Moving in Spain

DATA AND CIVIC RECOMMENDATIONS

Fundación CIUDADANÍA

This document is one of the activities promoted by the European project "Mobility, a paradigm of European citizenship", which involved citizens from 8 countries (Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia, Slovakia and Spain) on the challenges that the mobility of people sets for the future of Europe: transport accessibility, environmental sustainability and rights of citizens/ passengers.

The issue of mobility is a daily interest for many European citizens and is a paradigm of European citizenship since it relates to many of its aspects (the common identity thanks to transnational mobility, the rights of European citizens/passengers, etc). For further information: http://www.activecitizenship.net/consumers-rights/projects/85-mobility-a-paradigm-of-european-citizenship.html

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Europe for Citizens

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Mobility and transport in Spain: the point of view of citizens

Civic consultation of passengers, travellers and commuters on the different challenges represented by the Mobility of people for the future of the EU: transport accessibility, environmental sustainability and passengers' rights

INTRODUCTION

This report is part of the activities promoted by the European Project called "Mobility, a paradigm of the European Citizens". This initiative is led by the active Citizens Network. For its develop, it counts with the support of the "Europe for Citizens" program. Its main object is to promote a culture of sustainable transport that respects the passengers' rights.

"Mobility" wants to involve European Citizens, mainly public transport users and travellers, in order to help the European Communion to get the ambitious objectives established for the following years related with the sustainable mobility of the citizens.

0.1 What does mobility mean?

Mobility refers to the everyday personal habits related with the activity of the citizens. We are talking about the activities connected with personal behaviour as well as the ones that are implicated with goods practice or business. It has a very important role for the internal market and also, with the quality of life of the people living in a place. The transport system is a basic point for our economy and our society due to the fact that it helps with the economic growth as well as creating new jobs. The main thing is that nowadays is not a sustainable from a social, economic and environmental point of view. This is mainly due to the fact that a third of the final energy and more than a fifth are part of the gas emissions of the greenhouse effect from the Member States according to the European Agency of Environment (AEMA).

0.2 Sustainable mobility?

The sustainable mobility refers to how transport, travelling habits and our behaviour can reduce some environmental, society end economic impacts such as:

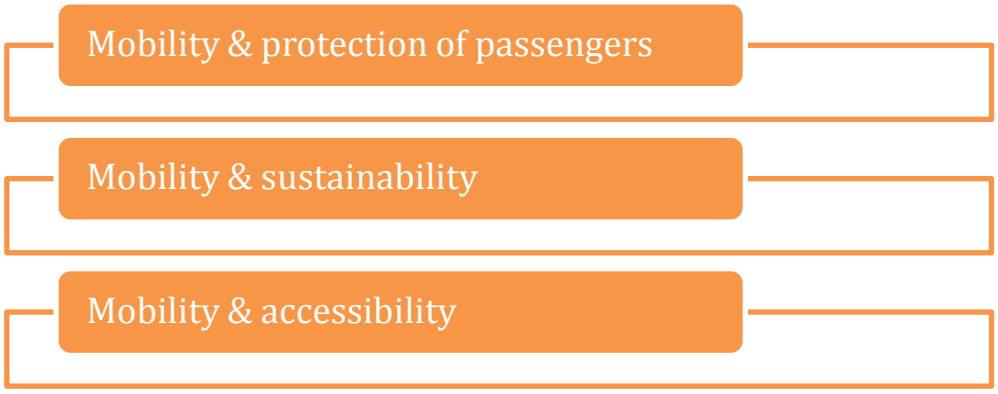
- The air pollution and its weather change.
- The acoustic pollution
- The cars congestion
- The accidents
- The deterioration of the urban areas (caused by the space taken for the vehicles related with the pedestrians)
- The land exploitation (caused for the construction of some roads and some transport infrastructures)

0.3 Aims of the project

The European Project "Mobility, a paradigm of the European Citizens" is developed in 8 European Countries at the same time: Bulgaria, Italy, Lithuania, Romania, Serbia, Slovakia and Spain where this project is coordinated by "Fundación Ciudadania".

"Mobility" wants to involve the European citizens, mainly public transport users and travellers, in order to help and approach the ambitious objective that the European Committee has established for the following years related with the sustainable mobility of the people.

In this way, "Fundación Ciudadanía" has carried out a field of work in Extremadura with the objective of finding solutions to the mobility that were suggested from a European and National levels. It is basically made in three ways:



Each of the ways suggested are considered as 'strategic'. Because of that, asking people about the possible solutions is essential. Therefore, the way that this project follows is:

0.4 Brief description of the Organization

"Fundación Ciudadanía" is a practical non-profit organization, confessed as a Social Public Utility, which field is all the Spanish area, making a special mention to Extremadura and its

European and Latin American influence. The main objective of this foundation is to promote active and participative people through a direct or an indirect way with some social, cultural, educative, research and cross border cooperation.

In this way, the “Mobility” Project is totally adapted to the spirit of the organization: make people participate in all the important decisions.

CHAPTER 1 - PROJECT METHODOLOGY

1.1 The "Civic Information" Approach.

This report has no statistical value but provides a picture in the field of mobility and transport through data collected by citizens and civic organizations at National level. The methodology is inspired by the method of civic information, defined as the capacity for organized citizens to produce and use information to promote their own policies and participate in public policymaking, in the phase of definition and implementation as well as that of evaluation. According to this method, when citizens, despite their presumed lack of competence in the public sphere, organize themselves and take action together regarding public policies, they are able to produce and use information deriving from experts and other sources, as well as from their own direct experience with the issue being addressed. In this project, such a method is implemented by involving civic organizations in the collection of information through interviews with citizens, passengers and commuters, which gives the possibility to put into practice the right to participate in the evaluation of services and policies. This could be an innovative aspect of this work, despite difficulties and obstacles that may be encountered such as: possible criticism towards the output since it will not be a statistically representative research; an official dialogue with institutions and professionals is not always easy.

1.2 Technical Instruments.

According to the methodology, it was necessary to produce the same questionnaire for citizens, passengers and commuters divided into two sections: a common section (the same for all the Country involved in the project) and a specific one (different for each Country involved in the Project).

1.3 Working out on the questionnaire.

For preparing the questionnaire, we took into account different questions that allowed us to know the preferences of the people that travel around Extremadura. An important one was the profile of the standard person, his/ her daily and occasional mobility, the main problems that this person can find and the best solutions for those problems.

Our questionnaire is divided into the following parts:

1) Personal information and profile of the person interviewed.
2) Displacement and daily routine.
3) Long distance trips in the traveller's own country and abroad.
4) Problems and inefficacy on his/her trips (daily or occasional).
5) "Maybe you don't know that…" (some curiosities about legislation related with mobility)
6) Things to improve.

Even this is a long questionnaire, it has got the main requests of all the groups interviewed and it suggests some interesting discussions about the profile of the Extremadura's passenger.

A part from a questionnaire for the people that travelled in different ways of transport, another questionnaire was on line. This one was for anyone that wanted fill it up.

400 interviews were made. They were divided into 3 cities to different type of passengers. That amount of people means a good sample to the citizenship related with transport. These 400 surveys will be linked to other 3600 carried out in other countries from the organization of the project to complete up to 4000.

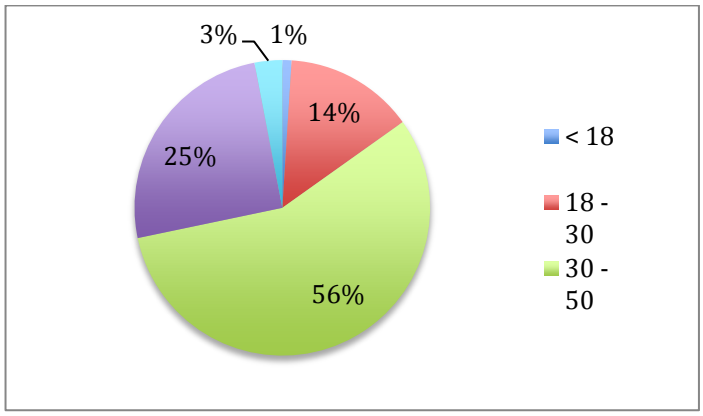
'In total, 400 interviews were made among the three mentioned cities (Badajoz, Mérida and Plasencia) and to different types of people'.

-Screenshot of the online questionnaire-

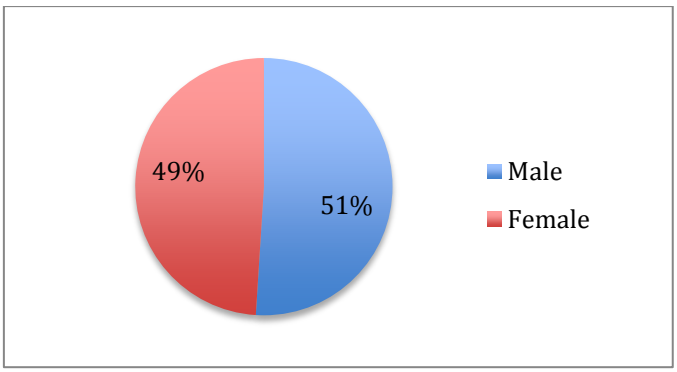
1.4 Ways of information

Dealing with the people's profile information, we can say that 56% of the interviewed people were between 30 and 40 years old. A bit more than a 25% were a bit older. From that age nearly half, were men and the other half were women.

Age	Nº	%
< 18	5	1%
18 - 30	56	14%
30 - 50	222	56%
50 - 70	101	25%
> 70	13	3%

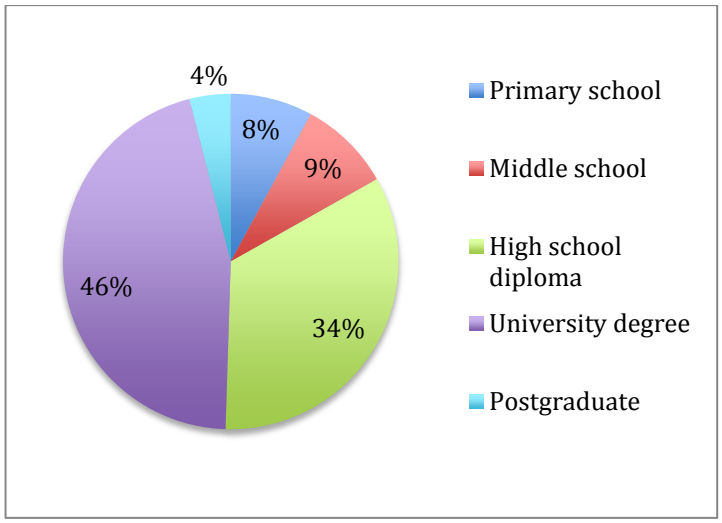


Gender	Nº	%
Male	198	51%
Female	193	49%



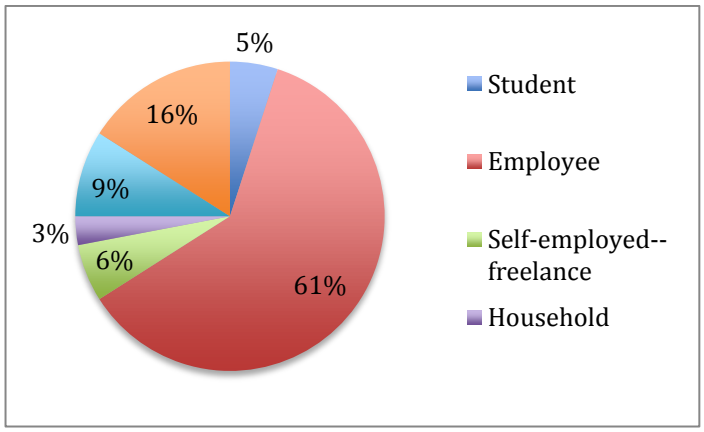
From all the amount of people, 46% had a University Degree (nearly a 50% if we take into account the postgraduate students). Nearly a 34% of the total that have finished the high school, and only an 8% that had only primary studies.

Qualification	Nº	%
Primary school	30	8%
Middle school	33	9%
High school diploma	131	34%
University degree	177	46%
Postgraduate	14	4%



Related with their job situation, more than 60% were employees. Only a 16% of the interviewed people were looking for a job. Almost a 10% were retired.

