

Moving in Portugal

DATA AND CIVIC RECOMMENDATIONS



in LOCO

desenvolvimento e cidadania

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>

With the support of the Europe for Citizens Programme of the European Union



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Mobility and transport in Portugal: 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

Index of National Report

Introduction (2 or 3 pages)

This National Report is part of the activities promoted by the European project called “Mobility, a paradigm of European citizenship” The project, started in January 2013, it consists in consulting citizens in 8 Member States on the different challenges represented by the Mobility of people for the future of the EU: transport accessibility, environmental sustainability and citizens/passengers' rights.

Rationale

Mobility is a daily concern for most European citizens and is a paradigm of European citizenship, inasmuch as it embraces many of its aspects (common identity thanks to transnational mobility, European citizens/passengers' rights, etc.). Lastly, the policy on transports and mobility is essential for the development of a sustainable economy.

The project comes from the idea to collect citizens' opinions on Mobility in the EU as a key theme for the future of European citizens and the implementation of the Europe 2020 Strategy.

Citizens are given the opportunity to participate in decision-making and seek possible solutions regarding an issue definitely important for their daily life and the implementation of a sustainable development.

They will be able to formulate recommendations and present them to the EU institutions.

Background

Transnational Mobility is the concrete application of one of the main rights (Free movement of people) guaranteed by the Treaties to EU citizens' since the beginning of the European construction. It is one of the factors which have contributed to the building of a common European identity.

Over the years, the EU has developed a strong policy in this area, which aims at “fostering clean, safe and efficient travel throughout Europe, underpinning the internal market of goods and the right of citizens to travel freely throughout the EU” (see website of DG for Mobility and Transport).

Mobility is a major challenge for the development of a sustainable economy, which is one of the 3 primary objectives of the Europe 2020 Strategy. Reducing greenhouse gas emissions by 20% does actually entail the development of a new mobility strategy, promoting transport modalities with a low impact on the environment.

Finally, public transports are a key question for many European citizens, who use them daily to reach their workplace and/or to carry out their other activities. They are thus interested in the development of accessible and efficient public transports, respectful of passengers' and users' rights. This is the reason why civic activism is especially developed in this field through informal groups (such as commuters groups) or more structured and permanent organisations (e.g. Public transport users associations, Consumer associations, etc.).

To sum up, the European consultation proposed in the present project focuses on Mobility because it is:

- a common concern for most European citizens;
- a field in which the EU has a large competence and influence capacity;
- a policy which has to evolve to contribute more and more to the development of a sustainable economy;
- A paradigm of European citizenship, inasmuch as it embraces many of its aspects (common identity, European citizens' rights, etc.).

Objectives

The main objectives of the project are thus the following:

informing citizens and raising their awareness on the EU policies and initiatives on Mobility; contributing to bridge the gap between EU citizens and Institutions, providing the European Parliament and the Commission with information on the actual expectations of citizens in this area; giving the opportunity to 2.560 citizens from 8 countries to concretely participate in the EU policy making, promoting direct dialogue between them and European Institutions; enhancing citizens' interest in civic participation and their capacity to analyse critical situations, identify solutions and formulate policy recommendations.

Consultations:

The consultations will be structured in two phases: first level consultation of at least 2.000 common citizens travelling on public transports, selected in a random way, in 8 countries and a second level consultation of 640 people (citizens, members or volunteers of local associations,...):

during the first phase, every partner organisation will draft a questionnaire which will be used to interview people travelling on public transports (on trains, buses, plane, etc.), - which means an average of 320 per country.

During the second phase, based on the results of the first phase, the partners will organize four 1-day consultation meetings for 20 people each in every participating country, focused on the main problems and recommendations which emerged from the first-step consultations. This will structure and diversify the consultation target, involve local citizenship organizations as well as ensure the dissemination of the project.

The final recommendations will be presented to competent authorities in each country and to the EU institutions in occasion of the final event in Brussels.

Partnership:

The project is coordinated by Cittadinanzattiva onlus-Active Citizenship Network (Italy - IT) and takes advantage of the collaboration of the following Partners:

- A.N.P.C.P.P.S.România / National Association for Consumers' Protection and Promotion of programs and strategies (Romania - RO)
- Vartotojų teisių gynimo centras / Association Consumer Rights Protection Center (Lithuania - LT)
- Index Foundation (Bulgaria - BG)
- Associação In Loco / In Loco Association (Portugal - PT)
- Spoločnosť ochrany spotrebiteľov S.O.S. / Society of Consumer Protection (Slovakia - SK)
- Centra potrošača Srbije / Consumer's Center of Serbia - CEPS (Serbia - SRB)
- Fundación Ciudadanía / Citizenship Foundation (Spain – ES)

Funding programme: Europe for Citizens Programme. Action 1 – Active Citizens for Europe – Measure 2.1 – Citizens' projects

Call: http://eacea.ec.europa.eu/citizenship/funding/2012/index_en.php

Project duration: from January to December 2013

IN LOCO

In Loco Association is a non-profit organization created in 1988 in order to support and consolidate local development initiatives and to promote active citizenship. It has a direct

impact on the rural inland of the Algarve region, on the South of Portugal and it also operates, through training and consulting activities, in different parts of the country and abroad. Concurrently, it has been increasing its participation in cooperation projects aiming at sustainable development and participatory democracy in European and Mediterranean countries and on Portuguese-speaking countries of Africa.

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Chapter 1 - Project Methodology

In particular, refer to:

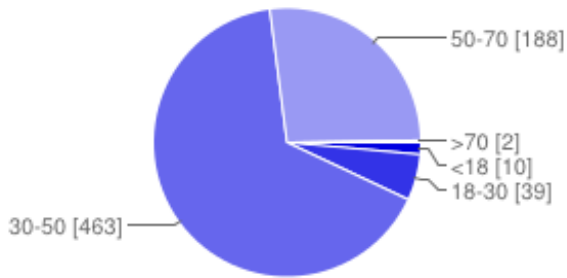
- **The "Civic Information" Approach:** This report has no statistical value but provides a picture in the field of mobility and transport through data collected by citizens and civic organizations at National level. The methodology is inspired by the method of civic information, defined as the capacity 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.
- **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). The structure of the "common section" of the questionnaire is divided into 7 sections, each dedicated to a specific field: registry and preliminary information, travel and daily routine, long-distance travel in your own country and abroad, problems and inefficiency in your travels, perhaps not everyone knows that ... , proposals and more.

Since the questionnaire is already comprehensive, there is no specific section for Portugal-

- **The sources of information:** According the information gathered by the “Section A” of the questionnaire “PRELIMINARY DATA AND INFORMATION”, please to draft information related:

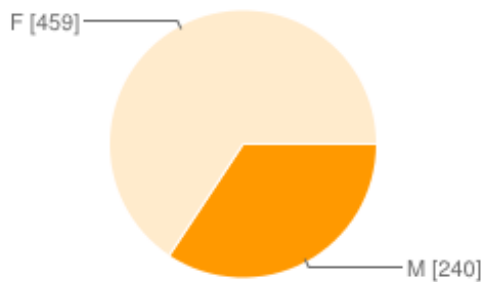
N = 705

○ Age



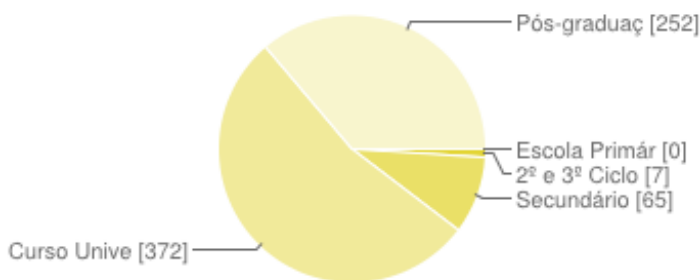
<18	10	1
18-	39	6
30-	463	66
50-	188	27
>70	2	0

○ Gender



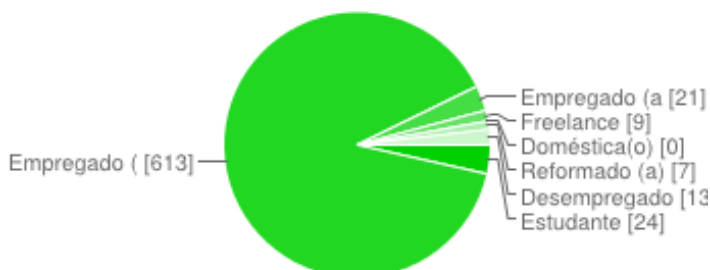
M	240	34
F	459	66

○ Qualification



University degree	372	53%
Post-Grad; Master; Phd and post Doc	252	36%
Secondary education	65	9%
2nd and 3rd cycles	7	1%
Elementary school	0	0%

○ Occupation



Employed	613	89%
Student	24	3%
Self-employed	21	3%
Unemployed	13	2%
Freelancer	9	1%
Retired	7	1%
Household occupation	0	0%

Chapter 2 - Dissemination Strategy and geographical impact

In particular:

- indicate if you have involved the local offices of your association, other associations, if have been signed agreements. If so, indicate the name and number of associations, number and city of your local branches, number of agreements signed, number and locations of local meetings of awareness and training.
- indicate how widespread was the questionnaire: with trained personnel (by the project, several people were trained in each Country), electronically with newsletter, online database, website and social media, media partnerships, etc.

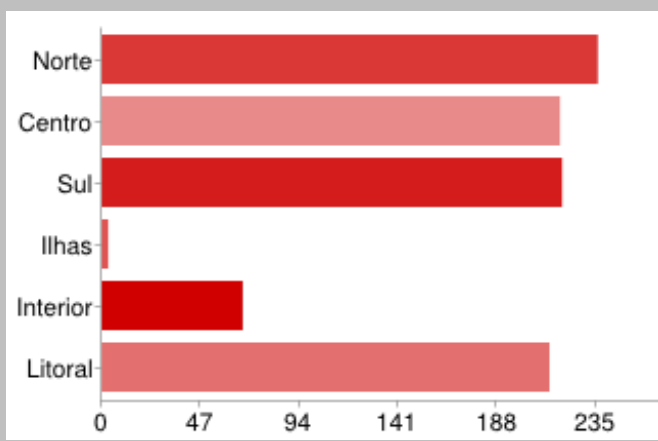
A project summary was sent to all of 308 Portuguese municipalities, regional and national public authorities, social networks, national and regional networks were In Loco participates and all main organizations operating on the field of transports and citizens mobility. Along with the project's presentation, it was sent a PDF questionnaire and a link to a national site with all information about the Mobility project was available in Portuguese [<https://sites.google.com/a/in-loco.pt/mobility>]. On the web site an on-line questionnaire could be filled and submitted. To assure a fast fulfilment and national wide geographical distribution of citizen's participations, the questionnaire was available on-line until the end of July 2013.

705 answers were submitted by the web page. No paper forms were received.

All major cities were represented and it was achieved a very good regional distribution.

- **Geographical impact:** According the information gathered by the “Section A” of the questionnaire "PRELIMINARY DATA AND INFORMATION", please to draft information related:
 - Area in which interviews live (North/ Centre/ South/ Islands) and where the interviews live: City - Town center/ Near the city center/ In the periphery of the city/ Outside of the urban area - rural area;

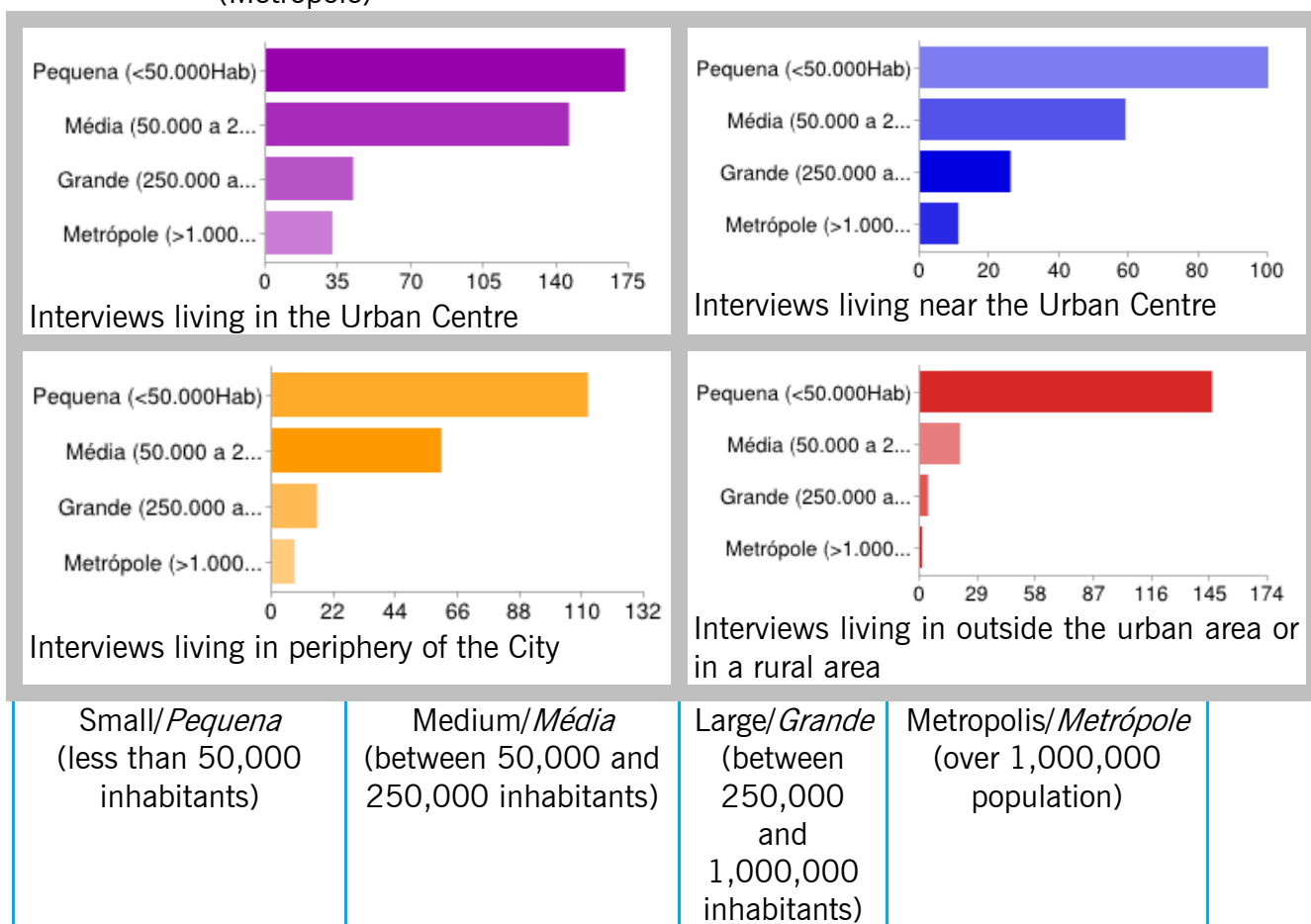
Interviews



North	236	25
Center /	218	23
South / <i>Sul</i>	219	23
Islands / <i>Ilhas</i>	3	0
Inland /	67	7
Seaside	213	22



- Size of City - Small (Pequena)/ Medium (Média)/ Large (Grande)/ Metropolis (Metrópole)



- Name of Cities where interviews came from

- | | | | | |
|--------------------|------------------|---------------------|-------------------|--------------------|
| - Abrantes | - Cascais | - Lamego | - Parede | - São Brás de |
| - Albufeira | - Castelo branco | - Leiria | - Penafiel | Alportel |
| - Alfândega da fé | - Cinfães | - Lisboa | - Peso da régua | - São roque |
| - Aljezur | - Coimbra | - Loulé | - Pinhal novo | - Seixal |
| - Almada | - Costa da | - Loures | - Portimão | - SeYesbra |
| - Almancil | Caparica | - Lousã | - Porto | - Setúbal |
| - Alvaiázere | - Elvas | - Mafra | - Póvoa de varzim | - Silves |
| - Amadora | - Entroncamento | - Maia | - Quarteira | - Sines |
| - Aveiro | - Ermesinde | - Matosinhos | - Queluz | - Sintra |
| - Azambuja | - Estoi | - Mirandela | - Rio tinto | - Tavira |
| - Barcelos | - Fafe | - Mortágua | - S. João da | - Torres novas |
| - Beja | - Faro | - Odivelas | madeira | - Venda do |
| - Braga | - Funchal | - Oeiras | - S. Mamede de | pinheiro |
| - Bragança | - Fundão | - Olhão | infesta | - Vendas novas |
| - Caldas da rainha | - Gondomar | - Oliveira de | - Santa maria da | - Vestiaria |
| - Cantanhede | - Guarda | azeméis | feira | - Viana do castelo |
| - Carcavelos | - Guimarães | - Paços de ferreira | - Santarém | - Vila do conde |
| - Cartaxo | - Lagos | - Palmela | - Santo tirso | |

- Vila nova de
Famalicão

- Vila nova de
gaia

- Vila real
- Viseu

Chapter 3 - The mobility in the Country (2 or 3 pages)

In particular, refer to:

- Elements of context and official data at national level in terms of mobility and transport
- Major innovations introduced recently by the Government
- Comments of the Association on the situation of transport and mobility in your Country

As a result of the harsh public expenditure and fiscal consolidation policies in Portugal, which have dominated the national development strategy in the last three years, national programs of encouragement of less dependent-on-oil Mobility and Transports have slowed down its implementation. A similar situation is noticed in the policies of improving the quality of services provided to citizens, as in

The National Strategic Plan for Transport clearly points to a fundamental objective : to reduce the burden of public transport , or alienating progressively eliminating all material components or organizational effectiveness and lower profitability.

Although strongly limited by financial limits to public spending and loans, Portuguese municipalities have come to play an increasingly relevant role in sustainable mobility and public transportation. There is however still much to be done, as was demonstrated in Mobility's questionnaire .

Over 40 Municipalities have started their Municipal Sustainable Mobility Strategies and have gone thru the SMP Phases:

- Diagnostic (<http://sniamb.apambiente.pt/mobilidade/documentos/planos/diagnostico/>)
- Objectifs (<http://sniamb.apambiente.pt/mobilidade/documentos/planos/objectivos/>)
- Action-plan proposals (<http://sniamb.apambiente.pt/mobilidade/documentos/planos/propostas/>)
- Sustainable Mobility Plan

A smaller number of municipalities are actually undertaking concrete measures but there are already some good practices, encouraged perhaps by the growing fuel prices and by a emergent awareness of common citizens for the issues of accessibility to transport, environmental sustainability and rights of citizens / passenger s...

...

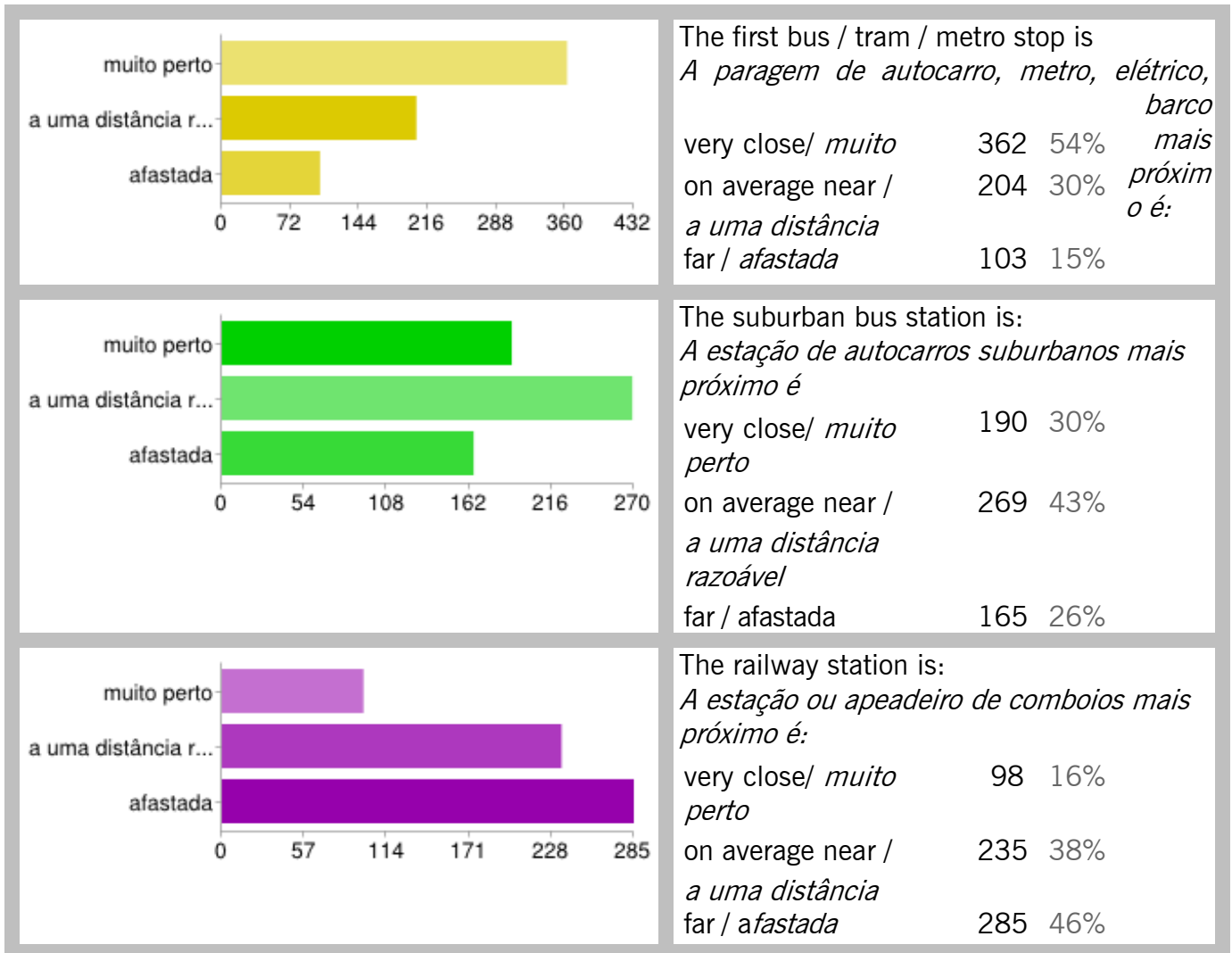
Exemplos

At a higher level, The "Sustainable Mobility Project - Good Practice Handbook for a Sustainable Mobility" was awarded an honorable mention in 1. ° Good Practice Forum of the Ministry of Environment and Spatial Planning (MAOT), which took place on March 4, 2011 (<http://sniamb.apambiente.pt/mobilidade/>)

Chapter 4 - Data collected

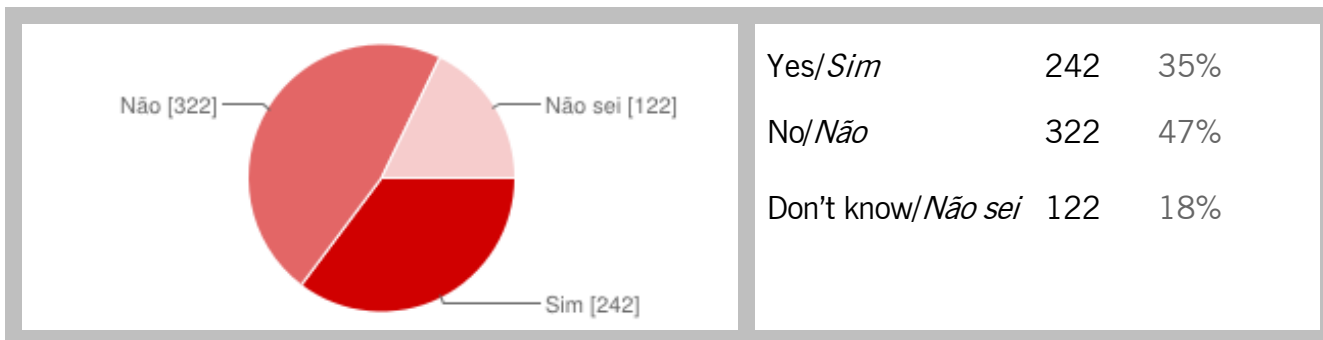
- By means of graphs / tables, report data regarding others element of context (Section A):

○ “A.7 How is connected the area you live through public transportation?”

