has stabilised, the average number of kilometres by car continues to increase and also the average speed of motorised private transportation decreases. It causes a lot of problems. One of them is the low fluidity of transport. New technologies based on computers and processing on-line information are a rather promising way to increase the performance of the existing transport infrastructure.

* Questionnaire in the annex (ch. 5.3)

Traffic management using dynamic junction control really reduces jams, increases the traffic speed of cars and public transport and allows a more efficient usage of available road space. Although intelligent systems are very promising they do not solve everything.

It is increasingly becoming clear that much more could be done through collaboration with drivers. They could substantially contribute to the way we are going to deal with the following questions:

1. How to reduce the necessity of mobility?
2. How to promote the usage of soft modes of mobility which are gentler to the environment?
3. How to use the existing cars more efficiently?
4. How to use the existing parking places more efficiently?

Developers and city planners can not predict all human needs, aspirations, desires, behavioural patterns and ways of decisions making. People have to have the opportunity to speak for themselves, to be involved in planning and decision making.

Nowadays, human beings are treated as anonymous road users. At best they are treated as customers who have the right to ask for good quality services and relevant information. They are treated as rational actors, who calculate the travel costs and compare different modes. However, what we would like to stress and to argue for is that they should be treated as potential partners in dialogue. Dialogue or more precisely the permanent, mutual communication among developers, city planners, politicians and citizens (in their roles of residents, parents, travellers and drivers) should range from plans for the future development of the city and its infrastructure to the more efficient usage of available resources (vehicles, roads, public transport system) and the improvement of comfort and the aesthetic value of public transport and public space.

Therefore we need to know how to start and maintain productive communication. In the accessing countries it will be a special problem because of earlier destructed willingness of people to organise themselves spontaneously. We already know how closely interconnected identity, the place of living, responsible behaviour and participation are. Therefore we can apply the social psychological knowledge of how to support identities and identifications.

The other basic element of productive communication between the developers/decision makers on the one side and different categories of residents and commuters on the other is to show them respect. It means the key actors should be more interested in the needs of citizens in their different roles - as walkers, bicyclists, passengers using the PTS, drivers, parents, etc. It could be done in different ways.

One really useful way is to carry out surveys about the level of satisfaction with provided facilities and services. Obviously the following set of questions is used: How do people travel? What transport devices do people prefer, and how well is the system meeting these requirements? How accessible is the transport system? How full or possibly even jammed are the roads? What information is available for motorists and transport users? How high are the costs of transport? How safe is to travel? Data obtained are of high pragmatic value because they help to improve enormously the quality of the provided services.

It is necessary to remember that citizens´ willingness to participate is based on their trust in governance. Each level of governance has to build its reputation on reliable and fair behaviour toward partners in long-term relationships.

Therefore we need to know how far the key actors (experts) are aware of their role as responsible and reliable partners in communication with the public. Further we would like to know how the experts evaluate the potency of residents to organise themselves, to contribute to the common objectives.

We believe that the improvement of communication, an increased trust among different actors in the decision making process and responsible citizenship are necessary conditions for a more complex and effective solution of our problems with traffic. We believe that residents and commuters would be better partners in necessary changes if they were involved in creating the common vision and if their voices were respected (principle of dignity).

To summarise this, we are interested in whether key actors (planners, decision makers, politicians) see active citizens as important partners. We believe that:

1. Participation increases the quality of the whole decision making process.
2. Participation creates a reasonable control mechanism against selfish interests of politicians and groups using economic pressures.
3. Voices of citizens could point out the human and social consequences of the suggested solutions, they could provide a balance to the purely technical solutions, etc..

Let us see in what degree our experts believe that the participation of residents is important. We shall see this importance relatively in relation to judgement of the other important issues.

3.5.2 Desirability of different principles in the decision making process

The experts were asked to imagine themselves in the position of judges who have to evaluate the importance of principles which should be taken into account in the decision making process in the field of transport, mobility, city planning and land use. They were asked to rate the importance of the principles by using 5-point scales.

Table 2 shows the principles ordered according to their mean value of importance from the most important to the least important.

Table 2: **Importance of principles which should be applied in the field of transport, mobility, city planning and land use (judgement on the 5-point Likert scale)**

No	***Principle***	***Label***	***Mean value***
1	p14	**Respect for dignity of people**	4,69
2	p2	Sustainability of development	4,68
3	p11	Tolerance toward differences	4,51
4	p7	Justice (equal opportunities)	4,50
5	p5	Accessibility and mobility for everybody	4,49
6	p4	Proximity of services	4,47
7	p9	**Responsible citizenship (e. g. participation)**	4,43
8	p10	Liveability	4,32
9	p16	Urban quality	4,29
10	p17	Patrimony (respect to cultural heritage)	4,23
11	p1	Satisfaction of needs of residents	4,22
12	p8	Solidarity with weakest users	4,22
13	p13	Social integration	4,19
14	p6	Equity (no group of residents is privileged)	4,14
15	p19	Development of economy	4,14

16	p21	Aesthetic quality of public space	4,14
17	p12	Choice and liberty to choose habitat and transport modes	4,06
18	p20	Cost efficiency of services	3,94
19	p3	Fluidity of transport	3,76
20	p15	Harmony between the city and the country	3,73
21	p18	Prosperity	3,73

According to the experts politicians at each level of governance should pay more attention to the human dimension of the problems as well as to the environmental issues in their decision making (in the field of transport, mobility, city planning and land use). They also think the principle of social inclusion (in the sense of equal opportunities, accessibility and mobility for everybody) should be taken more seriously. Politicians are expected to promote tolerance toward differences among residents as well. In addition, they have to provide some stronger support for responsible citizenship. Relatively less importance is given to the economic development and to the effectiveness of road transport.

When the experts are forced to select only one of the most important principles, the rank of importance is changed. The majority of experts give the highest value to the principle of sustainable development of transport.

Table 3: **Choice of the most important principle in the field of transport, mobility, city planning and land use (percentage of experts giving the same answer)**

No	***Principle***	***Label***	***Percentage of experts***
1	p2	Sustainability of development	34,21
2	p14	Respect for dignity of people	8,33
3	p16	Urban quality	7,89
4	p13	Social integration	5,56
5	p6	Equity (no group of residents is privileged)	5,41

When the experts are asked to add three very important principles, cumulative values of the principles are the following:

Table 4: **Choice of three very important principles in the field of transport, mobility, city planning and land use (cumulative percentage of experts giving the same answer in both choices)**

No	***Principle***	***Label***	***Percentage of experts***
1	p14	Respect for dignity of people	72,22
2	p2	Sustainability of development	68,42
3	p11	Tolerance toward differences	54,29
4	p4	Proximity of services	52,78
5	p7	Justice (equal opportunities)	52,63
6	p5	Accessibility and mobility for everybody	51,35
7	p9	Responsible citizenship (e. g. participation)	45,95
8	p10	Liveability	44,12
9	p6	Equity (no group of residents is privileged)	40,54
10	p8	Solidarity with weakest users	40,54