Occupation	Nº	%
Student	19	5%
Employee	232	61%
Self-employed--freelance	24	6%
Household	10	3%
Retired	34	9%
Unemployed – looking for a job	63	16%



CHAPTER 2 - DISSEMINATION STRATEGY AND GEOGRAPHICAL IMPACT

In this field (mobility) it is essential to count with the stakeholder's group opinion on each way. On the first stage, we had some helpful organizations and we could count with the experts of each one. These participants in the compilation of information were:

Federación de transportes, comunicaciones y mar de UGT (Unión General de Trabajadores)
Federación de Servicios a la Ciudadanía de CCOO (Comisiones Obreras)
Unión de Consumidores de Extremadura
Asociaciones de ciclistas de Badajoz
Fundación Placeat
Área de Intervención Social de Cruz Roja
ASPACE
Fundación de hermanos para la igualdad y la inclusión social (FUNDHEX)

With most all the associations, a joint venture agreement was signed. They participate on several discussion groups as well as in the compilation of the questionnaires.

Four focus groups were created, with the members of the different associations above mentioned. In those, this project was explained; we solved some problems and some suggestions were taken into count for solving the possible problems. In the following stage (chapter 7), we will explain some conclusions about these discussion groups.

These meetings with the civic organizations were also good for singing some cooperation agreements. Thanks to that, these organizations were obliged to spread the project as well as to share out the questionnaire related to the 'mobility' (travellers, passengers of different ways of transport, handicapped people…)

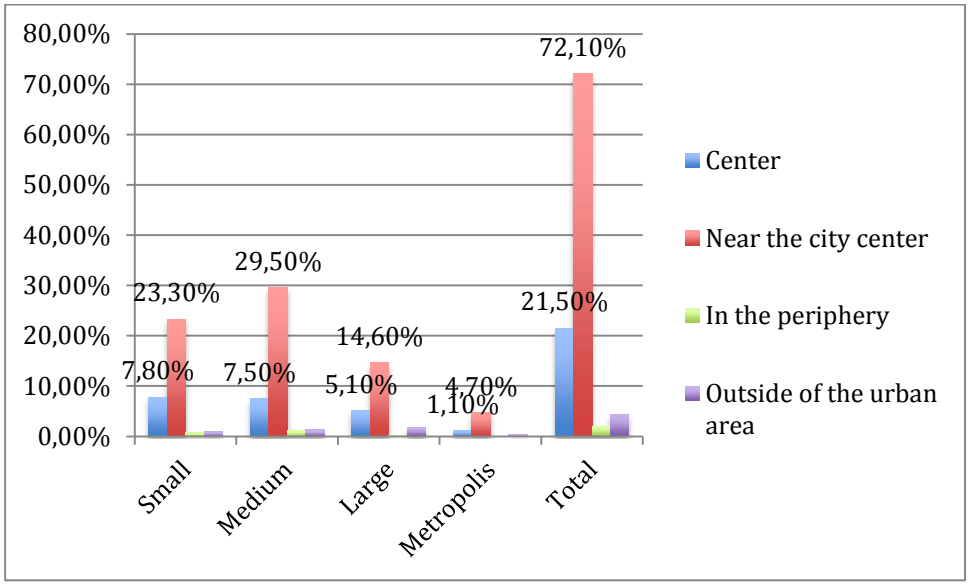
As it was mentioned above, the project in Spain was focused in Extremadura, and inside on the region, on three specific cities: Badajoz, Mérida and Plasencia.

Name of the City	Population (2012, INE)	Location	Questionnaires
Badajoz	152.270	South-Center	213
Mérida	58.164	Center	62
Plasencia	41.002	North	47
Others	-	-	78
Total	-	-	400

The geographical contour. It will be interesting to mention that the 60% of the interviewed people live in towns (between 50,000 and 250,000 inhabitants). The 30% in villages or small towns (less than 50,000 inhabitants) and only the 10% in cities and metropolis (more than 250,000 inhabitants). We need to bear in mind that the project was developed in the towns of Badajoz, Mérida and Plasencia, even some of the travellers came from Madrid and other small places around Extremadura.

Because these are rather small places, we should emphasise that more than the 70% of the interviewed people, considered that they were living near the town centre.

	Center		Near the city center		In the periphery		Outside of the urban area	
	Nº	%	Nº	%	Nº	%	Nº	%
Small	35	7,8%	105	23,3%	3	0,7%	4	0,9%
Medium	34	7,5%	133	29,5%	5	1,1%	6	1,3%
Large	23	5,1%	66	14,6%	1	0,2%	8	1,8%
Metropolis	5	1,1%	21	4,7%	0	0,0%	2	0,4%
Total	**97**	**21,5%**	**325**	**72,1%**	**9**	**2,0%**	**20**	**4,4%**



CHAPTER 3 - THE MOBILITY IN THE COUNTRY

The Council of Ministers, dated April 30th 2009, approved the Spanish Strategy for Sustainable Mobility (EEMS). This strategy arises like a national framework that integrates the principles and coordination tools for focusing and having coherence to sectorial policies that makes easier the sustainable mobility and low carbon. Sustainable mobility means to make sure that our transport systems deals with the economic, social and environment, minimizing its negative impacts.

The objectives and guidelines are specified in 48 EEMS measures structured in five areas: land, transport planning and infrastructure, climate change and reducing energy dependence, air quality and noise, safety and health, and demand management.

Among all the measures, a special attention is paid to promoting the alternative mobility to private vehicles and the use of more sustainable transport. There is no need in taking care of the implications of urban planning in the area of mobility.

The EESM required for the implementation of all the administrations, to coordinate some instruments such as the Network of Cities for Climate Networks, the Network Sustainable for Local Development, the National Climate Council, the Commission on Coordination of Climate Change Policy Roundtables, the Metropolitan mobility Observatory and some other existing Forums.

This document has been prepared with the Ministry of Development and the Ministry of Environment. Also, after filling up the public information in February, was endorsed by the Policy Coordination Committee on Climate Change where there were represented the Autonomous Communities and the Spanish Federation of Municipalities and Provinces, the National Climate Council and the Advisory Council of Environment.

You can look for the complete document in the following link:

http://www.fomento.es/NR/rdonlyres/149186F7-0EDB-4991-93DD-CFB76DD85CD1/46435/EstrategiaMovilidadSostenible.pdf

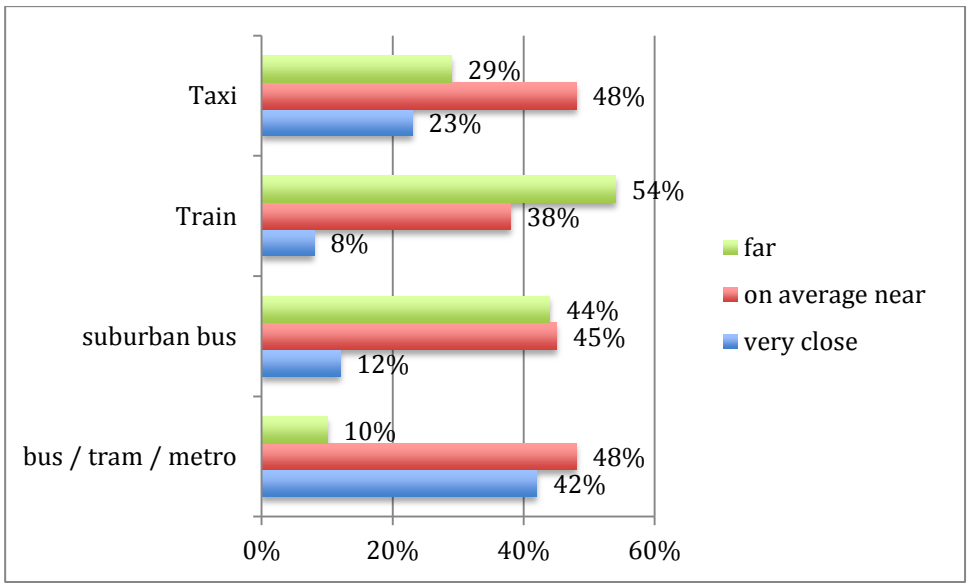
CHAPTER 4 - DATA COLLECTED

In this chapter we are going to show some important information related with the people interviewed in Spain. This information is going to show the specific situation of our country in relation to the mobility issues.

'A.7. How is connected the area you live through public transportation?'

As we can see on the following tables and graphics, most of the interviewed people consider that there is close or very close to where they live, a bus stop or some taxis. In the case of the coaches, a high percentage of the people consider that the bus station is close. However, on the train stations as well as the bus stations are considered as 'far' for a high percentage, becoming up to a 54% if we talk about trains.

	bus / tram / metro		suburban bus		Train		Taxi	
	Nº	%	Nº	%	Nº	%	Nº	%
very close	160	42%	40	12%	32	8%	88	23%
on average near	183	48%	154	45%	146	38%	183	48%
far	37	10%	152	44%	205	54%	113	29%

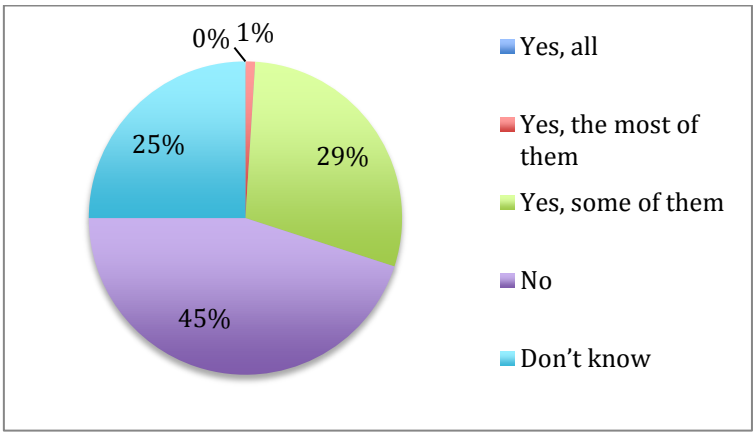


'A.8. In your city, are being used vehicles of public transport with alternative power supply (eg electricity, natural gas, etc ...) compared to traditional fuels?'

It is interesting to see that none of the interviewed people (as you can see in the middle column) has answered that. As far as they know, all the ways of transport use alternative fuels. Asking the experts, we know that there are some ways of transport that are environmentally friendly. However, the percentage is very small as well as the knowledge of

the people that use these transport because between the people that don't know and the ones that don't answer in a positive way, there is a sum of the 70%.

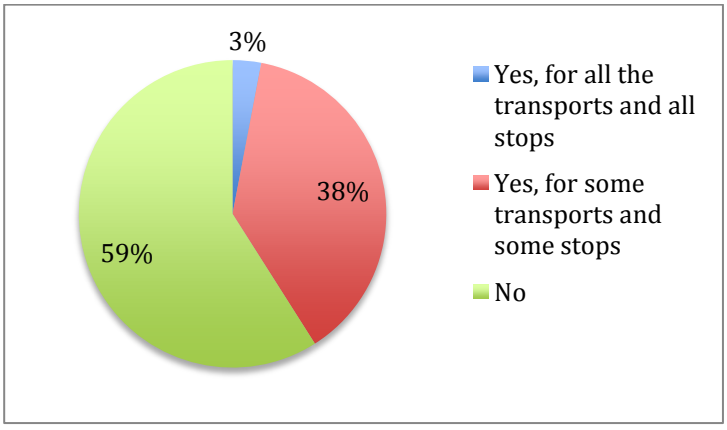
opinion	Nº	%
Yes, all	0	0%
Yes, the most of them	3	1%
Yes, some of them	113	29%
No	180	45%
Don't know	100	25%



'A.9. In your town is there a mobile information system available to the citizens (eg poles, electronic information boards, app for tablets and smartphones)?'

In this case, we can say that there is not good information. Most of the people were confused. There are some elements that are not enough for saying that the sample is a good one for taking into account.