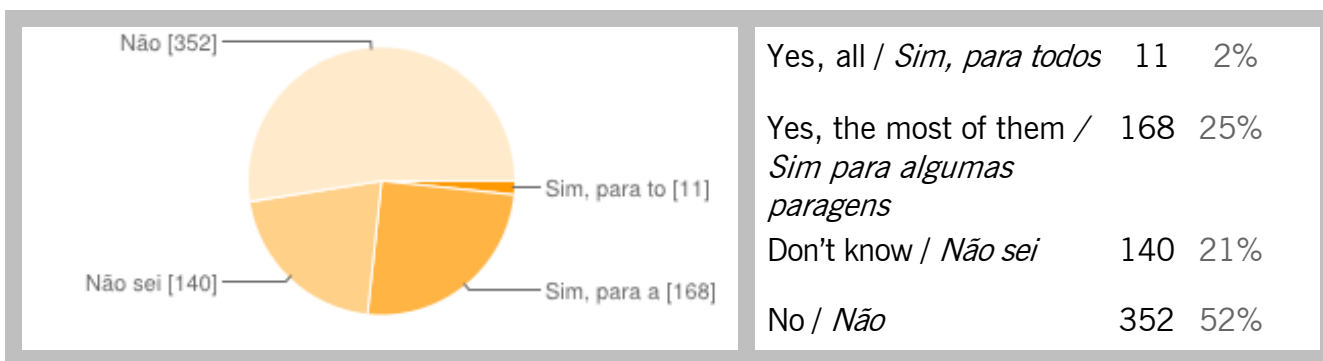


The taxi rank is:

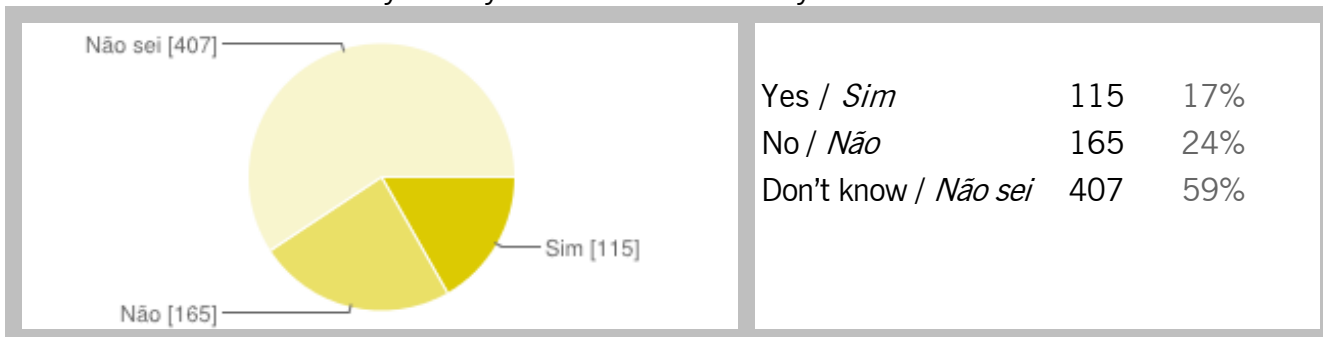
- “A.8 In your city, are being used vehicles of public transport with alternative power supply (eg electricity, natural gas, etc ...) compared to traditional fuels?”
-



- 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)?”

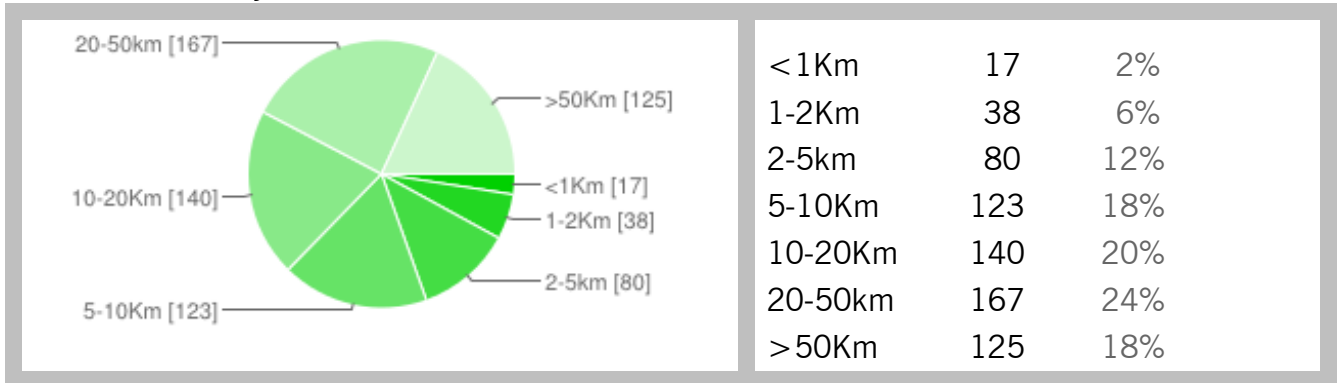


- “A.10 Does your city has an Urban Mobility Plan?”

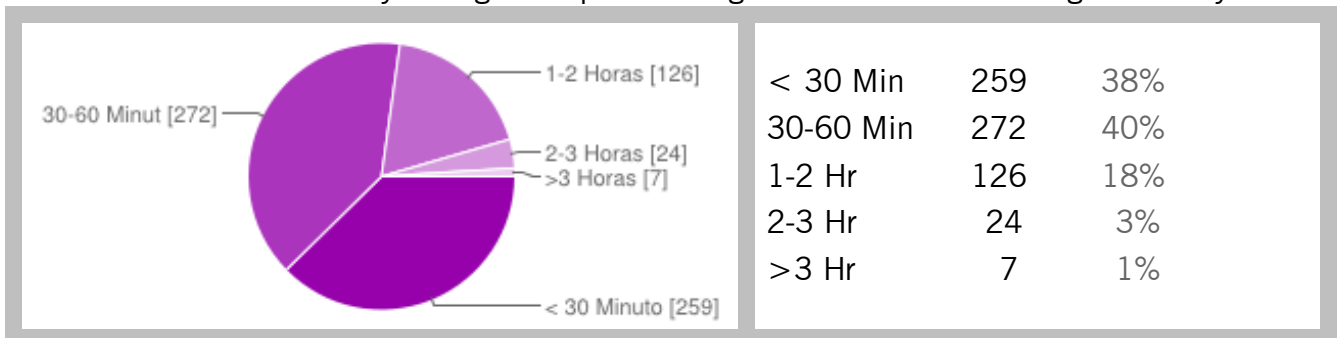


- By means of graphs / tables, report data regarding REGULAR AND DAILY MOVEMENTS (Section B):

- “B.1 For your travel routine, how many Km you totally walk (A / R) during the day?”

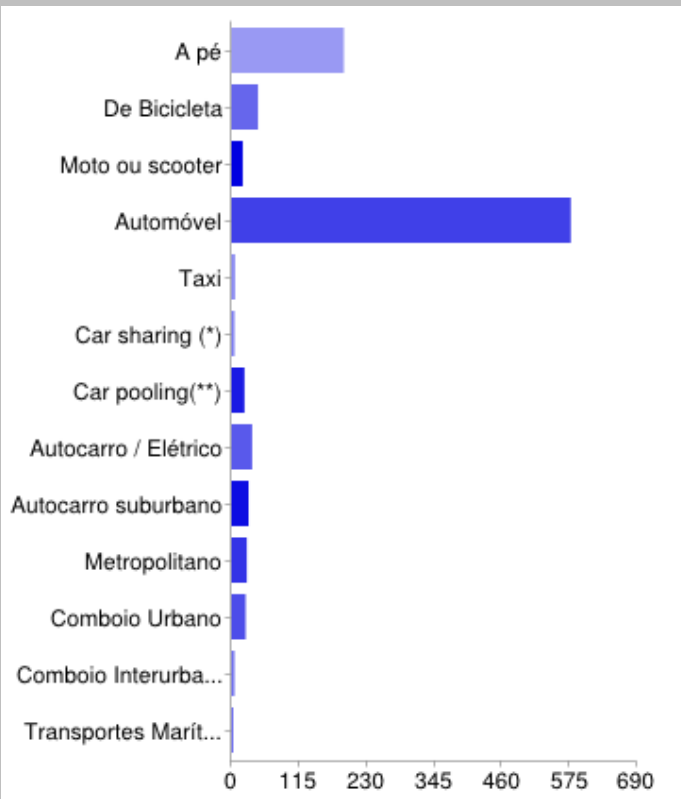


- “B.1.1 For your regular trips how long it takes overall in average each day?”



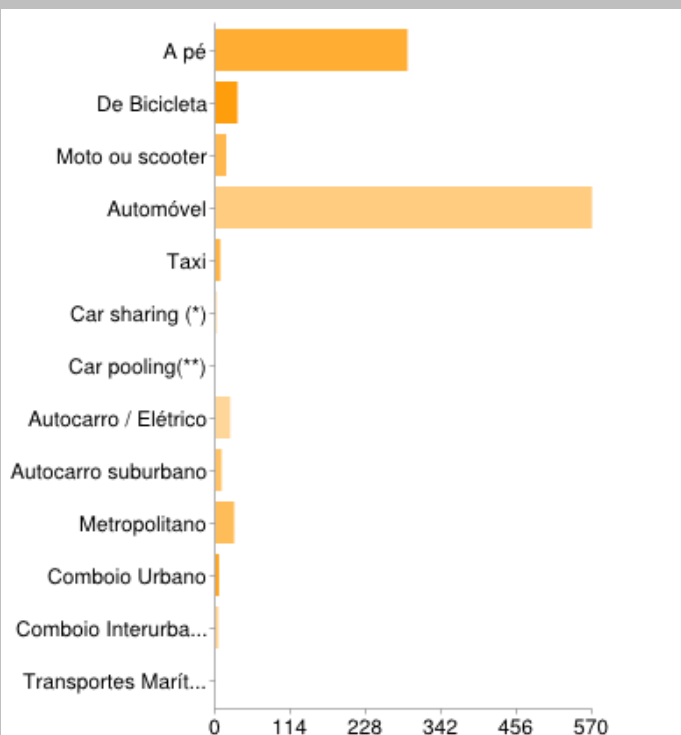
- “B.2 Which vehicle you use for your regular / daily trips?”

B.2.1. Systematic trips (home - work / study)



By foot / <i>A pé</i>	191	19%
By bike / <i>De Bicicleta</i>	45	5%
Morotcycle/scooter / <i>Moto ou scooter</i>	19	2%
Car / <i>Automóvel</i>	577	59%
Taxi	6	1%
Car sharing (*)	5	1%
Car pooling(**)	22	2%
Urban tram/bus / <i>Autocarro / Elétrico</i>	35	4%
Suburban bus / <i>Autocarro suburbano</i>	29	3%
Subway / <i>Metropolitano</i>	26	3%
Local train / <i>Comboio Urbano</i>	24	2%
Long distance train / <i>Comboio Interurbano ou</i>	5	1%
Fluvial mean/ship (eg. Ferry)***/ <i>Transportes Marítimos ou Fluviais</i>	2	0%

B.2.2. Fees / charges / family commitments



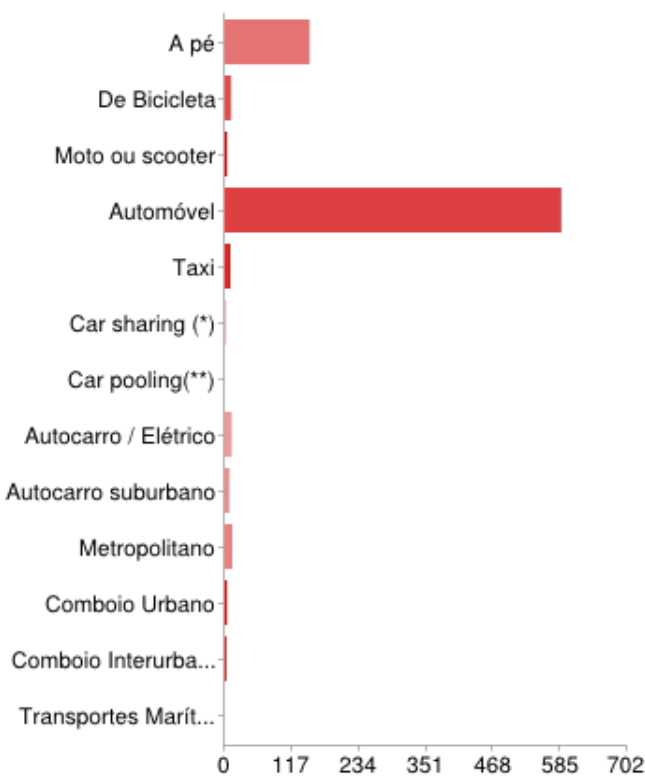
By foot / <i>A pé</i>	290	29%
By bike / <i>De Bicicleta</i>	33	3%
Morotcycle/scooter / <i>Moto ou scooter</i>	16	2%
Car / <i>Automóvel</i>	569	58%
Taxi	7	1%
Car sharing (*)	1	0%
Car pooling(**)	0	0%
Urban tram/bus / <i>Autocarro / Elétrico</i>	22	2%
Suburban bus / <i>Autocarro suburbano</i>	9	1%
Subway / <i>Metropolitano</i>	28	3%
Local train / <i>Comboio Urbano</i>	5	1%
Long distance train / <i>Comboio Interurbano ou</i>	4	0%

regional

Fluvial mean/ship (eg. Ferry)***/ *Tansportes Marítimos ou Fluviais*

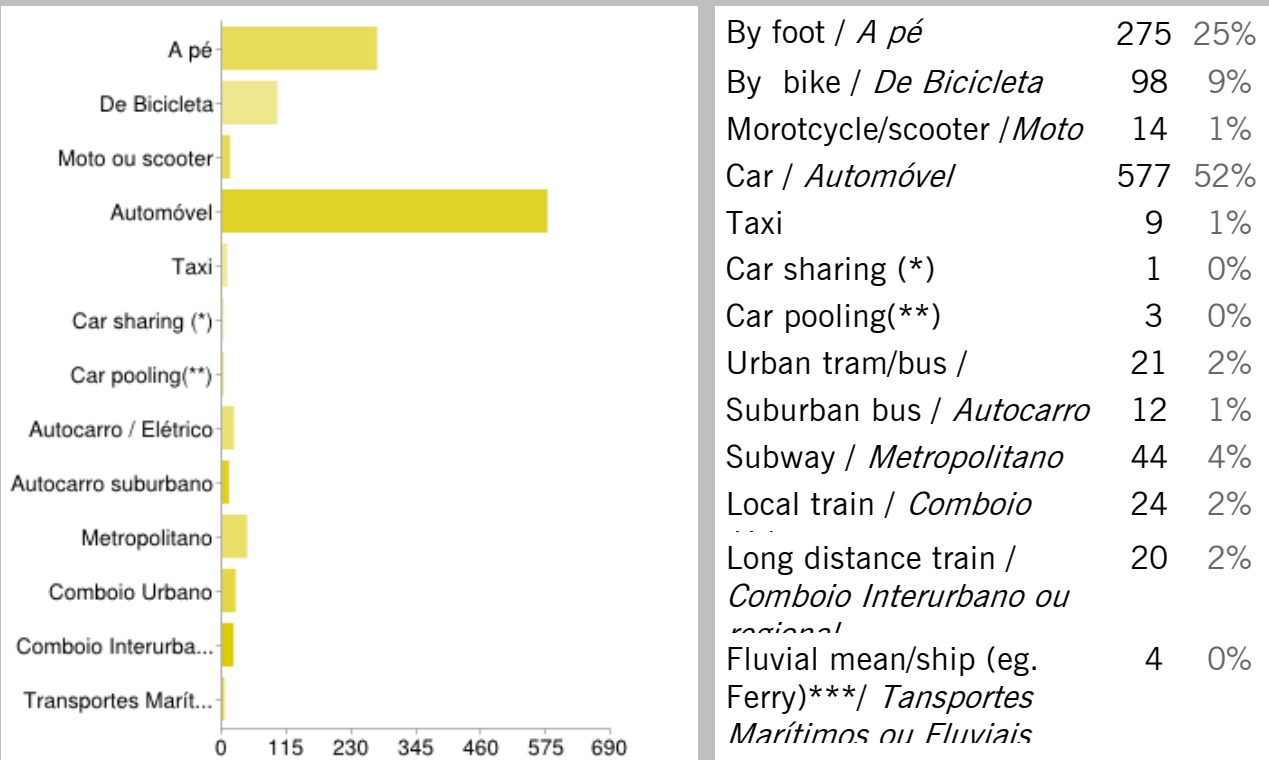
0 0%

B.2.3. Accompany family members (eg, children to school parents to ambulatory care, etc.).



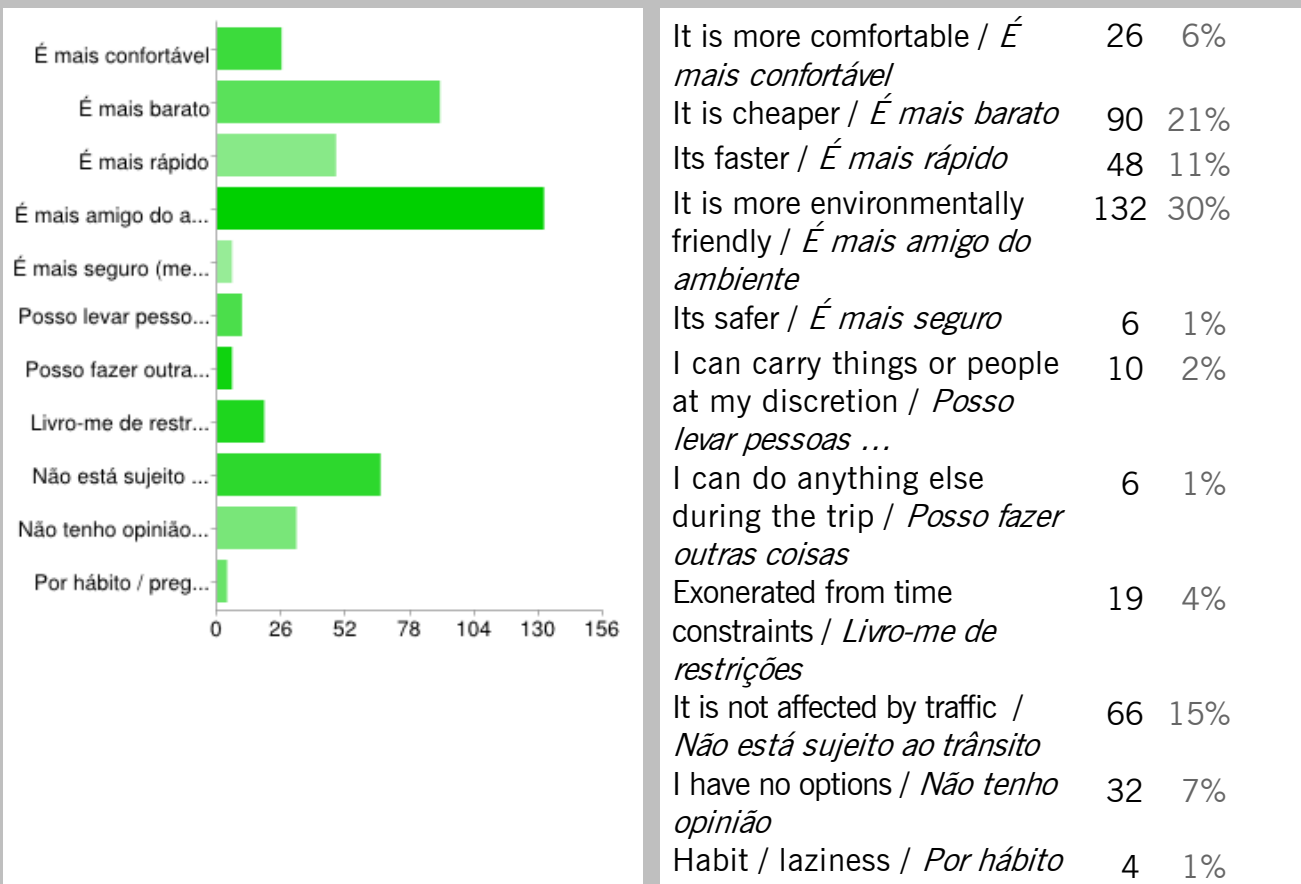
Transport Mode	Count	Percentage
By foot / <i>A pé</i>	148	18%
By bike / <i>De Bicicleta</i>	11	1%
Morotcycle/scooter / <i>Moto ou</i>	4	0%
Car / <i>Automóvel</i>	587	73%
Taxi	10	1%
Car sharing (*)	1	0%
Car pooling(**)	0	0%
Urban tram/bus / <i>Autocarro</i>	12	1%
Suburban bus / <i>Autocarro</i>	8	1%
Subway / <i>Metropolitano</i>	13	2%
Local train / <i>Comboio</i>	4	0%
Long distance train /	3	0%
Fluvial mean/ship (eg.	0	0%

B.2.3. Entertainment / spare time (eg, cinema, sport, etc.).

