



HOTEL

How to analyse life quality

An accompanying measure within the EU Fifth Framework Programme
Keyaction "Improving the Socio Economic Knowledge Base"

Summary of Workshop I "Lund" and Workshop II "Paris"

Internal Report

December 2003

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Contract No: HPSE-2002-60057

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**Summary of
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Vienna, 2003

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:

- Coordinator: FACTUM OHG, Traffic- and Social Analysis, Ralf Risser, Austria
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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. For we do expect that the overview that we receive during the data collection phase will bring to light severe 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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1 Introduction

In this report the main results of Workshop I and Workshop II are summarised. The report is a basis for Workshop III, which will be held in Ferrara March 4th-6th 2004.

Workshop I and Workshop II were the first part of expert work in the frame of HOTEL. Workshop I was a two-day workshop and took place at the beginning of June 2003 in Lund. Workshop II took place in Paris in July 2003 one month after the first workshop. The objectives of both workshops were identical. In Lund experts from Central, Northern and Eastern Europe were invited and in Paris experts from Southern and Western Europe. "Experts" for these two workshops were politicians, decision makers, planners, administrators, etc.; i.e. people, who set the scene for the living conditions of citizens.

The two main aims of the Workshops were to examine how the aspects relating to life quality in the traffic, mobility and city planning area are taken into account in everyday practice of the main actors, and to sensitise these actors to the possible questions and stakes posed by this concept in practice, with an aim of facilitating exchange and meetings in the future. Based on such information about practice and experiences of the various European experts recommendations and "guidelines" can be developed by the consortium, with a Europe-wide perspective.

2 Method

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

In the context of the workshop, the goal was thus to enhance the generation 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. For that reason the participants were only in a rather vague way informed about contents and procedure of the workshop. By alternating plenary sessions and small-group work the workshops were given a structure that allowed multiple feedback and interactions between participants, but also between the participants and the organisers. This made it possible for each one to enrich his/her conceptual field by the contribution of the others and to work out a collective overview step by step.

The work of the small groups was steered by guidelines which always comprised a broad topic followed by various sub-questions indicating tracks for elaboration. The topics were formulated in a very open way, in order to receive a broad range of opinions and points of view. These guidelines were worked out on the basis of the State of the Art Report.

The tasks of the small-group sessions were the following:

- *SESSION 1: SCANNING OF THEMATIC FIELDS:* Work was structured around five main topics:
 - ✓ The concept of life quality and its role in their daily work
 - ✓ Verbalisation of the concept of life quality in programmatic papers and documents
 - ✓ Specification and operationalisation of the life quality concept in their practice
 - ✓ Types of evaluation used in their practice
 - ✓ Failures, consequences and improvements

Relevant sub-questions and indicative tracks for elaboration were presented to the small groups. This session was intended to build jointly and to make visible for all the role of the concept of life quality in the work of each participant. During this session, each small group dealt with all five main topics.

- *SESSION 2: ANALYSIS OF ONE TOPIC:* The small groups received the results of the small-group work of the day before. Each small group was to deal in-depth with only one of the five topics dealt with in session I, to summarise, to synthesise and to further elaborate on, the answers produced so far. Always on the basis of material produced in Session I, they then had to determine the differences between points of view (according to the geographical area, the level of governance, etc), to identify the usual ways to improve life quality (or to try to do so) and to highlight the obstacles most usually met in this task.
- *SESSION 3: GUIDELINES FOR ADEQUATE CONSIDERATION OF LIFE QUALITY ASPECTS:* During the last session, the consortium invited the experts to imagine themselves in a situation of “prescribers” of guidelines for a suitable consideration of the aspects related to life quality in their practice. This was a crucial step since the results of the HOTEL-workshops should lead towards the construction of a toolbox, the effectiveness of which depends on whether the concrete needs of the recipients are met by the experts. Our experts, usually being recipients of such guidelines, know these needs. It was thus necessary to be able to elaborate thoroughly on these needs. Each small group was invited to define indicators for life quality, the socio-cultural elements that need to be considered in order to adequately adapt the concept to the context, the strategies and methods for evaluation, a list of frequently encountered problems and finally a range of solutions to solve these problems.

At the workshop **two questionnaires** were distributed:

- A questionnaire about various aspects of life quality, which contained six open questions. The respondents had to fill it in by themselves. The main aim of the questionnaire was to complete the information about the participants` concept of life quality, in addition to the material collected at the workshop.¹
- A feedback questionnaire, which consisted of three closed and one open question. It should give some hints, what went wrong at the workshop, that should be improved at the following workshops, and what was good and therefore should be maintained or elaborated on.

¹ For results of the questionnaires see Annex I; for the questionnaire sheet see Annex II

For the **selection of experts** criteria were set up. One main criteria of Workshop I was that the experts should come from Central, Northern and Eastern Europe. For Workshop II experts from Southern and Western Europe were invited.

In addition the experts were chosen by their *professional function* ("practitioners" like politicians, decision makers, planners, administrators, i.e. people, who set the scene for the living conditions of citizens) their *experience* (active work in the areas of traffic, mobility or city planning) and the *level of governance* (experts on local, regional, national or European level).

Each partner invited people from different countries and different levels. The recruitment of experts turned out to be rather difficult. Lots of invitation letters had to be sent out and lots of telephone calls had to be made in order to get the wished for mixture of experts. Two Swedish experts even cancelled their participation only right before the beginning of the workshop. At the end 19 experts from nine different European countries (Sweden, Norway, Germany, Austria, Switzerland, Czech Republic, Poland, Slovakia and Hungary) took actually part in Workshop I.

29 experts from eight different countries (Belgium, France, Great Britain, Greece, Ireland, Italy, Portugal and Switzerland) participated in Workshop II.

3 Results

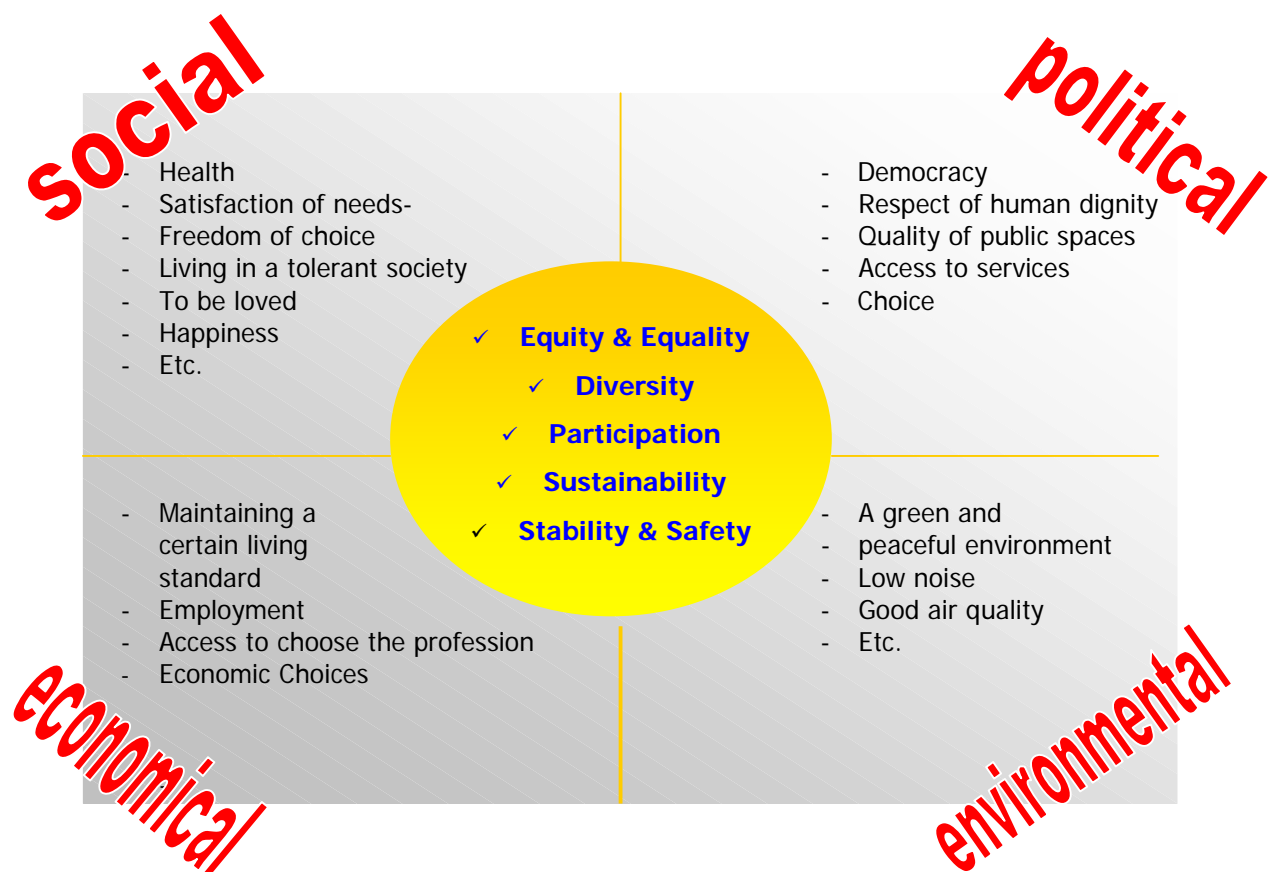
In the following the results of Workshop I – Lund and Workshop II – Paris as well as the results of the individual questionnaires distributed at the workshops are presented in a condensed form.