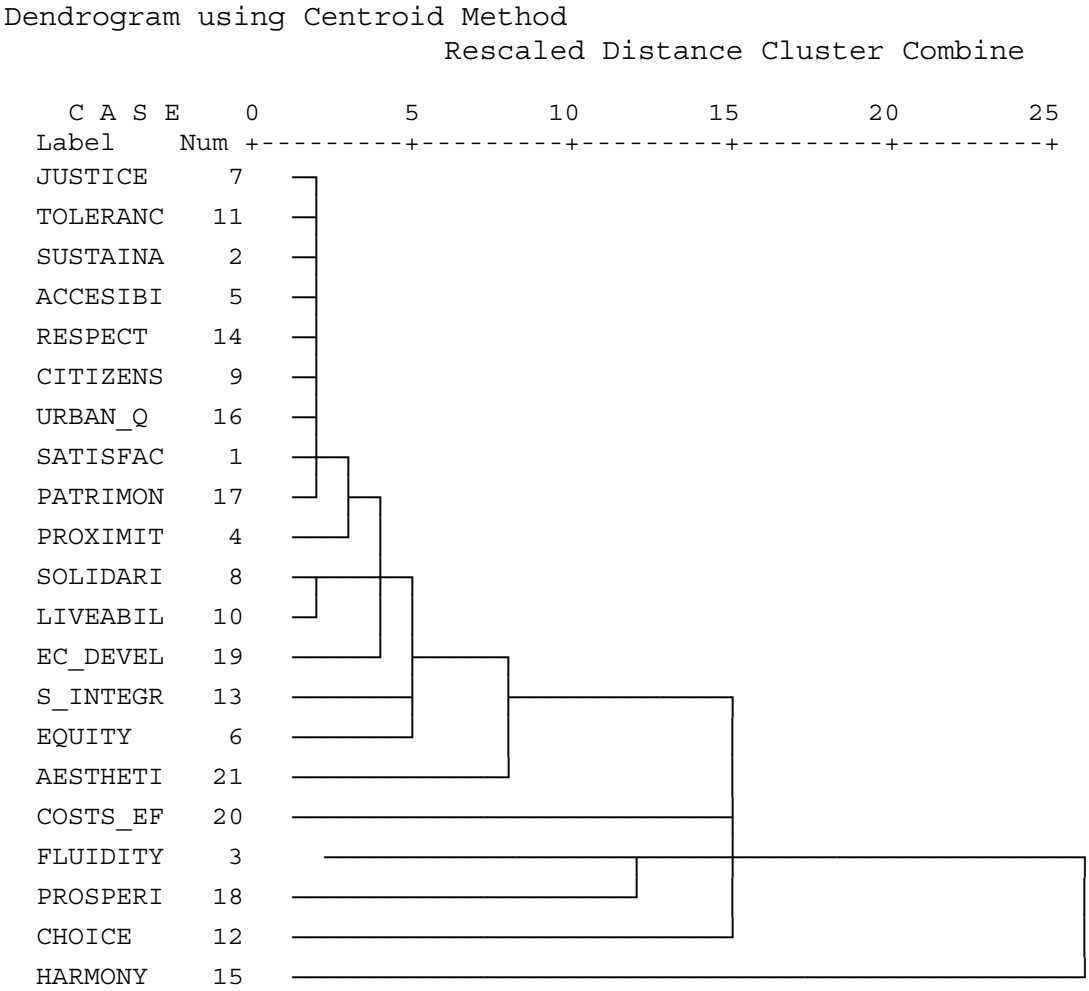
Under such instruction “respect for dignity of people” appears again at the top. Less restricted choice leads to wider consensus. More than half of the experts agree on the six principles which should definitely be applied in plans and decisions in transport, mobility, city and land use.

These six principles are *respect for dignity of people, sustainable development, tolerance toward differences, proximity of services, justice (equal opportunities), accessibility and mobility for everybody*.

The results suggest that our experts are aware of the importance of participation. They are prepared to see the residents not only as objects or users of services but also as active and responsible partners. According to the experts´ judgement *responsible citizenship* and *equity and liveability* - are of high importance.

When the experts were asked to select the least important principle 13,51% of them indicated *harmony between the city and the country (p15);* 8,11% *fluidity of transport (p3)* and 8,11% *prosperity (p18)*. It means that technical and economic aspects are not understood as being more important than the human and social.

Fig. 1: **Internal structure of principles**



As is shown in Figure 1 the concept of *sustainability* and *urban quality* is closely associated with *justice* (equal opportunities*), tolerance, accessibility* and *mobility* for everybody, *respect* for dignity of people, *participation, satisfaction* of residents and respect for *cultural heritage*. In a lesser degree it is connected with the principle of *proximity* to services. The concept of *liveability* is closely related to *solidarity* with weakest users and to a lesser degree with *development of economy*, *social integration*, *equity* and *aesthetics of environment*.

These two clusters merge together and create a larger cluster which could be seen as a basis for life quality in a city. This analysis confirmed our previous conclusion that human, social and societal dimensions of life quality in cities are taken by experts as being equally important as environmental, economic and cultural dimensions.

Table 5a: **Correlations among principles**

No	***Label***	Responsible citizens	Equity	Justice	Liveability	Respect for dignity
p4	Proximity of services	-,383*				
p5	Accessibility and mobility for everybody		,374*			
p8	Solidarity with weakest users		,349*	,372*	,592**	
p10	Liveability			,345*		
p11	Tolerance			,348*		
p20	Cost efficiency of services		,399*			
p1	Satisfaction of needs of residents		-,336*			
p12	Choice and liberty to choose habitat and transport modes					-,344*
p17	Respect to cultural tradition					,478**

Table 5b: **Correlations among principles**

No	***Label***	Harmony	Economy	Fluidity of transport	Cost efficiency	Aesthetics
p16	Urban quality	,337*	,355*			
p18	Prosperity		,422*	,418*	,368*	
p13	Social integration					,335*
p2	Sustainability of development					

The matrix of correlations indicates that experts´ positive judgement of the principle of *equity* (*no group of citizens is privileged)* is positively related to their evaluation of *accessibility and mobility for everybody* and to *solidarity with weakest users.* There can also be found a positive correlation between the principle of *equity* and *cost efficiency of services.* However, the principle of *equity* is negatively related to *satisfaction of needs of residents. Solidarity with weakest users* is also related to the principle of *justice* and *liveability.* The principle of *liveability* itself is closely related to *tolerance toward differences.*

Surprisingly, the principle of *human dignity* is positively related only to *respect to cultural tradition* and negatively to principle of *liberty to choose habitat and transport modes*. Does it mean that the experts have doubts about positive consequences of that kind of liberty?

The last part of the correlation matrix indicates that *cost efficiency* and *fluidity of transport* are related with the *development of the economy* and *prosperity*.

3.5.3 Desirables objective

The second task for our experts was to judge on the 5-point scale the objectives that planners of the city development would like to achieve. In other words, the experts had to take the position of planners and judge the degree of importance given to different types of objectives.

Table 6: **Importance of the objectives which should be achieved by experts as planner of the city development**

No	*Principle*	*Label*	*Mean value*
1	o19	increase safety	4,58
2	o16	protect water from pollution	4,57
3	o14	**increase participation process**	4,55
4	o15	reduce pollution	4,51
5	o9	support soft modes of transport	4,47
6	o20	increase social value of the places	4,47
7	o17	**support broader participation**	4,46
8	o2	reduce the noise	4,42
9	o11	reduce the negative impacts of transport	4,42
10	o10	reduce the necessity to use car	4,39
11	o13	increase environmental value of public space	4,38
12	o1	**create a common vision**	4,32
13	o21	reduce distance from residence to work etc	4,32
14	o5	protect weakest users	4,22
15	o6	to create agreeable environment	4,19
16	o8	create compact city (without segregation)	4,13
17	o7	create city of the short distances	4,03
18	o3	reduce the internal constraints of mobility	3,90
19	o12	reduce the costs of public transport	3,81
20	o18	**promote monitoring of subjective feeling**	3,76
21	o4	reduce the external constraints of mobility	3,61

Table 6 indicates the pattern of preferences in judgement of experts being similar to the previous one. Their intentions are distributed among improving the environmental conditions for life quality (e.g. *reduce pollution, protect cleanness of water, reduce the noise, increase environmental value of public space*, etc.), building a city with short distances and strengthening communication with residents (*broad participation, common vision*). As relatively lesser important they judged *the monitoring of subjective feeling*s.