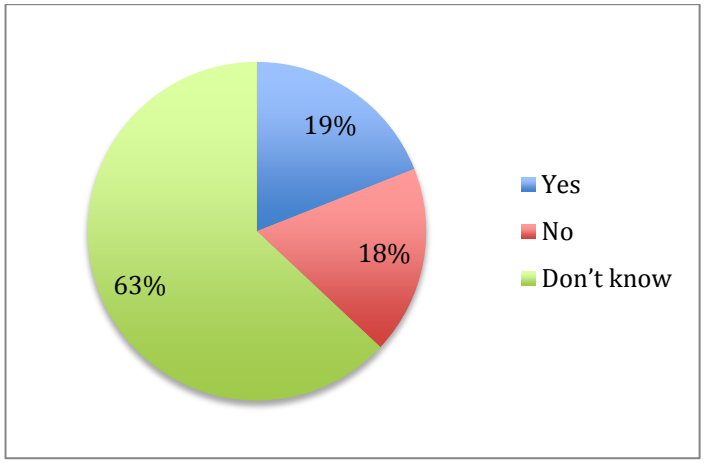
Opinion	Nº	%
Yes, for all the transports and all stops	10	3%
Yes, for some transports and some stops	149	38%
No	232	59%



'A.10. Does your city has an Urban Mobility Plan?'

In this case the information is nearly invalid, due to the fact that more than 60% of the interviewed people don't know if their town has or doesn't have Urban Mobility plan. In this case, the 3 mentioned towns have a mobility plan, even it is not developed on a legal or infrastructure way.

Opinion	Nº	%
Yes	**73**	19%
No	**71**	18%
Don't know	**249**	63%



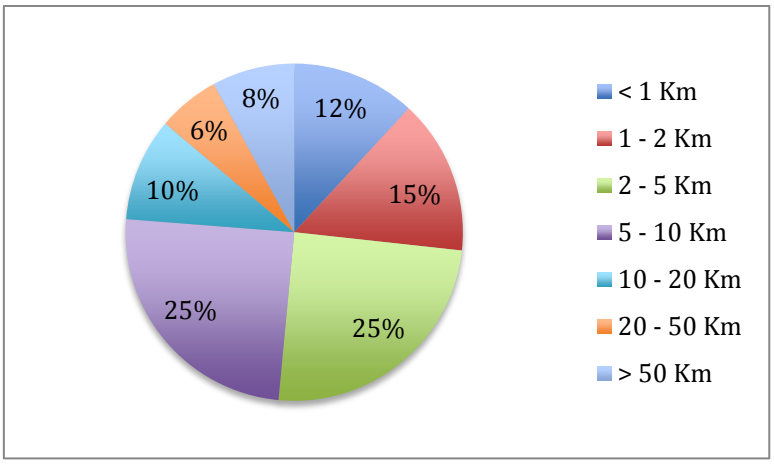
Daily and regular displacement

'B.1. For your travel routine, how many miles you totally walk (A / R) during the day?'

The most relevant of interviews is the low percentage of people who daily makes long journeys (over 50%), which is a substantial difference. In Extremadura, the journeys are much shorter and almost 80% only makes journeys of less than 10 miles daily.

Daily travel (A/R)	Nº	%
< 1 Km	**47**	12%
1 - 2 Km	**57**	15%
2 - 5 Km	**99**	25%
5 - 10 Km	**98**	25%
10 - 20 Km	**38**	10%

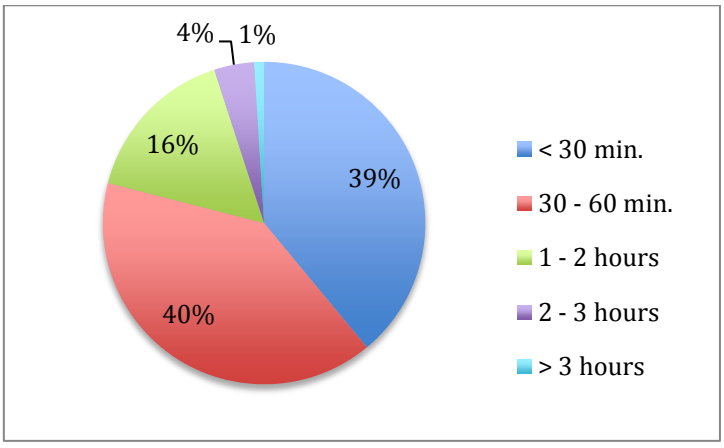
20 - 50 Km	**23**	6%
> 50 Km	**31**	8%



'B.1.1. For your regular trips how long it takes overall in average each day?'

In this case, something logical happens, bearing in mind the previous graphic. The trips took less than an hour for nearly the 80% of the interviewed people. This is connected with the size of the towns where the interviews took place. The research shows that even if people need to go out of their cities, there aren't long distance trips.

Average Time (A/R)	Nº	%
< 30 min.	**154**	39%
30 - 60 min.	**158**	40%
1 - 2 hours	**64**	16%
2 - 3 hours	**16**	4%
> 3 hours	**2**	1%

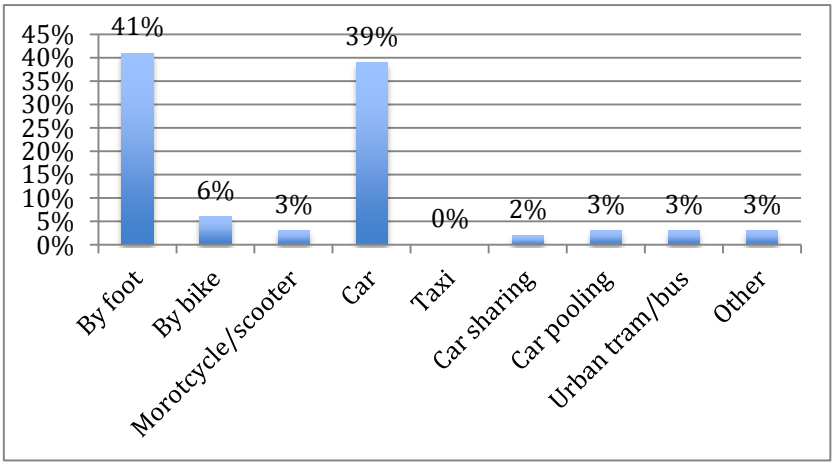


'B.2. Which vehicle you use for your regular / daily trips?'

Systematic trips (home - work / study)

We can notice that most of the people usually go on foot. That confirms the previous 2 graphics about the profile of the interviewed people. It is also remarkable that for going to their place of work or study, they don't normally use any way of transport. That is why only a 6% of the population normally uses the bus or another form of public transport.

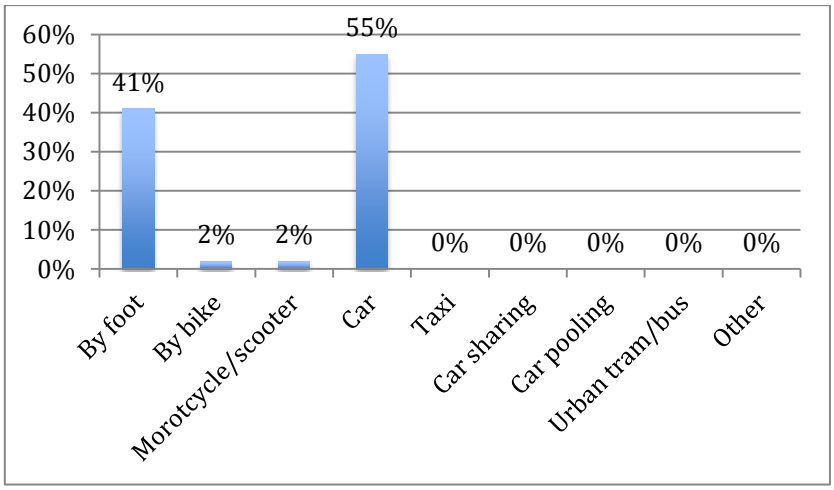
Preference	Nº	%
By foot	168	41%
By bike	23	6%
Morotcycle/scooter	14	3%
Car	160	39%
Taxi	0	0%
Car sharing	9	2%
Car pooling	12	3%
Urban tram/bus	14	3%
Other	12	3%



Fees / charges / family commitments.

As you can see on the following table, for going shopping, there is a high dependence of the car use and more than a half of the people use it. Also walking is a valid option, leaving the rest as useless.

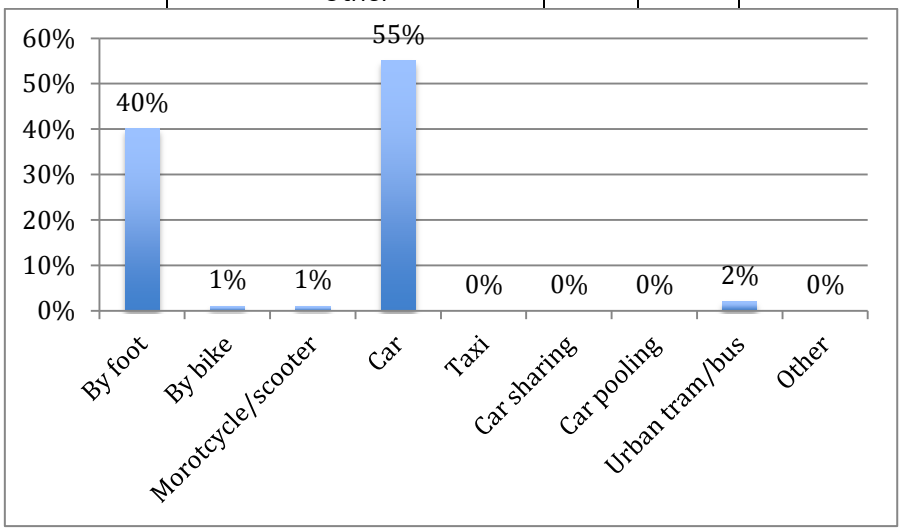
Preference	Nº	%
By foot	168	41%
By bike	7	2%
Morotcycle/scooter	7	2%
Car	226	55%
Taxi	0	0%
Car sharing	1	0%
Car pooling	1	0%
Urban tram/bus	2	0%
Other	0	0%



Accompany family members (eg, children to school parents to ambulatory care, etc.).

It is observed that people divide their way of transport between car and going walking (95% of the total). Only a 2% takes a family member in public transport. That shows a lack of information, consciousness-raising or infrastructure about the benefits of the public transport.

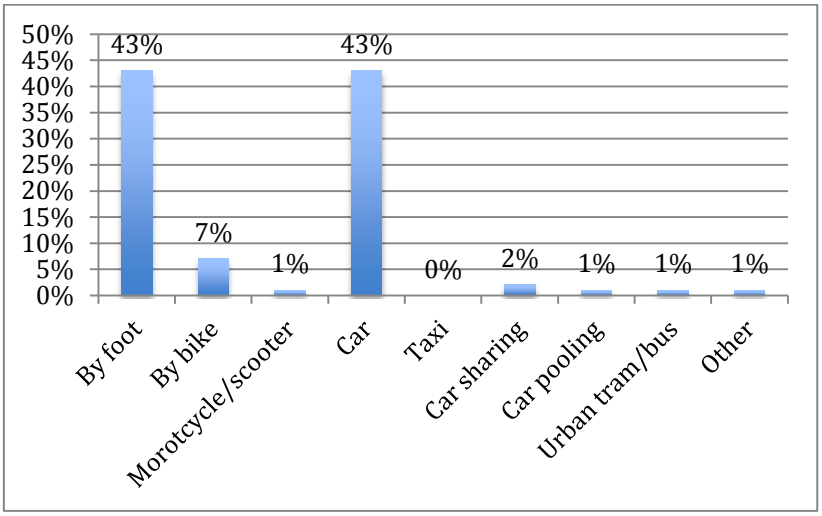
Preference	Nº	%
By foot	157	40%
By bike	4	1%
Morotcycle/scooter	5	1%
Car	213	55%
Taxi	1	0%
Car sharing	0	0%
Car pooling	0	0%
Urban tram/bus	9	2%
Other	1	0%



Entertainment / spare time (eg, cinema, sport, etc.).

In this case, we can see that there is an increase of the number of people that use the bicycle for leisure activities, in relation to the results above. However, the result is still very bare if we compare it with the car and on foot displacements.

Preference	Nº	%
By foot	184	43%
By bike	29	7%
Morotcycle/scooter	5	1%
Car	185	43%
Taxi	1	0%
Car sharing	8	2%
Car pooling	3	1%
Urban tram/bus	6	1%
Other	7	1%



'B. 3. Why you use these vehicles?'

We are trying to simplify this section on a table with the opinions of all interviewed people on percentages above the total. As we can see on the table, the shared options (bus, shared cars) are for saving some money. The train looks the best and most prestigious way of transport if we talk about security or comfort.