3.1 General Associations with „life quality“ – definition

The participants of both workshops were asked at the workshop and in the questionnaire to give their individual definition of life quality. The results show that life quality is a **multidimensional** term, which is defined in many different ways. The definitions range from a very personal to a very abstract level.

Life quality covers various aspects of life which are expressed in mainly four domains: **social**, **political**, **economical** and **environmental** domain. The domains are interlinked and merged. The following graphic gives an overview of some characteristic elements of life quality definitions in each domain and its overlapping keywords.

Graphic 1: Elements of life quality definitions



3.2 Life quality in connection with traffic, mobility and city planning

In the individual questionnaires the experts were also asked not to give only a general definition of life quality, but a definition of life quality in connection with traffic, mobility and city planning.

The experts pointed out that life quality can not be seen isolated from mobility, urban planning and transport. Important indicators are:

- ✓ Equal mobility conditions, opportunities for everybody (including disabled, elderly) etc. (integration vs. exclusion)
- ✓ Accessibility (to different modes, places, activities, services, etc. intermingle with it)
- ✓ To have daily used infrastructure at close quarters (e.g. schools, shops, kindergarten, etc.) –
- ✓ Security and Safety (especially for vulnerable road users)
- ✓ Comfort
- ✓ Citizen participation
- ✓ High quality of alternative transport modes: pedestrian areas, good roads for cyclists, user friendly public transport system, green areas,
- ✓ Multifunctionality

3.3 The concept of life quality and its role in the daily work

With regard to the concept of life quality and its role in the daily work the experts pointed out that:

- ✓ The role is fragmented.
- ✓ Life quality is not defined at all or the definition is inaccurate.
- ✓ Life quality is omnipresent, but not always mentioned as such.
- ✓ The concept of life quality is implicit (sustainability, change of mobility behaviour, traffic safety, accessibility, public participation, etc. intermingle with it)
- ✓ Improvement of life quality is often defined in a negative way.
- ✓ Urban and traffic planners know of the importance of the consideration of life quality aspects, but do not know how to deal with it.
- ✓ The concept of life quality is political → the definition depends on the identity of person (professional, etc.) → goals differ between sectors, disciplines or individuals and are often incompatible.

In their daily practice, experts make use of the concept of life quality in three ways:

- As an **argument** to convince or assert; it allows to open the debate (function of mediation) and to confront the opinions of the actors, it justifies the changes of desired behaviours.
- As an **objective/value** to be reached: Life quality is the objective of all the experts, it is an ideal, an aspiration, a goal which does not exclude any means in order to reach it.

- As a **state** to be measured: indicators, diagnoses, studies, evaluation of the actions, consultation.

Table 1: **How experts make use of the concept of life quality**

Argument	Value / objective	State
For the town planners, users of modes, residents, etc vis-a-vis the elected officials, For the elected officials vis-a-vis the voters, Function in connection with the establishment of consensus (sharing of arguments and regulating ideals, common horizon)	Satisfy the needs, Reduce the noise, Reduce the constraints (internal and external), Defense of the weakest users, Achieve accessibility and mobility for all, Not to privilege one category of users, Serve the public interest, Support the "soft" modes and to reduce the space needed by cars, Reduce the negative impacts and costs	Aspirations of the households and the citizens, Noise levels and disturbances, Speed of transport, congestion, Quality of public space, the intermodality, Waiting areas, To have accessibility, Real choice, Space and importance granted to each category of user etc.

3.4 Verbalisation in programmatic papers

With regard to the verbalisation in programmatic papers the following points were stated by the experts:

- ✓ Life quality is verbalised in many documents of different level (European, national, regional, local level). In many cases it is only implicitly verbalised.
- ✓ Different programmatic papers are contradictory. Often concrete objectives of various documents are in conflict.
- ✓ The concept is dynamic and pulled by the concept of sustainability.
- ✓ There exists no good database, in order to be able to check e.g. what kind of papers different countries use on a basis for their policy.

3.5 Specification and Operationalisation

With regard to specification the experts mentioned that the concept of life quality is

- ✓ Varying and multiple: Different countries use different indicator systems.
- ✓ It is implicitly included in many other concepts
- ✓ Inconsistent: A definite standard and a "universal" threshold are missing The problem is that objectives are contradictory.
- ✓ Methods for specification are numerous, but there is a lack of good methods.
- ✓ Mainly quantitative methods are used, but there is a high need for qualitative methods
- ✓ Instrumentalised: Indicators are adapted to actual achievements.

In general the experts pointed out that it is not systematically evaluated if goals to improve life quality have been achieved.

The following indicators are frequently used to specify life quality in the transport and mobility area, according to the experts:

Table 2: Indicators for life quality in connection with transport and mobility

Indicators	Sub-indicators
Accessibility	<ul style="list-style-type: none"> - Equality of access → accessibility for people with reduced mobility - Access to public transport in villages - Access to different destinations
Comfort	<ul style="list-style-type: none"> - Absence of stress - Square meters of green areas - Square meters of living spaces - Square meters of parking spaces - Square meters of space for pedestrians
Safety	<ul style="list-style-type: none"> - Speed limits - Number of accidents, fatalities and injured person - Broad sidewalks
Security (subjective safety)	<ul style="list-style-type: none"> - Subjective feeling of citizens
Sustainability/environmental impact	<ul style="list-style-type: none"> - Parking spaces in the city - Traffic calming areas - Decrease of car traffic → increase of cycle, public transport and pedestrian traffic → modal split - Noise and air pollution parameters - Budget for the different mobility modes - Length and size of different networks - Numbers of cars per household
Quality of facilities	<ul style="list-style-type: none"> - Consideration of the needs of different target groups (handicapped, elderly, children, etc.) - High satisfaction of citizens with facilities and services
Participation	<ul style="list-style-type: none"> - Number of meetings of information of the population and publications - Number of participation activities
Time	<ul style="list-style-type: none"> - Frequency and time one has to spend
Urban development	<ul style="list-style-type: none"> - Density - Distance from residence to work and of other trips - Vehicle ownership

3.6 What is done when goals are not reached?

In general there were identified three types of consequences, when goals have not been reached:

- ⇒ Neglection of failure: Actors and experts simply do not admit the failure. Nothing happens and the objectives remain announcements.
- ⇒ Easing of objectives: In this case the thresholds are lowered, or the objectives are redefined, the time horizon for the realisation is extended or new documents are written with modified goals.
- ⇒ Looking for reasons of failure: Evaluation is done and it is exactly analysed, why certain goals have not been reached and what has to be done in order to achieve the goals. In addition expertise and competence from outside can be brought in. There is some scepticism whether this kind of approach is very frequent.

The experts also pointed out what can be done, if goals are not reached:

- EVALUATE PUBLIC POLICY and re-orientate the sources according to the results obtained. This process starts in some countries (Swiss, Ireland) but the soft consensus is often preferred, largely based on voluntarism (if nobody protests "sufficiently", then one considers that the objective was reached.).
- PROCEED TOWARDS A DYNAMIC DIALOGUE, to exchange the points of view and to collectively develop indicators, standards, appropriation of problems, etc.
- PLAN THE FUTURE AND PUT OURSELVES IN DISCUSSION, because the failures are often due to a lack of "futurology". The actors repeat the usual and consensual methods without asking themselves whether they are still valid.
- CLARIFY THE OBJECTIVES AND THE PARAMETERS: We see even sometimes projects where indicators of success change with the results obtained so that they are always good (Greece).

3.7 Problems and ways how to improve

The experts mentioned a number of problems which they see in connection with the daily use of the concept of life quality. At the same time they offered solutions, how to solve the problems. The following table gives an overview of the mentioned problems and suggestions for improvements:

Table 3: Problems and Suggestions for improvements

Problems	Suggestions for improvements
Life quality is only used as a keyword in political programmes, without being specified	Life quality has to be clearly defined in the traffic, mobility and city planning area on basis of a holistic life quality approach, by establishing common standards across groups or areas, or professions, by unifying criteria or objectives
Evaluation is not very widespread in the traffic, mobility and city planning area	Planners have to be made aware of the importance to consider the concept of life quality adequately, which automatically includes the evaluation of processes, in order to make sure, that the life quality really has improved.