When the participants were forced to select only the most important objective their judgement was changed in the following way:

Table 7: **Choice of one most important objective in the field of transport, mobility, city planning and land use (percentage of experts giving the same answer)**

No	*Objective*	*Label*	*Percentage of experts*
1	o1	**create a common vision**	19,44
2	o14	**increase participation process**	13,16
3	o8	create compact city (without segregation)	10,53
4	o11	reduce the negative impacts of transport	5,56
5	o19	Increase safety	5,56
6	o20	Increase social value of the places	5,56

7	o5	protect weakest users	5,41
8	o6	to create agreeable environment	5,41
9	o10	reduce the necessity to use car	5,26

The results indicate that at least 19,44% experts are aware of the necessity to create a common vision of the city and to increase the participation of citizens.

When they were given an additional task to select three very important objectives their preferences were the following.

Table 8: **Choice of three very important objectives in the field of transport, mobility, city planning and land use (cumulative percentage of experts giving the same answer in this and previous choice)**

No	***Principle***	***Label***	***Percentage of experts***
1	o16	protect water from pollution	62,86
2	o1	**create a common vision**	61,11
3	o19	increase safety	61,11
4	o14	**increase participation process**	57,89
5	o15	reduce pollution	51,35
6	o17	**support broader participation**	51,35
7	o9	support soft modes of transport	50,00
8	o21	reduce distance from residence to work etc	48,65
9	o2	reduce the noise	47,22
10	o20	increase social value of the places	47,22
11	o8	create compact city (without segregation)	44,74
12	o10	reduce the necessity to use car	44,74
13	o11	reduce the negative impacts of transport	44,44
14	o13	increase environmental value of public space	43,24

In spite of some differences we can observe a similar pattern as before. Along with the improvement of the *environmental conditions* and *safety*, the majority of the experts judge the *participation of citizens* as a very important issue. They also attribute importance to the social and societal dimensions of life quality in large communities (*social integration, social value of the public place*).

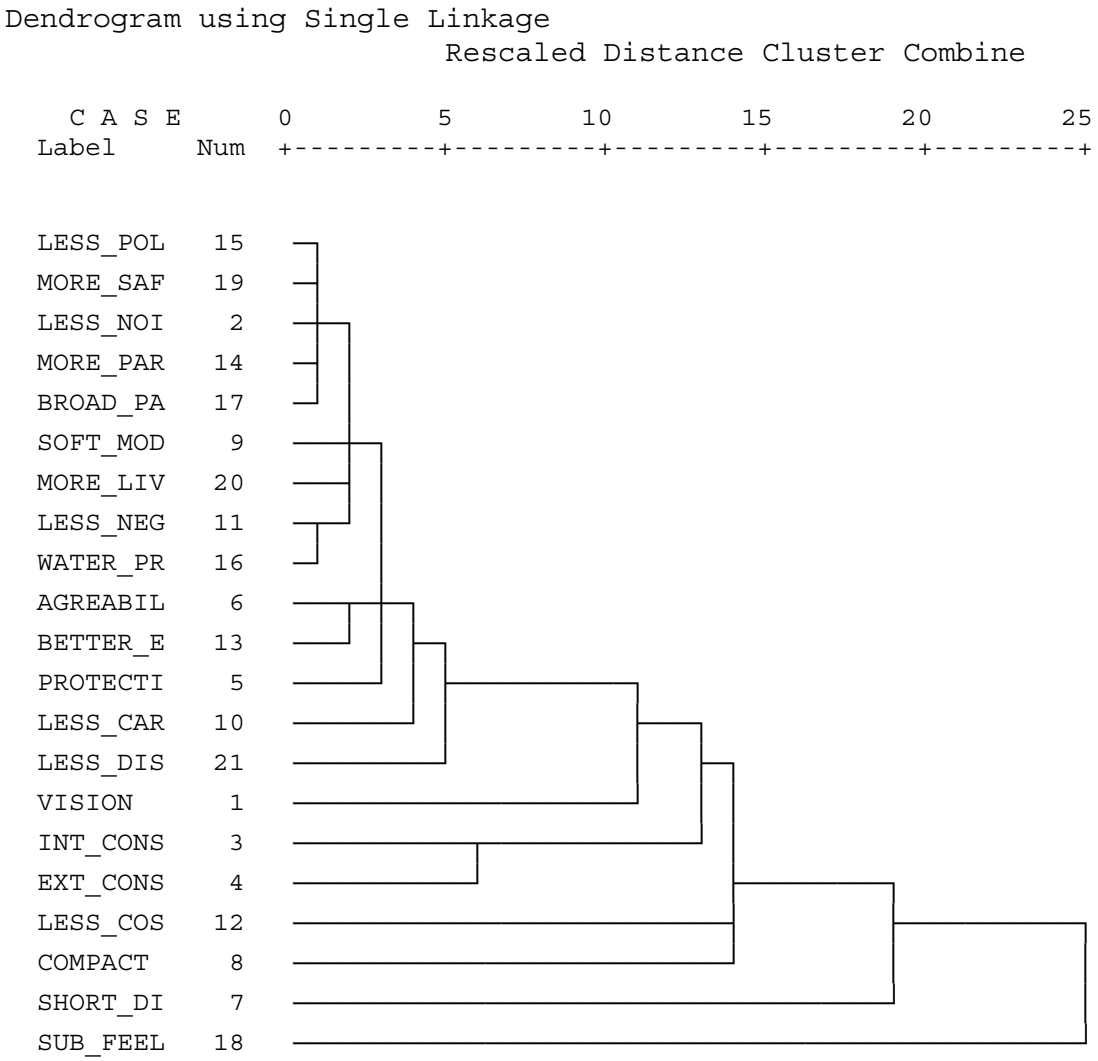
When the experts were asked to select the least important objectives 10,81% of them indicated monitoring of subjective feeling about life quality (o18), 9,68% reduction of external constraints of mobility (o4), 6,45% reduction of internal constraints of mobility (o3), 8,33% creating of common vision, 5,56% building a city of short distances, 5,56% reduction of the costs of PTS, 5,26% building a city for all and 2,70% creating agreeable environment.

Table 9: **Choice of the least important objectives in the field of transport, mobility, city planning and land use (percentage of experts giving the same answer)**

No	***Principle***	***Label***	***Percentage of experts***
1	o18	promote monitoring of subjective feeling	10,81
2	o4	reduce the external constraints of mobility	9,68
3	o1	**create a common vision**	8,33
4	o3	reduce the internal constraints of mobility	6,45
5	o7	**create city of the short distances**	5,56
6	o12	reduce the costs of public transport	5,56
7	o8	**create compact city (without segregation)**	5,26
8	o6	create agreeable environment	2,70

This list of the objectives which were judged as the least important reveals that the objectives mentioned by the largest proportion of experts as their priorities (*the common vision, short distances and compact city*) are doubted by a few of them. It could be concluded that the experts agree on the concept of a sustainable environment and sustainable society. They appreciate the concept of a more integrated city (city with shorter distances) and usage of different mode of transport. They are aware that this concept requires active and responsible citizenship.

Fig. 2: **Internal structure of objectives**



The *Fig. 2* shows that two objectives - *increase safety of each user* and *reduction of pollution* are associated with the *participation of residents* and the *support of their activities*. The concept of *liveability* is connected with the *reduction of negative impacts of transport*, with *protection of water* and with *soft modes of transport*. *Environmental value of public space* is connected with *an agreeable environment, protection of weakest users, reduction of cars usage* and *reduction of distances.*

Surprisingly, the *participation of citizens* is only slightly connected with *creating a common vision* and *monitoring of subjective feelings about life quality*.