	Bike	Motorcycle	Car	Taxi	Car sharing	Car pooling	Urban tram/bus	Suburban bus	Subway	Local train	Long distance train	Fluvial mean/ship
more comfortable	18%	19%	30%	19%	14%	8%	10%	3%	7%	5%	5%	11%
It is cheaper	23%	20%	1%	2%	25%	50%	32%	37%	14%	7%	4%	2%
It is faster	13%	43%	20%	16%	6%	2%	4%	7%	32%	13%	18%	2%
more environmentally	32%	4%	0%	0%	18%	15%	22%	12%	7%	18%	10%	22%
It is safer	2%	0%	3%	5%	6%	1%	6%	2%	8%	18%	22%	6%

I can carry things/people	0%	1%	15%	1%	2%	3%	0%	1%	0%	1%	1%	4%
I can do anything else during the trip	0%	0%	1%	8%	8%	3%	13%	18%	16%	20%	22%	11%
Exonerated from time constraints	3%	3%	8%	5%	4%	0%	2%	2%	3%	1%	1%	0%
not affected by traffic	5%	4%	1%	1%	1%	1%	1%	1%	5%	5%	7%	9%
I have no options	1%	5%	13%	35%	17%	15%	12%	18%	9%	12%	10%	33%
Habit / laziness	1%	0%	7%	8%	0%	1%	1%	0%	0%	0%	0%	0%

We can notice that among all the ways of transport asked, the bicycle is the most environmentally friendly because it is easy to use. Apart from that, it is also cheap. The motorized bike is mainly used because it is quick. The car is used for its comfort (30%) and for its speed. The taxi is used for the people when they don't have any other choice.

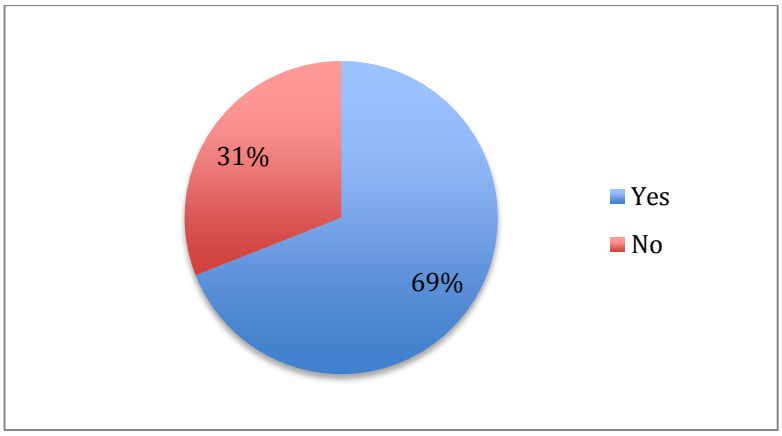
As we said before, public transport has a money reasons for using one or another, except the tube. In this case, speed is the main reason for choosing it. We need to bear in mind that this is a relative information. There are some people that filled up the questionnaire that were from outside of the region. That is why they chose the tube. It is true that this answer doesn't have any nonsense on a region that doesn't have any metro service.

If we speak about trains, the regional train service is the chosen for the possibility of doing things and for its comfort. Only a few people have answered about fluvial transport and it was the chosen option for them because they didn't have any other. In this case, happens something similar to what we said before about the tube.

'C.1. Throughout the year do you usually move within your country for long distances (> 250 km)?'

It is noted that despite not making long daily commute, most of respondents (69%) makes long distance travel

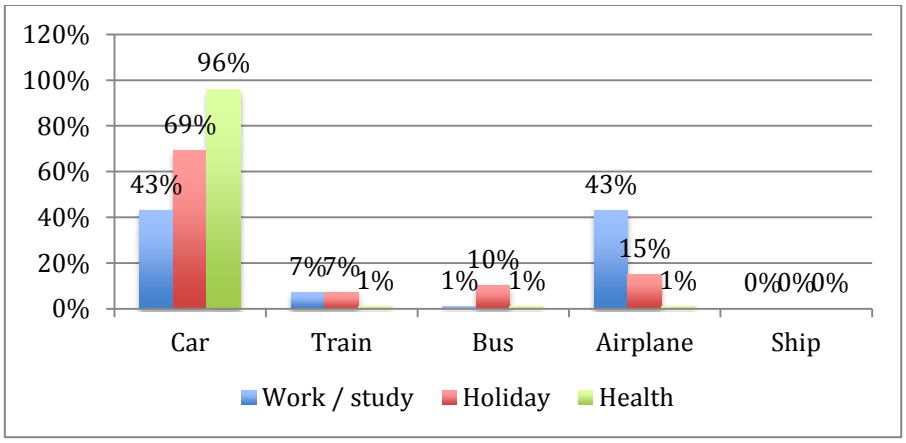
long distances	Nº	%
Yes	**263**	69%
No	**118**	31%



'C.1.1. If so, why and by what vehicle?'

We can notice that in the case of long distance trips because of business reasons, people normally choose the car or the plane (43%). However, for holiday's trips, in Extremadura, we tend to use the car (69%). If we travel because of health reasons, the mean of transport is basically the car.

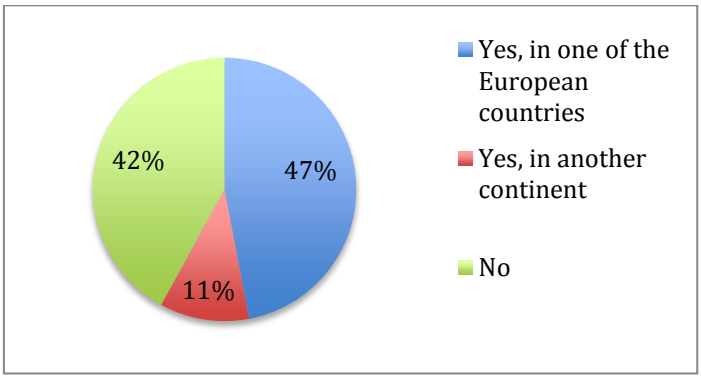
Preference	Work / study		Holiday		Health	
	Nº	%	Nº	%	Nº	%
Car	184	43%	183	69%	64	96%
Train	29	7%	18	7%	1	1%
Bus	5	1%	26	10%	1	1%
Airplane	185	43%	40	15%	1	1%
Ship	1	0%	0	0%	0	0%



'C.2. During the past two years did you made one trip abroad at least? '

If we speak about travelling abroad, we can see that nearly a 50% went to a European country. In this case, we need to know that Spain is a country near to Portugal, and especially Extremadura is just on the border. A bit more that 10% travelled outside of the continent and the rest have never travelled abroad.

long distances travel	Nº	%
Yes, in one of the European countries	180	47%
Yes, in another continent	41	11%
No	163	42%

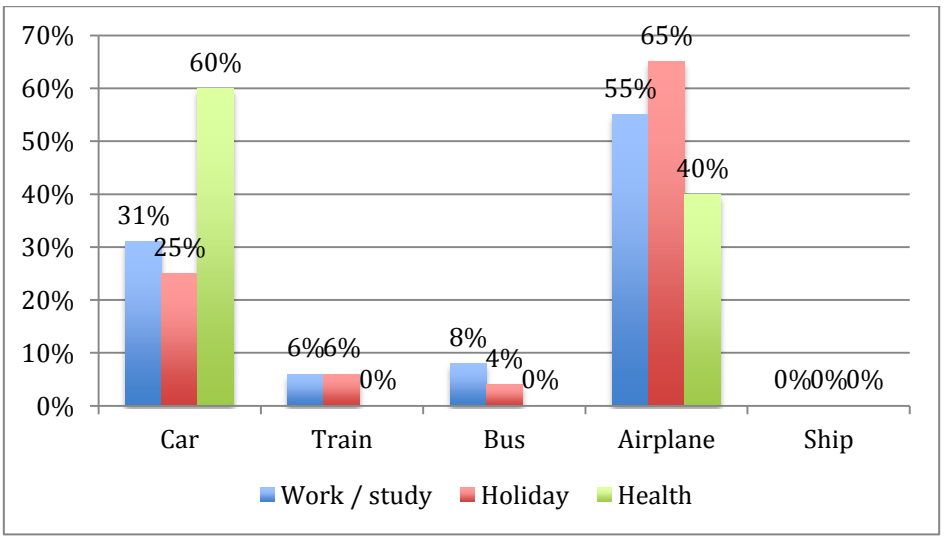


'C.2.1. If so, why and by what vehicle?

The main reason for doing a long distance trip is holidays, followed by business reasons. The results are only illustrative; due to the previous question was a multi answer one. That is why this is also to orientate.

Talking about the ways of transport used, the most used one is the plane for business of because of studies and also sometimes for holidays. If we talk about health, we use more the car. The answers are irrelevant because only a few people answered.

Preference	Work / study		Holiday		Health	
	Nº	%	Nº	%	Nº	%
Car	15	31%	55	25%	3	60%
Train	3	6%	13	6%	0	0%
Bus	4	8%	8	4%	0	0%
Airplane	27	55%	140	65%	2	40%
Ship	0	0%	1	0%	0	0%
TOTAL	49	18%	217	80%	5	2%



'C.3. To travel within your own country or abroad, why did you prefer the vehicle that you indicated?'

In the case of long distance trips, the reasons for choosing one or other way of transport, is because of the comfort. This is the case of the car (32%). The speed of the train (27%) or the plane (44%). The prize in the case of the coach (41%). In the case of the Boat (43%) is because they don't have any other mean of transport. These might be the main reasons, even there are some other that in this case are irrelevant.

	Car		Train		Bus		Airplane		Ship	
	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
more comfortable	158	32%	38	16%	10	5%	27	9%	3	5%
It is cheaper	12	2%	22	9%	89	41%	13	5%	0	0%
It is faster	83	17%	64	27%	8	4%	125	44%	0	0%
more environmentally	2	0%	37	15%	17	8%	9	3%	11	20%
I can carry things/people	103	21%	4	2%	1	0%	2	1%	4	7%
I can do anything else during the trip	14	3%	44	18%	34	16%	36	13%	6	11%
Exonerated from time constraints	58	12%	4	2%	3	1%	10	3%	2	4%
not affected by traffic	1	0%	7	3%	2	1%	16	6%	6	11%
I have no options	33	7%	19	8%	51	24%	46	16%	24	43%
Habit / laziness	24	5%	0	0%	1	0%	2	1%	0	0%

CHAPTER 5 - PASSENGER RIGHTS IN EU AND MAIN VIOLATIONS IN SPAIN

'D.1. What problems you experienced in the use of public transportation for daily trips (both regular and occasional in and out of your country)?'

	Taxi	Car sharing	Car pooling	Urban tram/bus	Suburban bus	Subway	Local train	Long distance train	Fluvial mean/ship
Traffic congestion	37%	25%	20%	10%	7%	1%	0%	0%	0%
Recurring strikes	2%	4%	1%	4%	2%	11%	3%	1%	0%
Delays	6%	14%	6%	19%	16%	10%	9%	3%	3%
Rude staff on board	11%	3%	11%	6%	2%	4%	1%	1%	2%
Lack of service	9%	21%	26%	20%	20%	3%	18%	18%	11%
Inadequate infrastructure	1%	12%	10%	13%	15%	19%	30%	34%	48%
Increase in rate / high cost	23%	0%	1%	8%	9%	27%	19%	22%	6%
Poor hygienic conditions	0%	0%	2%	4%	5%	4%	1%	0%	0%
Presence of architectural barriers	2%	1%	2%	4%	5%	6%	2%	3%	5%
Lack of assistance for passengers with reduced mobility / disabled	3%	2%	4%	4%	4%	2%	2%	1%	3%
Unsatisfactory handling of complaints	1%	1%	0%	1%	2%	3%	2%	2%	2%
Inadequate reimbursement in cases of a malfunction	1%	1%	2%	0%	1%	2%	2%	1%	0%
Sudden cancellation of rides / flight	0%	1%	2%	1%	1%	0%	1%	1%	0%
Lost of luggage	0%	0%	0%	1%	3%	2%	1%	3%	2%
Overcrowding / overbooking for airplanes	0%	0%	0%	0%	0%	2%	0%	1%	0%
Poor information about the different options of transport and travel times	1%	7%	5%	4%	4%	1%	2%	4%	12%
Difficulty / impossibility of booking / payment service online	2%	9%	7%	3%	3%	4%	5%	3%	8%

This section 'Problems and Inefficiency in your Journeys', deals with the main incidents of each mean of transport. In this way, the main issue in the case of the Taxis is the traffic jams (37%), coach services, not a good service (20%), in the suburban bus, the same (20%) and in the Metro, increased fees (27%).