Problems	Suggestions for improvements
There is often a lack of time and a lack of human and financial resources, with the result that evaluation is not done in a systematic way. Steps are not well defined.	Politicians, administration, experts and the public have to be involved in the process of assessment. In this case importance of an evaluation becomes more transparent and it is more likely that more money and time are allocated, so that work can be done more systematically.
Surveys are often politically steered so that the evaluation is sometime too much orientated towards political goals. The results are often presented in a way to fit the goals.	Participation of the public might lead to a more thorough evaluation of results (i. e. participation has a control function).
There is a lack of dialogue between politicians and the "rest of the world" (lack of participation)	Participation processes have to become more usual (see above).
Different concepts of life quality are used, the question is what it is that you actually measure.	Life quality has to be clearly defined. A sophisticated indicator system with objective and subjective indicators has to be developed. The basis for indicators should be knowledge about the citizens, starting from their aspirations and their expectations.
Priorities are set differently by various people	Minimum requirements that include common priorities have to be defined.
There are still not the right questions asked, knowledge about long term needs of users is still missing.	Approaches for the assessment of life quality have to be integrated and interdisciplinary. Longitudinal studies are needed. Precise life quality goals have to be defined
Often there is a lack of internal rules	Rules have to be set up; especially as many different partners are involved in an evaluation process there is a need for rules.
There exists no good data base, where you can look if evaluation has been done in this field already.	Data bases have to be installed, that meet the requirements of the topic; subjective data have to be included.
Mainly "hard" facts are evaluated with quantitative methods. Tools for evaluation of "soft" facts exist, but are not used to their full potential. Thus, substantial experience with such tools is missing.	The importance of qualitative methods has to be more underlined. Urban and traffic planners have to be trained in this area. Tools have to be used frequently and experience with the tools has to be gathered
Short term political decisions stay in contrast to long term political strategies	Politicians have to be reminded of long term effects, where long term positive effects often outweigh short-term negative ones.
Lobbies have often contradictory interests in connection with objectives verbalised in programmatic papers. At the same time they have a big political influence.	It has to be found a kind of mediation between different interests between population and elected officials at the local level and between authorities and economic actors at the national level. It is important to facilitate a democratic dialogue concerning some controversial topics. Life quality issues should have a high priority.

3.8 Differences between points of view in different parts of Europe

When dealing with the concept of life quality the experts underlined that one has to be aware of differences between the various European countries. The following table gives an overview of differences, which were mentioned by the experts:

Table4: Differences between the various European Countries

	North	South	Central & West	East
Administration	Well organised	Badly organised	Insufficient, not coherent	Badly organised
Verbalisation	Different approaches are used also within the regions			
Evaluation	It is not done systematically; Switzerland, Italy, Belgium start to do some systematic work			
Indicators	Well developed but need of improvement	unclear	Well developed but need of improvement	Badly developed
Do life quality aspects have priority?	Significant	Important	Important	Starting to get important
Participation	Participation processes are becoming usual	unclear	Participation processes have a tradition: How to arrange participation processes?	No tradition of participation
Economical situation/environment	Environmental issues are as important as economical issues	unclear	Environmental issues are as important as economical issues	Economical issues have priority

3.9 Guidelines for adequate consideration of life quality aspects

The experts pointed out a number of aspects, that have to be considered if one works on guidelines with regard to life quality. Table 5 summarises the aspects mentioned:

Table 5: Aspects for the guidelines

Criteria	Evaluation	Problems	“Solutions”
<ul style="list-style-type: none"> • Development of integrated strategies & goals • Setting up of common and comparable standards for life quality • Integrated and interdisciplinary approach • Split up objectives into short term goals • Measurable criteria for comparison (quantitative methods) have to be combined with “soft methods” (qualitative methods) • People have to be involved in the political discussion about life quality (“Participation”) • Criteria have to contain basic needs and sustainability aspects 	<ul style="list-style-type: none"> • Evaluation should be dynamic and continuous • An indicator system has to include subjective and objective indicators • Evaluation has to be global, i.e. multidisciplinary, intersectorial, respecting procedural equity and democratic principles • Evaluation has to be done before and after implementation as a rule • Longitudinal approaches, addressing longitudinal goals are needed • Annual monitoring reports are necessary • Participation of all persons involved (politicians, administration, experts and the public) • Results have to be made visible 	<ul style="list-style-type: none"> • No valid life quality definition and nearly no debate on this subject • Conflicts of interests (e.g. economic vs. environmental interests; short term vs. long term objectives) • Priorities are set differently by different interest groups, in different countries & cultures, ect. • Contradiction between theory and practice → work on large axes, while smaller details are forgot • Nimby (Not in my Back Yard) attitude • Negative general tendencies (e.g. increase in the number of cars, trucks, air pollution, etc. • No money for evaluation → lack of resources 	<ul style="list-style-type: none"> • Work out generally accepted rules • Minimum requirements that include common priorities have to be defined

4 Annex 1 – Individual Questionnaires

In Annex 1 the results of the two individual questionnaires are presented.

4.1 Individual Questionnaire Life quality – Workshop I in Lund

Jana Plichtova

4.1.1 Introduction

During Workshop I the experts received a personal questionnaire on life quality. 18 participants filled in the questionnaire. The questionnaire was distributed in order to have the workshop participants deal with some questions connected to the life quality concept by themselves. The questionnaire consisted of six open questions.

For the evaluation of the results the answers were transcribed and submitted to the content analysis. In the analysis the same categorisation was used as in the conclusion of the State of Art report. Answers are vertically divided into three groups (abstraction levels) according to whether they belonged to the **individual**, the **community** or the **state** level. Horizontally, all answers are labelled according to whether they belonged to the **social**, the **political**, the **economical**, or the **environmental** domain.

Such type of analysis enables us to find out, whether the conceptual analysis is consistent with the structure of thoughts of the participants. It shows us the gap between theoretical and practical type of thinking and it gives us some hints where appropriate knowledge and procedures are missing.

4.1.2 Question 1: What do you associate with life quality in general?

The associations with life quality are varied, heterogeneous and rich. This underlines the complexity of a life quality concept. The most aspects mentioned can be assigned to the social/human domain.

Table 1: Associations with life quality

	<i>SOCIAL/HUMAN</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
SELF/ INDIVIDUAL	good health (9) possibility to choose (8) + feeling of freedom (6) close relationships: to love, to be loved, to belong to (6) security - subjective safety (3) good and interesting job (2) leisure, free time activities (2) satisfaction of wishes and needs (2) happiness quality instead of quantity		enough money (3) being able to maintain a "normal" living standard comfort	

	<i>SOCIAL/HUMAN</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
COMMUNITY	friendly, tolerant people (4) & meaningful, supportive social contacts (3) good infrastructure, incl. schools, culture and leisure time facilities (e. g. sports)(4) safety (3) accessibility (2) for all, incl. aged and disabled too + mobility (2) - physical, internet good public services	Possibility to influence things in a democratic way (2)		green, peaceful spaces (2) aesthetics clean environment
STATE/ SOCIETY	Peace, life without anger and anxiety(2) believing in future development, having not the same problems all the time satisfaction of citizens	Democracy (2) tolerant society (laws) social stability equal access to goods and services	acceleration of growth employment	healthy environment, healthy nature (3) protected environment (2)

4.1.3 Question 2: What do you associate with life quality in connection with mobility, traffic and city planning?

We tried to apply the **four dimensions** once more in connection with question 2, and it worked quite well (see Table 2). However, the abstraction levels were not useful here.– Apparently, most answers are on the community or societal level. It is easier to think of the social and environmental indicators, in these categories there are more associations than in the others. Some associations were not easy to sort, so we placed them in the categories using our understanding of what was mostly stressed in the answer

In the **social dimension** people associate life quality above all with accessibility to their workplace, shops, culture and leisure time facilities (short distances). Safety and security especially for pedestrians and cyclists (e.g. providing low-speed areas), are mentioned as well in this connection. Fair sharing of public space seems to be very important – males, females, children, young and old people, disabled, pedestrians, cyclists and car drivers; all should have the opportunity to use it. Mobility for all, tolerance, livability, accessibility of neighbouring regions and building of attractive sport facilities and of places to meet also belong to this category.

In the **political dimension aspects like** public participation during the process of city planning, support of public transport and measures to restrict car traffic, equal opportunities, implementation of long-term visions in specific programs and projects dealing with particular areas are named.

The **economical dimension** is about investments for the benefit of all, public transport which is affordable for the people who should use it, reducing geographical barriers (borders) and encouraging economical and personal interactions.

The **environmental dimension** includes the wish for fewer cars and more encouragement to use other kinds of transport, like building pedestrian areas, good roads for cyclists, and

good public transport: the frequency should be high enough and it should be convenient to use. The wish for a healthy and aesthetic environment with green areas and little noise belongs to this dimension as well.