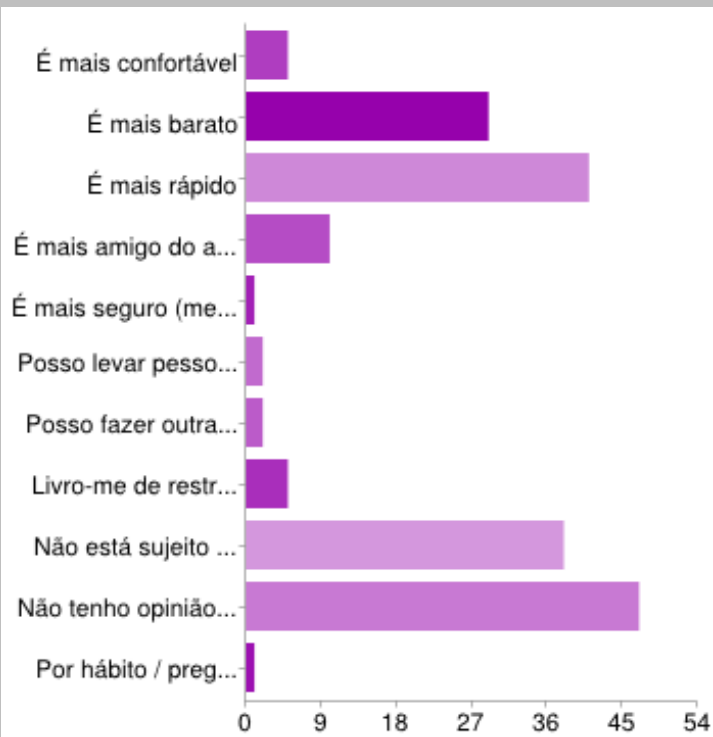


o “B.3 Why you use these vehicles?”

B.3.1. Bike

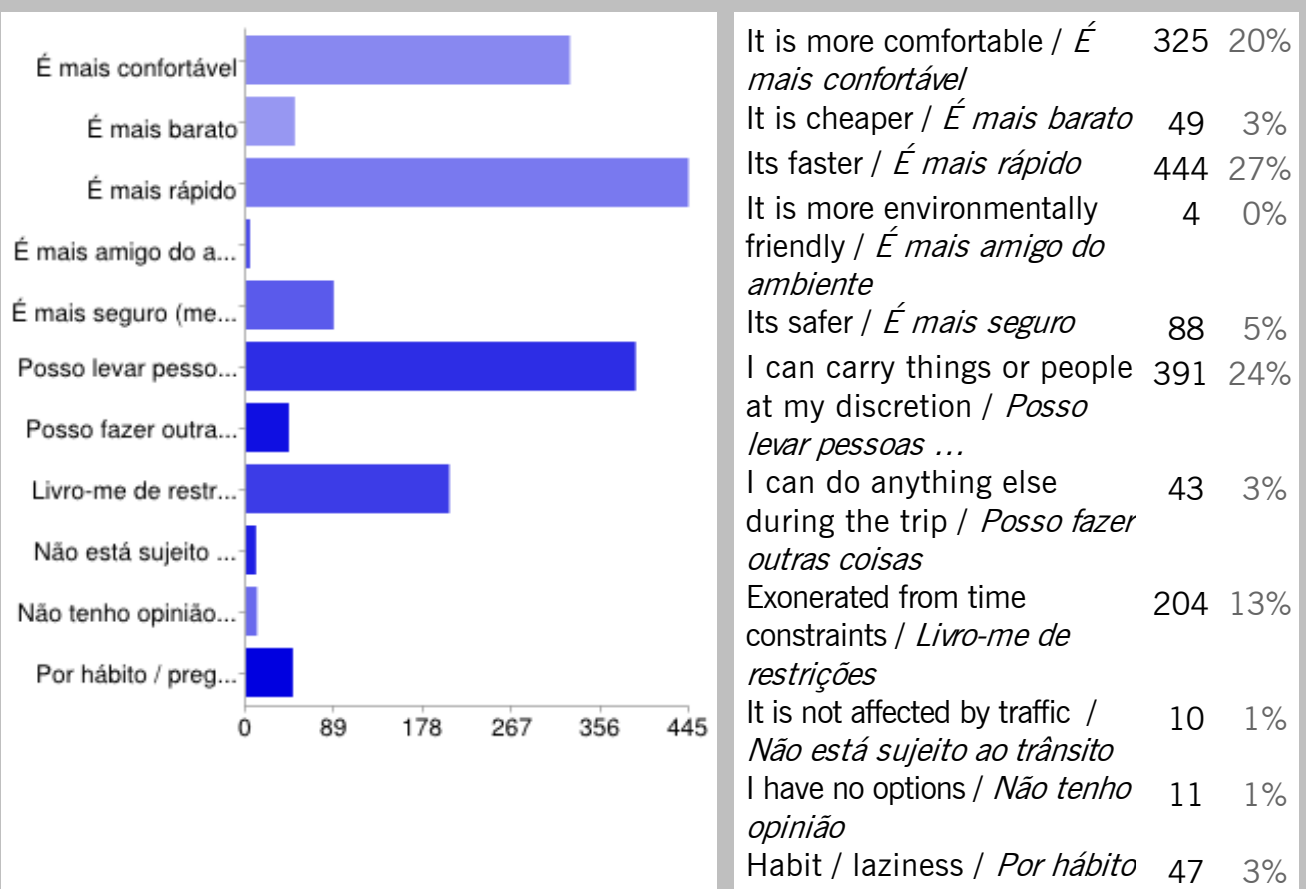


B.3.2. Moto ou scooter

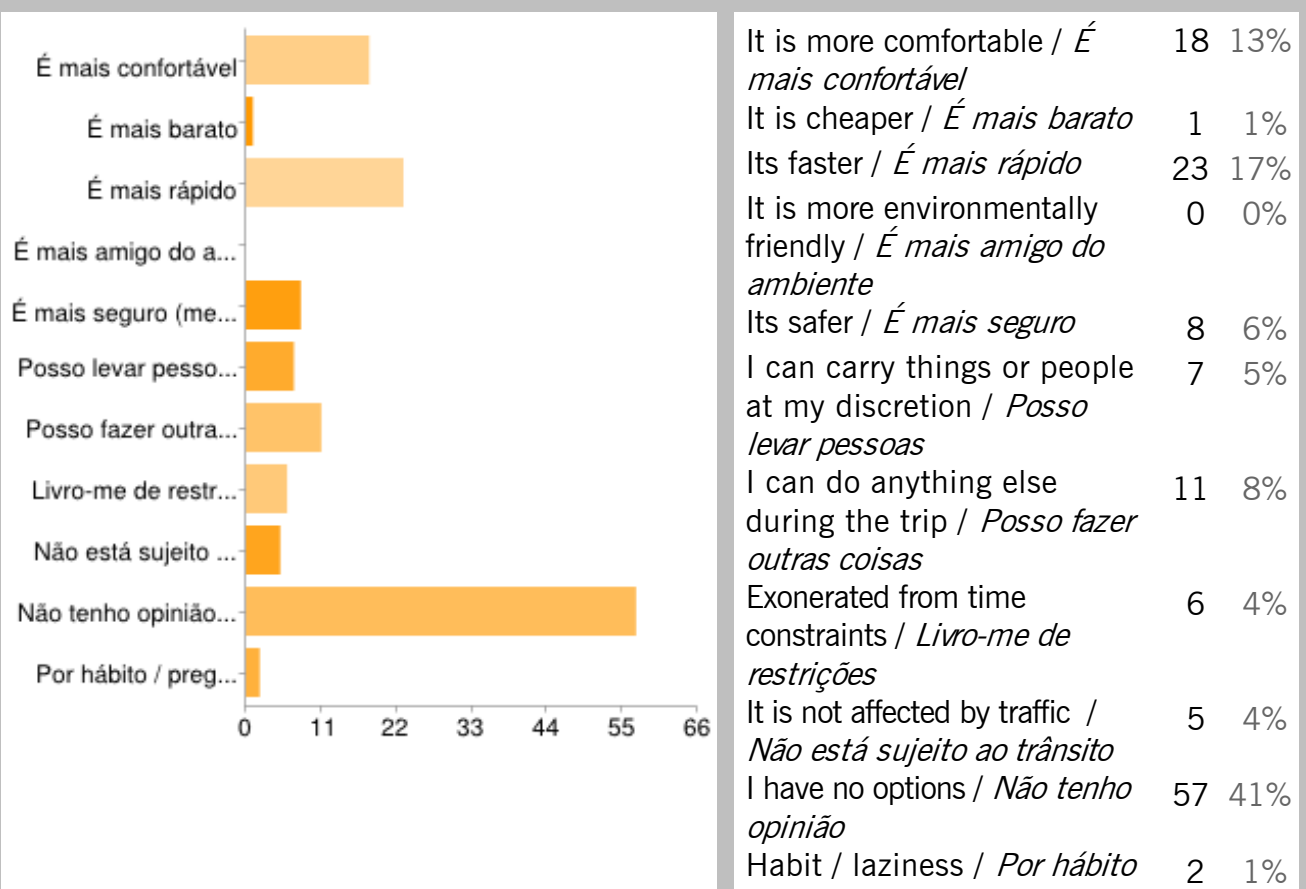


It is more comfortable / <i>É mais confortável</i>	5	3%
It is cheaper / <i>É mais barato</i>	29	16%
Its faster / <i>É mais rápido</i>	41	23%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	10	6%
Its safer / <i>É mais seguro</i>	1	1%
I can carry things or people at my discretion / <i>Posso levar pessoas ...</i>	2	1%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	2	1%
Exonerated from time constraints / <i>Livro-me de restrições</i>	5	3%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	38	21%
I have no options / <i>Não tenho opinião</i>	47	26%
Habit / laziness / <i>Por hábito</i>	1	1%