Mean of transport	Main problem or incident
Taxi	Traffic congestion
Urban Bus/Tram	Lack of service
Suburban Bus	Lack of service
Metro	Increase in rate / high cost
Local Train	Inadequate infrastructure
Long Distance Train	Inadequate infrastructure
Ship	Inadequate infrastructure

In the short distance and long distance train people highlight the lack of infrastructure (30% and 34% respectively), as well as river transport (48%). This response is related to the lack of infrastructure is recurrent, mainly due to rural profile of the region and the lack of rail and fluvial strong infrastructure.

Stand out that in any of the tested transport, the problems such as lack of access, poor service information or complaints handling are not relevant to stop using then. Nevertheless, the reasons resulting from congestion of the roads or the lack of improvement in the infrastructure always represent to the respondents large inefficiencies.

After analyzing the main problems of the use of means of transport in the cities of Extremadura, and always bearing in mind that this has not got any statistical significance, the most important problems are concentrated in the following:

(1) The Right of non-discrimination access to the transport: This is the main problem in Extremadura. The main problems arise from an inadequate infrastructure or the lack in the Service.
(3) Right of inform before buying anything and in several stages in the trips, notably in case of any inconvenience: There is a lack of information in both passenger rights, and the potential of transport.
(2) Right to mobility: accessibility and assistance at no additional cost for disabled passengers and passengers with reduced mobility (PRM): Passengers with any disability find very difficult to travel independently, and even there are vehicles or infrastructures, people normally do not use them efficiently.
(6) Right to get assistance in case of long delay at departure or at connecting points: In this case, the problem is the lack of information about rights, because most do not know there are fines for the transport companies.

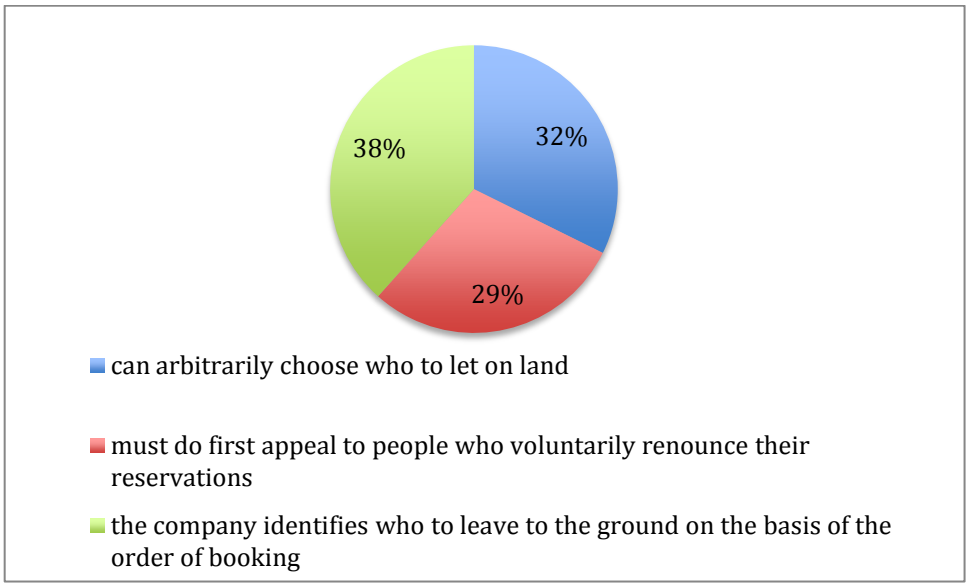
'E.1. Passenger rights'

In the last section of the questionnaire, people were asked about whether they knew their rights as passengers when they initiated a journey, whether by plane, bus, train or ship.

'E.1.1. AIRPLANE: In case of denied boarding, the airline:'

First, the respondents were asked about if they knew the procedure that can be taken against an airline company in the case ok overbooking (the company sells more tickets than available seats). In this graphic you can see that it is not clear, because the answers are quite diverse.

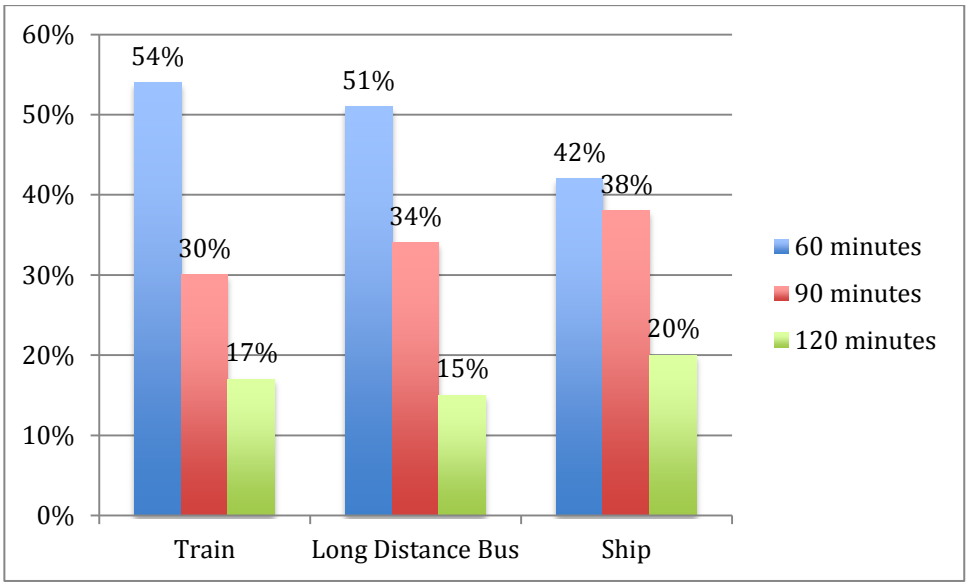
Passenger rights	Nº	%
can arbitrarily choose who to let on land	81	32%
must do first appeal to people who voluntarily renounce their reservations	74	29%
the company identifies who to leave to the ground on the basis of the order of booking	96	38%



‘ E.1.2/3/4. The passenger can choose to get a full refund of the ticket if his train/Bus/Ship has a delay of more than:’

When we asked if the passenger can choose to be fully refunded if the train is delayed, the majority answered that if the delay is for more than 60 minutes, passengers think they are entitled to reimbursement for the waiting time.

	Train		Long Distance Bus		Ship	
	Nº	%	Nº	%	Nº	%
60 minutes	**134**	54%	**119**	51%	**94**	42%
90 minutes	**74**	30%	**80**	34%	**84**	38%
120 minutes	**42**	17%	**36**	15%	**45**	20%


60%
50%
40%
30%
20%
10%
0%
54%
30%
17%
51%
34%
15%
42%
38%
20%
Train
Long Distance Bus
Ship
60 minutes
90 minutes
120 minutes

CHAPTER 6 - THE VOICE OF CITIZENS AND PROPOSAL

After the collection process with the Stakeholders, as well as through interviews with experts, discussion groups with relevant people or the secondary data analysis that was carried out, the proposals were included in the final questionnaire and asked each of the those interviewed by the priority they gave to each of them.

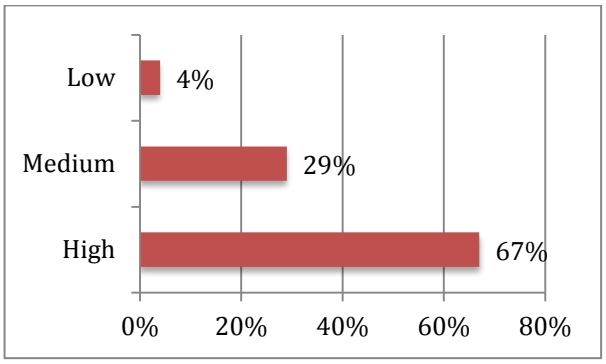
You can see the results obtained on each case.

- Interventions to encourage the use of bicycles

1. Increase the infrastructural facilities in the city (eg more bike paths, etc.).

For the 67% of the respondents, improving the infrastructures for encouraging the bicycle use, has a high priority. It is one of the most valued proposals.

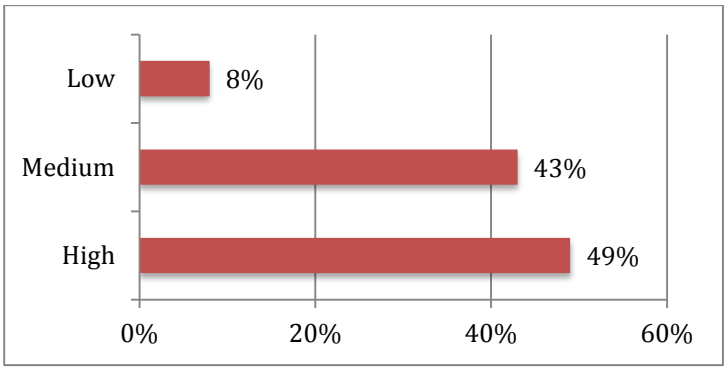
Priority	Nº	%
High	253	67%
Medium	109	29%
Low	14	4%



2. Raise awareness among citizens through dedicated initiatives (eg ecological days, etc.).

Bearing in mind that the use of the bicycle is also highly valued, although it is noticed a lower acceptance to the previous proposal. Half of the respondents gave a high priority.

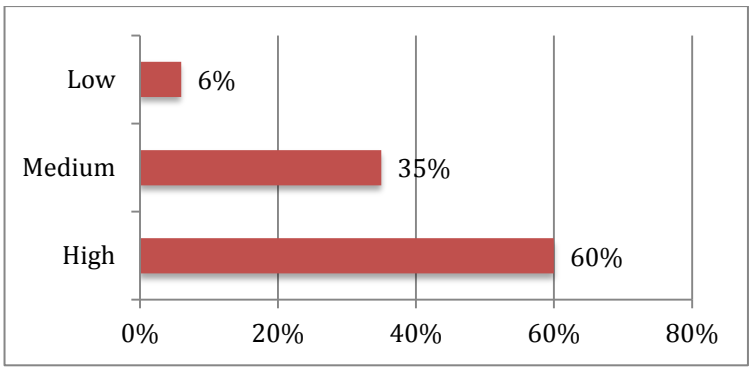
Priority	Nº	%
High	176	49%
Medium	157	43%
Low	28	8%



3. Make it easier the use of bicycles in combination with other vehicles (eg parking for bikes in the vicinity of railway stations, metro, etc.).

In the last question concerning about the promotion of the bicycle use, it was intended for promoting it, which has a high priority for 60% of respondents.

Priority	Nº	%
High	217	60%
Medium	126	35%
Low	21	6%



- Interventions to promote the use of local public transport / long distance

In relation to the promotion of local public transport or long distance transport, we identified 21 proposals to be listed. We talk about which of them has a higher priority for the respondents.

4. Introduce / increase discounts and tax breaks for tickets for public transport (eg deductibility of the cost of)

5. Toughen penalties for those who are not provided with a valid travel document

6. More facilities for vulnerable segments of the population (eg, students, seniors, unemployed, etc.).

7. multiple means, including different; increase the time of validity of the traveling, etc.).

8. Increase the lanes and preferential pathways for the benefit of public transport and car pooling

9. Introduce / increase the on-call service

Among these 6 initial proposals, which have a high acceptance, we can find No. 4 (Introduce / increase discounts and tax breaks for tickets for public transport) with 67% of high priority, and No. 6 (More facilities for vulnerable segments of the population) with 80% of high priority.

	4		5		6		7		8		9	
Priority	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
High	245	67%	110	31%	300	80%	199	56%	146	40%	84	24%
Medium	117	32%	181	51%	74	20%	142	40%	184	51%	192	56%
Low	5	1%	62	18%	1	0%	17	5%	32	9%	69	20%

10. Increase the frequency of strokes / territorial coverage of the service

11. Cleaning ability in vehicles

12. Ensure greater safety in vehicles (eg use of video surveillance systems)

13. Invest in the newest and most comfortable vehicles

14. Possibility to buy a ticket on board at no extra cost

15. Increase the number of parking spaces for the exchange where you can leave the car

Significantly, among the following six proposals, there is not a special interest among the interviewees. Highlight is perhaps number 14 (Possibility to buy a ticket on board at no extra cost) with almost half of respondents valuing it as a high priority.