Table 2: Associations with life quality in connection with mobility, traffic and city planning

SOCIAL/HUMAN	POLITICAL	ECONOMICAL	ENVIRONMENTAL
accessibility (of work, shops, culture and sport facilities – short distances) (7)	public participation (3)	investments for the benefit of all	fewer cars, more space for other modes (3)
safety and security (6) (specially for pedestrians and cyclists, e.g. having low-speed areas)	support of public transport, measures that restrict car traffic	cheap and efficient public transport	pedestrian areas good roads for cyclists
fair sharing of public space for everybody (males and females, children, aged, disabled, car drivers, cyclists, pedestrians) (5)	long-term visions in specific traffic and transport programs and projects	reducing geographical barriers, support of economical and personal interactions	good public transport system (frequency, convenience to use) aesthetics (3)
mobility for everybody – also disabled, aged people (2)	equal opportunities		green areas agreeable noise levels
tolerance (2)			healthy environment
livability (e.g. places to meet)			ecology
accessibility of neighboring regions			
attractive leisure time facilities (sport)			

4.1.4 Question 3: What kind of role does life quality play in your daily work?

In the third question, some problems emerged, it was obviously difficult to answer this question appropriately. Three participants chose a very **unspecified way** to express it, like “Life quality is the basic stone of my professional practice”, or “it is a fundamental part of the integrated strategy of the city”. Reading these answers we learn that the participants have some problems in defining life quality and its exact role in their work. One participant did not answer the question at all, which can be interpreted in the same way. Other participants gave some more specific answers. These answers were subdivided according to the four dimensions. : (see table 3). In the **social dimension** there are two clusters. The first one deals with traffic as such – it includes increase of traffic safety, mobility, accessibility, and according redesign of the road network. The second one deals more with people – it includes co-operation among organisations, mobilising aged people to participate in different activities, and it also includes fair sharing of public space.

The **political dimension** covers transfer and application of knowledge, facilitating public participation, working together with non-governmental organisations (NGOs), establishing a dialogue among private firms and public institutions. It includes conceptualisation of life quality for different groups and different areas of transport. The implementation of life quality in local policies and urban planning is included as well. Some participants expressed the opinion that life quality should have a higher priority, and that some clear indicators are needed.

In the **economical dimension** some participants expressed their expectation that new jobs would emerge when redesigning the road network and making changes aiming at increased traffic safety.

The answers belonging to the **environmental dimension** refer mainly to sustainability. The enhancement of strategic environmental assessment, and the general notion of decreasing car traffic and supporting other modes belong to this area.

Table 3: Life quality in daily work

<i>SOCIAL/HUMAN</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
<u>traffic:</u> increase traffic safety (2) mobility for all accessibility redesign of the road network	public participation (5) importing and applying knowledge (2) research about life quality life quality as a basis for all discussions and plans implementing life quality in local policy	new jobs emerging	sustainability (2) – e.g. strategic environmental assessments decrease of car traffic, increase of other modes
<u>people:</u> mobilising of aged people, building networks co-operation among organisations public space for all	life quality in urban planning		

4.1.5 Question 4a: How is life quality defined in your working field?

Four participants said that life quality is **not sufficiently defined** in their working field. One participant did not answer, probably of the same reason that there is no such definition. Some more answers are **not specific enough**, They deal with sustainable transport, and talk of implementing life quality whatever it is in local projects and of some (unspecified) indicators and technical standards, without referring to any definition. All the other answers are organised according to the four dimensions.

The social indicators can be subdivided into two clusters (see table 4a). The first one concerns a **safe municipality, where everything is easily accessible** – fewer accidents, lower speed limits, short distances, mobility for all, including aged and disabled people and good accessibility of the nearby country regions as well. In the second cluster the answers are of the type **“user-friendly” municipality** - satisfaction of citizens, availability of meeting places, good family conditions, help for marginal groups, tolerance.

The political indicators are of more general character. The participants speak often of life quality in laws, in the planning of local projects; they speak of equal opportunities. They are more specific only where they concern a sustainable transport policy and participation of citizens in public discussions.

Only one economical indicator was mentioned, namely **low unemployment**.

In the **environmental** dimension, life quality is described in rather clear terms. It seems that these indicators are particularly easy to measure and evaluate. We can distinguish two

categories. One category concerns **sustainable traffic in practice** - reducing car traffic and developing other kinds of transport, creating more pedestrian and cyclist areas, calming down the city center, creating more parking lots (?) and supporting public transport. Another cluster is about a **better environment** - clean and with esthetic qualities. It includes creating more green spaces, maintaining clean streets and parks, and reducing noise and air pollution.

Table 4a: Definition of life quality in the working field

<i>SOCIAL/HUMAN</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
<u>safe municipalities where everything is easily accessible:</u>	sustainable transport policy (2)	low unemployment	<u>sustainable transport in practice:</u>
accessibility (short distances) and mobility for all, also aged and disabled (4)	work on a law to enhance life quality		less car traffic, more bicycles, pedestrian areas and public transport support (3)
safety, fewer accidents (3)	local project planning		calm down the centre (2)
accessibility of the country regions	public discussions		more parking places (?)
low vehicle speeds	equal opportunities		<u>better environment:</u>
<u>user-friendly municipality:</u>			less noise and air pollution (3)
satisfaction of citizens (2)			more green spaces (2)
more help for marginal groups			cleaner streets and parks
agreeable meeting places			
good family conditions			
more tolerance			

4.1.6 Question 4b: How is the concept of life quality specified and operationalised?

This question was apparently among the difficult ones. One participant said that life quality is **not really specified**. One participant did not answer the question at all.

Six more stated that life quality is specified **in some documents** – in plans, programs, local strategies, minimum standards, policies of the strategic plan, etc. but they do not answer the question how it is specified. Three answers are about some specific indicators which is based on quantitative measurement. But it was not made clear what really was meant.

Only about half of the participants gave some more specific answers that could be divided into our four categories (see table 4b). In the **social dimension**, high satisfaction with facilities and services, road safety (speed limits, broad sidewalks, fewer accidents) and accessibility are considered as important indicators. Therefore life quality should be measured through satisfaction of citizens using a set of specific questions (not only some general questions).

The **political dimension** includes legislation as a measure how to regulate car traffic, how to support the other local strategical programs and how to ensure minimal standards. It was stressed that facilitation of public participation, e.g. through discussions of citizens with government and public representatives is needed.

In the **economical dimension** there is only "planning new roads" that is referred to in the sense of our question 4b.

In the **environmental dimension** once more the big issue concerning support of public transport and other alternative modes is taken up. Creating pedestrian zones and cyclist roads belongs to this dimension as well. Participants also name traffic calming in towns, planning green places and reducing parking, especially illegal parking.

Table 4b: Specification and operationalisation of the concept of life quality

SOCIAL/HUMAN	POLITICAL	ECONOMICAL	ENVIRONMENTAL
high satisfaction with facilities and services (2)	new legislation for car traffic restrictions	new roads construction	support of public transport and alternative modes, pedestrian zones and cyclist roads (5)
road security - speed limit, fewer accidents, broad sidewalks (2)	local strategy programs and laws, minimum standards		traffic calming
accessibility	facilitation of public participation – e.g. through discussions with government and people		reducing parking (?)
			planning of green places

4.1.7 Question 4c: What kinds of indicators are used?

The answers show how badly some system of defined indicators is needed. Six participants said that there are **no regularly used indicators** in their work. Some of them use only verbal descriptions and perceivable reactions of people, e.g. whether they move into certain districts or not. One spoke about the next election bringing all answers about how satisfied people are with the local activities and changes. Two more spoke about such a vague and immeasurable goal as "to bring government and people together" or about 90 % of goals being fulfilled in co-operation with volunteers in an ideal case – but they do not describe any used indicators. Two persons did not answer the question at all.

Only about half of the answers is dealing with **some special ways how to evaluate life quality**. We divided them into the four categories. It enables us to see a big disproportion (see table 4c). Apparently there are a lot of environmental and social markers, above all some easily measurable ones like air pollution and child mortality. Only one person spoke about some qualitative indicators which refer to the more complex realities.

The **social dimension** includes some statistical data like numbers of accidents, fatalities and injuries, child mortality, life expectancy, access to higher education, access to public transport in villages with 200+ inhabitants, achieved reduction of speeds and length and size of road and transport networks. On the other hand, some of the participants also refer to the satisfaction of people, perceived road safety, quality of facilities and accessibility which could be only subjectively evaluated or assessed. Subjective indicators are taken into consideration as the complementary source of information.

The only statement belonging to the **political dimension** is about public discussion including the government and representatives of the people.

The **economical category** includes real estate prices, house values, standard of housing and what portions of the population live in houses and flats owned by themselves and in rented ones. The creation of new jobs belongs to this dimension, as well.

The **environmental dimension** covers some indicators like level of emissions, noise level and quality of the water. It also includes such data, like m² of green space in a municipality, m² of living space per person; and some characteristics of traffic or perhaps we could say,

some markers on how far the change towards a sustainable transport system has already gone. It includes traffic levels/loads, modal split, length of bike paths, number of parking lots, number of cars/family, number of commuters, number of people using public transport in general or of some specific kind, and number of persons in public transport per square meter.