On the next page we will see whether these conclusions are confirmed by the correlation matrix.

Table 10a: **Pearson correlation coefficients among objectives**

No	***Label***	reduction of neg. impacts	broad participation	reduction of costs	reduction of noise	int. constrains	ext. constrains
o16	protection of water	,558**					
o14	**participation process**		,525**	,420*			
O9	soft modes of transport				,357*		
O8	compact city (without segregation)				,340*	-,326*	-,358*
O7	city of the short distances					-,363*	

Table 10b: **Pearson correlation coefficients among objectives**

No	***Label***	protection of week users	reduction of costs	liveability	agreeable environment	reduction of pollution
o19	Safety					,559**
o11	the negative impacts transport	,422**				
o10	the necessity to use car		,341*	-,382*		
o13	environmental value of public space				,349*	
o1	common vision					
o2	reduce the noise					
o21	reduce distance					
o18	monitoring of subjective feelings					

We see the previous findings confirmed in the tables above. The patterns of experts´ judgement do not confirm that they see any relationship between *participation of citizens*, *creating a common vision* and *monitoring of subjective feeling of life quality*. Moreover, the concept of the *common vision* is not associated with any other objective. Similarly the concept of *the city with short distances* is not anchored in the network of the other objectives.

It probably suggests that experts are very well aware of the necessity to increase participation of citizens but they still separate different levels of planning and decision making from public evaluation.

3.5.4 Indicators

In the third task the experts had to express their option about the importance of a lot of possible indicators of life quality in connection with transport, mobility, city planning and land use. Let us look at the results; we shall begin simply with the mean value of the indicators.

Table 11: **Usefulness of indicators for the assessment of quality of life**

No	***Label***	***Mean value***	***Theme***
i27	**frequency of communication between public, and politicians and planners (participation)**	4,54	communication and responsible citizenship
i17	access to services (facilities and distance to them)	4,51	proximity of services
i1	level of noise and disturbances	4,50	environmental impact
i41	convenience of public transport (frequency, network characteristics .....)	4,50	quality of transport facilities
i15	accessibility of work places (time for travelling to jobs)	4,47	accessibility
i55	Health (illness)	4,47	quality of life
i22	environmental sustainability (level of pollution)	4,46	environmental impact
i24	time of everyday travelling (frequency and time one has to spend)	4,46	accessibility
i60	numbers of passengers in public transport	4,45	accessibility and mobility
i36	proportion of the residents using public transport system regularly	4,44	accessibility and mobility
i43	conditions for children (school, other facilities....)	4,42	liveability
i52	Job opportunities	4,42	economy
i33	air pollution	4,41	environmental impact
i13	intermodality options	4,39	choice and liberty
i28	regularity of evaluation and follow up studies	4,39	satisfaction of citizens
i23	quality of facilities (roads' and vehicles', level of service...)	4,38	quality of transport facilities
i53	Social proximity of residents	4,37	social integration
i19	real estate prices	4,35	economy
i35	unemployment rate	4,35	economy
i44	level of noise	4,35	environmental impact
i16	accessibility of leisure, sport, culture areas (time spent for travelling)	4,34	accessibility
i18	real choice for residents in terms of modes of transport	4,33	choices and liberty
i34	quality of water	4,33	environmental impact
i2	number of accidents	4,32	safety
i9	frequency of jams	4,32	road transport/fluidity
i8	comfort of public transportation system (square meter per one passenger, frequency, waiting rooms)	4,30	quality of public transport system
i5	child mortality in traffic	4,27	safety
i48	access to public transport in villages with 200+ inhabitants	4,27	accessibility
i7	regulation of speed	4,26	safety
i50	standard of housing	4,26	standard of living
i37	accessibility of neighbouring regions	4,25	accessibility
i21	perceived (= subjective) safety	4,24	quality of life
i29	standard of living (income per capita)	4,24	standard of living
i32	number of cars	4,24	choice and liberty
i45	level of cleanness of the streets and parks	4,24	aesthetic quality of public space
i47	access to higher education	4,24	choice and liberty

i66	**activities increasing awareness of citizens**	4,24	responsible citizenship
i31	Criminality	4,22	liveability
i39	pedestrian areas (square meters)	4,22	liveability
i11	level of traffic related stress	4,19	quality of life
i14	aesthetic quality of public space/environment	4,18	aesthetic quality of public space
i25	number of bicycles	4,16	choice and liberty
i42	Green areas (square meters per resident)	4,16	use of land
i20	surveys and markers of satisfaction of residents	4,15	satisfaction of needs of residents
i26	**type and quality of mediation between planners, politicians and residents**	4,14	communication and responsible citizenship
i38	efficiency of public transport (number of passenger divided by costs)	4,14	cost efficiency of public transport
i4	number of fatalities	4,13	safety
i54	*well-being of citizens*	4,11	quality of life
i40	Roads for cyclists (meters)	4,08	safety
i10	life expectancy	4,05	standard of living
i12	square meters of green area per resident	4,05	land use
i59	rates of criminal aggression	4,05	liveability
i46	costs of public transport	4,03	cost efficiency of services
i62	level of satisfaction of individual aspirations	4,03	satisfaction of needs of residents
i6	fluidity of transport	4,00	road transport/fluidity
i3	number of injured	3,97	safety
i63	transport prices	3,92	cost efficiency of public transport
i49	length and networking of streets	3,71	road transport
i56	suicide rates	3,68	liveability
i30	psychiatric disorders	3,59	liveability
i65	number of peaceful and safe districts	3,51	liveability
i61	number of drivers	3,42	choice and liberty
i64	election results	3,37	satisfaction of needs of residents
i58	birth rates	3,26	liveability
i51	proportion of the population living in own and rented houses and flats	3,21	standard of living
i57	proportion of divorces	2,95	liveability

The first five indicators in our table are frequency of communication between public, and politicians and planners (participation); access to services (facilities and distance to them); level of noise and disturbances; convenience of public transport (frequency, network characteristics, ...) and accessibility of work places (time spent by travelling to jobs). We tried to find several higher principles behind our indicators; they are in the last column. So we have as the most important higher principles/themes communication and responsible citizenship, proximity of services, environmental impact, quality of transport facilities, accessibility. As an ideal city we could imagine one with participative citizens, short distances and a transport system of high quality.

As the least important indicators the experts indicated birth rates, proportion of the population living in own and rented houses and flats and proportion of divorces. Using our higher principles mentioned above, we come to liveability – twice and standard of living.

Now we order the higher principles/themes using the mean values of all the indicators.