	10		11		12		13		14		15	
Priority	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
High	134	39%	75	22%	109	32%	131	38%	160	46%	141	41%
Medium	170	49%	213	62%	180	52%	186	54%	168	48%	171	49%
Low	41	12%	55	16%	55	16%	30	9%	19	5%	34	10%

16. Improve the connection of the stations of arrival / departure with other transportation options for onward travel

17. Break down the barriers that prevent accessibility to passengers with reduced mobility / disabled

18. Offer extra comfort (eg, wi-fi, tv, newspapers, etc.).

19. Provide seats for subscribers (eg for commuters)

20. Introduce / enhance tools to solve quickly and free small disputes

21. Introduce / increase automatic compensation for those affected by inefficiency

Among the following proposals, we notice the acceptance of the number 16 (Improve the connection of the stations of arrival / departure with other transportation options for onward travel) with 53% and 17 (Break down the barriers that prevent accessibility to passengers with reduced mobility / disabled) with 57% of high priority.

	16		17		18		19		20		21	
Priority	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
High	185	53%	207	57%	123	35%	88	25%	125	36%	135	39%
Medium	145	42%	147	41%	194	55%	211	61%	202	58%	195	56%
Low	17	5%	8	2%	35	10%	48	14%	23	7%	19	5%

22. Promote the use of technologies for intelligent traffic control and the improvement of road safety

23. Promote the use of technology to introduce smart ticketing you can book / buy tickets h24

24. Promote the use of technologies to provide more information to users on the service, on travel options and connections and real-time traffic (eg app for mobile, wi-fi, etc.).

From the last 3 proposals of this section, we can realize that there is not any remarkable one, even all of them have a good position.

	22		23		24	
Priority	Nº	%	Nº	%	Nº	%
High	138	40%	132	38%	153	44%
Medium	194	56%	195	56%	178	51%
Low	16	5%	19	5%	18	5%

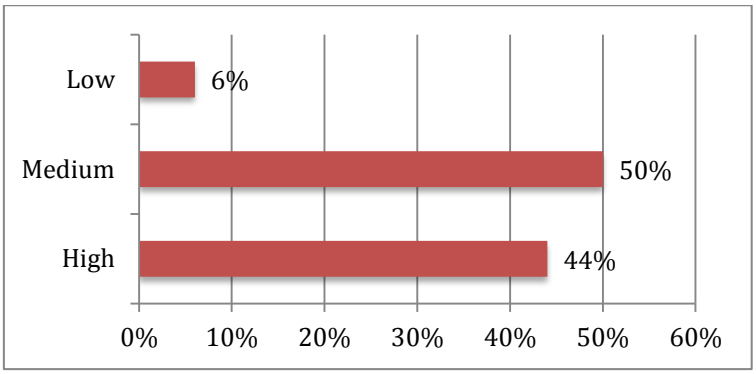
- Interventions to encourage car sharing

In the next part of the questionnaire, some options were proposed to encourage the use of car sharing. The proposal's aim is to raise awareness and promote the intermodality.

25. Making more accessible information on the service and availability

To have better information on this type of service is a high priority for 44% of the interviewed people.

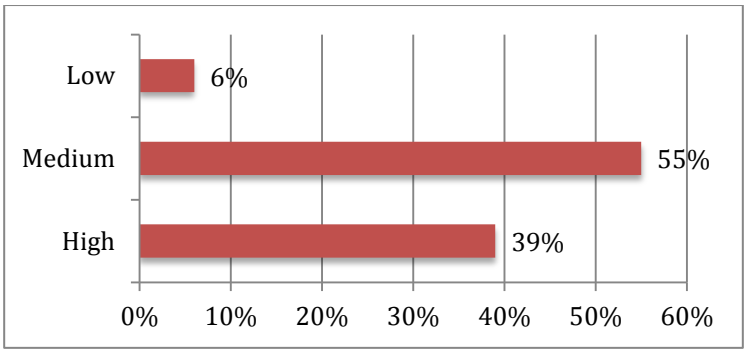
Priority	Nº	%
High	154	44%
Medium	174	50%
Low	21	6%



26. Provide integration, also in terms of costs, with the use of local public transport

The Integration in the public transport is not a high priority for 60% of the people.

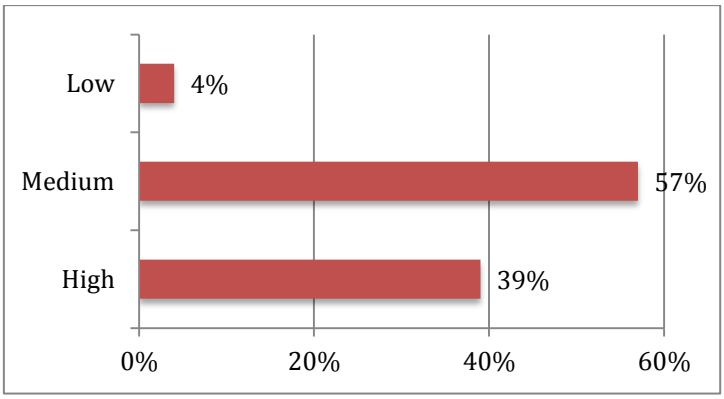
Priority	Nº	%
High	134	39%
Medium	190	55%
Low	19	6%



27. Predicting exchange points more and better connected

This proposal has the same line of acceptance than previous ones, with a medium priority of 57%.

Priority	Nº	%
High	131	39%
Medium	194	57%
Low	14	4%



- Interventions to reduce the environmental impact of private vehicles

Another important group of proposals is the one that are trying to reduce the environmental impact of some private vehicles. In this sense, we are going to explain those with a greater acceptance by the interviewed people. There are 6 proposals in this section:

28. Introduce / increase the penalties for non-periodic monitoring of the exhaust gas of his own car

29. Introduce / increase the traffic ban for a few days (eg ecological days)

30. Restrict the movement for the most polluting vehicles (eg toll schedules, for zones, etc.).

31. Introduce / increase circulation number plate

32. Introduce / increase a tariff policy on differentiated parking (eg distinction between residents and non-residents, including most polluting cars and less polluting, etc.).

33. Promote educational programs to driving style safe and environmentally friendly in order to reduce road accidents as well as reducing noise and environmental pollution

The proposal with a higher priority is number 33 (Promote educational programs to driving style safe and environmentally friendly in order to reduce road accidents as well as reducing noise and environmental pollution). Almost half of respondents consider this as a high priority.

The other proposals in this section do not show special interest.

	28		29		30		31		32		33	
Priority	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
High	105	31%	87	26%	117	35%	43	13%	79	24%	166	49%
Medium	192	57%	178	54%	189	56%	206	64%	212	63%	158	47%
Low	38	11%	67	20%	30	9%	75	23%	45	13%	12	4%

- Interventions to promote the use / purchase of environmentally friendly cars (eg electric-powered car, hybrid, environmentally friendly fuels)

In another section, recommendations are proposed to promote the use or purchase of environmentally friendly vehicles. Among the proposals, you can check that those with greater acceptance (high priority) are the number 36 (Expect more numerous dedicated infrastructure (charging stations for electric cars, dedicated parking spaces for cars LPG, etc.)) with 57% and the number 35 (Introduce tax breaks for those who purchase) with 50%.

It is important that this section is on a better position than previous reviews, so it can be concluded that the promotion of 'green cars' is quite accepted.

34. Introduce tax relief for producers in order to reduce the selling price to the price list

35. Introduce tax breaks for those who purchase

36. Expect more numerous dedicated infrastructure (charging stations for electric cars, dedicated parking spaces for cars LPG, etc.).

37. Provide reserved parking / free for eco-friendly cars

38. Apply discounts in highway tolls

39. Apply discounts on additional costs (eg Rc car, car tax, etc.).

	34		35		36		37		38		39	
Priority	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
High	154	44%	171	50%	196	57%	135	40%	142	43%	149	44%
Medium	166	48%	153	45%	134	39%	179	53%	179	54%	172	51%
Low	27	8%	18	5%	16	5%	22	7%	13	4%	17	5%

- General interventions.

In the last section there are some proposals for general interventions that may encourage mobility.

40. Change the opening / closing of public offices, schools, etc..

In this case the proposal of changing public office time table, does not show too much interest. Only 20% of respondents consider this as high priority.

Priority	Nº	%
High	66	20%
Medium	222	66%
Low	46	14%

41. Encourage a change schedules of opening / closing of the private offices, shops, etc.. sites in some particular areas of the city (eg the old town, crowded areas, etc.).

Even in this case the priority isn't high for a great number of people.

Priority	Nº	%
High	77	23%
Medium	214	64%
Low	43	13%

42. Encourage competition between transport operators (rail, air, road, marine)

In this case there is not an excessive interest on encouraging a good competition among companies as a way to improve mobility, even considering that Extremadura is not a region with excessive transportation options.

Priority	Nº	%
High	112	34%
Medium	189	57%
Low	29	9%

- 'F.2. Do you agree with the following statements? (1 = maximum disagree, 4 = maximum agreement)'

In the final set of questions, people are tested about the level of agreement with statements related to the different mobility policies. On the list below, we discuss those ones that have a great level of agreement.

1. The adoption of models of sustainable mobility depends mainly on civic pride of citizens

2. The adoption of models of sustainable mobility depends mainly on the good governance of public administrations

3. The adoption of models of sustainable mobility mainly depends on the social responsibility of the manufacturers of the means of transport

4. Information campaigns and awareness play an important role to change the habits of mobility

5. In terms of mobility, public administrations should consult citizens more in defining and evaluating the plans of urban mobility

6. The public transport companies should involve citizens in monitoring the quality of services

7. Citizens should increase their knowledge about the standards of quality of public transport services and how to safeguard the rights of travelers

	1		2		3		4		5		6		7	
Choice	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%	Nº	%
1	17	4%	9	2%	20	5%	13	3%	13	3%	10	3%	7	2%
2	52	13%	22	6%	63	16%	55	14%	32	8%	41	11%	38	10%
3	134	35%	168	43%	172	45%	176	46%	191	50%	194	51%	169	45%
4	185	48%	189	49%	131	34%	140	36%	145	38%	132	35%	164	43%

It can be checked by observing the table above, that all statements mentioned, have a fairly high level of agreement, highlighting the item No. 2 (The adoption of models of sustainable mobility depends mainly on the good governance of public administrations) with more than 49 % of the people that are strongly agree. With a 48% of the people that are strongly agree with the question No. 1 (The adoption of models of sustainable mobility depends mainly on civic pride of citizens), and with a 43% number 7 (Citizens should increase their knowledge about the standards of quality of public transport services and how to safeguard the rights of travelers).

These last two statements, show that citizens feel to have a very important role in the adoption of sustainable and knowledge of their rights.

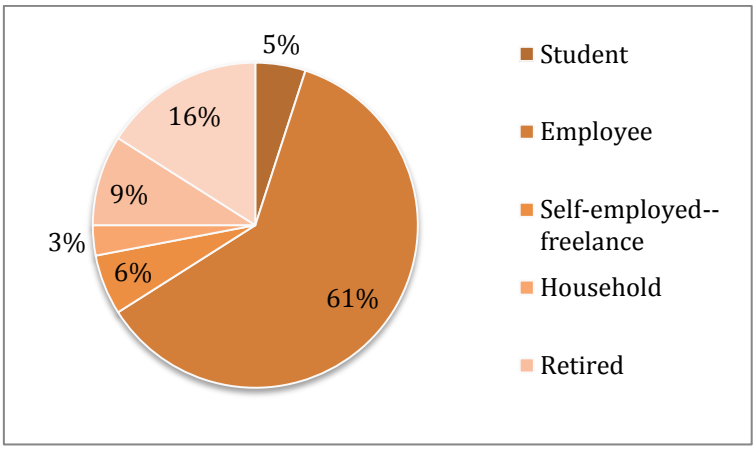
CHAPTER 7 - SYNTHESIS OF DATA AND CONCLUSIONS

The chapter summarizes the most important data emerging from the questionnaires and the most relevant findings indicate by the Association.
This chapter is very useful to allow stakeholders to be able to do a quick idea of what it contains, and will be used to write the press release at national level.