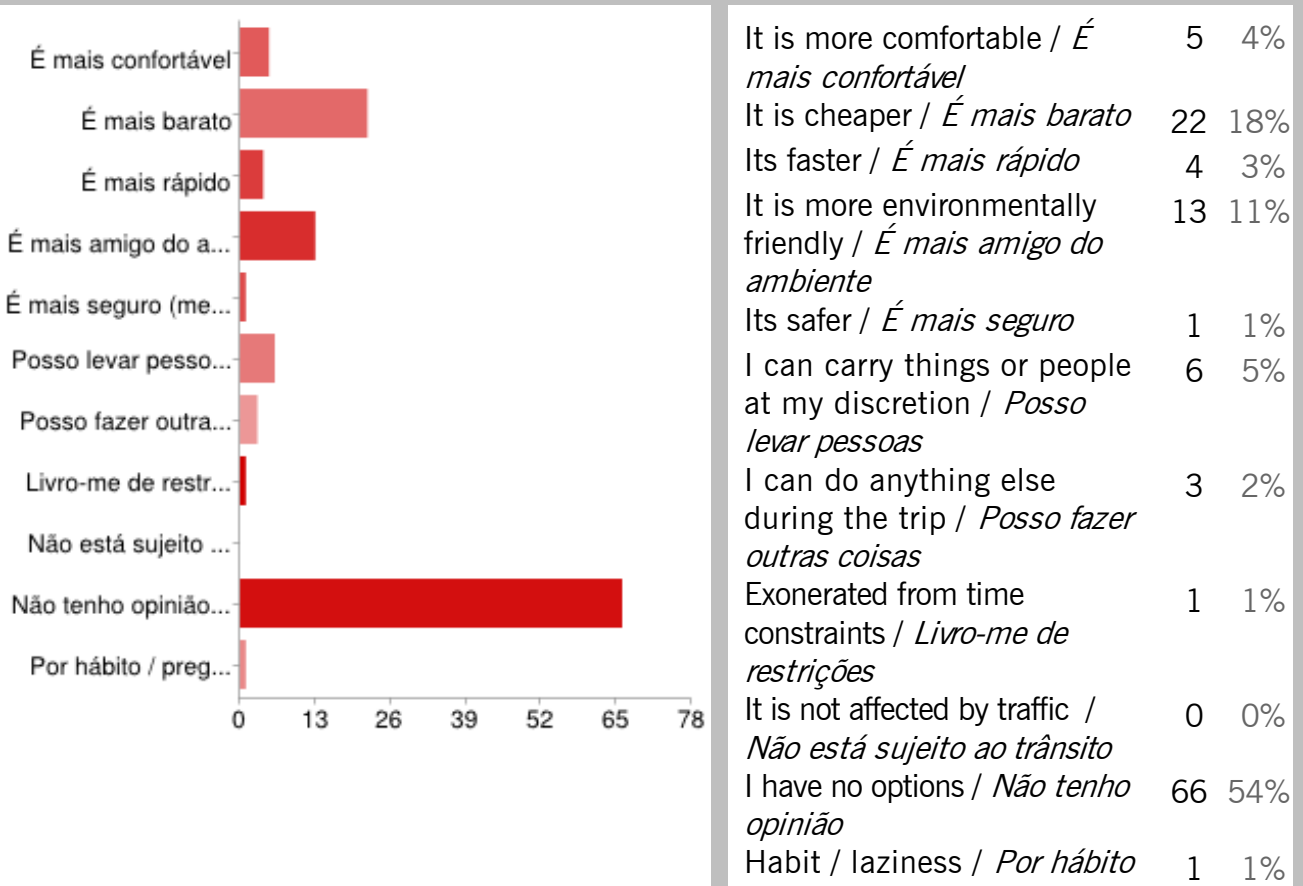
B.3.3. Car



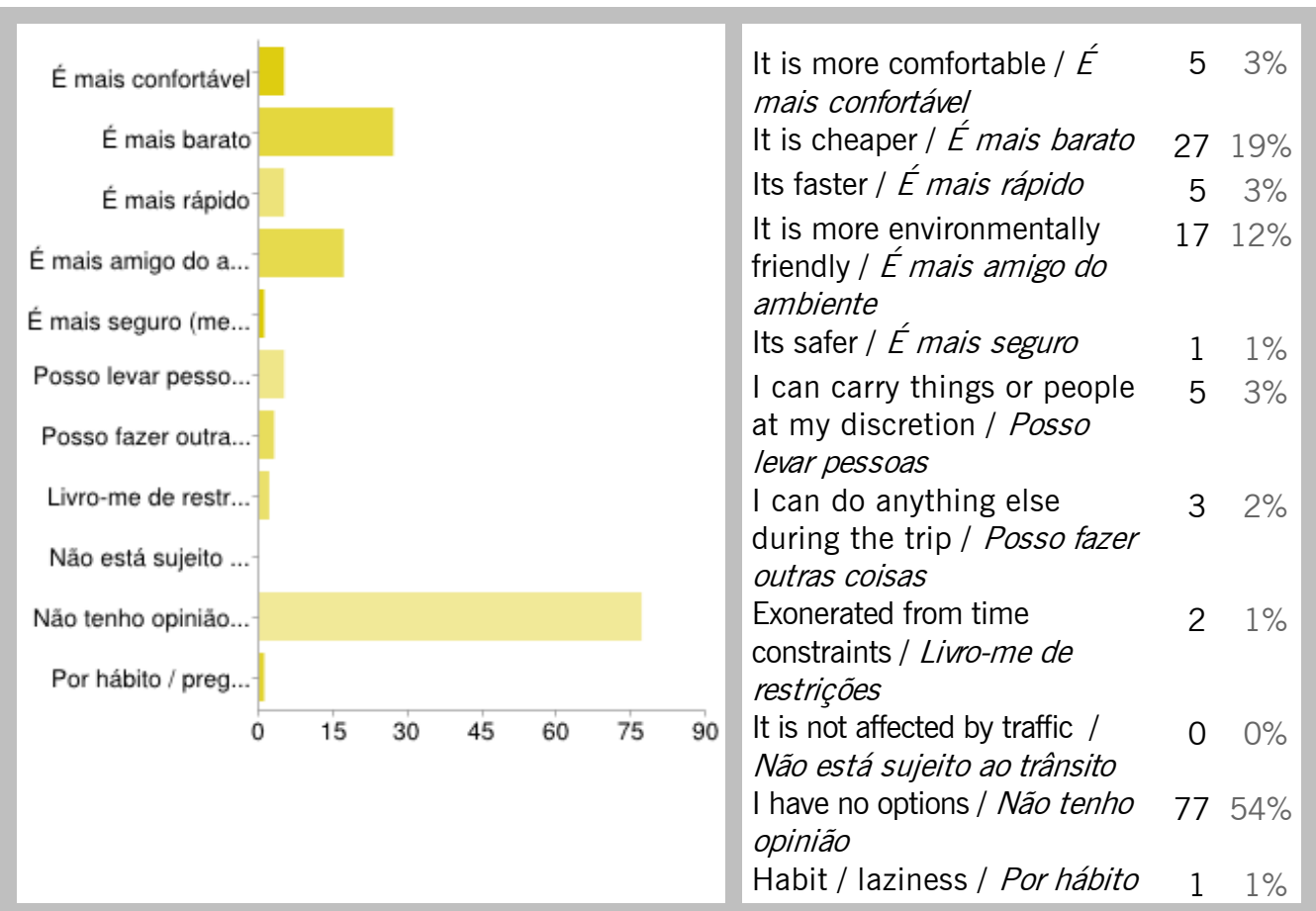
B.3.4. Taxi



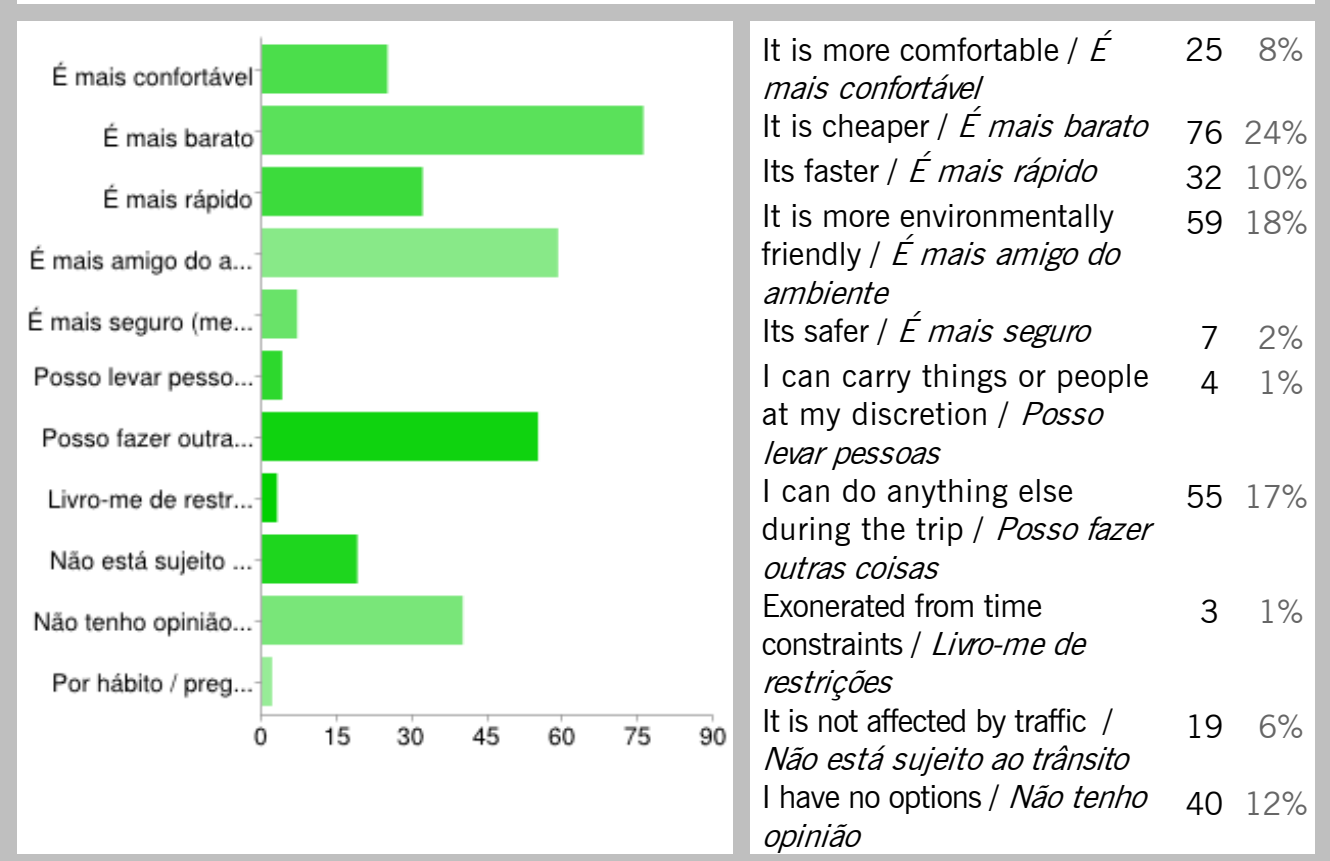
B.3.5. Car Sharing



B.3.6. Car Pooling

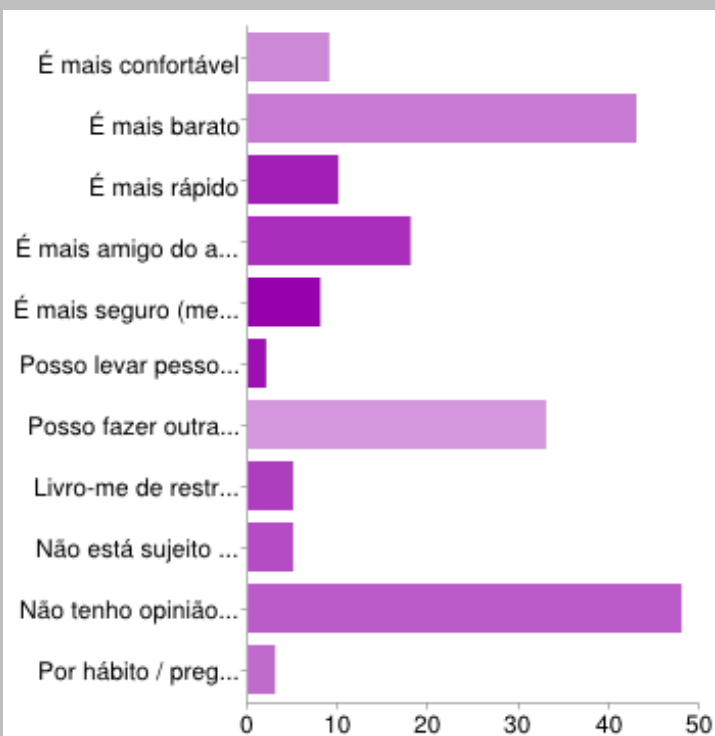


B.3.7. Urban tram/bus



Habit / laziness / *Por hábito* 2 1%

B.3.8. Suburban Bus



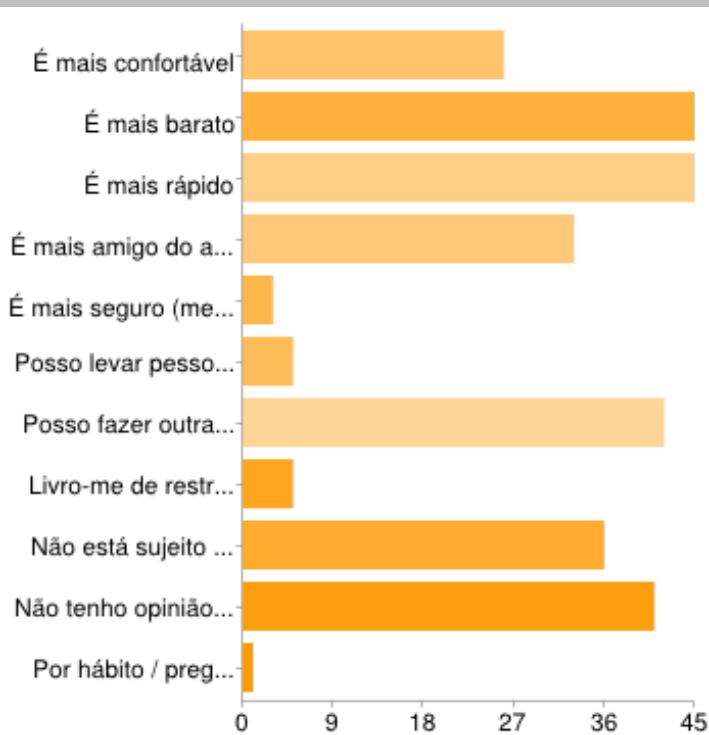
It is more comfortable / <i>É mais confortável</i>	9	5%
It is cheaper / <i>É mais barato</i>	43	23%
Its faster / <i>É mais rápido</i>	10	5%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	18	10%
Its safer / <i>É mais seguro</i>	8	4%
I can carry things or people at my discretion / <i>Posso levar pessoas</i>	2	1%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	33	18%
Exonerated from time constraints / <i>Livro-me de restrições</i>	5	3%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	5	3%
I have no options / <i>Não tenho opinião</i>	48	26%
Habit / laziness / <i>Por hábito</i>	3	2%

B.3.9. Subway



It is more comfortable / <i>É mais confortável</i>	41	11%
It is cheaper / <i>É mais barato</i>	53	14%
Its faster / <i>É mais rápido</i>	89	24%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	43	12%
Its safer / <i>É mais seguro</i>	7	2%
I can carry things or people at my discretion / <i>Posso levar pessoas</i>	4	1%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	38	10%
Exonerated from time constraints / <i>Livro-me de restrições</i>	5	1%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	51	14%
I have no options / <i>Não tenho opinião</i>	36	10%
Habit / laziness / <i>Por hábito</i>	1	0%

B.3.10. Local Train



It is more comfortable / <i>É mais confortável</i>	26	9%
It is cheaper / <i>É mais barato</i>	45	16%
Its faster / <i>É mais rápido</i>	45	16%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	33	12%
Its safer / <i>É mais seguro</i>	3	1%
I can carry things or people at my discretion / <i>Posso levar pessoas</i>	5	2%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	42	15%
Exonerated from time constraints / <i>Livro-me de restrições</i>	5	2%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	36	13%
I have no options / <i>Não tenho opinião</i>	41	15%
Habit / laziness / <i>Por hábito</i>	1	0%

B.3.11. Long distance train



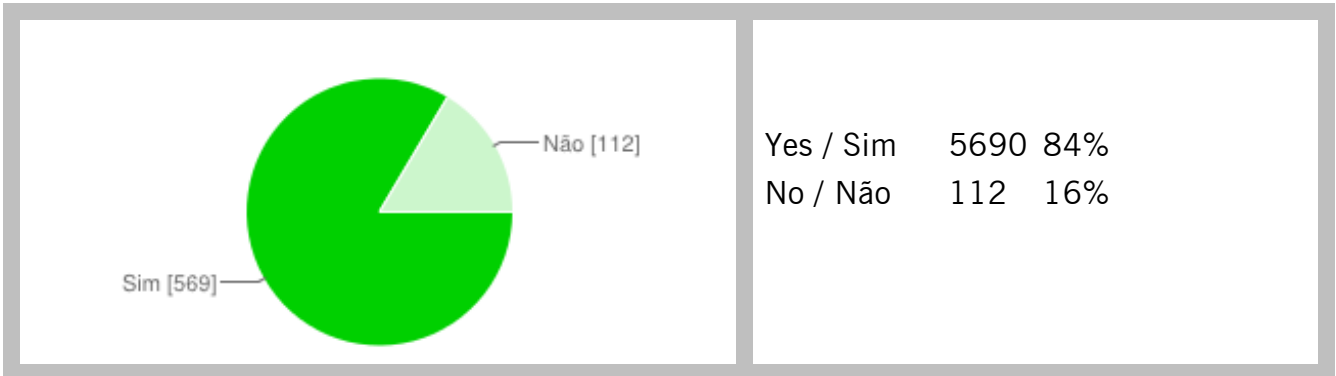
It is more comfortable / <i>É mais confortável</i>	32	12%
It is cheaper / <i>É mais barato</i>	37	14%
Its faster / <i>É mais rápido</i>	42	16%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	25	9%
Its safer / <i>É mais seguro</i>	7	3%
I can carry things or people at my discretion / <i>Posso levar pessoas</i>	6	2%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	39	15%
Exonerated from time constraints / <i>Livro-me de restrições</i>	2	1%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	29	11%
I have no options / <i>Não tenho opinião</i>	47	18%
Habit / laziness / <i>Por hábito</i>	0	0%

B.3.12. Fluvial mean/ship

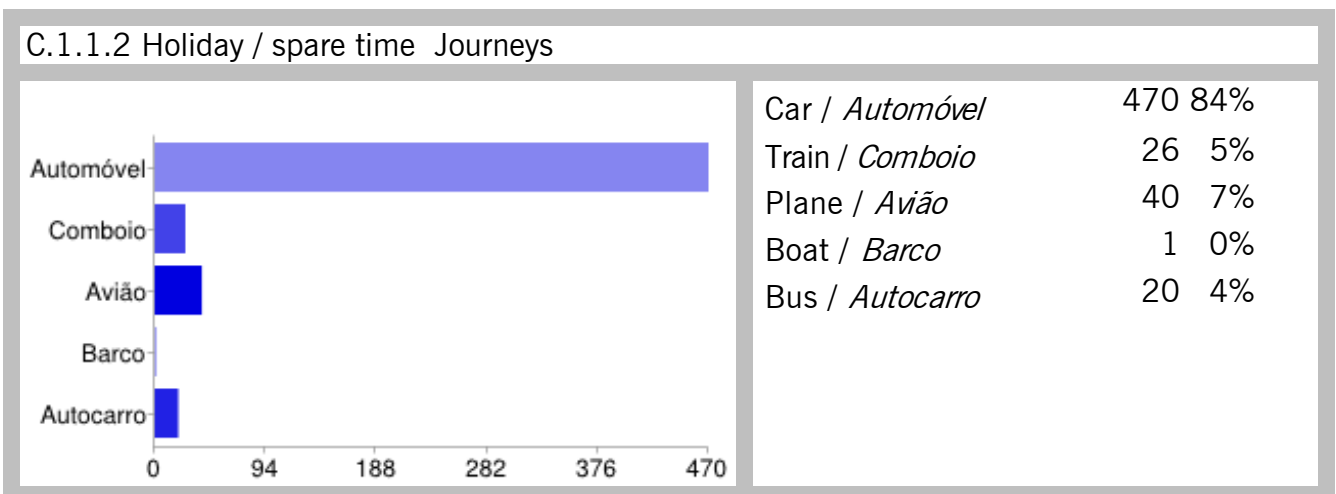
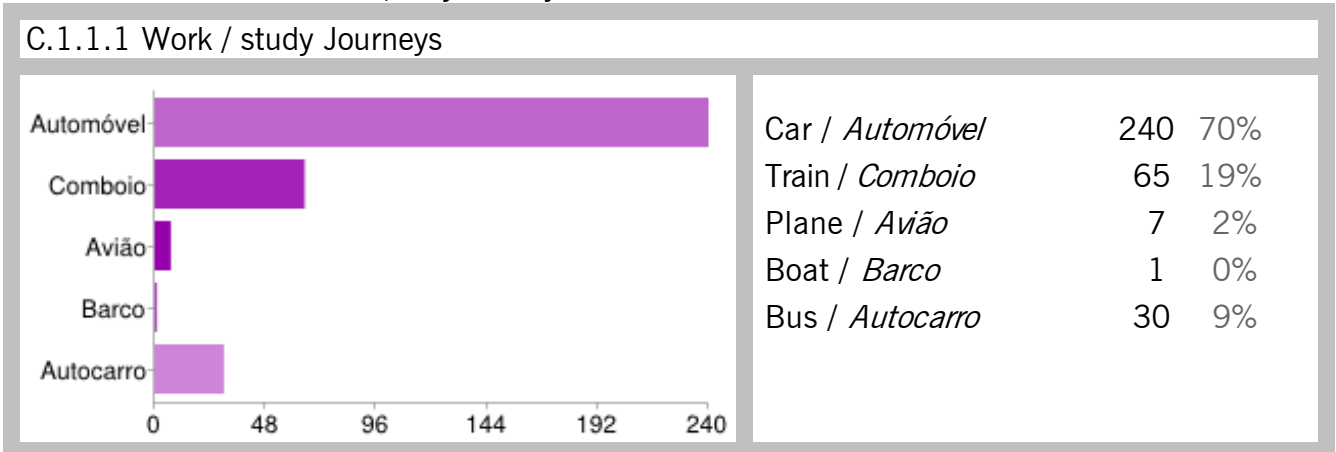


It is more comfortable / <i>É mais confortável</i>	7	5%
It is cheaper / <i>É mais barato</i>	12	9%
Its faster / <i>É mais rápido</i>	8	6%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	6	5%
Its safer / <i>É mais seguro</i>	2	2%
I can carry things or people at my discretion / <i>Posso levar pessoas</i>	1	1%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	11	8%
Exonerated from time constraints / <i>Livro-me de restrições</i>	2	2%
It is not affected by traffic / <i>Não está sujeito ao trânsito</i>	12	9%
I have no options / <i>Não tenho opinião</i>	70	53%
Habit / laziness / <i>Por hábito</i>	0	0%

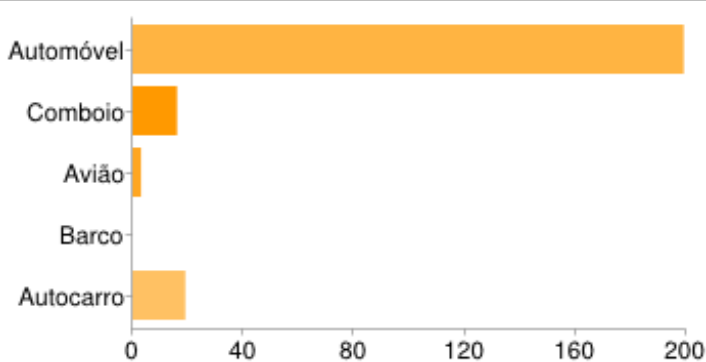
- By means of graphs / tables, report data regarding LONG DISTANCE JOURNEYS IN YOUR COUNTRY AND ABROAD (Section C):
 - “C.1 Throughout the year do you usually move within your country for long distances (> 250 km)?”



- “C.1.1 If so, why and by what vehicle?”

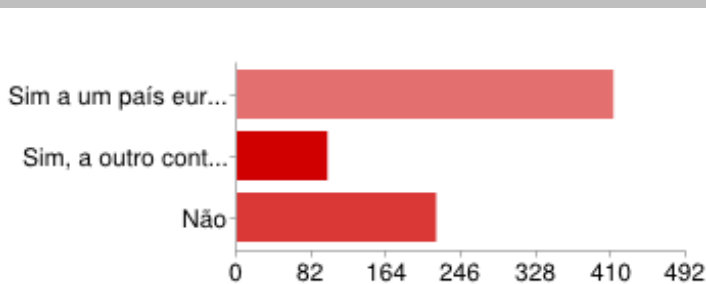


C.1.1.3 health Journeys



Car / <i>Automóvel</i>	199	84%
Train / <i>Comboio</i>	16	7%
Plane / <i>Avião</i>	3	1%
Boat / <i>Barco</i>	0	0%
Bus / <i>Autocarro</i>	19	8%

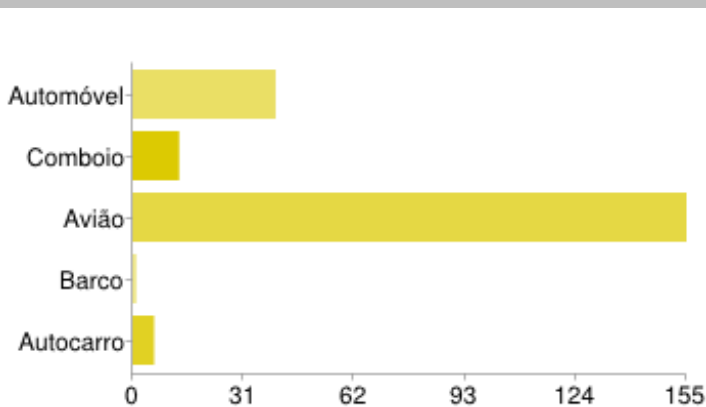
o “C.2 During the past two years did you made at least “one trip abroad?”



Yes, in a European Country / <i>Sim a um país</i>	412	57%
Yes, in another continent / <i>Sim a outro continente</i>	99	14%
No / <i>Não</i>	218	30%

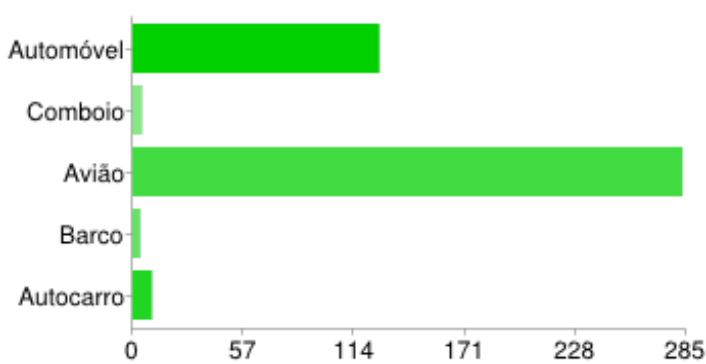
o “C.2.1 If so, why and by what vehicle?”

C.2.1.1 Work / study Journeys



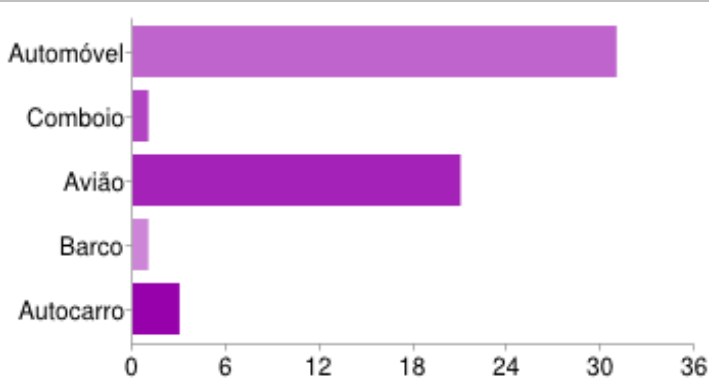
Car / <i>Automóvel</i>	40	19%
Train / <i>Comboio</i>	13	6%
Plane / <i>Avião</i>	155	72%
Boat / <i>Barco</i>	1	0%
Bus / <i>Autocarro</i>	6	3%

C.2.1.2. Holiday / spare time Journeys



Car / <i>Automóvel</i>	127	30%
Train / <i>Comboio</i>	5	1%
Plane / <i>Avião</i>	283	66%
Boat / <i>Barco</i>	4	1%
Bus / <i>Autocarro</i>	10	2%

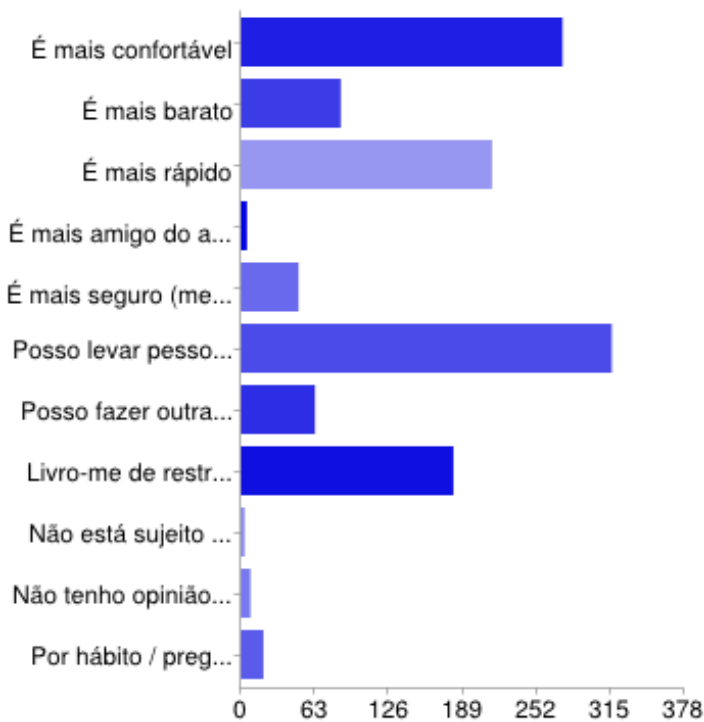
C.2.1.3. health Journeys



Car / <i>Automóvel</i>	31	54%
Train / <i>Comboio</i>	1	2%
Plane / <i>Avião</i>	21	37%
Boat / <i>Barco</i>	1	2%
Bus / <i>Autocarro</i>	3	5%

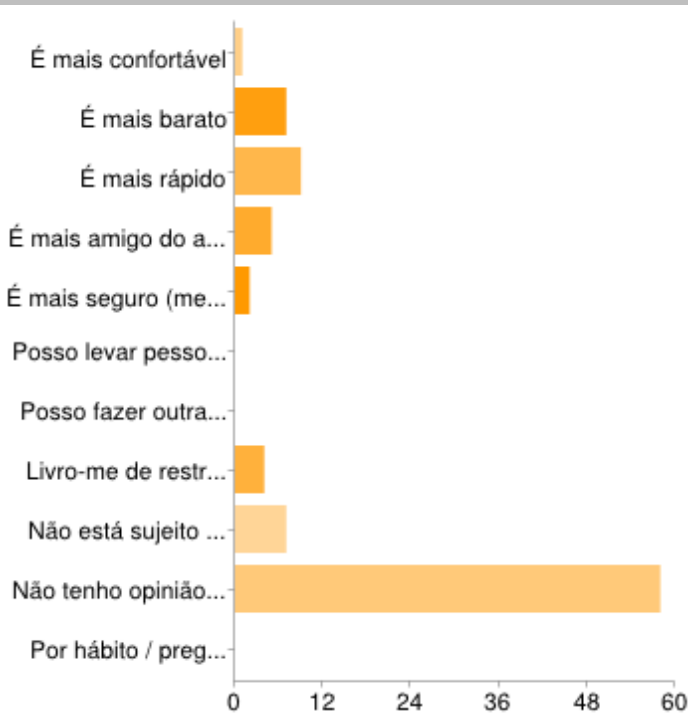
- “C.3 To travel within your own country or abroad, why did you prefer the vehicle that you indicated?”