Table 12: **Mean values of the categorised indicators – higher principles**

No	***Label***	***Mean value***	***Theme***
i27	**frequency of communication between public, politicians and planners (participation)**	**4,54**	**communication and responsible citizen-ship**
i26	**type and quality of mediation between planners, politicians and residents**	**4,14**	**communication and responsible citizen-ship**
i66	**activities increasing awareness of citizens**	**4,24**	**communication/ re-sponsible citizenship**
i52	job opportunities	4,42	economy
i19	real estate prices	4,35	economy
i35	rate of unemployment	4,35	economy
i1	level of noise and disturbances	4,50	environmental impact
i22	environmental sustainability (level of pollution)	4,46	environmental impact
i33	air pollution	4,41	environmental impact
i44	level of noise	4,35	environmental impact
i34	quality of water	4,33	environmental impact
i47	access to higher education	4,24	choice and liberty
i45	level of cleanness of the streets and parks	4,24	liveability
i14	aesthetic quality of public space/environment	4,18	liveability
i43	conditions for children (school, other facilities….)	4,42	liveability
i31	Criminality	4,22	liveability
i39	pedestrian areas (square meters)	4,22	liveability
i59	rates of criminal aggression	4,05	liveability
i56	suicide rates	3,68	liveability
i30	psychiatric disorders	3,59	liveability
i65	number of peaceful and safe districts	3,51	liveability
i58	birth rates	3,26	liveability
i57	proportion of divorces	2,95	liveability
i55	Health (illness)	4,47	quality of life
i21	perceived (= subjective) safety	4,24	quality of life
i11	level of traffic related stress	4,19	quality of life
i54	well-being of citizens	4,11	quality of life
i2	number of accidents	4,32	safety
i5	child mortality in traffic	4,27	safety
i7	regulation of speed	4,26	safety
i4	number of fatalities	4,13	safety
i40	Roads for cyclists (meters)	4,08	safety
i3	number of injured	3,97	safety
i28	**regularity of evaluation and follow up studies**	4,39	**satisfaction of needs of residents**
i20	**surveys and markers of satisfaction of residents**	4,15	**satisfaction of needs of residents**
i62	**Level of satisfaction of individual aspirations**	4,03	**satisfaction of needs of residents**
i64	**results of elections**	3,37	**satisfaction of needs of residents**
i53	Social proximity of residents	4,37	social integration
i50	standard of housing	4,26	standard of living
i29	standard of living (income per capita)	4,24	standard of living
i10	life expectancy	4,05	standard of living

i51	proportion of the population living in own and rented houses and flats	3,21	standard of living
i46	costs of public transport	4,03	transport public
i63	transport prices	3,92	transport public/cost efficiency
i38	efficiency of public transport (number of passenger divided by cost)	4,14	transport public/cost efficiency
i8	comfort of public transportation system (square meter per one passenger, frequency, waiting rooms)	4,30	transport public/quality
i41	convenience of public transport (frequency, network characteristics ……)	4,50	transport public/quality
i9	frequency of congestion	4,32	transport road/ fluidity
i6	fluidity of transport	4,00	transport road/fluidity
i15	accessibility of work places (time for travelling to jobs)	4,47	transport/accessibility
i24	time of everyday travelling (frequency and time one has to spend)	4,46	transport/accessibility
i16	accessibility of leisure, sport, culture areas (time spent for travelling)	4,34	transport/accessibility
i48	access to public transport in villages with 200+ inhabitants	4,27	transport/accessibility
i37	accessibility of neighbouring regions	4,25	transport/accessibility
i60	numbers of passengers in public transport	4,45	transport/accessibility and mobility
i36	proportion of the residents using public transport system regularly	4,44	transport/accessibility and mobility
i13	intermodality options	4,39	transport/choice and liberty
i32	number of cars	4,24	transport/choice and liberty
i25	number of bicycles	4,16	transport/choice and liberty
i61	number of drivers	3,42	transport/choice and liberty
i18	real choice for residents in terms of mode of transport	4,33	transport/choices and liberty
i17	access to services (facilities and distance to them)	4,51	transport/proximity of services
i23	quality of facilities (roads, vehicles, level of service,…)	4,38	transport/quality of facilities
i49	Length and networking of roads	3,71	transport/road
i12	square meters of green area per resident	4,05	use of land
i42	Green areas (square meters per resident)	4,16	use of land

As the first and most important higher principle/theme the experts (indirectly) indicated the communication between the public on the one side and the politicians and planners on the other, in terms of an active citizenship – in other words **participation**. Then come economy and environmental impact. At the end we see use of land meant especially as green areas and different attributes of the transport system – quality of the facilities, liberty to freely chose among the transport modes for the residents, accessibility.

Surprisingly, in our opinion a very important higher principle/theme **satisfaction of needs of residents** was rated in the middle of the field. Perhaps it indicates an interesting question. That is whether the experts really see the necessity to ask people what their needs are and to fulfil them.

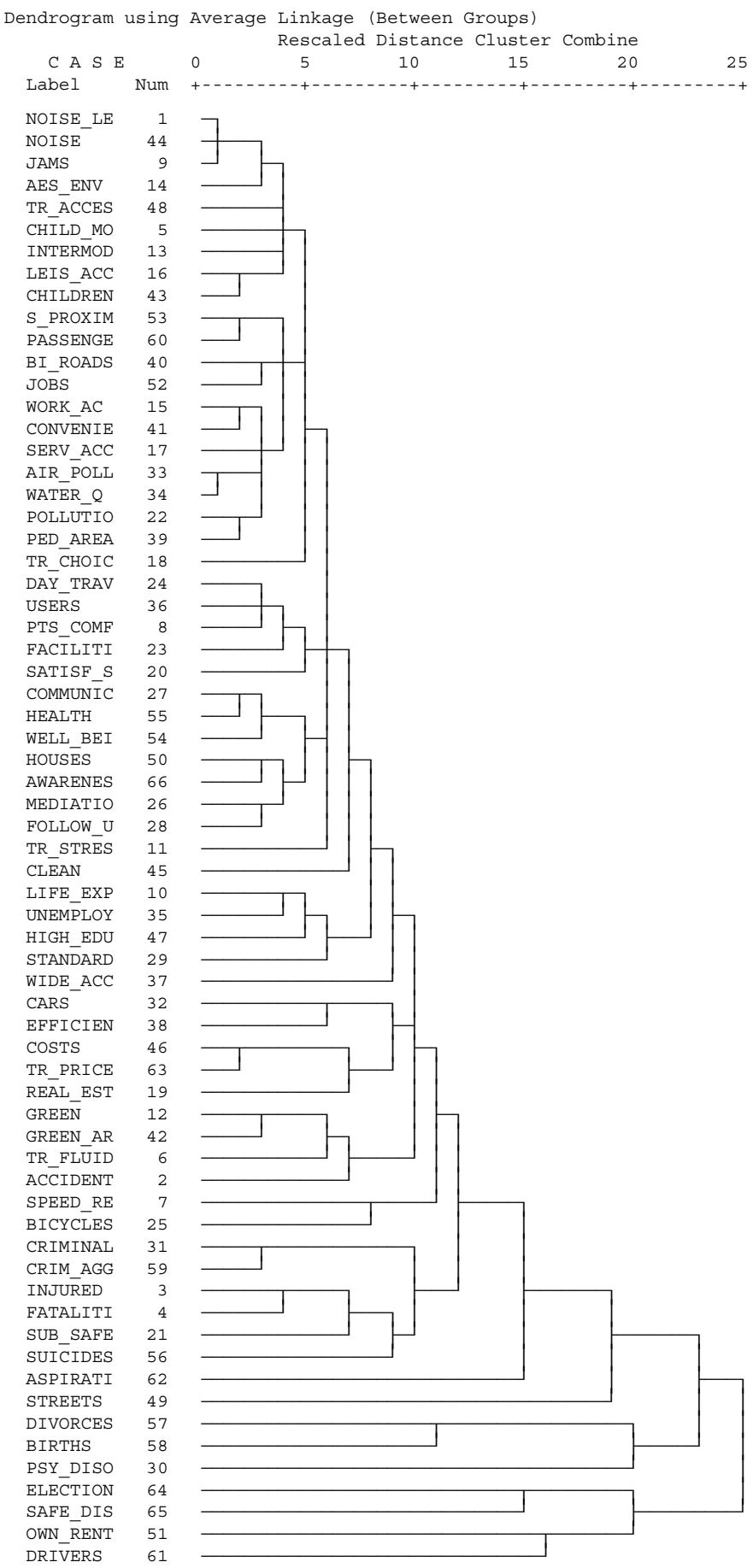
It may be a facet of a more complex problem – if participation is rated so high, perhaps the active, participating citizens are appreciated and listened to under ideal conditions. But perhaps often the silent masses are not consulted before some big, important and expensive changes are made, resulting so in anger and dissatisfaction. We shall look further into this issue and think of it while pondering other results of the questionnaire.