The main conclusions of the study have been gathered up in the following document, however it should be put into context and view all data collected in the previous sections. To follow a logical structure, the conclusions have been drawn up following the numbering of the topics covered in the questionnaire. We summarize these findings:

1) On the profile information, it is noteworthy that over 55% of respondents were in the age group of 30-50 years, by more than 25% higher at that age, and divided almost 50% of women and men.

His qualification was divided by 50% of people with University Degree (including Postgraduates), almost 35% with High school diploma and 8% with Primary education.
Regarding employment status, nearly 60% were employees, followed by retired people and unemployed people with about 10% each group.



The 60% of respondents live in medium-sized cities (50,000 to 250,000 Inhabitants), 30% in small towns (less than 50,000 inhabitants), and only 10% in large cities and metropolises (over 250,000 inhabitants). It is worth remembering that the project was developed in the cities of Badajoz, Mérida and Plasencia, although some of the travelers came from Madrid and other locations in Extremadura.

Regarding the proximity of the public transport, over 90% of respondents considered to have close or very close a bus stop and the 80% considered to have close or very close a taxi stop. Instead, only the 52% and the 46% considered to have close or very close a suburban bus station or a train station respectively.
An interesting fact is that 30% of respondents consider that in their city public transport work with alternative power supply, against the 45% who do not think so. To the question of the

existence of an Urban Mobility Plan in the city of residence, it is noteworthy that 63% of them don't know if their city has that figure.

The 63% of respondents don't know if in their city has an Urban Mobility Plan

2) Regarding the Daily Routine is interesting to note that 78% of respondents travel less than 10 km per day, which indicates that in the region there is not much daily movement as a consequence of the routine and they are relatively close to their workplaces / study places and other services (shopping, leisure, health). In fact, almost 40% of these respondents just spend less than 30 minutes in their daily commute.

"Almost 80% of respondents travel less than 10 km daily and almost 50% need less than 30 minutes in their daily commute"

Regarding the type of transport used to go daily to the work/study place, 39% of respondents use the car and 41% of them go walking. These data indicate that generally the public transport is not used, which may be related to the short distance traveled.

With respect to the question which transport is used, points out that most people who use the bike does it because it is environmentally friendly (33%) and the motorcycle because it is faster (43%). In the case of the car is quite divided, mainly because it is more comfortable (30%), it is faster (20%) and allows you to carry people and things at your discretion (15%).

Taxi is used when there are no more options (35 %) and the main reason for using the car sharing, bus and commuter bus is that they are cheaper.

The underground is used primarily because it is very fast (32 %) and the train since another things can be done while traveling, for example read (22 %) .

Mean of transport	Main reason for use
By bike	**It is more environmentally friendly**
Morotcycle/scooter	**It is faster**
Car	**It is more comfortable**
Taxi	**I have no options**
Car sharing	**It is cheaper**
Car pooling	**It is cheaper**
Urban tram/bus	**It is cheaper**
Metro	**It is cheaper**
Urban train	**I can do anything else during the trip**
Long distance train	**I can do anything else during the trip**
Ship	I have no options

3) In the section of Long Distance Travel, 73% of respondents declared to travel more than 250 Km routinely which about 70% are made by car

58% of respondents have made trips to other countries in Europe and other continents, whether 42% who has not made any trip during the last two years. About this percentage, the majority has travelled mostly by plane (56%) and by car (31%).

" Those who made long journeys usually (over 250 km), 70% travels by car."

4) In the section of Problems and Incidendent during the Journeys, people were asked about the main incidents of each type of transport service. In this case, the main incidence regards the taxis are the traffic jams (37%) in urban and suburban bus, lacks in service (20% in both cases), and in the Subway, the increment of the fees (27 %).

Medios de Transporte	Principal problema o incidencia surgida
Taxi	**Traffic congestion**

Urban Bus	**Lack of service**
Suburban Bus	**Lack of service**
Metro	**Increase in rate / high cost**
Local Train	**Inadequate infrastructure**
Lond Distance Train	**Inadequate infrastructure**
Ship	**Inadequate infrastructure**

In the short distance and long distance train people highlight the lack of infrastructure (30% and 34% respectively), as well as river transport (48%). This response is related to the lack of infrastructure is recurrent, mainly due to rural profile of the region and the lack of rail and fluvial strong infrastructure.

Stand out that in any of the tested transport, the problems such as lack of access, poor service information or complaints handling are not relevant to stop using then. Nevertheless, the reasons resulting from congestion of the roads or the lack of improvement in the infrastructure always represent to the respondents large inefficiencies.

" in any of the tested transport, reasons such as lack of access, poor service information or poor treatment of complaint.. Involve significant percentages "

5) In the section on Proposals for Improvement, it was asked to each respondent what importance (high / medium / low) gave to each of the proposals identified in the phases of focus groups and interviews with experts. Specifically, the main proposals of best practices launched in the questionnaire were:

→ Encourage the use of bicycles, several actions were proposed and among them it was highlighted:

For 67% of respondents have a high regard on 'Improve city infrastructure (e.g. , more bike lanes , etc.)'.

→ Promote the use of local public transport or long distance, thereby was proposed several actions among which were most relevant :

In this case the proposal with highest consideration is 'more facilities for vulnerable sectors of the population (e.g., students, retired, unemployed, etc.).' With high valuation for the 80% of people. It is also considered good practice of 'Increase tax discounts and reduction on public transportation tickets', valued as high priority by 67% of respondents.

→ Promote car sharing, for which also launched a series of proposals.

It should be emphasized here that the priority of the actions in this line is mostly medium, highlighting the proposal of 'make accessible the information on the service and availability' with 39% of people who give a high priority. This response is interpreted by the little knowledge that has been shown to this mode of transportation

→ Reduce the environmental impact of private vehicles, in this case the actions most relevant to Spanish respondents are described:

In this case the actions are considered priority: 'To boost educational programs to promote a safe and respectful of the environment', with 50% giving it a high priority, and 'Restrict the circulation of the most polluting vehicles in areas inner cities (e.g. toll schedules, zones, etc..) 'with 35% of high priority.

→ promoting the use / purchase of environmentally friendly cars, in this case the main findings were:

In the case of promoting environmentally friendly cars (according to the responses in this region this type of vehicle is considered a priority), measures with higher acceptance are: 'To promote greater infrastructure for these vehicles' (57%), and 'tax incentives for buyers' (50%). That is, tax incentives.

→ General Interventions, these were less specific but were directed to improve overall mobility.

In this case the priority of respondents is low enough, considering all proposals with a medium priority. If it should highlight one of them, would be to 'promote competition among transport operators (rail, air, land, sea)' which has high priority for 34% of respondents..

In summary, for each line of action, the proposals more acceptable to the respondents are:

Line of Action	Priority Action
Interventions to encourage the use of bicycles	*Increase the infrastructural facilities in the city (eg more bike paths, etc.).*
Interventions to promote the use of local public transport / long distance	*More facilities for vulnerable segments of the population (eg, students, seniors, unemployed, etc.).*
Interventions to encourage car sharing	*Making more accessible information on the service and availability*
Interventions to reduce the environmental impact of private vehicles	*Promote educational programs to driving style safe and environmentally friendly in order to reduce road accidents, etc.*
Interventions to promote the use / purchase of environmentally friendly cars	*Expect more numerous dedicated infrastructure*
General interventions	*Encourage competition between transport operators (rail, air, road, marine)*

At the end of the questionnaire respondents were asked for the importance they give to certain proposed claims. These are the conclusions:

Almost half of respondents (49 %) strongly agree with the statement that *the adoption of sustainable mobility patterns mainly depends on the good management of government* , followed by the claim that *the adoption of models sustainable mobility depends mainly on citizenship of citizens,* (48%). By contrast, the interviewees do not agree completely with *adoption of sustainable mobility models depends mainly on the social responsibility of the manufacturers of transportation* (33 %) .

It is interesting to conclude that the majority of citizens share responsibility between government and citizenship itself, removing it (in relative terms) to manufacturers.

" It is interesting to conclude that the majority of citizens share responsibility between government and citizenship itself, removing it (in relative terms) to manufacturers. "

This claim is precisely the majority relied on focus groups, in which they pointed to the passivity of citizenship at the time to require public authorities, as the main reason for not successfully develop sustainable mobility policies.

Annex A - Civic Recommendations

1 Title: REAL PARTICIPATION:

Context: From the findings of the survey results and interviews with stakeholders, it follows that policies to promote sustainable mobility are not successful because the sectors involved are not implicated in their compliance.
Brief Description: One of the most frequent recommendations is to create committees monitoring compliance with the Urban Mobility Plans formed by concerned citizens and volunteers.
Purpose: To get them to carry out local actions that develop laws to national and European level, and on top of that, to improve the efficiency in other actions already underway which are not effective, along with the waste of resources and the citizen's frustration.
Justification: For this measure to take effect there must be a willingness of the government to improve a type of sustainable mobility. It is something that not all administrations support. There should be committees of civic organizations, government, businesses and interested individuals.

Example:

1. The realization of urban plans to improve accessibility for people with reduced mobility or disability should be supervised by organizations and individuals from these groups, since that could originated a better efficiency regarding the expenditure (better designed infrastructure, no duplication, etc.) and also deadlines should be reduced.
2. The education on passenger rights regarding the actuation of the transport companies, should be planned and to be agreed with consumer organizations and volunteers to participate in the process. They will be responsible to disseminate these rights and ensure their performance, but not only from a private perspective, but supported by the administration also.

2 Title: INTERMODALITY

Description: In the rural areas and with a population as dispersed as in the case of Extremadura and other parts of Europe, the problem of accessibility to public transport becomes very difficult, considering that the majority of bus and taxi services are private (and they move for reasons of profitability) or concerted (they are subsidized and every time with a minor quantity), so there are towns and neighbourhoods that have a rather poor connectivity.
In addition, this study has shown the dependence of the private transport (car) in cities, taking into account the limited distance to travel, which together with the rising price of fossil fuels, causes reduction in the purchasing power of the people while increasing environmental impact.
Objective: In this case the issue of intermodal is overriding, that is, allows connecting with other switching modes of transport, and in this way, avoiding a higher expenditure. For an efficient intermodal, the raised infrastructure and the existing transport services have to be connected, in other words, there must be a joint planning. Thus, both the public and the private companies and concerted will increase their profitability, while improving in connectivity, and therefore their welfare.

Justification: Therefore, when planning infrastructure and services, it is essential to take into account issues such as:

- Points of exchange between car-bus-train-bike
- Schedule of basic services (health, education, administrative processes, judicial) and
- connection between the different transports.
- Awareness campaign between stakeholders on the use of different types of transport as a measure of economic sustainability and environmental.
- Promotional and advertising campaigns which would allow knowing trough breakthrough offers the benefits of this intermodal.

Example:

The train, in scattered regions such as Extremadura has a reduce use, among other reasons it is found the non-existence coordination with local bus services and the intercity transport (only in a few cases). A joint planning of arrival-departure times and special promotions (buy a ticket bus-train set or daily ticket) it could originated that the two ways would be used much more.

3 Title: URBAN BUS AS THE MAIN TRANSPORT

Description: One of the most important conclusions derived from the meetings with experts and discussion groups is that urban public transport in southern Spain does not work properly because it is a major headache for the authorities rather than an opportunity to improve the mobility, accessibility, reduce environmental impact and congestion.
Objective: One of the most frequent recommendations is that instead of promoting too innovating forms, which constitute a significant outlay in equipment or infrastructure, there should be an investment in making efficient and prestigious essential public transport as the bus.
Some of the inefficiencies that are point out are the following:

- Lack of accessibility for people with disabilities. - Even though the new cars are adapted, bus lanes, improved bus stops, etc.. The lack of awareness by staff performing infrastructure, the citizen, the transport staff or the police in charged to enforce the compliance with traffic indications in such as cases.
- Inefficiency in the management. - Investments are not efficient as they are not monitored and the quality of service is not checked
- Discredit. - The bus is a service that in many cities it is considers as a residual service, which does not have a clean condition, where the staff is rude or does not comply with the timetable. This is not always resembles reality, but again, there is not any policy within the political powers trying to change this perception.