C.3.1. Car / Automóvel



It is more comfortable / <i>É mais confortável</i>	274	23%
It is cheaper / <i>É mais barato</i>	85	7%
It is faster / <i>É mais rápido</i>	214	18%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	5	0%
It is safer / <i>É mais seguro</i>	49	4%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	316	26%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	63	5%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	181	15%
It is not affected by traffic / <i>Não está sujeito ao tráfego</i>	3	0%
I have no options / <i>Não tenho opinião formada</i>	8	1%
Habit / laziness / <i>Por hábito / preguiça</i>	19	2%

C.3.2. Moto / Scooter



It is more comfortable / <i>É mais confortável</i>	1	1%
It is cheaper / <i>É mais barato</i>	7	8%
It is faster / <i>É mais rápido</i>	9	10%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	5	5%
It is safer / <i>É mais seguro</i>	2	2%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	0	0%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	0	0%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	4	4%
It is not affected by traffic / <i>Não está sujeito aos problemas de tráfego</i>	7	8%
I have no options / <i>Não tenho opinião</i>	58	62%
Habit / laziness / <i>Por hábito / preguiça</i>	0	0%

C.3.3. Train / Comboio



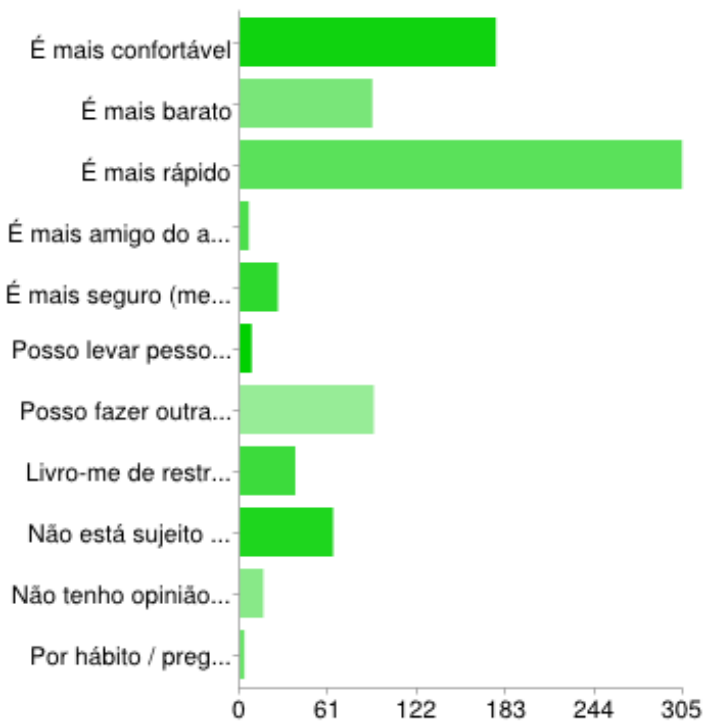
It is more comfortable / <i>É mais confortável</i>	78	18%
It is cheaper / <i>É mais barato</i>	67	16%
It is faster / <i>É mais rápido</i>	41	9%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	60	14%
It is safer / <i>É mais seguro</i>	15	3%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	12	3%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	75	17%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	3	1%
It is not affected by traffic / <i>Não está sujeito ao tráfego</i>	53	12%
I have no options / <i>Não tenho opinião formada</i>	28	6%
Habit / laziness / <i>Por hábito / preguiça</i>	0	0%

C.3.4. Bus / Autocarro



It is more comfortable / <i>É mais confortável</i>	20	9%
It is cheaper / <i>É mais barato</i>	59	27%
It is faster / <i>É mais rápido</i>	12	6%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	21	10%
It is safer / <i>É mais seguro</i>	11	5%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	6	3%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	39	18%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	5	2%
It is not affected by traffic / <i>Não está sujeito ao tráfego</i>	4	2%
I have no options / <i>Não tenho opinião formada</i>	37	17%
Habit / laziness / <i>Por hábito / preguiça</i>	1	0%

C.3.5. Plane / Avião



It is more comfortable / <i>É mais confortável</i>	176	21%
It is cheaper / <i>É mais barato</i>	91	11%
It is faster / <i>É mais rápido</i>	304	37%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	6	1%
It is safer / <i>É mais seguro</i>	26	3%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	8	1%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	92	11%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	38	5%
It is not affected by traffic / <i>Não está sujeito ao tráfego</i>	64	8%
I have no options / <i>Não tenho opinião formada</i>	16	2%
Habit / laziness / <i>Por hábito / preguiça</i>	3	0%

C.3.6. Boat -Ferry / Transporte Fluvial / Marítimo



It is more comfortable / <i>É mais confortável</i>	4	4%
It is cheaper / <i>É mais barato</i>	10	9%
It is faster / <i>É mais rápido</i>	6	6%
It is more environmentally friendly / <i>É mais amigo do ambiente</i>	5	5%
It is safer / <i>É mais seguro</i>	1	1%
I can carry things or people at my discretion / <i>Posso levar pessoas ou coisas à minha vontade</i>	2	2%
I can do anything else during the trip / <i>Posso fazer outras coisas</i>	12	11%
Exonerated from time constraints / <i>Livro-me de restrições de tempo</i>	1	1%
It is not affected by traffic / <i>Não está sujeito ao tráfego</i>	7	7%
I have no options / <i>Não tenho opinião formada</i>	58	55%
Habit / laziness / <i>Por hábito / preguiça</i>	0	0%

- By means of graphs / tables, report data regarding “comment on specific questions in the questionnaire”, if so (Section G-other)

Note: Please, if you can, cross the data collected in the questionnaires to report the following additional information:

SECTION A

- Question “A.6. City you live in: (exPlane City and Region)”, indicate also: 1) the number of cities involved; 2) n. of questionnaires filled by city / province / region;
- Question “A.6.1” should be divide into “a” (I live in: the location in the city - center / periphery, etc..) and “b” (City size: small / medium, etc.). Then, “a” and “b” will be crossed with any questions from A.7 to A.11;

Two examples:

- *citizens who lives in a small/medium/big city and the connection with the bus stop/the train station, etc...(we cross “A.6.1 b” and “A.7”);*
- *citizens who lives in the center/periphery/etc.. and the presence of public transport means with an alternative power supply (we cross “A.6.1 a and A.8”); etc.*

SECTION B

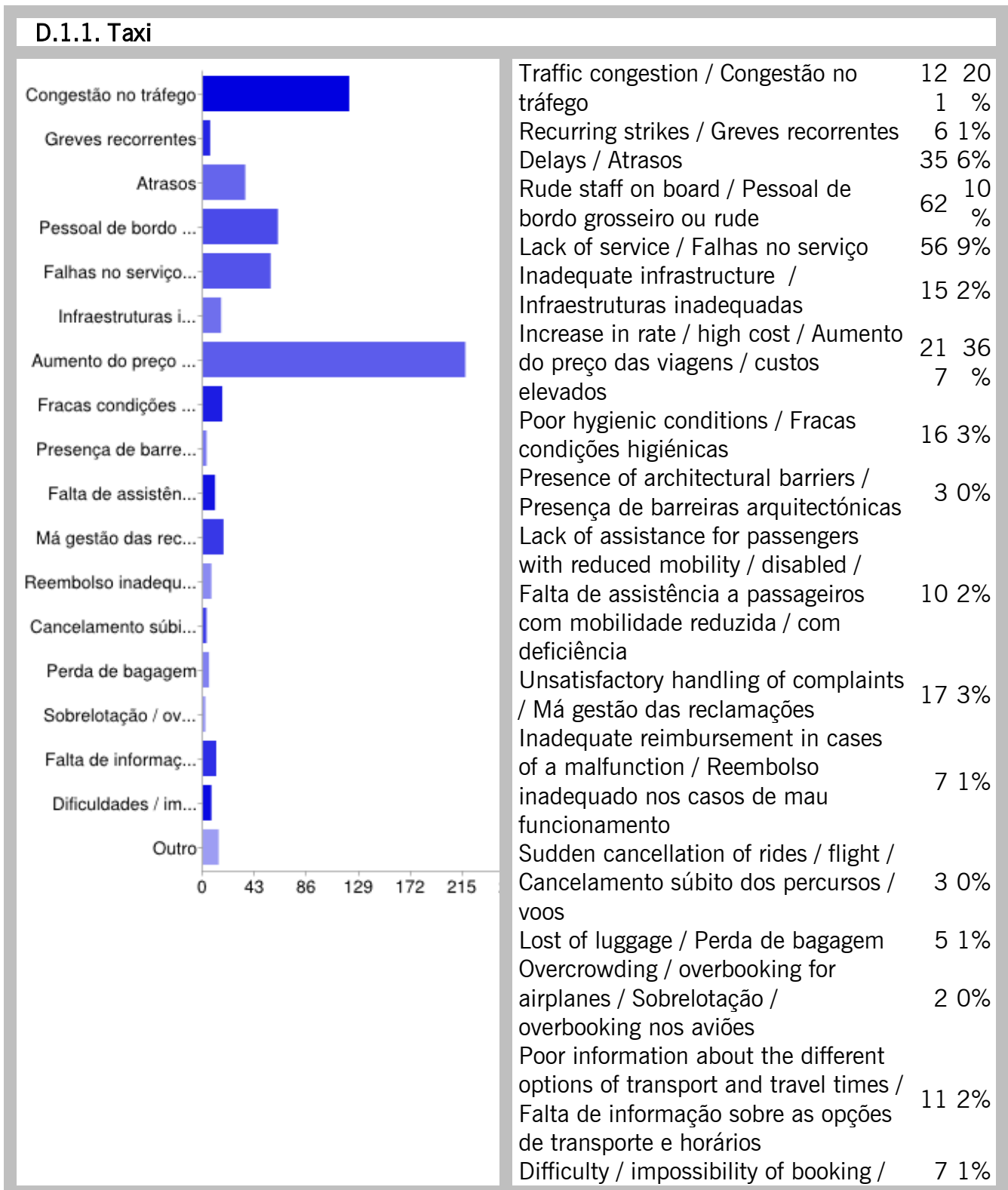
- Question “B1” to cross with question “B.1.1” to bring out any problems;
The rationale is that if to travel from 2 to 10 km per day uses more than one hour, probably there is a problem!
- Question “B1” to cross with question “A.6 a” and “A.6 b”.
Crossing this data we can put in relationship how many miles we travel (B.1) with the size of the city (A.6.1 b) and the area where you live (A.6.1 a).

SECTION C

- With reference to question C.1.1. ask also the vehicle of transport most used, for whatever reason
- With reference to question C.2.1. ask also the vehicle of transport most used, for whatever reason

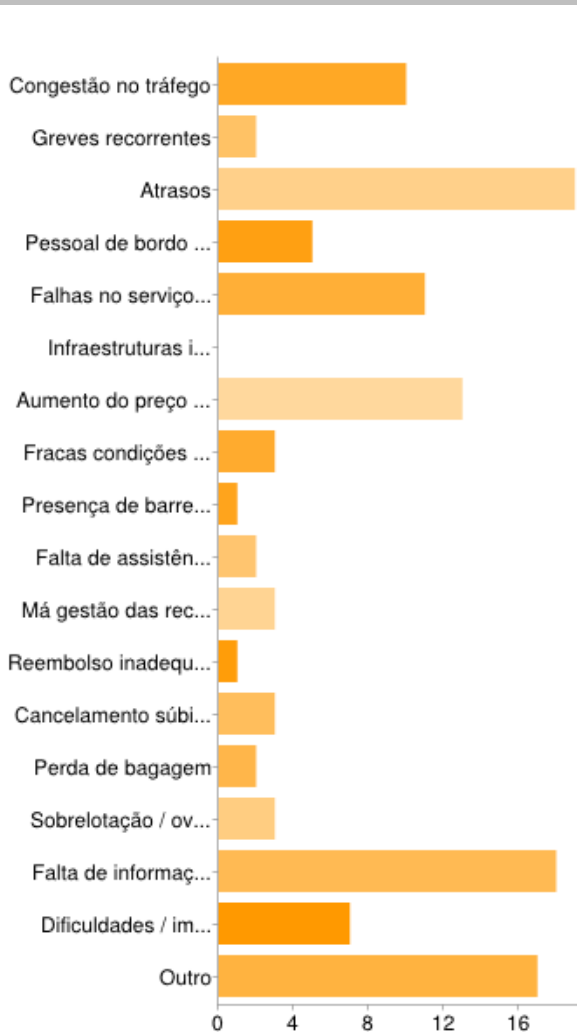
Chapter 5 - Passenger Rights in EU and main violations in Portugal

- By means of graphs / tables, report data regarding PROBLEMS AND INEFFICIENCY IN YOUR JOURNEYS (Section D):
 - What problems you experienced in the use of public transportation for daily trips (both regular and occasional in and out of your country)?



	payment service online / Dificuldades / impossibilidade de reservar / pagamentos do serviço online Other / Outro	13 2%
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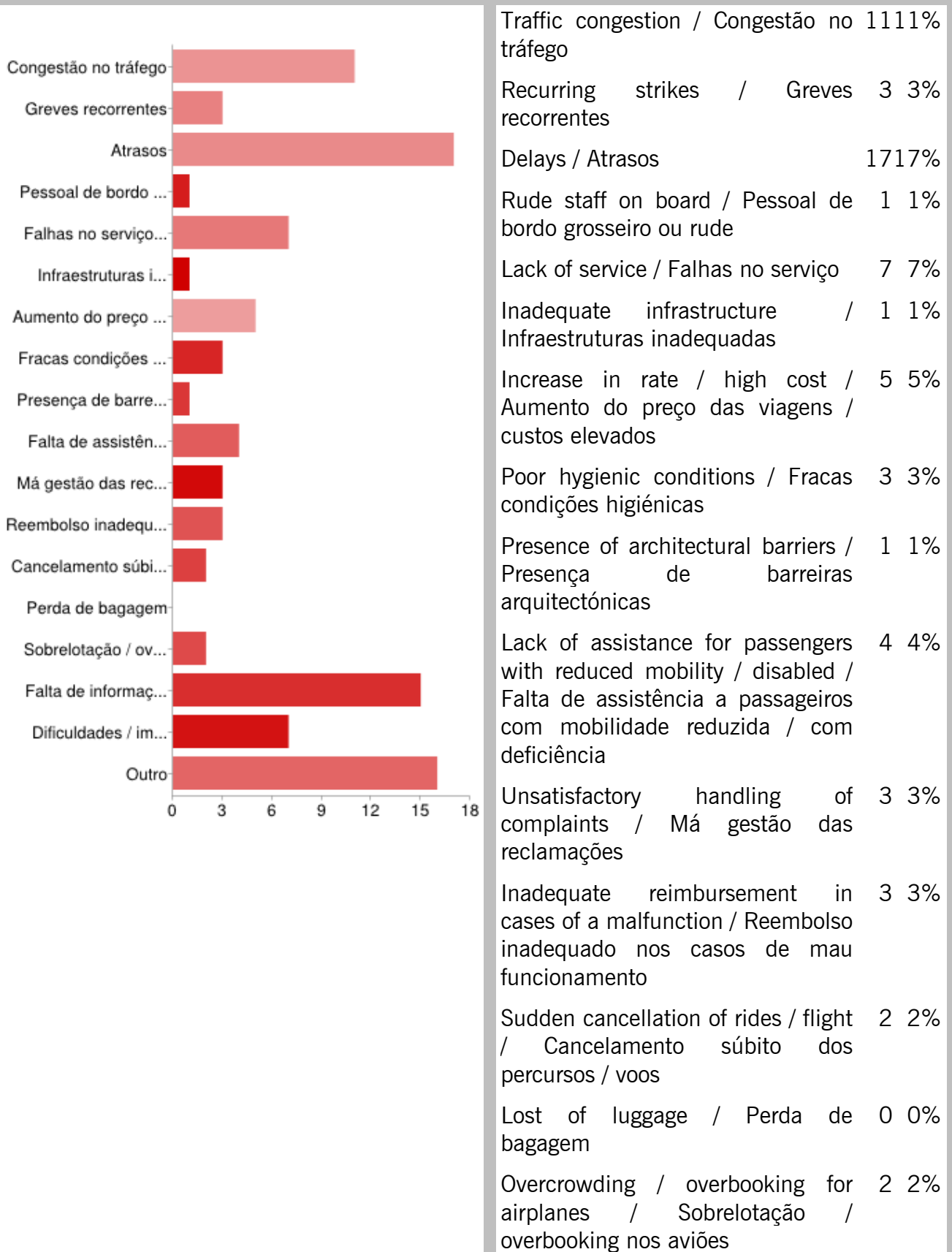
D.1.2. Car Sharing



Issue (English)	Frequency	Percentage
Traffic congestion / <i>Congestão no tráfego</i>	10	8%
Recurring strikes / <i>Greves recorrentes</i>	2	2%
Delays / <i>Atrasos</i>	19	16%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	5	4%
Lack of service / <i>Falhas no serviço</i>	11	9%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	0	0%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	13	11%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	3	3%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	1	1%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	2	2%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	3	3%
Inadequate reimbursement in cases of a malfunction / <i>Reembolso inadequado nos casos de mau funcionamento</i>	1	1%
Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	3	3%
Lost of luggage / <i>Perda de bagagem</i>	2	2%
Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	3	3%
Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	18	15%
Difficulty / impossibility of booking /	7	6%

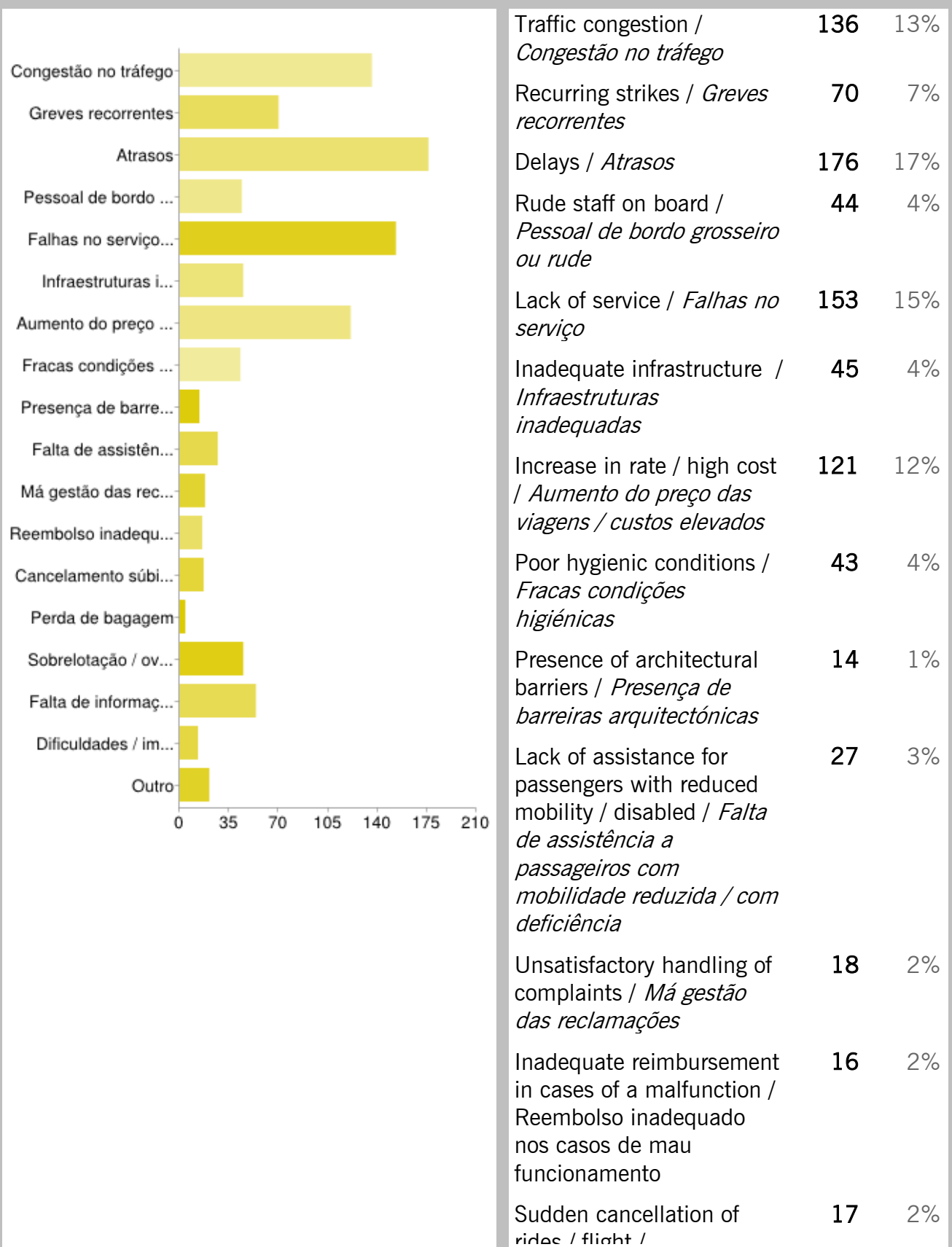
	<p>payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i> %</p> <p>Other / <i>Outro</i> 17 14 %</p>
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D.1.3. Car Pooling