Table 4c: **Used indicators**

<i>SOCIAL/HUMAN</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIROMENTAL</i>
<u>Statistics:</u> number of accidents, fatalities and injured (3) reduction of speed child mortality, life expectancy access to higher education access to public transport in villages with 200+ inhabitants length and size of (transport?) networks <u>subjective indicators:</u> satisfaction of people subjective safety, security quality of facilities accessibility (e.g. of work)	public discussion incl. the government and people	real estate prices standards of housing parts of population living in own and rented houses and flats creating new jobs	<u>environment:</u> emissions (4), noise level (2), quality of water m ² of a green space (2) and m ² of living space/1 person <u>sustainable vs. classic transport system:</u> traffic levels/ loads modal split meters of bike paths, number of parking lots, number of cars/1 family number of commuters, % of people using public transport (3), number of persons in public transport/1 m ²

4.1.8 Question 5: How do you control whether goals to improve life quality have been achieved?

The control of the goal achievement process concerning life quality issues is clearly a difficult task. Four participants stated boldly that there is **no such explicit control** or not in a systematic way, or that it is done only to a limited extend. The situation is like this partly because the life quality goals are often not measurable. Two participants did not answer at all.

Three participants answered in a very general way. They used **unspecified notions** like satisfaction of citizens and on-going evaluation dialogue (with local inhabitants). Also the idea of indirect impact on citizens´ satisfaction was offered – "the next elections in this district will show how people like local politics".

Seven participants spoke about monitoring and **evaluating in an unspecified way**. They mention regular measurements and monitoring, evaluation reports and follow-ups, but they did not give any specific information about what they evaluate and how.

Only five participants answered this question giving some information about **specific monitoring strategies** they are using. In one case, the used indicators are new investments in the regions, unemployment figures and numbers of accident victims. As one can see these are mostly economical indicators, viz. statistical figures e.g. from the census.

In another case the only indicators of interest concern traffic, or more specifically the modal split. One participant speaks about specific monitoring reports concerning the implementation of a strategic plan for the city, including needed changes and recommendations for the following year. The fifth case is about comparisons of questionnaire outcomes asking questions of people and companies, and about media monitoring.

Only three persons gave some information about **evaluation frequency**. All three named one year as the period of evaluation.

4.1.9 Question 6: What would you like to improve in your practical work with regard to the assessment of life quality?

The most urgent need appears to be in the area of evaluation. Half of the participants would like to improve some **evaluation issues**. They identified a lot of shortcomings at all stages. In plans and decision making there is a need to define life quality goals more precise. More precise definition allows more precise evaluation. From this it is clear that relevant life quality indicators are needed. They should be clearly specified and developed from the bottom up – in discussions with people living in the area. City planners and politicians cannot make all the decisions by themselves. The best possible form for developing and applying indicators is using tools, like checklists and other appropriate schemes, clear and understandable for everybody. The possibility to compare outcomes is also important. Perhaps the solution is to implement some indicators used elsewhere, so comparisons could be made among European cities and regions. There is also a need for better measurements and they should take place systematically after all changes, in order to monitor the possible improvements. The assessment of life quality-issues should be more systematic using long-term monitoring, repeated evaluations, comparisons between what is planned and what has been achieved in each step; and also findings and comparisons across different sectors. The evaluation reports should be improved.

A lot of participants feel that some **more general improvements** are needed. Public discussions concerning life-quality issues should be organised and in this way public participation in the decision making process should be increased. There are also other ways for people to express their opinions, like phone, letters, e-mails. They should have the opportunity to use them, too. It is necessary to raise the general awareness of life quality among all people and groups involved, like politicians, residents, employees, perhaps through education of all groups. It is important also to facilitate a democratic dialogue concerning some controversial topics. In general, life quality issues need a higher priority and well-made general strategic plans which should really be implemented, and not only spoken about. There is also a need for a better “city planning theory”. Perhaps public discussions about what is really important and what are the typical failures that we already know about should be enhanced. And, of course, more tolerance and understanding for different views would help, although this is a very general approach, as well.

Some participants would like to improve **specific aspects**. One participant said that he/she would like to improve his/her own knowledge about life quality related aspects. Other issues mentioned the improvement of target programs for employment, the development of decentralised towns, and improvements in road safety.

Two participants did not answer this question.

Table 6: Improvements in the assessment of life quality

<i>Evaluation issues</i>	<i>More general improvements needed</i>	<i>Specific improvements</i>
<p>more precise goals in plans and solutions</p> <p>more relevant and clearer indicators for life quality (good definitions created in discussion with people, some toolboxes and proper schemes)</p> <p>better measurements</p> <p>systematic assessment (several repetitions and more cross-sectoral evaluation, in more steps)</p> <p>better reports</p>	<p>increase public participation, facilitate the democratic dialogue</p> <p>raise awareness</p> <p>higher priority of life quality solutions</p> <p>plans should become reality – implementation</p> <p>better city planning theory</p> <p>education</p> <p>tolerance</p>	<p>improve own knowledge</p> <p>specific target programs</p>

4.2 Individual Questionnaire Life quality - Workshop II in Paris

Stefan Petica; Fabrice Flipo

4.2.1 Introduction

During Workshop II the experts received the same personal questionnaire on life quality as those in Workshop I. 26 participants filled in the questionnaire. The questionnaire was distributed in order to have the workshop participants deal with some questions connected to the life quality concept by themselves. For the evaluation of the results, two schemes are used:

A. Categorisation

The categorisation is used for question 1, 2, 3, 4 and 5. Answers are vertically divided into three groups (abstraction levels) according to whether they belonged to the **individual**, the **community** or the **state** level. Horizontally, all answers are labelled according to whether they belonged to the **social**, the **political**, the **economical** or the **environmental** domain.

B. Conceptual analysis

The conceptual analysis is used for questions 1, 2, 3, 4 and 6.

The questionnaire of Workshop II is slightly different from the questionnaire of Workshop I. The main goal of these changes was to avoid some redundancies found in the answers of the first questionnaire. Changes have been done very carefully, in order to keep the questionnaires comparable.

4.2.2 Question 1: What do you associate with life quality in general?

4.2.2.1 Categorisation

Results are as following:

Table 1: Associations with life quality in general

	<i>SOCIAL</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
SELF/ INDIVIDUAL	Health (7) Choice of mobility (4) Proximity (3) Happiness (3) Absence of stress (2) Satisfaction of my aspirations (2) Respect of people (1) Capacity to choose habitat and transport modes (1) Quality instead of quantity (1)	Choice (3) Taking individual specificity into account (2)	Diminution of constraints (2)	Comfort (4)

	<i>SOCIAL</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
COMMUNITY	Safety and security (6) Choice and liberty (5) Access to leisure time facilities (3) Social integration (2) Conviviality (1) Urbanity (1) Access to services (4)	Participation (2) Democracy (2) Respect of individuals (1)	Diminution of constraints (1) Take patrimony into account (1) Prosperity (1) Efficiency (1)	Agreeable environment (8) Peaceful and pleasant (1) Air quality (4) Low noise (4)
STATE/ SOCIETY	Satisfaction of needs (2)	Justice (4) Respect of dignity of people (3) Responsible citizenship Harmony between city and country Quality of public spaces	Employment and access to choice of professions(5)	To be capable to actively occupy the physical space Take patrimony into account

4.2.2.2 Conceptual analysis

The experts generally expressed the idea that life quality is evaluated subjectively but that this depends on the objective state of the territory considered. This results from the diversity of the individual aspirations and the possibilities that the territory in which the people evolve/move offers or does not offer.

The quality of this territory is related to 5 determinants:

- DIVERSITY : Its capacity to offer spaces of freedom and choice for the people, in their private activities (leisures, culture, etc.).
- DEMOCRACY : Its capacity to let itself form by the people, in their public activities (participation in the decision-making processes, etc.).
- EQUITY : Homogeneity in the distribution of the possibilities offered and their adequacy (justice and equity): priority satisfaction of the most urgent needs and equal access for all to the common resources (quality of the air, privacy, services, education, leisure-time options etc.).
- PLEASURE : The pleasure felt and the pleasure provided (health, visual, sound and olfactory pleasure).
- SAFETY The stability and the continuity of the structure of the territory, like its hospitality and its urbanity.

The principle terms of the compromises are :

- The time perspective of the choices: short term/long term; urban inheritance, natural inheritance and sustainable development
- Economic choices and personal options, freedom of choice

- The choices of a person/the choices of the others (municipality, district, nation, etc.), in particular the NIMBY-attitude, and the question of the involuntary collective effects (one car alone to downtown goes quickly, but the generalisation of the car generates obstruction, noise, pollution, accidents, etc.)
- The diversity of the judgements on modes : walking is a pleasure for some, but a nuisance for others, to have several options is a freedom for some persons, but a useless complication for others, etc. - and this judgement evolves/moves by the discussion and education (construction of collective opinions)

4.2.3 Question 2: What do you associate with life quality in connection with mobility, traffic and city planning?

4.2.3.1 Categorisation

We tried to apply the **four dimensions** once more in connection with question 2.