Table 13: **Choice of three very important indicators of quality of life in the field of transport, mobility, city planning and land use (cumulative percentage of experts giving the same answer in this and previous choice) – table part showing the first 25 of them**

No	***Label***	***Percentage***
i19	Real estate prices	64,86
i53	Social proximity of residents	62,86
i27	**Frequency of communication between public, politicians and planners (participation)**	62,16
i55	Health (illness)	57,89
i31	Criminality	56,76
i1	Level of noise and disturbances	55,56
i47	Access to higher education	55,26
i17	Access to services (facilities and distance to them)	54,05
i23	Quality of facilities (roads, vehicles, level of service,…)	54,05
i25	Number of bicycles	54,05
i32	Number of cars	54,05
i35	Rate of unemployment	54,05
i37	Accessibility of neighbouring regions	52,78
i2	Number of accidents	52,63
i41	Convenience of public transport (frequency, network characteristics, …)	52,63
i60	Numbers of passengers in public transport	52,63
i66	**Activities increasing awareness of citizens**	52,63
i24	Time of everyday travelling (frequency and time one has to spend)	51,35
i29	Standard of living (income per capita)	51,35
i48	Access to public transport in villages with 200+ inhabitants	51,35
i13	Inter-modality options	50,00
i15	Accessibility of work places (time for travelling to jobs)	50,00
i18	Real choice for residents in terms of mode of transport	50,00
i28	**Regularity of evaluation and follow-up studies**	50,00
i36	Proportion of the residents using public transport system regularly	50,00

The results presented in *Table 12* also confirm our previous findings. The experts are very well aware of the importance of *communication and participation*. In our table showing the 25 most important indicators when taking into account the cumulative percentage of experts giving the same answer in this and previous choice, we can see how high is the rank of *activities increasing awareness of citizens* as well as of *regularity of evaluation and follow-up studies*.

Fig 3: **Internal structure of indicators**



The *Fig 3.* shows the internal structure of ranked indicators. For example the group mediation/communication/awareness/follow-ups/well-being/health we are particularly interested in has a strong connection to the first grouping (the one at the very beginning of the figure) concerning different traffic modes, the possible choice among them, intermodality, accessibility and proximity, as well as environmental and aesthetic indicators. But there is only a weak connection to election results, aspirations; birth, divorce and suicide rates.

Table 14a: **Internal structure of indicators**

No	***Indicators***	accidents i2	injured i3	fatalities i4	child mortality i5	efficiency of PTS i38	costs of PTS i46	trans. prices i63	convenience i41	drivers i61
i3	Number of injured	,483**		,555**	,508**		,521**	,555**		
i5	Child mortality in traffic			,497**		,468**				
i40	Bi-roads									,472**
i25	Number of bicycles				,496**	,497**	,506**			
i32	Number of cars				,465**	,570**	,462**			
i18	Real choice for residents in terms of mode of transport		,492**	,581**	,474**		,535**		,473**	
i38	Efficiency of public transport (number of passenger divided by cost)	,437**							,473**	,496**
i46	Costs of PT							,711**		
i63	Transport prices		,555**			,436**	,711**			,536**

The patterns of relationship suggest the following:

1. Safety especially that of children depends heavily on number of cars and bicycles.

2. Real choice in terms of mode of transport depends on comfort of PTS, ticket costs and other travel costs.

Table 14b: Internal structure of indicators

No	***Indicators***	well-being	follow-ups	aes-thetics	inter-modality	wider acces-sibility	noise level	housing	health	cond. for chil-dren
i8	Comfort of PTS (m^2 per one passenger, fre-quency, waiting rooms)	,451**								
i11	Level of traffic related stress		,475**	,421**	,481**			,545**	,472**	
i14	Aesthetic quality of public space/environm ent	,465**					,427**			,457**
i20	Surveys and markers of sat-isfaction of resi-dents	,573**								
i27	Communication					,463**			,486**	
i66	Awareness	,439**	,439**					,449**		
i50	Standard of housing	,507**								
i65	Peaceful and safe districts	,528**						,495**		
i55	Health	,609**	,429**							

According to *Table 14b* our experts realise that the well-being of residents depends on low level of traffic stress and comfort of public transport system. It is related to health, education, standard of housing, place of living (a peaceful and safe district) and aesthetic quality of public environment as well. It could be increased by better communication among planners, decision makers and citizens, and by increasing awareness of other citizens.

Traffic stress is one of the most important negative impacts; it is related to health, housing, intermodality, as well as aesthetics and follow-up studies.

Table 14c: **Internal structure of indicators**

No	***Indicator***	Traffic stress	Access to serv-ices	Crimi-nality	Crim. aggres-sion	Access to PTS	Unemploy-ment	Life ex-pectancy	Peaceful district
i29	Standard of living (income per capita)	,332*	,332*	,445**	,543**		,486**	,341*	
i50	Standard of housing	,545**							,495**
i35	Unemploy-ment			,481**	,547**	,487**			
i59	Rates of criminal ag-gression			,812**		,462**	,547**		

Similarly, as *Table 14c* shows, standard of living is connected with the characteristics of transport system, mainly accessibility of PTS and low level of traffic stress.

It is related to residence in a peaceful and quiet district with accessible services, with low level of criminality and criminal aggression. Standard of living is related to life expectancy.

3.5.6 Differences among countries

Now we shall explore whether there are important differences among experts coming from different countries or from different backgrounds in terms of being EU member for a long time vs. accessing countries.

Table 15: **Judgement of principles, objectives and indicators across different parts of Europe (mean values)**

Label	**Northern Europe (1)**	**Central Europe (2)**	**Central Eastern Europe (3)**	**Southern Europe (4)**	**Western Europe (5)**
Principles					
Equity	4,38	4,63	3,56*	4,00	4,14
Justice	4,88	4,50	4,22*	4,40	4,50
Solidarity with the weakest	4,38	4,00*	3,56*	4,80	4,71
Responsible citizenship	4,50	4,38	4,22*	4,20*	4,86
Harmony “city-country”	3,75	3,63	4,22*	4,20	2,86
Development of economy	3,75	3,88	4,00	5,00*	4,43*
Aesthetics	4,63	4,00	4,00	4,40	3,71*
Objectives					
Less noise	4,50	4,63	3,89*	4,60	4,67
A city with short distances	4,00	4,86*	4,00	3,60	3,57
Broader participation	4,63	4,63	4,33	3,80*	4,71
Social value of the environment	4,63	4,50	4,22*	4,80	4,33
Indicators					
Number of injured	4,25	4,13	3,00*	4,20	4,50
Number of fatalities	4,38	4,50	3,44*	3,80	4,50
Square meter of green per resident	4,50	3,50*	4,11	4,60	3,75
Aesthetic quality of public space	4,63	3,75*	4,22	4,40	4,00
Accessibility of work places	4,38	4,50	4,67	4,80	4,13*
Subjective safety	4,63	4,00	4,50	3,60*	4,25
Quality of facilities (roads and vehicles)	4,25	4,88*	4,13	4,60	4,13
Number of bicycles	4,75	4,38	2,88*	4,40	4,50
Type and quality of mediation between planners and residents	3,63*	4,38	4,13	4,80	4,00
Criminality	4,25	4,25	4,13	3,20	4,88
Number of cars	4,50	4,25	3,50*	5,00	4,25
Air pollution	4,50	4,00*	4,63	4,60	4,38
Quality of water	4,57	3,88*	4,63	4,40	4,25
Convenience of PTS	4,50	4,88*	4,56	4,20	4,25
Cleanness of the street	4,63	4,50	4,00*	4,40	3,75*
Cost of PTS	4,25	4,50	3,00*	3,80	4,63
Access to higher education	4,50	4,75	3,44*	4,00	4,50
Living in own and rented houses and flats	4,38*	2,88	2,56	3,00	3,25
Proportion of divorces	3,38	3,38	2,89	1,40*	3,13

In general we can say judgements of experts from different parts of Europe are more often convergent than divergent. Differences are rather scarce. We refer only to these significant at the level $p<0,05$. They are indicated with an asterisk.