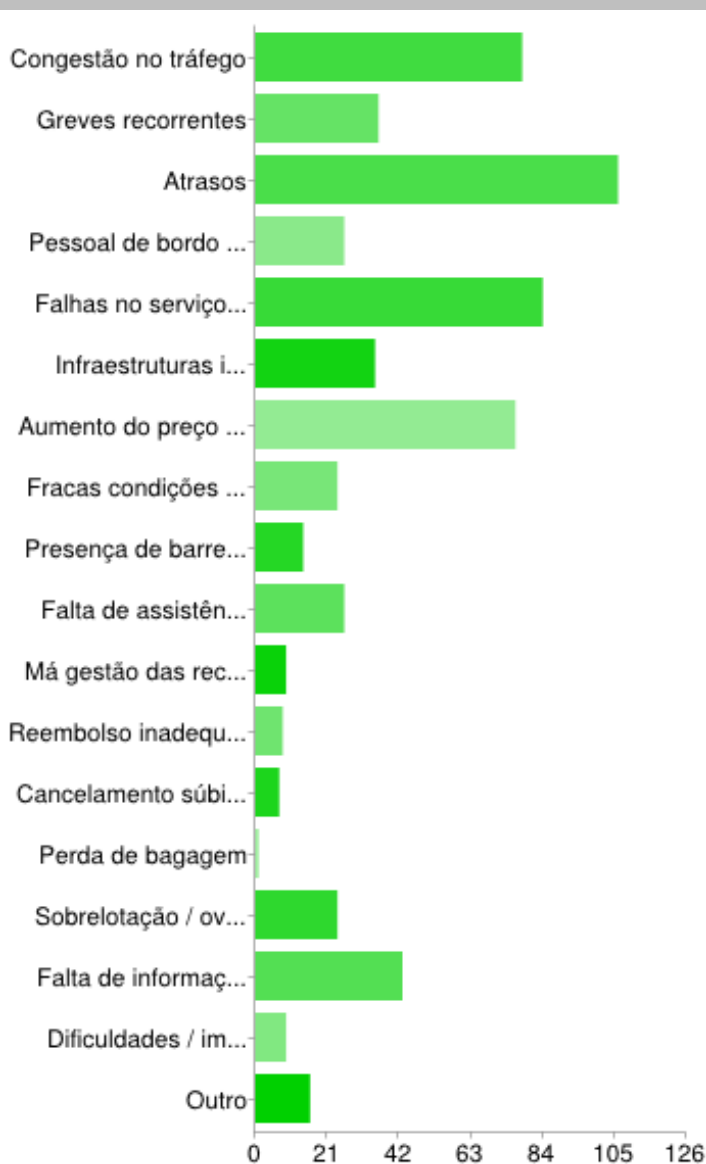
	<p>Poor information about the different options of transport and travel times / Falta de informação sobre as opções de transporte 1515%</p> <p>Difficulty / impossibility of booking / payment service online / Dificuldades / impossibilidade de reservar / pagamentos do serviço online 7 7%</p> <p>Other / Outro 1616%</p>
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D.1.4. Urban tram/bus / Autocarro - Elétrico



	<i>Cancelamento súbito dos percursos / voos</i>		
	Lost of luggage / <i>Perda de bagagem</i>	4	0%
	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	45	4%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	54	5%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	13	1%
	Other / <i>Outro</i>	21	2%

D.1.5. Suburban bus / *Autocarro Suburbano*



Issue (English)	Number of Complaints	Percentage
Traffic congestion / <i>Congestão no tráfego</i>	78	13%
Recurring strikes / <i>Greves recorrentes</i>	36	6%
Delays / <i>Atrasos</i>	106	17%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	26	4%
Lack of service / <i>Falhas no serviço</i>	84	14%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	35	6%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	76	12%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	24	4%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	14	2%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	26	4%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	9	1%
Inadequate reimbursement in cases of a malfunction /	8	1%

	Reembolso inadecuado nos casos de mau funcionamento		
	Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	7	1%
	Lost of luggage / <i>Perda de bagagem</i>	1	0%
	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	24	4%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	43	7%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	9	1%
	Other / <i>Outro</i>	16	3%

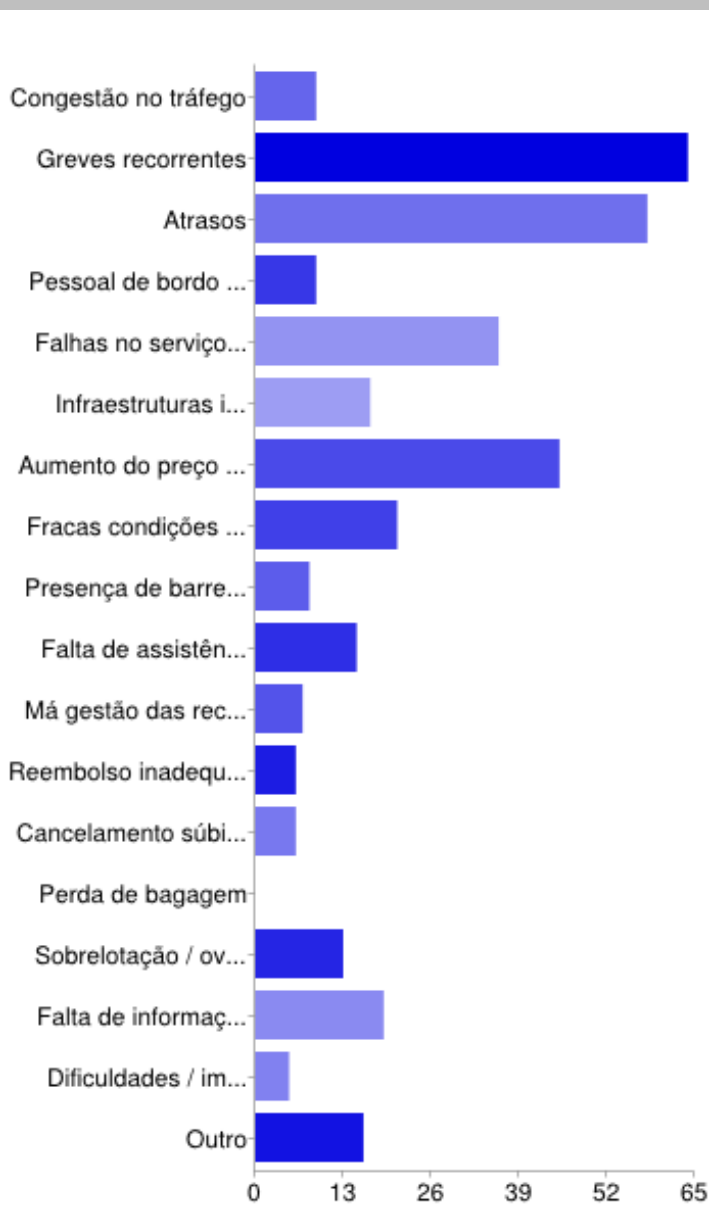
D.1.6. Subway / *Metropolitano*



Category	Number of Complaints	Percentage
Traffic congestion / <i>Congestão no tráfego</i>	14	4%
Recurring strikes / <i>Greves recorrentes</i>	65	19%
Delays / <i>Atrasos</i>	24	7%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	8	2%
Lack of service / <i>Falhas no serviço</i>	17	5%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	7	2%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	59	17%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	15	4%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	12	3%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	13	4%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	10	3%
Inadequate reimbursement in cases of a malfunction / <i>Reembolso inadequado nos casos de mau funcionamento</i>	9	3%

	Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	1	0%
	Lost of luggage / <i>Perda de bagagem</i>	0	0%
	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	46	13%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	18	5%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	6	2%
	Other / <i>Outro</i>	21	6%

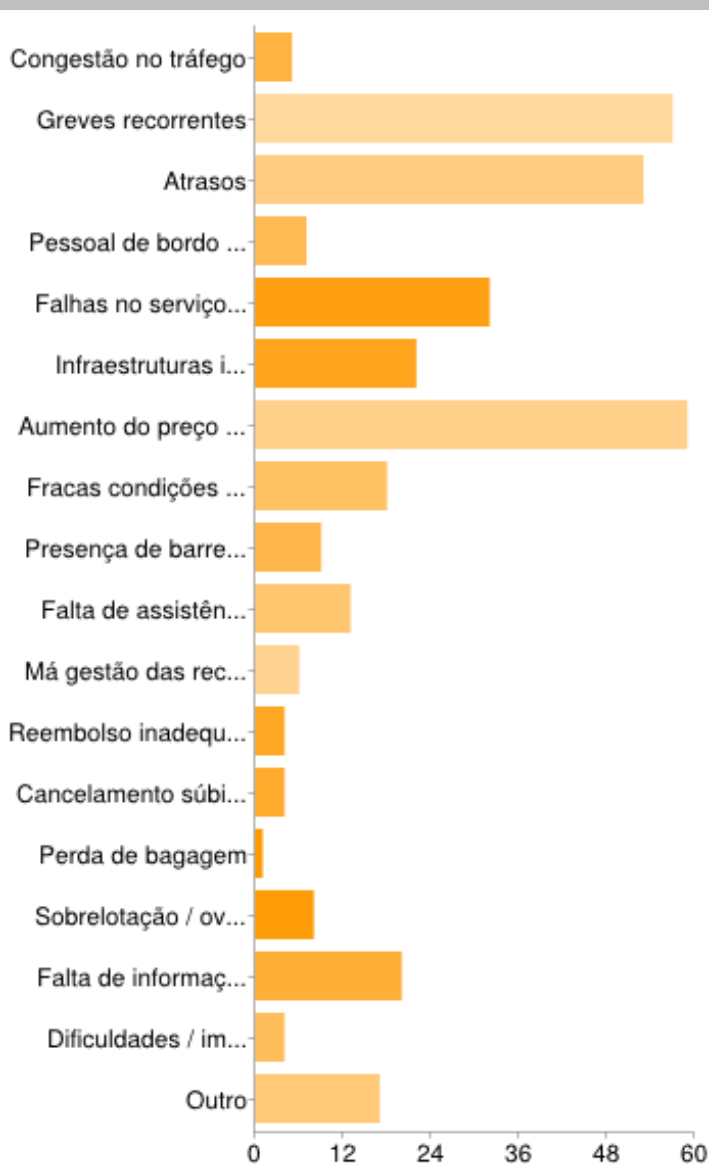
D.1.7. Local Train / Comboio Urbano



Complaint Category	Number of Complaints	Percentage
Traffic congestion / <i>Congestão no tráfego</i>	9	3%
Recurring strikes / <i>Greves recorrentes</i>	64	18%
Delays / <i>Atrasos</i>	58	16%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	9	3%
Lack of service / <i>Falhas no serviço</i>	36	10%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	17	5%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	45	13%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	21	6%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	8	2%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	15	4%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	7	2%
Inadequate reimbursement in cases of a malfunction / <i>Reembolso inadequado nos casos de mau funcionamento</i>	6	2%

	Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	6	2%
	Lost of luggage / <i>Perda de bagagem</i>	0	0%
	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	13	4%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	19	5%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	5	1%
	Other / <i>Outro</i>	16	5%

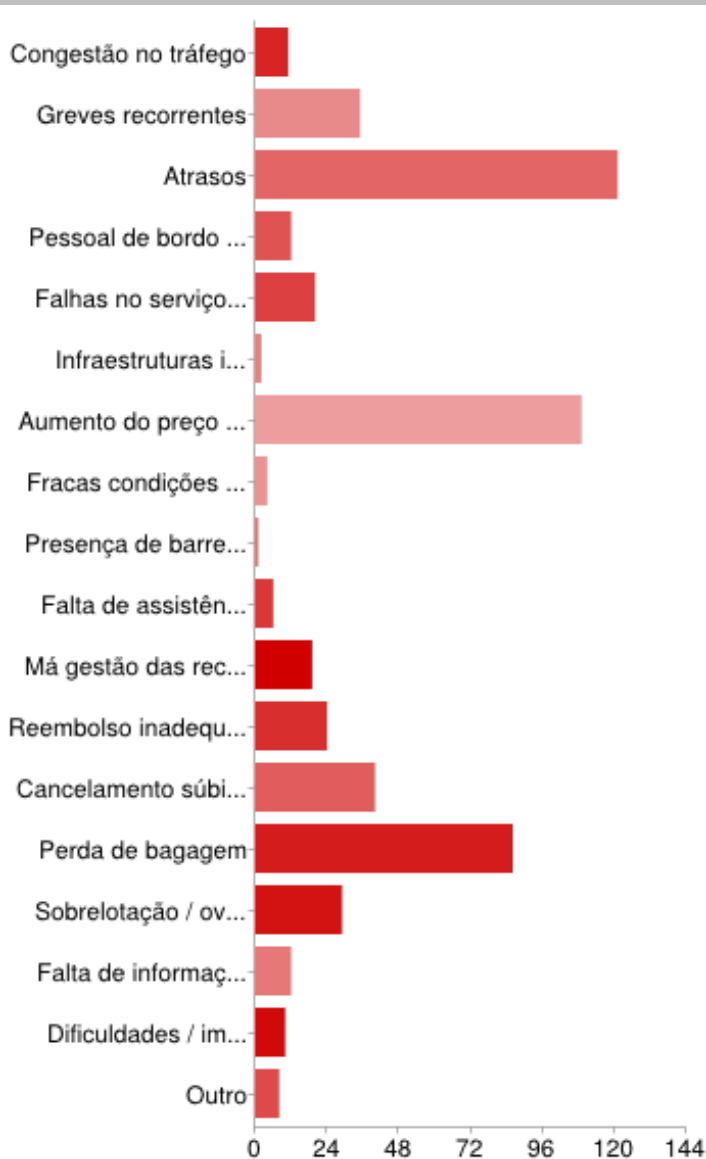
D.1.8. Long distance train / *Comboio Interurbano*



Complaint Category (English)	Number of Complaints	Percentage
Traffic congestion / <i>Congestão no tráfego</i>	5	1%
Recurring strikes / <i>Greves recorrentes</i>	57	17%
Delays / <i>Atrasos</i>	53	16%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	7	2%
Lack of service / <i>Falhas no serviço</i>	32	9%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	22	6%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	59	17%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	18	5%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	9	3%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	13	4%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	6	2%
Inadequate reimbursement in cases of a malfunction / <i>Reembolso inadequado nos casos de mau funcionamento</i>	4	1%

	Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	4	1%
	Lost of luggage / <i>Perda de bagagem</i>	1	0%
	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	8	2%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	20	6%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	4	1%
	Other / <i>Outro</i>	17	5%

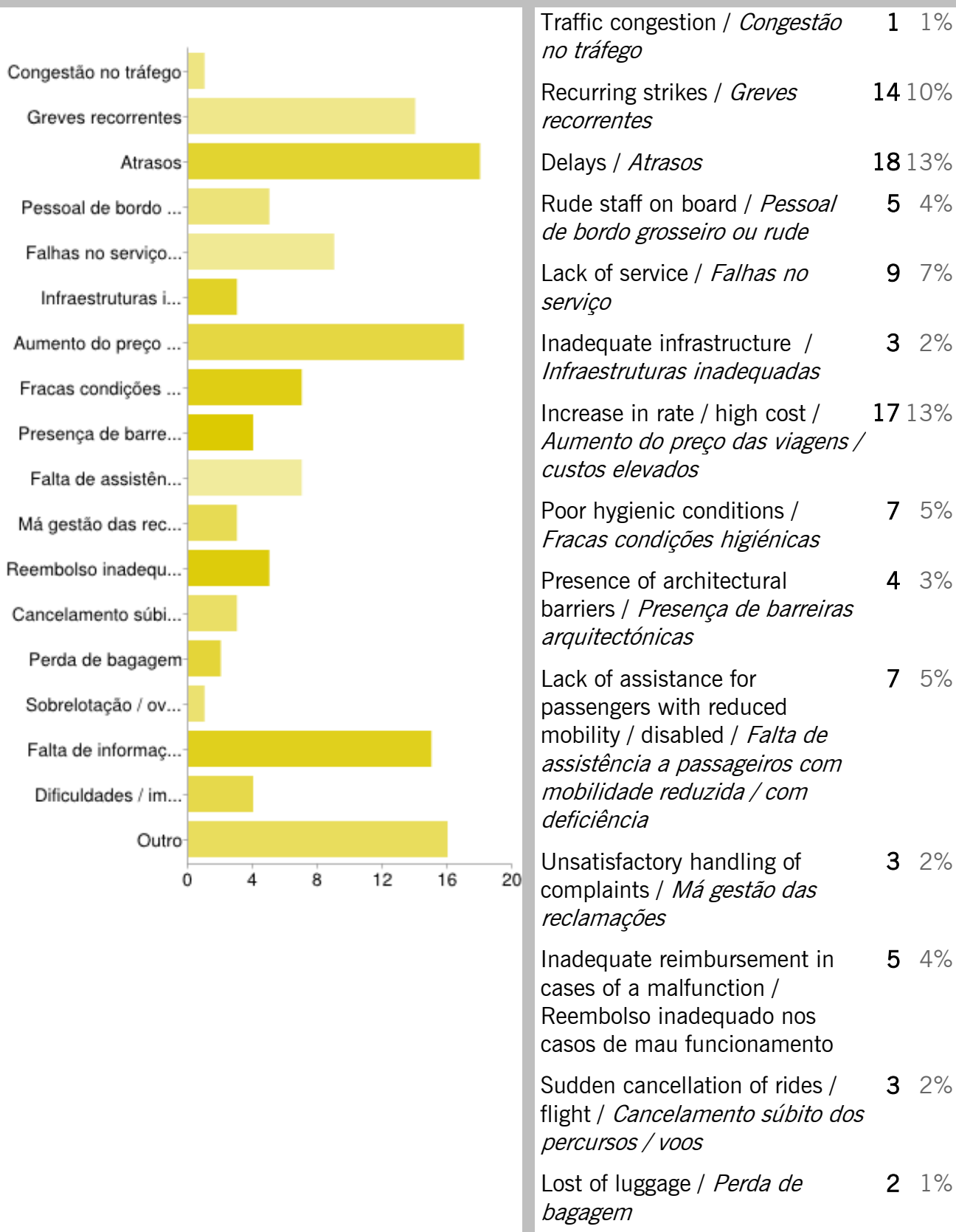
D.1.9. Plane / Avião



Traffic congestion / <i>Congestão no tráfego</i>	11	2%
Recurring strikes / <i>Greves recorrentes</i>	35	6%
Delays / <i>Atrasos</i>	121	22%
Rude staff on board / <i>Pessoal de bordo grosseiro ou rude</i>	12	2%
Lack of service / <i>Falhas no serviço</i>	20	4%
Inadequate infrastructure / <i>Infraestruturas inadequadas</i>	2	0%
Increase in rate / high cost / <i>Aumento do preço das viagens / custos elevados</i>	109	20%
Poor hygienic conditions / <i>Fracas condições higiénicas</i>	4	1%
Presence of architectural barriers / <i>Presença de barreiras arquitectónicas</i>	1	0%
Lack of assistance for passengers with reduced mobility / disabled / <i>Falta de assistência a passageiros com mobilidade reduzida / com deficiência</i>	6	1%
Unsatisfactory handling of complaints / <i>Má gestão das reclamações</i>	19	3%
Inadequate reimbursement in cases of a malfunction / <i>Reembolso inadequado nos casos de mau funcionamento</i>	24	4%
Sudden cancellation of rides / flight / <i>Cancelamento súbito dos percursos / voos</i>	40	7%
Lost of luggage / <i>Perda de bagagem</i>	86	16%

	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	29	5%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	12	2%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	10	2%
	Other / <i>Outro</i>	8	1%

D.1.10. Fluvial mean - ship / *Meios Fluviais e Marítimos*



	Overcrowding / overbooking for airplanes / <i>Sobrelotação / overbooking nos aviões</i>	1	1%
	Poor information about the different options of transport and travel times / <i>Falta de informação sobre as opções de transporte e horários</i>	15	11%
	Difficulty / impossibility of booking / payment service online / <i>Dificuldades / impossibilidade de reservar / pagamentos do serviço online</i>	4	3%
	Other / <i>Outro</i>	16	12%

- According to the data obtained from the questionnaires, try to list which of the following 10 rights are the most violated in your Country. This data could be very useful to draft the Civic Recommendations and very interesting for the media in terms of communication of the main results of this work.

According EU Communication “*A European vision for Passengers: Communication on Passenger Rights in all transport modes*” (COM(2011) 898 final)¹, passenger rights are based on three cornerstones: non-discrimination; accurate, timely and accessible information; immediate and proportionate assistance.