In the **social dimension** people associate life quality above all with accessibility to their workplace, shops, culture and sport facilities (short distances). Safety and security especially for pedestrians and cyclists, e.g. providing low-speed areas, are mentioned as well in this connection. Fair sharing of public space seems to be very important. Mobility for all, proximity of daily equipment, multifunctionality, existence of choices between transport modes and health also belong to this category.

In the **political dimension aspects like** public participation during the process of city planning, equal opportunities and equal access are named.

The **economical dimension** is about investments for the benefit of all, public transport which is affordable for the people who should use it. Some answers referred also the desire for a low interference between economic interests and traffic.

The **environmental dimension** includes the wish for fewer cars and more encouragement to use other kinds of transport, like building pedestrian areas and good roads for cyclists, and good public transport: the frequency should be high enough and it should be convenient to use. The wish for a healthy and aesthetic environment with green areas and little noise is attributed to this area, as well.

Table 2: Associations with life quality in connection with mobility, traffic and city planning

<i>SOCIAL</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
Existence of a minimal universe of modal choices (13)	Equality of access (7) Dense city (5)	Multifunctionality (4) Quality of services (4)	Pleasant spaces (9) Decrease of harmful effects (6)
Proximity of daily equipment (10)	Multifunctionality (4) Citizen participation (3)	Access (price) (3) Reduction of economic interests (1)	Protection of the environment (5)
Security and safety (9)	Equitable sharing of public space (3)	Proximity to work (1) Efficient service with respect to daily needs (low interference with individual transport)	Multifunctionality (4) Be able to be free from car (4) Peacefulness (3)
Accessibility (9)			
Decreasing of travel time (7)			
Multifunctionality (4)			
Comfort (4)			
Health (4)			
Mutual respect (3)			

4.2.3.2 Conceptual analysis

The experts often judged that mobility was an element of life quality and that it was difficult to explicitly isolate life quality in particular from mobility, urban planning and transport. Four experts even were unaware of the question or returned to the answers given to the preceding question. Thus, they took up the elements provided in the preceding question once more, by specifying them:

- To provide access to places of activities or services; effective level of service for all road users and modes
- Participation: to be able to choose a mode (walking, bicycle, public transport, automobile, etc.) to go to all kinds of places, with a strong agreement to judge the excess of place taken by the latter
- Equitable distribution of the proximity of the access to the services of transport, simplicity of their use; this is a factor of integration or exclusion (social co-education)
- Pleasure and approval: privacy and peace, absence of stress, hospitality of the public places and the waiting areas
- Safety plays a great role since each means of transport implies specific risks which can be very high (fatal accidents, severe injuries).

4.2.4 Question 3: What kind of role does life quality play in your daily work?

One criteria for the selection of the experts was that they somehow dealt with the concept of life quality in their work. Thus the open question on the general role of the concept of life quality in daily work of the experts was reformulated for Workshop II in a more closed form, with only five possible answers, referring to the importance of this concept in practice. A Likert Scale was used for this:

Table 3: Importance of the concept in the daily practice

	1 <i>none at all</i>	2	3	4	5 <i>very high</i>
Answers		2	5	6	13

The answers were in conformity with the remarks above. Those two experts who judged that the role of the concept as rather weak probably underlined the fact that it is not operational as such:

- The definition is **INACCURATE**: It is like a word-of-all-trades, a passe-par-tout, which does not allow to do anything concrete as long as it is not better defined.
- **IMPLICIT**: The concept is present implicitly, but not mentioned as such (not concretely verbalised). The subject is connected to a great number of problems, but life quality is not explicitly named.

When referring to other parts of this workshop, it appears that experts are not using the concept of life quality as such. Almost all agree on its inaccuracy and its generally implicit character. The two divergent opinions here are thus more the result of a vague formulation of the question itself than a weak role of the concept of life quality in the daily practice of the experts.

4.2.4.1 Categorisation

The **political dimension** covers almost the same fields as mentioned in the first questionnaire in Lund : Transfer and application of knowledge, facilitating public participation, advocacy, establishing a dialogue among private firms and public institutions, analysing what life quality means for different groups concerning different areas of transport, and implementing life quality in local policies and urban planning. Many experts call for a more balanced sharing of the public space, especially reducing the space for private cars.

With respect to the **economic dimension**, one participant was concerned about the mobility costs for the community.

The increase of life quality was mentioned three times. As it was not really clear, what the experts referred to, we put this answer in the **environmental dimension**.

Table 4: The role of life quality in daily work

<i>SOCIAL</i>	<i>POLITICAL</i>	<i>ECONOMICAL</i>	<i>ENVIRONMENTAL</i>
Choice of parameters (5) To define objectives (4) Accessibility (2) Decrease of harmful effects and "soft" modes (2) Proximity (1) Decrease of constraints (1) Speed of transport (1)	Advice to elected officials and to local governments (4) Argument to justify projects (4) Adequate balance between different uses of public space (3) Expression of interests and mediation between different interests (3) Defense of the weakest categories of users (2) Advocacy (1) Help to build consensus (1) Justification of changes in behaviour (1)	Costs reduction for the community	Increasing of life quality (3)

4.2.4.2 Conceptual analysis

In their daily practice, experts make use of the concept of life quality in three ways:

- As an ARGUMENT to convince or assert; it allows to open the debate (function of mediation) and to confront the opinions of the actors and it justifies the changes of desired behaviors
- As an OBJECTIVE/VALUE to be reached: Life quality is the objective of all the experts, it is an ideal, an aspiration, a goal which does not exclude any means in order to reach it
- As a STATE to be measured: indicators, diagnoses, studies, evaluation of the actions, consultation

Table 5: How experts make use of the concept of life quality

Argument	Value / objective	State
for the town planners, users of modes, residents, etc vis-a-vis the elected officials, for the elected officials vis-a-vis the voters, function in connection with the establishment of consensus (sharing of arguments and regulating ideals, common horizon)	satisfy the needs, reduce the noise, reduce the constraints (internal and external), defense of the weakest users, achieve accessibility and mobility for all, not to prioritise one category of users, serve the public interest, support the "soft" modes and reduce the space needed by cars, reduce the negative impacts and costs of car use	aspirations of the households and the citizens, noise levels and disturbances, speed of transport, congestion, quality of public space, intermodality, waiting areas, accessibility, real choice, space and importance granted to each category of user etc.

4.2.5 Question 4b: How is the concept of life quality specified and operationalised? ²

Again, the obstacle of the inaccuracy of the definition appears. One participant says that the concept is **implicit**, three participants are of the opinion that life quality is **not defined** in their working field, for one expert it is **too wide** to be practicable, and one mentions that it is easier to agree on what life quality is not than on what it is.

Some of them say that life quality is specified **in some documents** – in plans, programs, local strategies, minimum standards, policies of the strategic plan, etc. but they do not answer the question how it is specified. Three answers are about some specific indicators, numerical or others. But it was not made clear what really was meant.

Less than a quarter of the participants (6 out of 26) gave some concrete answers. Others gave broad answers like "*three pillars of sustainable development*", "*increasing satisfaction*" or "*increasing safety and security*".

4.2.5.1 Categorisation

The results of this question are close to those of the questionnaire in Lund. In the **social dimension**, high satisfaction with facilities and services, short distances / proximity, intermodality, road safety and accessibility, and a decrease of cars are considered important.

The **political dimension** includes facilitation of public participation, e.g. through discussions with the government and with public representatives, solidarity, integration and equal access.

In the **economical dimension**, the participants gave importance to the economic development, employment and the reduction of the costs of transport.

In the **environmental dimension** once more the big issue concerning support of public transport and other alternative modes is taken up. Creating pedestrian zones and cycle paths

² Question 4a "How is life quality defined in your working field? " was struck out in Workshop II.

belongs to this area. Participants also name traffic calming in towns, planning green places and reducing noise, and increasing air quality.

Table 6: Specification and operationalisation of the concept of life quality

SOCIAL	POLITICAL	ECONOMICAL	ENVIRONMENTAL
Short distances/ transport duration (9)	Equity of access (8)	Employment (4)	Protection of the environment / durability (9)
Security and safety (8)	Integration and solidarity	Cost reduction of transports (3)	Air and water quality (thresholds) (7)
Intermodality (7)	Participation (1)	Economic development (1)	Pleasant quality of daily life (6)
Accessibility to non-car modes of transport / decrease the place for cars in the city (6)	Socio-demographical composition of urban zones (1)		Low noise (3)
Satisfaction (4)			Peacefulness (1)
Absence of stress (3)			Construction in high environmental quality (1)
Peaceful districts			Strategies and regimentations linked to sustainable development (1)
Health (2)			

4.2.5.2 Conceptual analysis

Here the categorisation is based on the modality of specification, not on a thematic approach. Answers could be split in four categories of use : texts of law / contracts, programmatic texts (not legally binding), participative, and by omission.