3.5.6.1 Principles

Only in one third of judgements (7 out of 21 principles) statistically significant differences were found. Central Eastern Europeans systematically rated as less important the following principles - justice, solidarity, **citizenship -** compared to other Europeans. On the other hand the principle of harmony between the development of city and country is judged by Central Eastern Europeans as more important than by others Europeans.

Contrasting to our expectations the issue of economic development is more important for experts from the Southern and Western part of Europe than for those coming from other parts (including post-communist countries). Because of the difficult economic situation (delayed economic development) it was predicted that economic issues would be taken more seriously by the Central Eastern Europeans. On the other hand Western Europeans valued aesthetic values as less important than other Europeans.

3.5.6.2 Objectives

Concerning the desirable objectives only in 4 judgements out of 21 statistically significant differences were found.

Reducing the high level of noise is seen as a desirable objective in every part of Europe except for Central Eastern Europe where this problem is seen as less important. The concept of a city with short distances is appreciated significantly higher by Central Europeans than by the participants coming from the other parts.

Increasing **participation** is seen as a less important objective by Southern Europeans and in some degree by Central Eastern Europeans than for the others. The objective of increasing the social value of the space is judged as less important by Central Eastern Europeans than by other Europeans.

3.5.6.3 Indicators

Only in 19 judgements out of 66 statistically significant differences were found.

Most differences are between the Central Eastern Europeans and the rest, as expected. They take the following indicators less seriously than the others:

1. Number of injured
2. Number of fatalities
3. Number of bicycles
4. Number of cars
4. Aesthetic quality of public space
5. Cleanness of the streets
6. Costs of public transport
7. Access to higher education

Experts coming from Central Europe underestimate relatively to the opinion of other experts:

1. Square meters of green area per one resident
2. Air pollution
3. Quality of water

and overestimate:

1. Quality of facilities (roads, vehicles, level of service); and
2. Convenience of public transport.

Western Europeans take the following indicators less seriously than the others:

1. Accessibility of work places
2. Cleanness of the streets

According to Southern Europeans the following indicators are less important than in the opinion of the others:

1. The subjectively perceived safety
2. Criminality
3. Proportion of divorces

Northern Europeans value the following indicators slightly less than the others:

1. Quality of mediation between planners and politicians, and residents
2. Proportion of population living in own or rented houses and flats

Our comparison across countries reveals that there is a difference with respect to the importance attributed to participation. Central Eastern Europeans underestimate the importance of it compared to other Europeans. On the other hand Northern Europeans underestimate the quality of the mediation between planners and politicians on the one side and residents on the other.

There are also differences with respect to the importance of safe transport indicators. Central Eastern Europeans systematically underestimated their importance.

3.5.7. Summary

Our findings consistently suggest that there is a network of concepts and practices available which support the idea of the importance of a permanent, mutual communication among developers, city planners, politicians and citizens (in their roles of residents, parents, travellers and drivers).

Our comparison across countries confirmed our expectation that to start and maintain productive communication in the accessing countries could be a little problematic because willingness of people to organise themselves spontaneously does not seem to have developed, yet, according to the experts 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 was destroyed by violent replacements, rapid urbanisation, etc.

Our experts are aware that the basic element of productive communication is respect for others´ points of view. However, the level of satisfaction with available facilities and services is given astonishingly little importance.

3.6 Overall 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 life quality related to mobility, land use and city planning, we can conclude that the results of workshop I and II are confirmed from the result of workshop III held in Ferrara.

It is clear that the social practice in the field of the operationalisation of life quality remains quite particular and heterogeneous; and all the difficulties on trying to measure this kind of topic, emerged from the work carried out so far, make the HOTEL Project even a more engaging challenge: basically all the experts, from 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, because the factors that the concept should take into consideration are numerous (policies, economic, social...), and it is certainly a difficult task to develop adequate models to formalise them in a holistic way, and comprehensively, at the same time.

Under the methodological point of view, the results from the present workshop, confirmed by the former workshops results, are encouraging for the consortium to proceed towards the fixed goals, through the chosen methodology, with even more determination to dedicate the right importance of the role that the subjective aspects cover on assessing how the mobility system can influence the life quality of citizens.

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, why not, criticism to this engaging challenge, coming from the experts who worked so hard on these demanding tasks, will give a fundamental contribution to the planning and development of the tool box and the field study during the realisation of WP6.

3.7 Recommendation

By now, after the same things have been repeated under very different conditions – and thus validated - it seems trivial to us to make our first recommendation: Give subjective aspects the right importance. They are difficult to measure, so in order to consider them thoroughly, one needs both social-scientific/psychological theory and methods, or instruments, that function well according to these theories, and that can be optimised by using and improving them regularly. The data-base "embryo" planned by the HOTEL consortium should be a good start to understand better how certain questions are dealt with, or answered in different contexts, and what the answers mean. Concretely, this means that every implementation in the public space should be accompanied by attempts to measure the satisfaction of relevant groups of citizens with the implementation, above all to look at changes in satisfaction, because, as it has been said in the workshops: The opinion of the experts that an implementation is successful does not necessarily correspond with the assessment of the citizens.

This leads us to the next recommendation: There seems to be a distinct difference between technical/economic aspects ("objective" parameters) and human/social aspects (subjective parameters) when determining status and changes of the life quality of a population. It should be a research goal to find out whether this difference is systematic, and if yes – which hopefully is the case – what the character of this systematic relationship is. This will allow to better predict the effects of different implementations with certain techni-

cal/economic characteristics will probably have with respect to subjective parameters. Thus, implementations can be shaped in such a way that the probability that relevant groups of the population are satisfied with it is raised.

It is also quite clear that there are differences in the assessment of implementations in the public space between different age groups, between genders, between different cities, between countries and cultures, etc. As a paradox, these differences (the extreme statement being that every individual is different) have kept the responsible from analysing subjective parameters. The contrary has to be envisaged: Only regular and systematic analysis of subjective parameters, that is based on the correct theoretical paradigms, will allow us to learn about these parameters and to consider them adequately. Without this last step, it will be impossible to reach the goals that are always, at least implicitly, connected to new implementations in the public space: To improve the life of the citizens. Thus it can be said that differences between different EU countries are by no way a surprise. The most important – and most interesting – task is to specify those differences and to interpret them, and by this procedure to define the even more important part of aspects that are identical and that reflect what is important for all people: A kernel set of variables that reflect life quality.

4 Evaluation of the workshop

Like in the previous two workshops in Lund and Paris a feedback questionnaire[1] was distributed at the end of the workshop. Among all the suggestions about what can be improved when organising similar workshops, we were very interested in the comments concerning this last workshop which was in fact organised in a formerly approved manner but of a considerably larger size. We expected some valuable suggestions from the comparison between all three workshops of the project. In total 38 participants filled in the feedback questionnaire of the III workshop in Ferrara.