The following ten rights that stem from these principles form the core of EU passenger rights:

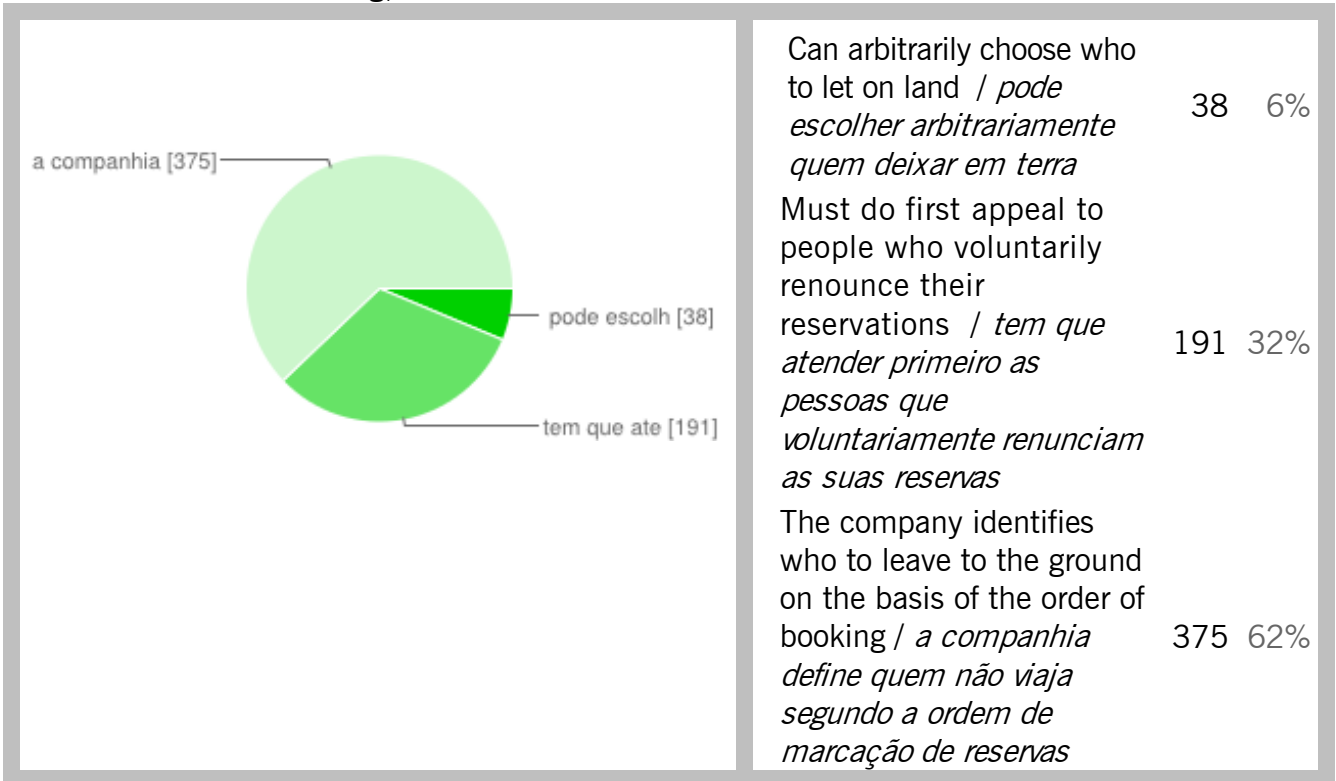
- (1) Right to non-discrimination in access to transport
- (2) Right to mobility: accessibility and assistance at no additional cost for disabled passengers and passengers with reduced mobility (PRM)
- (3) Right to information before purchase and at the various stages of travel, notably in case of disruption
- (4) Right to renounce travelling (reimbursement of the full cost of the ticket) when the trip is not carried out as planned
- (5) Right to the fulfilment of the transport contract in case of disruption (rerouting and rebooking)
- (6) Right to get assistance in case of long delay at departure or at connecting points
- (7) Right to compensation under certain circumstances
- (8) Right to carrier liability towards passengers and their baggage
- (9) Right to a quick and accessible system of comPlanet handling
- (10) Right to full application and effective enforcement of EU law

¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0898:FIN:EN:PDF>

- In the last paragraph of this chapter, by means of graphs / tables, report data regarding DID YOU KNOW THAT ... (Section E):

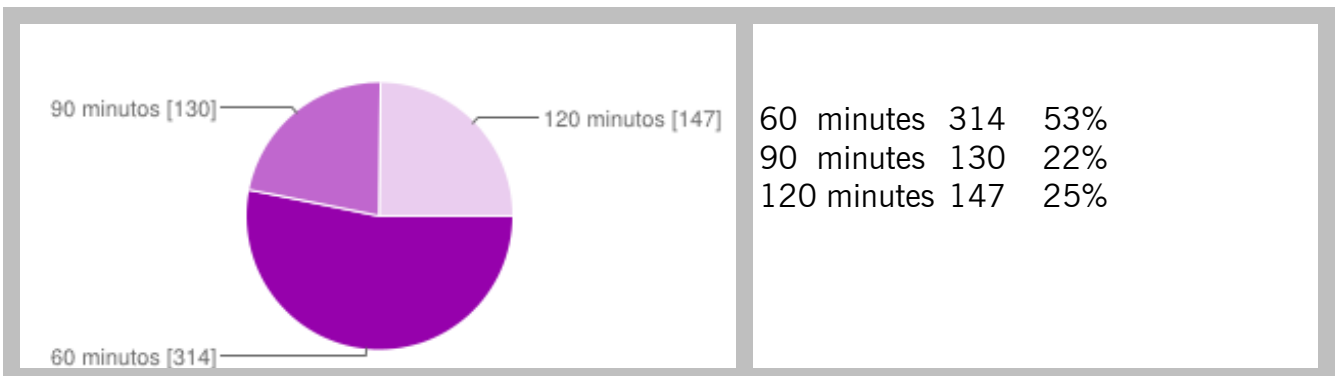
- Passenger rights & airplane

In case of denied boarding, the airline:



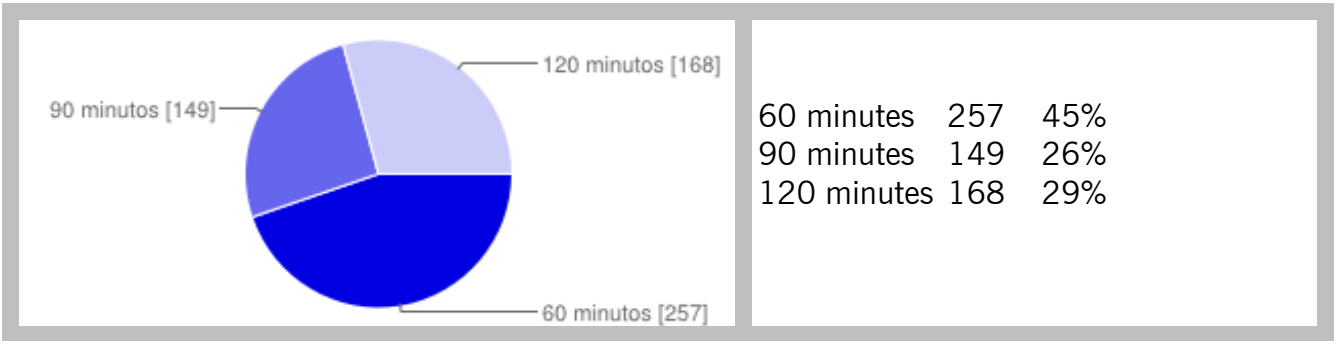
- Passenger rights & train

The passenger can choose to get a full refund of the ticket if his train has a delay of more than:



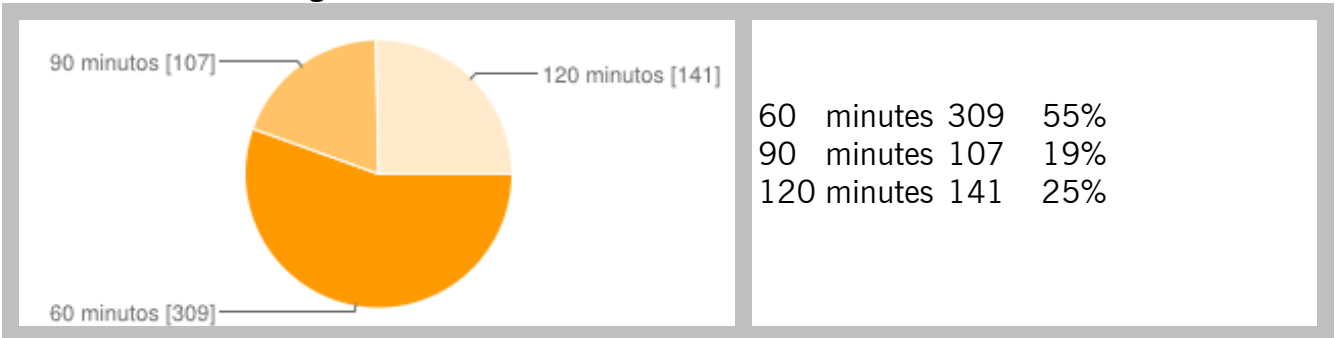
- Passenger rights & long distance bus

I have the right to a refund of the ticket in the event that the race has changed with respect to the scheduled starting:



○ Passenger rights & ship

I have the right to a refund of the ticket in case my embarkation has changed with respect to the scheduled starting:



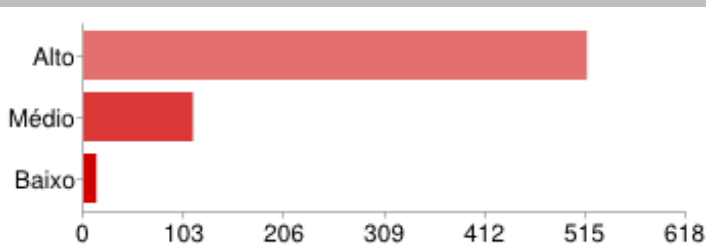
These data, in particular, can be very useful in suggest Civic Recommendations they have a purpose of better informing citizens.

Chapter 6 - The voice of citizens and proposal (5 pages)

- By means of graphs / tables, report data regarding PROPOSALS (Section F):
 - What action would you propose to the institutions to improve mobility?
 - Interventions to encourage the use of bicycles

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

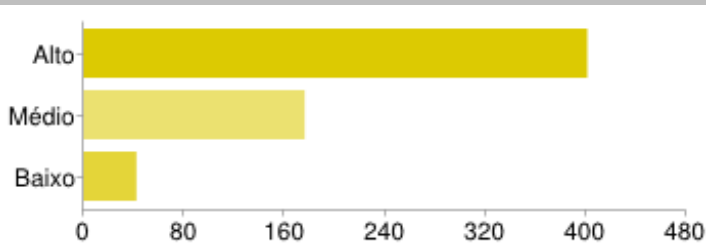
Aumentar as facilidades em termos de infraestruturas na cidade (ex: mais ciclovias, etc.)



High	516	80%
Medium	112	17%
Low	13	2%

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

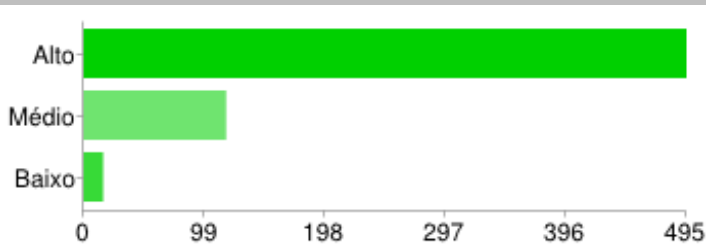
Aumentar a consciência dos cidadãos para o uso de bicicletas através de iniciativas específicas (ex: dia ecológico, etc.)



High	401	65%
Medium	176	28%
Low	42	7%

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.).

Facilitar o uso de bicicletas em combinação com outros veículos (ex: parque de estacionamento para bicicletas próximo de estações de comboio, metro, etc.)

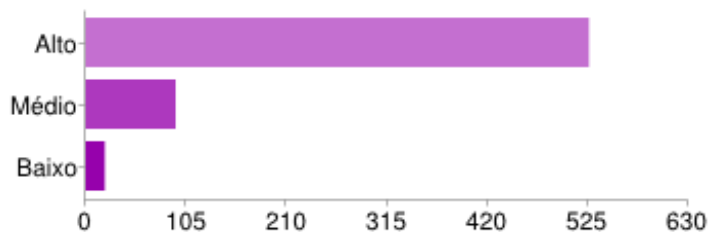


High	495	79%
Medium	117	19%
Low	16	3%

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

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

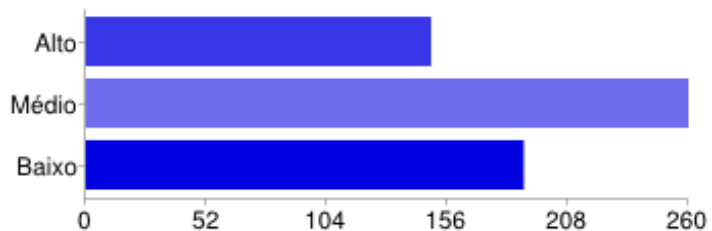
Introduzir / aumentar descontos ou benefícios fiscais nos bilhetes de transportes públicos (ex: dedutibilidade do seu custo)



High	526	82%
Medium	94	15%
Low	20	3%

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

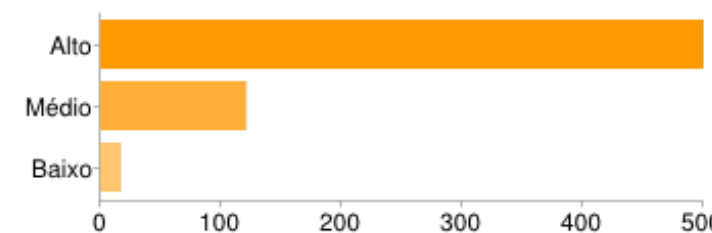
Reforçar as multas aos passageiros sem documento de viagem válido



High	149	25%
Medium	260	43%
Low	189	32%

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

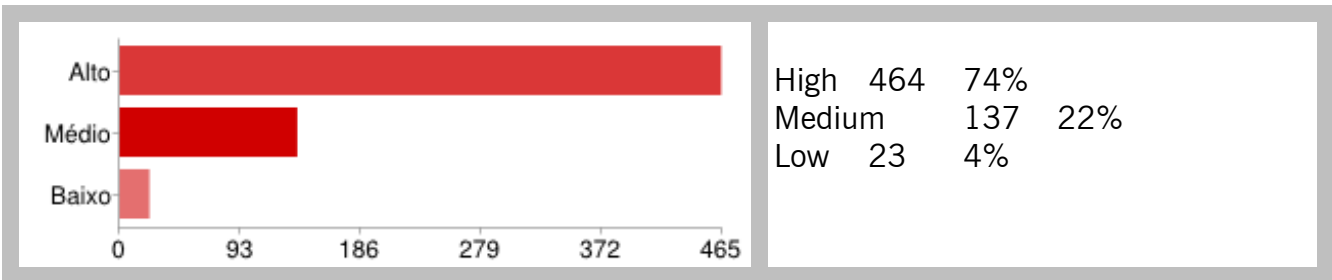
Aumentar as facilidades para os segmentos de população mais vulneráveis (ex: estudantes, idosos, desempregados, etc.)



High	500	78%
Medium	121	19%
Low	17	3%

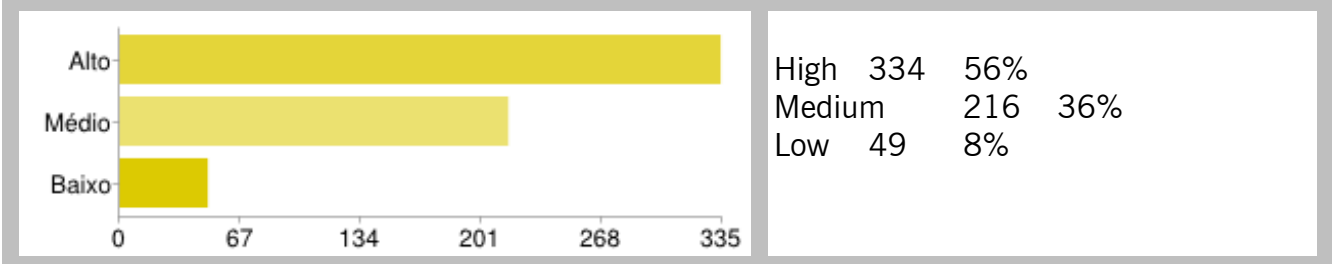
7. Introducing / increasing the integration tariff for the use of more vehicles (eg. same ticket for the use of multiple means, including different; increase the time of validity of the traveling, etc.).

Introduzir / aumentar a integração de tarifas próprias para quem utilize mais do que um veículo (ex: o mesmo bilhete para utilizar vários e diferentes meios de transportes; aumentar o tempo em que a viagem é válida, etc)



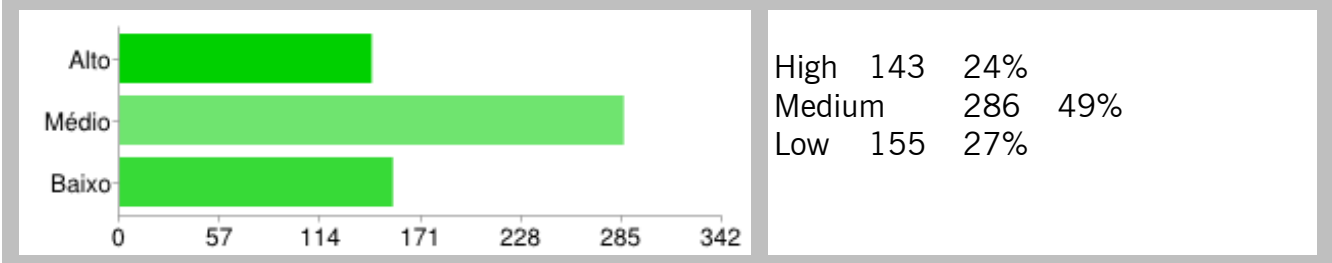
8. Increase the lanes and preferential pathways for the benefit of public transport and car pooling

Aumentar as vias e caminhos prioritários para transportes públicos e utilizadores de "car pooling"



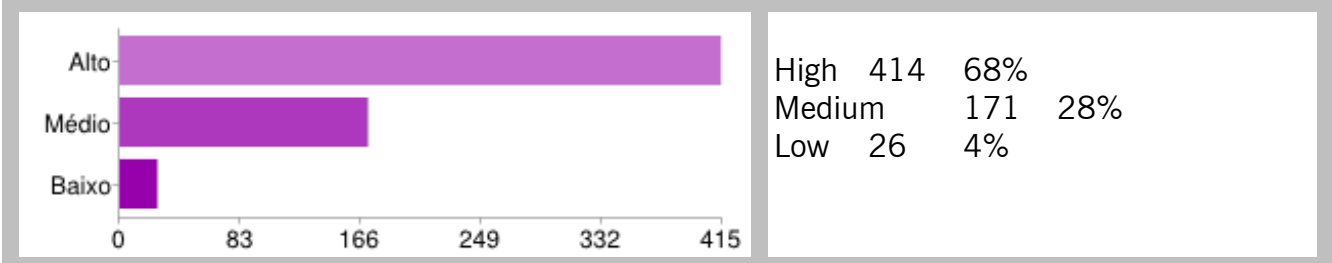
9. Introduce / increase the on-call service

Introduzir / aumentar o serviço de transportes a pedido (ex: telefonar para solicitar ou agendar um transporte público)



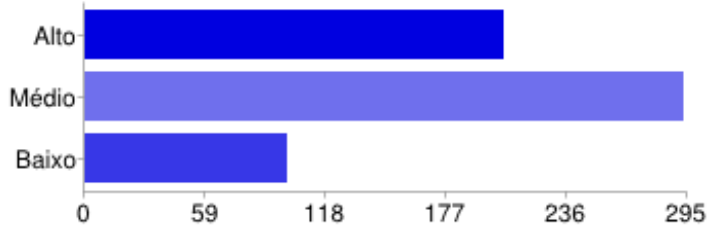
10. Increase the frequency of strokes / territorial coverage of the service

Aumentar a frequência de percursos /cobertura territorial do serviço



11. Cleaning ability in vehicles

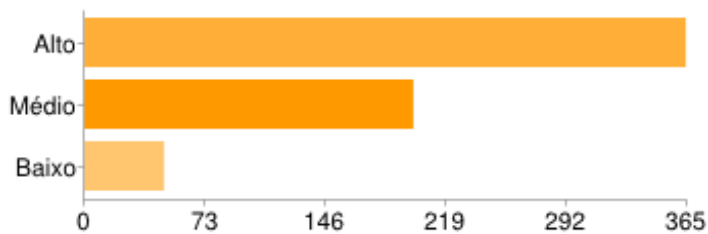
Melhorar as condições de limpeza dos veículos



High	205	34%
Medium	293	49%
Low	99	17%

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

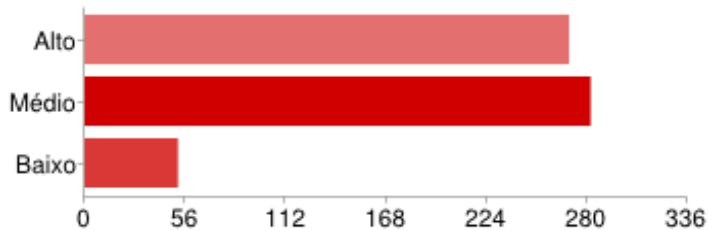
Garantir condições de segurança nos veículos (ex: utilizar sistemas de vigilância)



High	364	60%
Medium	199	33%
Low	48	8%

13. Invest in the newest and most comfortable vehicles

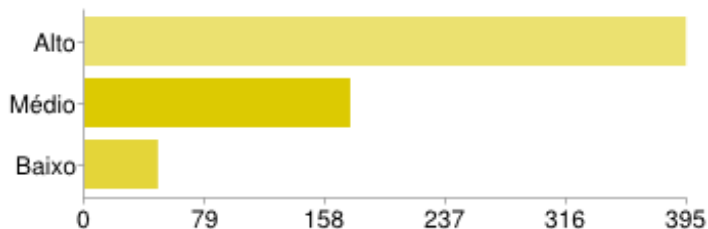
Investir em veículos novos e mais confortáveis



High	270	45%
Medium	282	47%
Low	52	9%

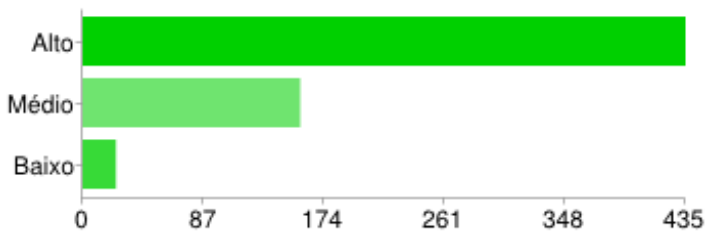
14. Possibility to buy a ticket on board at no extra cost