Table 7: Modalities of specification

TEXTS OF LAW, CONTRACTS	PROGRAMMATIVE TEXTS	DEVICES OF DYNAMIC SPECIFICATION	SPECIFICATION BY OMISSION
France: SCOT (Diagram of Territorial Coherence), PLA (Financial support system), Charter of urban ecology, diagrams of commercial town planning, masterplans of cities, Mobility plans for Companies	"city of the short distances", "compact city", "dense city", "city for all" (= anti-segregationist); sustainability, fluidity, proximity, accessibility are other concepts mentioned in connection with Life quality; high environmental quality and safety (of criminal aggression, accidents) are associated to Life quality	conferences of citizens and public participation, investigations of households, etc.	the concept is subjective, but there is often strong agreement on what must be avoided: congestion, noise, non-durability, pollution, destruction of the environment, costs, inefficiency, segregation, accidents and criminal aggression, non-accessibility of the alternative transport modes, etc.

4.2.6 Question 4c: What kinds of indicators are used?

The answers indicate how bad some system of defined indicators is needed. Two participants say that there are **no regularly used indicators** in their work. Some of them use only verbal descriptions and perceivable reactions of people, e.g. whether they move into a certain district or not. One speaks about the next election bringing all answers about how satisfied people are with the local activities and changes. One person did not answer the question at all. Four persons answered it in a very vague sense, saying that indicators are "qualitative" (2) or "quantitative" (2), without details.

Only about half of the answers are dealing with **some special ways to evaluate life quality**. We tried to divide them into the four categories (see Table 8). There is no disproportion but it is not easy to make the division. These four categories are not very well defined and are not truly corresponding to used indicators. Results here are very similar to those of workshop I.

4.2.6.1 Categorisation

The **social dimension** includes some statistical data like numbers of accidents, fatalities and injuries, achieved reduction of speeds and length and size of road and transport networks etc. It includes also more subjective indicators like psychological indicators, satisfaction of people, perceived road safety, quality of facilities and accessibility which could be only subjectively evaluated or assessed.

The **political dimension** has a central role, given that indicators are finding their legitimisation in public discussion and public participation in the design of these indicators.

The **economical category** includes real estate prices, house values and standard of housing. The creation of new jobs belongs to this area as well.

The **environmental dimension** covers some qualities of the environment like emissions, noise level and quality of the water. It also covers some statistical data, like m² of green space in a municipality. Some markers are related on how far the change towards a sustainable transport system has already developed. It includes traffic levels/loads, modal split, length of cycle paths etc.

Table 8: Used indicators

SOCIAL	POLITICAL	ECONOMICAL	ENVIROMENTAL
Speed, fluidity, accessibility, number of vehicles per category, numbers of passengers, drivers, etc. (9)	Meetings of information of the population, and publications (1)	Prices of housing and land use (attractiveness, inequities) (2)	Sustainable development (9)
Safety and security(8)	Indicators co-constructed together with citizens and users (1)	Employment (1)	Accessibility to non-car modes / decrease of car share (6)
Surveys and markers of satisfaction (4)	Inequities (1)	Professional tax (1)	Air water etc. quality – levels of pollution (4)
Health (3)	attractiveness (1)		Number of peaceful districts (1)
Variation of population (2)	Re-election of elected team (1)		Modal split (1)
Transports prices (2)			
Clinical indicators (psychology) – stress (1)			
Habitat, leisure, services (1)			

4.2.7 Question 5 : How do you control whether goals to improve life quality have been achieved?

The control of the goal-achievement process concerning life quality issues is clearly a difficult area. One participant stated boldly that there is **no such explicit control** or not in a systematic way, or that it is done only to a limited extend. The situation is like this partly because life quality goals are often not measurable. One participant pointed out that the question is irrelevant, without mentioning why. Three participants did not answer the question at all.

Four participants answered in a very general way. They used **unspecified notions** like satisfaction of citizens and on-going evaluation dialogue (with local inhabitants), “qualitative” evaluation or “statistical”, without specifying.

Six participants spoke about monitoring and **evaluating in an unspecified way**. They mentioned regular measurements and monitoring, comparisons with other countries, evaluation reports and follow-ups, but they did not give any specific information about what they evaluate and how.

Only five participants gave information about **specific monitoring strategies** they are using. In three cases, the used indicators of modal shares, increase of public transport and decrease of car traffic, numbers of accident victims. In another case, the indicators are about economical aspects (economic activity etc.) and about population characteristics (total number, number of births and deaths).

Only four persons gave some information about **evaluation frequency**. They disagreed strongly on time scales: they named one year, five years and "long term" as the periods of evaluation.

4.2.8 Question 6: What would you like to improve in your practical work with regard to the assessment of life quality?

It can be said that the experts expressed three main categories of wishes:

- TO RETURN TO THE BASIC PROBLEMS: They believe that procedures are too often implemented as an unreflected routine, only in a formal way and not in the right spirit, and this is an obstacle for reaching the required results. Many experts complain that often one is satisfied by the application of schemes one is used to, without checking if they are still appropriate to the situation. The improvement of life quality is stroven for without order nor coherence, without taking time to clarify goals, to see whether they are divided, to evaluate the results compared to the initial goals and to learn the lessons from both the failures and the successful exercises.
- COLLECTIVE CONSTRUCTION OF THE STAKES ("COMMON CONSCIENCE"): Information circulates badly, between the public, the elected representatives and the experts, between the various branches of industry etc. This results in overt effects that are not desired by anybody. The background for this is a lack of dialogue, but also inertia and lack of initiative of certain categories of users. To build consensual tools is necessary, therefore. The aggregate effects of the massive use of the car are a good example. Possible activities are to publish the results of studies, the development of indicator values over time, to communicate in general about both goals and effects of activities, to educate the citizens, to develop societal dialogue, to incite dialogue, to make dialogue a routine, etc.
- TO IMPROVE INFORMATION: It is necessary to develop relevant indicators, to improve modeling, to better circulate information to concerned parties, etc.

4.3 Conclusion

As it was found out the **general concept** of life quality was the best elaborated one. Its structure was rather complex. It covered the social/human, political, economical and environmental dimension on the one hand and the individual, communal and societal level on the other hand. In the social/human dimension the most aspects were mentioned. On the individual level good health, individual freedom and a diversified choice of mobility, close relationship, proximity, good job, leisure time, absence of stress, etc. were referred to. On the community level life quality was associated with friendly, tolerant people, safety and security, supportive social environment, good infrastructure, inclusive schools, culture and sport facilities, mobility, accessibility, social integration, good public services, conviviality and urbanity.

On the level of the state life quality was linked with peace, trust in the future, systematic solution of problems, access to services and with satisfaction of the citizens.

The political dimension of life quality is (on the individual level) connected to having choice and the condition that individual specificity is taken into account and on the communal level to democracy, participation and the respect of individuals. Tolerance and the respect of human dignity, justice with equal access to goods and services, social stability and harmony between city and country were mentioned as important preconditions for life quality on the societal level. The economical dimension of life quality was represented by associations to comfort, high standard of living, diminution of constraints, prosperity and efficiency on the individual level, and to high rate of employment and economic growth on the societal level. Associations like green, calm places (low noise), aesthetics and cleanliness (incl. high air quality) of the environment referred to the environmental dimension of life quality.

In contrast to the general concept the specific concept of life quality, related to mobility, traffic and city planning, was much more simple in its structure. It consisted of statements on the communal and/or the state level on the one hand and on the four dimensions on the other hand. The social/human dimension of life quality contained the existence of a minimal universe of modal choices, accessibility to work, shops (proximity of daily equipment), culture and sport facilities, safety and security of traffic, multifunctionality, fair sharing of public space, mobility for all categories of citizens preferably with a decreasing of travel time, liveability and accessibility of neighbouring regions. The political dimension of life quality related to public participation in city planning and a equitable sharing of public space, to the formulation of long-term plans and strategies, to the equal opportunities to participate and having access, to the support for public transport and reduction of traffic by cars. The economic dimension of life quality referred to the quality and efficiency of services, multifunctionality, investment for the benefit of all, and to reducing geographical barriers. The environmental dimension was connected to the protection of the environment and a decrease of harmful effects, more pedestrian (being able to be free from car) and green areas, aesthetical, peaceful and healthy environment, low level of noise, good facilities for cyclists, and a good public transport system.

The indicators used in practice with respect to life quality were rather general than specific. They referred to human well-being reflected by child mortality, life expectancy and health in general, quality of facilities, access to higher education, safety and security, satisfaction of people and to traffic (number of vehicles, passengers, accidents etc.) respectively city planning. The qualitative and quantitative characteristics were identified as road safety (number of fatalities and injured), mobility of citizens and accessibility of public transport. The environmental indicators dealt either in the broader sense like sustainable development and a decrease of car share or more specific with transport issues and city planning (traffic level, meters of bicycle road, % of people using public transport, number of parking lots, square meters of living space and green space per inhabitant, number of persons in public transport per square meter available, level of noise, quality of water etc). It was rather interesting that standard of living was not mentioned among the economic indicators of life quality. Only real estate prices, standards of housing, employment and professional tax were considered by participants. Discussion between government and people was considered as an important indicator of building up the consensus about life quality.