Justification: So what is proposed from some civic organizations is that before starting with other novel measures, there should be an attempt to relaunch the bus as the vehicle per excellence within the city. This would be achieved through a series of measures such as:

- Make specific lanes for Bus and the police should all times be responsible for its enforcement of existing ones. This would improve the scheduling and efficiency of the bus stops.
- Improve scheduling information, bus stops and routes through electronic panels or updated maps that would give confidence to the user.
- Improve intermodality with other transport
- Improve the transport companies' policies (whether they are publics or contracted) - Encourage among employees behaviour to ensure the satisfaction of the users (specifically those with reduced mobility). Train employees on how to resolve conflicts in the best way and in the efficient use of new adapted vehicles for people with reduced mobility.
- Increase awareness campaign about the importance of carrying children from early age in bus to school, going to the doctor with seniors or attending to sport events. Especially those that avoid congestion of the basic public services.

4 Title: ACCESSIBILITY AT THE WORKPLACE

Description: In a study on mobility at work done by one of the project partners (CCOO), there was evidence that due to the public transport offer and infrastructure position, access it was mandatory by car, in other words, having a car has become a necessity to go to work for these employees from various government administration and complementary services in large cities and large workplaces.
The insufficient supply of public services accessing the cities regularly, motivates this working population to rely on private vehicles to get to their jobs.
With the intention of making a small contribution and advance, raises the following proposals:

- Create a stable body of involvement and agreement consisted by all actors linked to the issue of mobility-related mobility at the workplace
- Develop and implement a mobility plan, aiming to lineaments established by the Spanish state in mobility.
- Encourage the use of public transport: this in an option to improve the intermodality between the bus and the train , by enabling more bus lines at peak times of high demand for workers and equal measure to the train lines on offer. This requires an intervention by the state agency responsible regional mobility issues, projecting an integrated picture at same time that offered ease of use.
- Recovery of the company public transport: implemented one or more bus services company, is one of the measures which most radically reduces the number of private vehicles in circulation. The most common way to make a service like this is to hire coaches from transport operator. This offers advantages and when this coach is not doing private transport tasks, the bus can be incorporated as public transport vehicle regularly.
- The parking management provides space control the streets and general public roads.
- Promote the efficient use of the car: through the mode of car sharing or carpooling is an option that optimizes the use of private vehicles to reduce the number of circulation.
- Propose in collective negotiations the integration of specific clauses that promote good governance measures which will benefit the implementation of the mobility plan.

- Collective bargain could be set as criteria for mobility management the diversity of personal situations, especially for groups with more mobility inequalities: women, immigrants, youngsters with disability. The intention is to encourage the meeting between custom alternative and mobility issues.
- Implement and develop educational campaigns to sensitize employees of the Government of Extremadura, on the efficient use of the means of transport used to travel to the workplace.

Justification: administrations and social organizations through collective worker representatives, employees, entities with territorial an mobility responsibilities and transport operators. Promote and create is an important milestone because it demonstrates that the collective will of transforming mobility patterns. Sustainable mobility is more secure, equitable, healthy, efficient, economic and competitive, but requires communication, dialogue and consensus.

Annex B - Good Practices from a civic point of view

1) IMPLEMENTATION OF THE CAR SHARING IN DENSO'S COMPANY

Title and description of GP

The title of the initiative is: Implementation of carpooling. One company, DENSO, belonging to the automotive sector and with 800 employees, has launched an initiative to reduce the number of cars that come to the workplace. Given the lack of parking space at the workplace and the problems which this caused to employees and to the company, they decided to launch an initiative to reduce the number of cars that came daily to the factory headquarter . To do this, it has been encouraged the car sharing system (green parking). To make use of these places, the car must be occupied by at least two persons who do not reside at the same address.

- **Objectives**

Gradually reduce the number of private cars entering the workplace daily.

- **Who promotes the good practice**

The good practice has been created between the company and the company's union committee, represented by CCOO (Workers Commissions). Among both they reached an agreement and it is being implemented. The company DENSO is a company belonging to the automotive industry, which manufactures components and has 800 employees.

- **The actors involved in the Good Practice**

Those involved in the Good Practice are company workers, who benefit from the incentives that offer the company.

- **Place and time**

The place where the meeting was held this good practice was in the industrial area of Santa Anna Pla Sant Fruitos of Bages, located in the municipal district of Barcelona and it was conducted during 2005

Analysis of the Good Practice

- **Development of the good practice (activities)**

As mentioned above, the problems of space which meant that each worker used its own car, DENSO Company with the CCOO union committee agreed to promote carpooling. First, it was created a number of parking spaces close to the company which they were named green parking area. These spaces closest to the entrance to the workplace were reserved for vehicles used on a shared basis. To be able to use of these places, the car must be occupied by at least two persons who do not reside at the same address.

Also there were an another measure to promote carpooling, semi annual , the company also granted € 50 petrol vouchers to people who have accumulated more green tickets.

The project was launched initially with 15 spaces, a number that has been increasing due to the positive acceptance between employees.

- **The obstacles found**

At first, the strongest obstacle was the lack of acceptance by workers, however gradually the green parking spaces have been expanded and now the initiative is consolidated.

Means used to overcome or remove obstacles

- **Factors that facilitated the process**

The very measures that promoted the use of car sharing ended up facilitating the process, that is, to be able to park near the entrance or on the payroll incentives.

- **The benefits (direct and indirect) of the different actors involved**

For those people who benefited from the measures proposed by this initiative the benefits have resulted in a considerable fuel saving , plus bonuses in the salary for those workers who accumulate more green tickets.

Evaluation

- **Is the good practice reproducible?**

Yes, in any company or organization that has the same problems

- **Is the good practice innovative?**

Not particularly. It is clear, simple, useful, pragmatic and easily applicable.

- **Has the good practice a sustainable development?**

It is perfectly sustainable over time, as long as it is beneficial for workers.

- **Is the good practice measurable?**

Yes, as long as the green parking spaces are occupied or demanded.

2) ' FROM MY SCHOOL TO MY CITY' IN SEGOVIA

- **Title and description of GP**

Title: "From my school to my city." It is an environmental education program, initiated in 1998, which aims to involve children and youngsters in solving environmental problems in Segovia. The foundations of this plan are founded at the schools, but it is a municipal political project involving a significant number of children and educators, with the involvement of the City Hall

- **Objectives**

The principal aim is to involve children and youngsters in solving environmental problems of Segovia.

- **Who promotes the good practice**

The initiative comes from the City Council of Segovia, although other institutions have been joining the project once started.

- **The actors involved in the good practice**

The initiative comes from the city hall of Segovia, from where the Provincial Education is invited to contribute with the idea of putting into practice the program in schools and colleges of the city. Over time the School of Education of Segovia, the National Centre for Environmental Education (Ministry of Environment) and the Ministry of Environment of the Junta de Castilla y Leon have joined. Technicians all these institutions form a working group, the Laboratory of Child Participation, from where organizes and conducts monitoring and evaluation of the annual program, supporting the schools involved.

- **Place and time**

This good practice is carried out in the city of Segovia and its launch was in 1998.

Analysis of Good Practice

- **Development of good practice** (activities)

In the area of citizen participation, over eight years of experience, a stable structure and the habit of collaboration have generated between many schools and in their communities. So far in the program has participated a total of 25 of the 27 primary schools, secondary and kindergarten. Only in the development of one of its initiatives a total of 2,591 students contributed their proposals.

It has been established a working group child / youth, the School Environmental Forum, composed by students who develop program activities and are a qualified representation of boys and girls of Segovia.

The approach of the program is based on a survey that assesses the perception of citizenship on environmental issues that once Segovia bore. From their results and ideas of Francesco Tonucci, contained in its draft the city of the children arises" from my school to my city". The hypothesis that underlies the entire project is "a good city for children is a good city for everyone."

- **The obstacles found**

The main obstacle is the implementation of the measures and the implication required by the City Hall. This resulted in delays and difficulties in the implementation of these measures. These events demonstrated the need for strong local government commitment with this kind of participating projects such

- **Means used to overcome or remove obstacles**

The main obstacle has been overcome with a stronger involvement by the town council in the practical part of the project.

- **Factors that facilitated the process**

Since Segovia's city hall began to have a greater involvement playing an active role in the implementation of the initiative, the project began to have better results.

- **The benefits (direct and indirect) of the different actors involved**

In this case the stakeholders are children. These are the ones who will enjoy the most from the actions that have been launched.

- **The benefits (direct and indirect) for citizens**.

The hypothesis that underlies the entire project is "a good city for children is a good city for everyone." It is therefore obvious that all measures taken have had direct and indirect benefits for citizens.

Evaluation

- **Is the good practice reproducible?**

Good practice is reproducible; however, in this initiative has been very important the collaboration of various actors and agencies, this fact could be a circumstance that would make it difficult to reproduce a similar practice.

- **Is the good practice innovative?**

It is innovative since it has been able to involve children and young people on issues that traditionally adults decide.

- **Does the good practice have any added value?**

The added value is the number of people and institutions that have agreed to work together and in good tune, assuming a specific role to each actor involved in the initiative.

- **Has the good practice a sustainable development?**

Yes it has it as long as the Segovia's city hall is committed to the project.

3) SUSTAINABLE TRANSPORT STRATEGY IN DONOSTIA-SAN SEBASTIAN

Description:

- **Title and description or GP**

Title: Strategy for sustainable transport in Donostia-San Sebastián. After thirty years of strong growth in private motorization, with considerable environmental and town impact , in 1990 began a new combined policy of mobility and urban quality aiming to promote more sustainable transport modes (pedestrian, bicycle and public transport) and the recovery of public space.

With the development of this action, significant parts of pedestrian networks have been implemented, defined in the urban planning with the same level of importance as the road network, to which are added more than 120,000 m2 of public space recovered to the car, it has been built also an important part of the basic network for cycle routes (15 km of the total 40 planned) and the implementation of a network dedicated for public transport over 5 km length.

The actions have not been limited to the central areas of the city but also it has been distributed through all neighbourhoods in order to achieve an improvement in the urban quality in the whole municipality.

- **Objectives**

The objectives of this initiative are:

1. Increase the safety and comfort of pedestrians and cyclists.
2. Decrease of the negative impacts caused by motorized mobility: accidents, atmospheric and acoustic pollution, occupation of the public space, etc..
3. Improvement of public transport supply. Creating a station of intermodal transport.

The results obtained were as follows:

- They have established safe and attractive pedestrian routes.
- It has increased the public space intended to the pedestrian or green areas which previously were destined for circulation or parking
- It has initiated the creation of cycling lane and gradually reintroduced the bicycles as transportation.
- Establishment cycling lanes for public transport, increased network coverage, improved frequency and quality.
- Creating a channel of permanent participation in decision-making in the ambit of mobility with the creation of the Mobility Advisory Council.

Results in figures:

- 120,000 m ^{2} of space public for pedestrian and green areas.
- 1,500 cyclists per day to in some sections and with participation over the 1% in the modal city.
- 65% of the fleetlow-floor buses are accessible to the entire population.
- There is an increase of the number of passengers on buses by 10%.
- **Who promotes the good practice:** Public institutions, civic organization, private companies, other organizations (please specify)

The promoter of the initiative is San Sebastian's city hall and as partners in the initiative there are the Ministry of Development of the Central Government, the Royal Automobile Club Vasco Navarro and *urban cyclists 'Association Kalapie'.*

The process has been driven in a public climate public debate where it could be highlighted the creation of a permanent channel of public participation, the Mobility Advisory Council which was the framework for discussion and the approval of the Civic Mobility Pact in 1999, that is, an agreement signed by the social, institutional and economic mobility concerned agents.

- **Place and time**

This initiative was conducted in the city of San Sebastian, at the beginning of the decade of the 90s.

Analysis of Good Practice

- **Development of good practice (activities)**

In short, the methodology consists on the following parts:

1. Institutional definition of the urban mobility policy.
2. Definition of the objectives about the plan and its habits.

3. Elaboration of the Advance Plan where specific measures, phases and economic investment are materialize.
4. Submission of the Plan to the public debate and participation.
5. Plan approval with the introduction of the changes arising from the public discussion.

- Factors that facilitated the process

The organizations have worked closely together in order to overcome obstacles and inconveniences. This process has been crucial.

The benefits (direct and indirect) of the different actors involved
The benefits (direct and indirect) for citizens

Partners:

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