4.1 Organisation of the workshop

The organisation of the workshop - concerning the information received before the workshop - was assessed by 16 persons as "very good" and by 15 persons as "good". At the same time 10 persons rated the procedure of the workshop as "very good" and 20 persons rated it "good". 5 and 6 participants ticked "neither/nor" respectively in the information received before the workshop and the general procedure. All participants were very satisfied with hospitality and conveniences, almost two-thirds of the participants rated this part very good. We can conclude that overall the workshop III in Ferrara, as far as information, procedure and hospitality are concerned, was very positively judged.

Table 15: **How was the organisation of the workshop with regard to**

	very good	*good*	*neither/nor*	*bad*	*very bad*
Information received before the workshop	16	15	6		
Procedure of the workshop	10	20	5		1
Hospitality and conveniences	23	11	4		

4.2 The workshop in general

13 participants thought that the workshop in general was "very interesting". 20 participants, that represent more than the half of the people who filled in the questionnaire,found it "interesting" and 5 participants decided for "neither/nor".

Table 16: **What do you think in general of the workshop?**

	very interesting	*interesting*	*neither/nor*	*boring*	*very boring*
impression of the workshop	13	20	5		

[1] see Annex for feedback questionnaire

4.3 The EU-project HOTEL in general

The EU-project HOTEL was assessed by 13 participants as “very important”. 21 people thought it was “important” and 4 ticked the box “neither/nor”.

Table 17: **What do you think in general of EU-Project HOTEL?**

	very important	important	neither/nor	unimportant	irrelevant
impression of the EU-project HOTEL	13	21	4		

4.4 Comments

Again the participants had the possibility to comment freely what they thought about the workshop in the feedback form. Below we report some comments and criticism on the different issues.

The organisation and procedure of the workshop

The most hand-written amended comments and criticism were related to the organisation and procedure of the workshop. Some comments were negative and some were positive. The positive comments pointed out the pleasure of the teamwork and interesting contacts and the importance of exchanging pan-European experiences. The negative complaint either about an unclear definition of goals and expected results or on the other side the volume and intensity of work and tasks:

Some positive comments:

I found it extremely interesting and pleasant to interact with a variety of people from a variety of countries whom I would not otherwise have met!

The participants could learn from each others experiences in the small-groups and the plenary.

Met many interesting people who provided valuable ideas. Further co-operation will follow from these contacts.

Many interesting contacts to experts, good brainstorming on QoL, discussion of many aspects of mobility.

The negative comments referred mainly to definition issues and procedural questions, the idea of small-group work impressed apparently with very oppositional sentences:

..but also frustrating so much to discuss in short time, it seems to be impossible to come into enough depth

Working groups of 9 people was almost too big, oversized (2)

Long hours sitting and working

You did not utilise very well the capacity of the experts. Everybody having to listen to 6 long group presentations, making everybody tired, instead of continuing work in small-groups

The reports by groups was unnecessary

You provide little, experts provide all the work

Although the atmosphere of the two hotels and likewise the Palazzo Bonacossi as the selected meeting place for work found the approval by the experts some regret a limited time and mobility regarded to the possibility of visiting the city of Ferrara.

The project and the topic

The project and the topic, as well, were judged both positively ("important for the future of Europe") and negatively ("too much orientated to the sectorial transport issues, lack of planning and housing issues"). One participant was especially missing the cultural fields in the assessment of life quality.

4.5 Feedback comparison

The final results of feedback in all three workshops are shown below in comparison:

Table 18: **Comparison of the three organised workshops.**

	Lund	Paris	Ferrara	∅
a) information	1,4	1,9	1,8	**1,7**
b) procedures	1,9	1,9	2,0	**1,9**
c) conveniences	1,0	1,3	1,5	**1,3**
2 Was the workshop interesting?	1,5	1,6	1,8	**1,6**
3 Importance of HOTEL project	1,7	1,6	1,8	**1,7**
∅	**1,5**	**1,7**	**1,9**	

The table shows that the project partners were able to provide generally excellent conveniences at all three European locations. But however, all evaluated categories of the workshop organisation were judged very satisfying. The direct comparison of the overall result between the workshops in Lund and Ferrara displays a second mentionable difference: The smaller the workshop size, the better the marks. This could indicate, that the positive effect of the chosen way of organising the workshops with small-group works as striking integral part is dependent on the number of participants or rather the possibility to ensure an appealing small-group size and quantity.

5 Annex

5.1 Agenda

FACTUM Verkehrs- und Sozialanalysen

S.I.P.Si.Vi.
Società Italiana di Psicologia della Sicurezza Viaria

HOTEL How to analyse life quality

In collaboration with the Municipality and Province of FERRARA

Agenda for Workshop

How to analyse life quality (HOTEL)

Site: Ferrara, Italy.

March, 4th – 6th , 2004

Thursday, March 4 2004

12.00 - 13.20	Lunch at San Girolamo dei Gesuati
13.30 - 14.00	Welcome words at Palazzo Bonaccossi by SIPSiVi and Representative of Ferrara
14.00 - 14.50	Project description & presentation of main results of the previous work-shops (FACTUM)
14.50 - 15.10	Preparation of Workshop III, the general program (Comenius University, Bratislava)
15.10 - 15.30	Instructions for the 1st Small-group work (SIPSiVi)
15.30 - 16.00	Coffee break
16.00 - 17.30	1st Small-group work
20.0	Dinner at San Girolamo dei Gesuati

Friday, March 5 2004

09.00 - 10.30	Presentation of 1st Small-group work; Discussion
10.30 - 10.45	Coffee break
10.45 - 11.00	Instructions for the 2nd Small-group work
11.00 - 12.30	2nd Small-group work
12.30 - 13.30	Lunch
13.30 - 15.00	Presentation of 2nd Small-group work, Discussion
15.00 - 15.15	Break

15.15 - 15.30	Instructions for the 3rd Small-group work
15.30 - 17.00	3rd Small-group work
18.00 - 19.30	Consortium meeting
	Preparation of the presentation for the next day
20.30	Dinner

Saturday, March 6 2004

09.30 - 11.00	Presentation of the 3rd Small-group work
	Discussion
11.00 - 11.15	Coffee break
11.15 - 12.00	Presentation of Workshop results
12.00 - 13.00	Final discussion
13.00 - 15.00	Lunch

Lunch/dinner address: San Girolamo dei Gesuati, Via Madama 40
Workshop address: Palazzo Bonaccossi, Via Cisterna del Follo 5

5.2 Participant List

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5.3 Questionnaire for judgement of principles, objectives and indicators in relation to the life quality 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 level of governance has to be a toolbox providing support for monitoring of reality, and plans and policies designed for improving life quality in cities/countries with respect to transport, mobility, city planning and land use. Its ultimate goal is to create a common ground for future European policy by which life quality will be supported and increased.

To reach the objective it is necessary:
1. To clarify the concept of life quality itself;
2. To agree on some appropriate indicators of life quality;
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 (= the least 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 the least 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
22		5	4	3	2	1
23		5	4	3	2	1
24		5	4	3	2	1
25		5	4	3	2	1
26		5	4	3	2	1
27		5	4	3	2	1

Set of questions 3

There are several types of indicators useful for checking whether life quality 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	Useful but not very much
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
67		5	4	3	2	1
68		5	4	3	2	1
69		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

5.4 Feed back questionnaire

Feedback

Can you please answer the following questions concerning your impressions you received from the workshop, by ticking the appropriate box.

1. How was the organisation of the workshop with regard to

a) Information received before the workshop (e.g. travel information)

very good good neither/nor bad very bad

b) Procedure of the workshop

very good good neither/nor bad very bad

c) Hospitality and conveniences

very good good neither/nor bad very bad

2. What do you think in general of the workshop?

very interesting interesting neither/nor boring very boring

3. What do you think in general of the EU-Project HOTEL?

very important important neither/nor unimportant irrelevant

4. Comments (any additional positive or negative comments are welcome)