The analysis of answers to the question exploring the concept of life quality from the perspective of personal experience in daily work did not bring any new information. It was found out that most participants in their work dealt with life quality in connection with traffic. They reported that they focused on such tasks like how to increase mobility, accessibility and safety of traffic, how to increase public transport and reduce car use. The other participants said, that they were involved in urban planning, in research and implementation of knowledge about life quality into local politics (e. g. finding arguments to justify projects, to

help building consensus or playing the role of an advocacy). The third category of participants are involved in strategic environmental assessment.

Concerning the operationalisation of life quality the majority of participants thought about four dimensions. The social/human perspective covers satisfaction of people with facilities and services, absence of stress, intermodality and objective data like number of accidents (road safety), short distances, place for cars in the city and accessibility. With respect to the political dimension they thought about the necessity of a dialogue between government and people, an equity of access as well as about an appropriate legislation. Environmental operationalisation refers to the protection of the environment (incl. high air and water quality), good public transport, restrictions for cars, large pedestrian zones, low noise, cyclist facilities and green spaces.

The control of the improvement and the assessment of life quality seems to be a crucial issue. Participants considered regular measurement and monitoring media, public discussions, and evaluation reports as the best means. The use of objective indicators like unemployment figures, investment in regions, numbers of accidents and victims are mentioned as well. Participants believed that assessment could be improved by more precise definition of goals (objectives) in short and long term plans for specific cities/regions, by more systematic assessment and measurement and by better work of experts (evaluative reports). Public opinion should be monitored directly by questionnaires, and indirectly by the analysis of discussions in the media. The important role of the public in each stage we take up - the formulation of objectives, the achievement and in the assessment of life quality. Therefore, the experts suggested to facilitate the democratic dialogue, to raise awareness and public participation. They are aware that more specific knowledge about assessment and better city theory would improve the assessment as well.

The analysis confirms that there is a real problem in defining the objectives of plans for the improvement of life quality adequately together with relevant indicators which later on can be helpful to assess progress.

5 Annex 2 - Evaluation of the workshop

The feedback questionnaire³ were distributed at the end of both workshops. They should give some hints on what the participants thought in general about the workshop, and what can be improved when organising similar workshops in the future. In Lund, 17 participants filled in the feedback questionnaire, and in Paris 25 participants did. The questionnaire contained 5 standardised questions and a possibility to comment in one's own words.

5.1 Standardised answers

The table below summarises the standardised answers given on Likert scales that were analogous in Lund and in Paris (however, in Lund the text was English and in Paris it was French):

	Lund					Ø	Paris					Ø
	++	+	+/-	-	--		++	+	+/-	-	--	
1 How was the organisation												
a) information	10	7				1,4	7	15	1	2		1,9
b) procedures	7	7	2		1	1,9	6	17	1	1		1,9
c) conveniences	17					1,0	18	6	1			1,3
2 Was the workshop interesting?	9	5	2			1,5	11	14				1,6
3 Importance of HOTEL project	7	6	3			1,7	10	12	2			1,6

5.1.1 Organisation of the workshop

The organisation of the workshop, with regard to the information received before the workshop, was assessed very good in Lund and rather good in Paris. In Lund, all participants were very satisfied with hospitality and conveniences, in Paris they mostly were. This means in general the organisation of the workshop was very positively judged.

5.1.2 Were the workshops interesting

In Lund, nine participants thought that the workshop in general was very interesting. Five people found it only interesting and two decided for neither/nor. In Paris 11 considered it as being very interesting and 14 as interesting. In average, both workshops were considered as being rather interesting.

5.1.3 The EU-project HOTEL in general

The EU-project HOTEL was assessed as being rather important in Lund as well as in Paris. At both workshops, somewhat less than half of the participants thought that it was a very important project, approximately the same portion considered it as being important and two or three put importance on the neutral point of the scale.

³ see Annex for feedback questionnaire

5.2 Comments

At both occasions, in Lund and in Paris, participants had the possibility to comment freely what they thought about the workshop, in the feedback form. Below, the comments of both workshops are summarised, as there were no comments that could be considered specific just for one of the workshops.

5.3 The information about the project before the workshop

Some comments were critically concerned with the fact that only little information was given about the project HOTEL beforehand.

“More material should have been prepared and given before the workshop.”

“A little more of information about the EU-Project (goals) in advance could have made the discussion easier.”

As already mentioned, the decision by the consortium not to give much information beforehand was taken because we wanted to receive spontaneous answers that should not be influenced by our expectations and by discussions of aspects before the workshop. This decision in our eyes turned out to be successful. For some participants, however, this was a little bit frustrating.

5.4 The organisation and procedure of the workshop

Some comments were negative and some were positive. The positive comments pointed out the importance of exchanging knowledge and welcomed the workshop:

“The discussions with people and experts from other countries and regions are very important and we learned a lot from each other. Thank you very much for your very big work!”

“The overall organisation of the workshop was very good!”

The negative comments referred mainly to definition issues and procedural questions:

“Unclear issues and questions”

“Too little processing and synthesising in group”

“It would have been better to separate the role of moderators and rapporteurs in the working groups”.

Work was considered as being very dense and rich, and as demanding very much from the experts. The questions for the small group work appeared not to be very clear in all cases. Sometimes they were too complex. The consortium would have to perhaps make them read again by an inexperienced person.

5.5 Interest and importance

The project and the topic were commented rather positively at both sites, but there were some critical notes, as well. Apart from the positive assessment given on the Likert scale, the positive comments were of very general character:

“A very important topic – so good luck in elaborating the Toolbox”.

“I was surprised over how different we look at issues about traffic development.”

The critical comments were very general as well. They refer to the fact that no detailed questions were to be dealt with in the small groups, but very general ones:

"The topic was too general and unclear."

"The topic of workshop (life quality) is so huge and philosophical, that it is very difficult to discuss it without any concrete information".

"The project is too academic and general; there is no place to exchange concrete experiences (case studies), even with the existing good examples."

A comment that fits to these critical notes very well was that "a day and a half was nevertheless very short".

5.6 Participants

The choice of experts was without exceptions commented positively:

"Very positive that the workshop included members of the eastern part of EU".

"The international representation was good".

"Positive with such a wide range of participants (both nationalities and fields of work). It opens up new, interesting aspects."

The variety of profiles of the participants was extended enough to make it possible to rather largely explore the conceptual field contiguous to the concept of quality of life. It however missed some actors of which we had thought but that we did not succeed in involving, in particular associations of motorists and road conveyors. At the time of the last plenary session, the participants also suggested a category of users which we had not thought of: shopkeepers. A category of actors that were insufficiently present were politicians and elected representatives.

5.7 General

The feedback questionnaire showed that the workshop was experienced by the participants in general as good, but for the future there are some things that can be improved. Among others, the fact that the experts did not get much information beforehand, that disturbed the experts so much, has to be explained to the experts in a more convincing way than we did. Critical comments will be considered in the third workshop of the EU-project HOTEL.

6 Annex 3

Annex 2 contains the questionnaire sheets:

6.1 Questionnaire – Workshop I in Lund

Questionnaire

Can you please answer the following questions, as far as they concern you:

1. What do you associate with life quality in general?

2. What do you associate with life quality in connection with mobility, traffic and city planning?

3. Does the concept of life quality play a role in your daily work?

YES NO

If yes, what kind of role does it play, how is it dealt with?

If not, according to your opinion should the concept of life quality be considered in your work, and how?

4. How is life quality defined in your working field?

How is the concept of life quality specified and operationalised?

And what kind of indicators do you use?

5. How do you control whether goals to improve life quality have been reached?

6. What would you like to improve in your practical work with regard to the assessment of life quality?

◆ ◆ ◆ Thank you for your co-operation! ◆ ◆ ◆

4. Comment le concept de qualité de vie est-il défini dans votre domaine d'activité ?

* Comment le concept est-il *spécifié* et mis en oeuvre ?

* De quel type d'*indicateurs* vous servez-vous?

5. Comment vérifiez-vous que les buts qui devaient être atteints en termes d'amélioration de la qualité de vie ont bien été atteints?

6. En regard de l'évaluation de la qualité de vie, que souhaitez-vous améliorer dans vos pratiques?

◆ ◆ ◆ Merci pour votre coopération! ◆ ◆ ◆

6.3 Feedback-Questionnaire

Feedback

Can you please answer the following questions concerning your impressions you received from the workshop, by ticking the appropriate box. This questionnaire will be only for internal use.

7. 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

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

very interesting interesting neither/nor boring very boring

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

very important important neither/nor unimportant irrelevant

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