Possibilitar a compra de um bilhete a bordo e sem custo extra



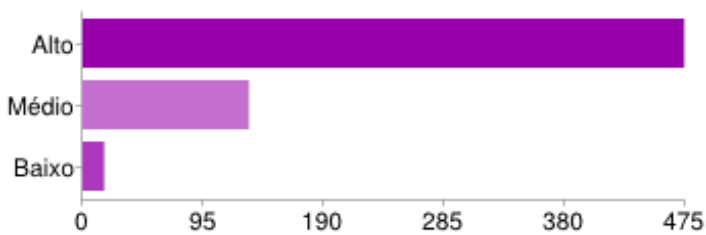
High	394	64%
Medium	174	28%
Low	48	8%

15. Increase the number of parking spaces for the exchange where you can leave the car
Aumentar o número de parques de estacionamento que permitam a troca do automóvel pelo transporte público



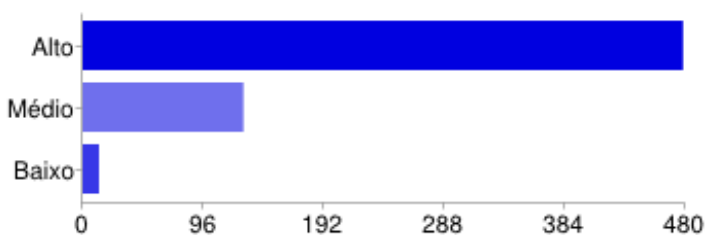
High	435	71%
Medium	157	25%
Low	24	4%

16. Improve the connection of the stations of arrival / departure with other transportation options for onward travel
Melhorar a ligação entre estações de chegada / partida e outras opções de transporte para continuar a viagem



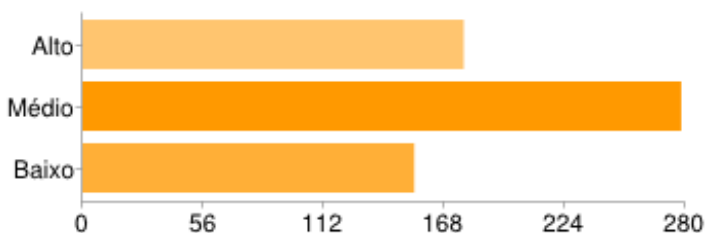
High	478	77%
Medium	128	21%
Low	13	2%

17. Break down the barriers that prevent accessibility to passengers with reduced mobility / disabled
Eliminar /reduzir as barreiras arquitetónicas que dificultam a acessibilidade dos passageiros com mobilidade reduzida / com deficiência



High	478	77%
Medium	128	21%
Low	13	2%

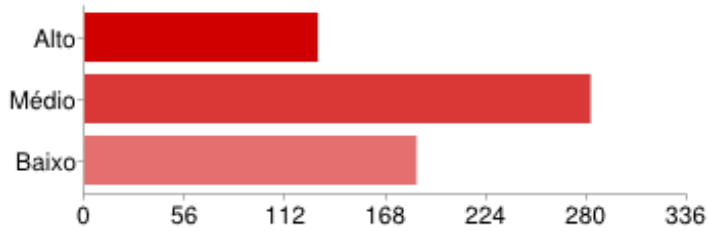
18. Offer extra comfort (eg, wi-fi, tv, newspapers, etc.).
Oferecer conforto extra (ex: wi-fi, tv, jornais, etc.).



High	177	29%
Medium	278	46%
Low	154	25%

19. Provide seats for subscribers (eg for commuters)

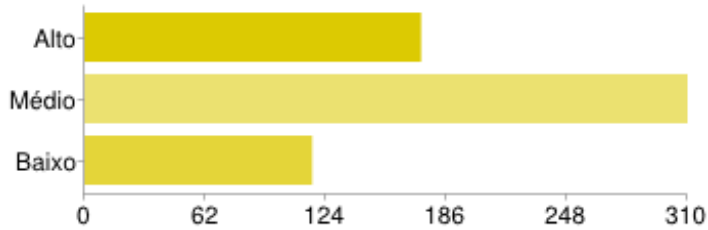
Providenciar lugares para assinantes (ex: para utilizadores frequentes)



High	130	22%
Medium	282	47%
Low	185	31%

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

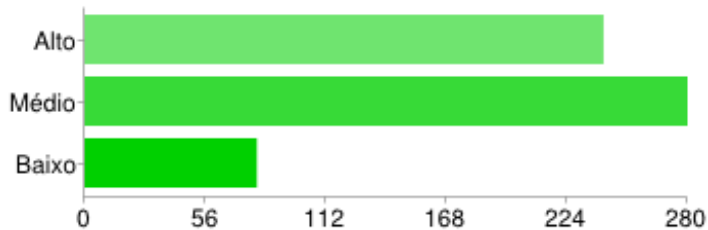
Introduzir / aumentar a oferta de ferramentas para a resolução rápida e gratuita de pequenos conflitos entre passageiros e operadores



Alto	173	29%
Médio	310	52%
Baixo	117	20%

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

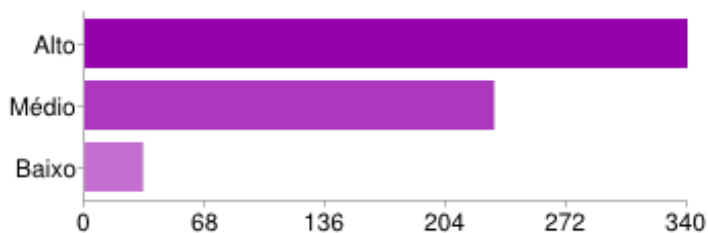
Introduzir / aumentar compensações automáticas para os afetados pela ineficiência do sistema de transportes



High	241	40%
Medium	280	47%
Low	80	13%

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

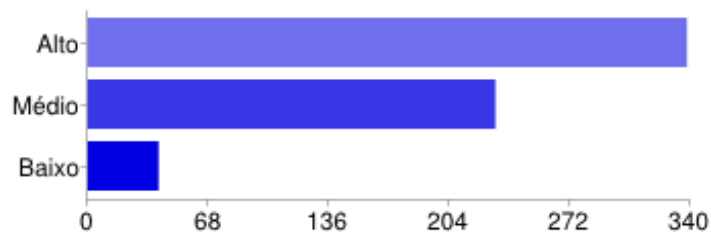
Promover o uso de tecnologias para o controlo inteligente de tráfego e aumentar a segurança nas estradas



High	340	56%
Medium	231	38%
Low	33	5%

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

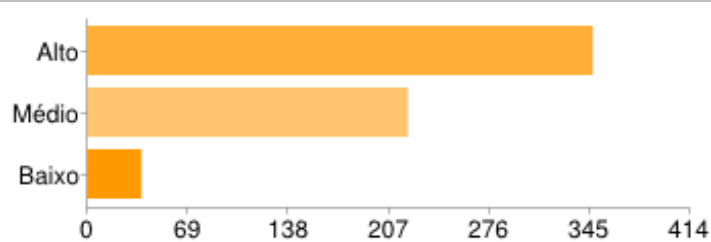
Promover o uso de tecnologias para introduzir formas de bilheteria inteligente / comprar bilhetes 24 horas por dia, no telemóvel, etc...



High	338	56%
Medium	230	38%
Low	40	7%

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.).

Promover o uso de tecnologias para informar melhor os utilizadores do serviço, sobre opções de viagem, ligações possíveis e tráfego em tempo real (ex: app para telemóveis, wi-fi, etc.).

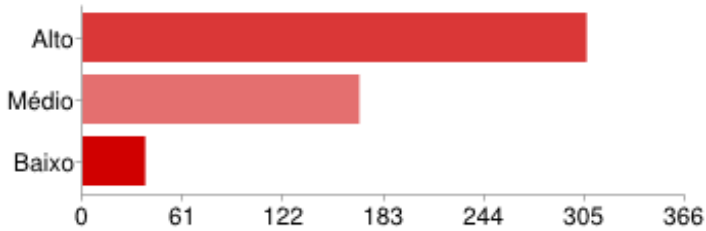


High	347	57%
Medium	220	36%
Low	37	6%

- Interventions to encourage car sharing

25. Making more accessible information on the service and availability

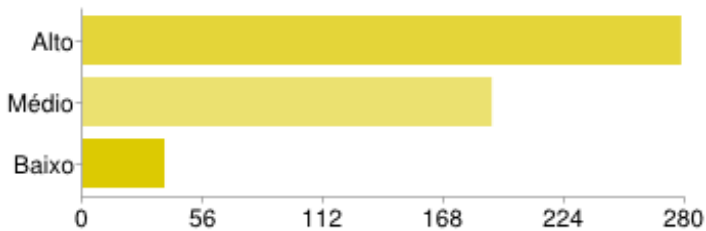
Tornar mais acessível a informação sobre o serviço e sua disponibilidade



High	306	60%
Medium	168	33%
Low	38	7%

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

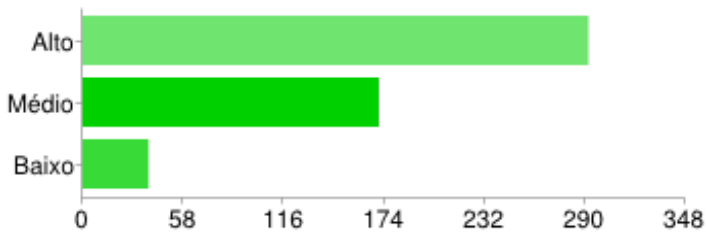
Promover a sua integração com o uso dos transportes públicos locais, também em termos de custos



High	278	55%
Medium	190	38%
Low	38	8%

27. Predicting exchange points more and better connected

Prever mais pontos de recolha e melhor localizados

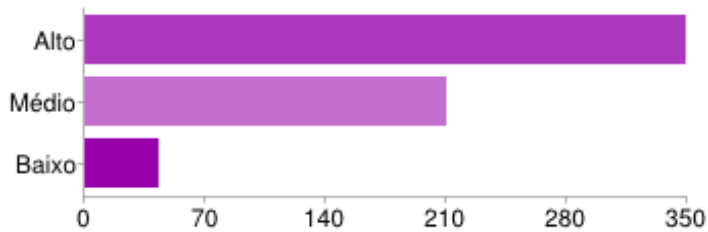


High	292	58%
Medium	171	34%
Low	38	8%

○ Interventions to reduce the environmental impact of private vehicles

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

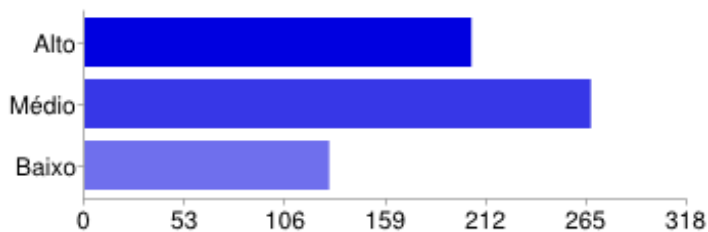
Introduzir / aumentar as penalizações da falta de monitorização periódica da emissão de gás de escape



High	349	58%
Medium	210	35%
Low	43	7%

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

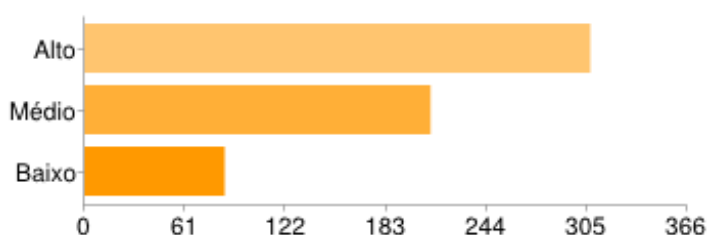
Introduzir / aumentar o número de dias sem tráfego (ex: dias sem carro, dias ecológicos)



High	204	34%
Medium	267	45%
Low	129	22%

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

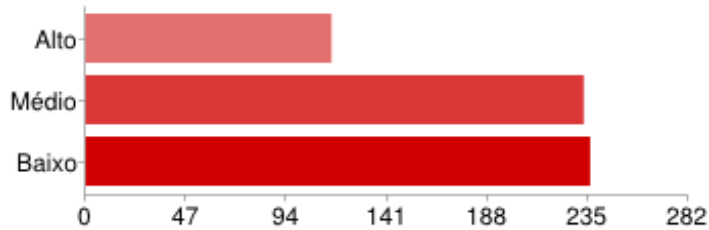
Restringir o movimento dos veículos mais poluentes (ex. em zonas específicas, criar portagens, etc.).



High	307	51%
Medium	210	35%
Low	85	14%

31. Introduce / increase circulation number plate

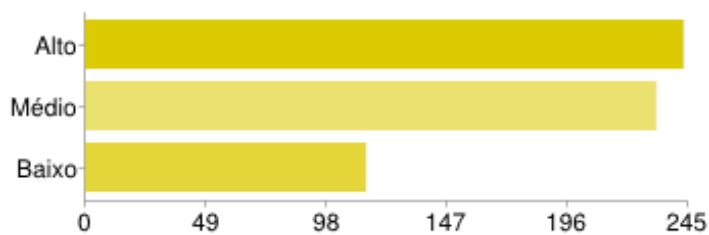
Introduzir / aumentar a circulação segundo a rotação do número de matrícula



High	115	20%
Medium	233	40%
Low	236	40%

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

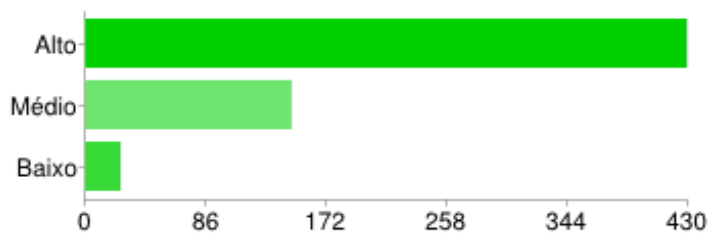
Introduzir / aumentar uma política tarifária de diferenciação no estacionamento (ex: distinção entre residentes e não residentes, carros mais ou menos poluentes, viaturas partilhadas, uma viatura por família, etc.)



High	243	41%
Medium	232	39%
Low	114	19%

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

Promover programas de educação e sensibilização para a importância de uma condução segura e ecológica, fomentando a diminuição de acidentes, a produção de ruído e a poluição.

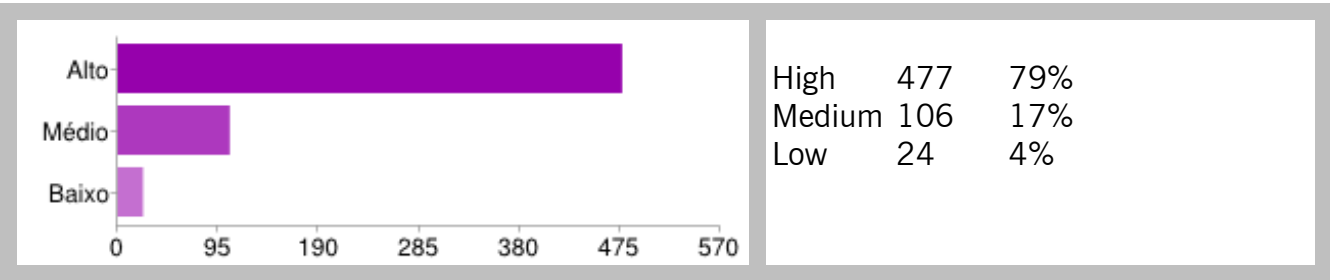


High	429	71%
Medium	147	24%
Low	25	4%

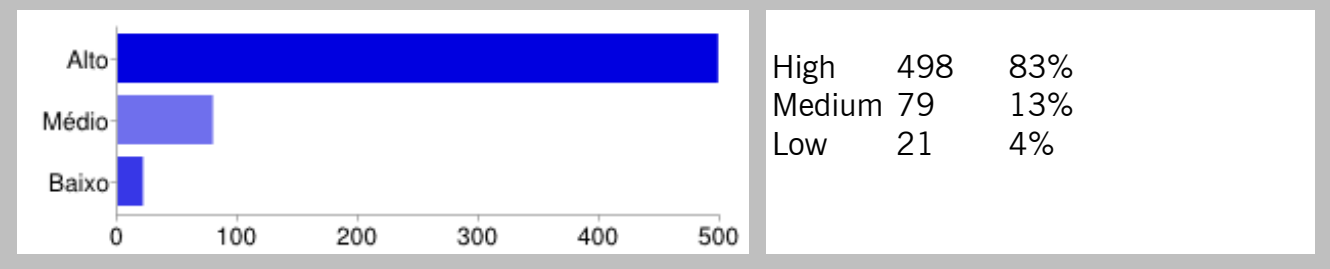
- Interventions to promote the use / purchase of environmentally friendly cars

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

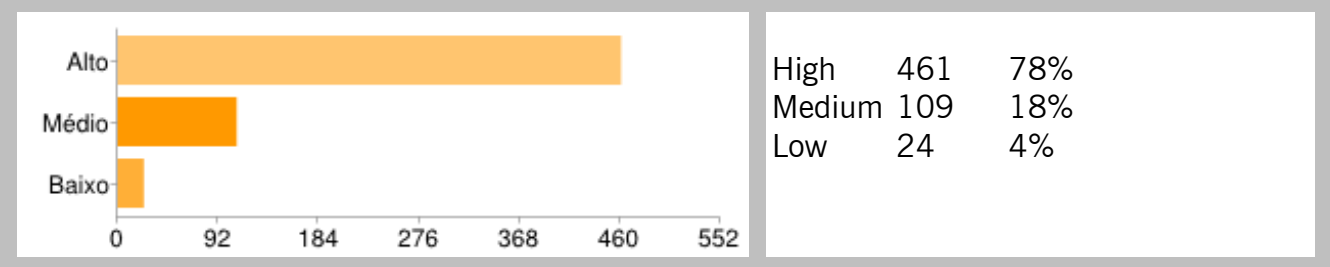
Introdução de medidas de isenção fiscal aos fabricantes para reduzir o seu preço de venda



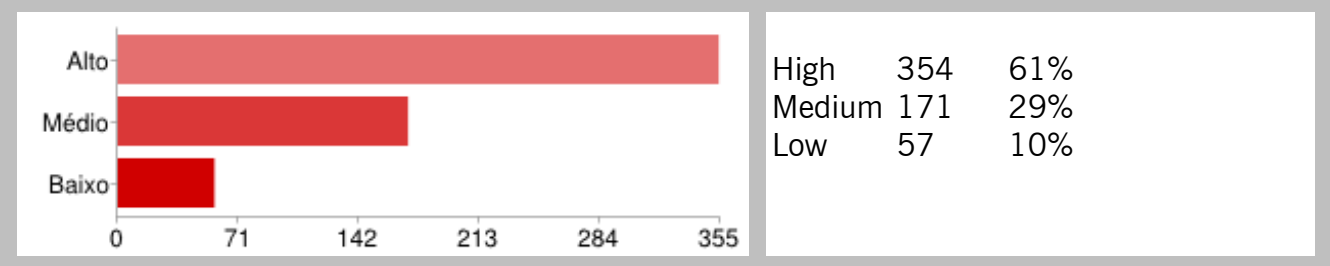
35. Introduce tax breaks for those who purchase
Introdução de descontos fiscais aos compradores



36. Expect more numerous dedicated infrastructure (charging stations for electric cars, dedicated parking spaces for cars LPG, etc.).
Estimular o aparecimento de infraestruturas dedicadas (estações de carga para viaturas elétricas, etc...)

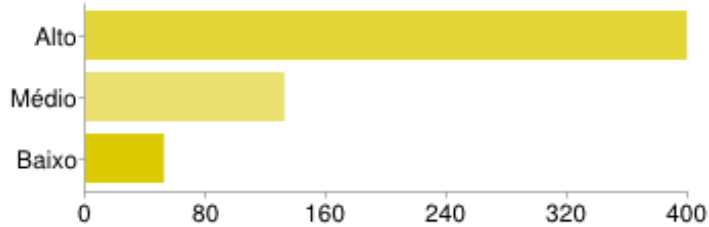


37. Provide reserved parking / free for eco-friendly cars
Criar estacionamento reservado / gratuito para carros amigos do ambiente



38. Apply discounts in highway tolls

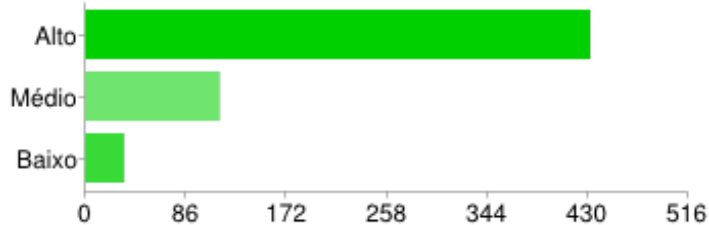
Criar descontos nas portagens para este tipo de carros



High	399	68%
Medium	132	23%
Low	52	9%

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

Criar descontos / deduções em encargos adicionais com viaturas deste tipo (impostos, etc...)

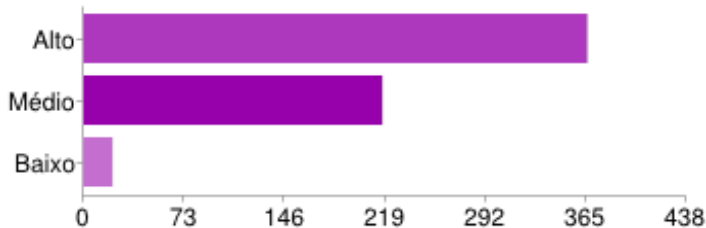


High	432	74%
Medium	115	20%
Low	33	6%

o General interventions

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

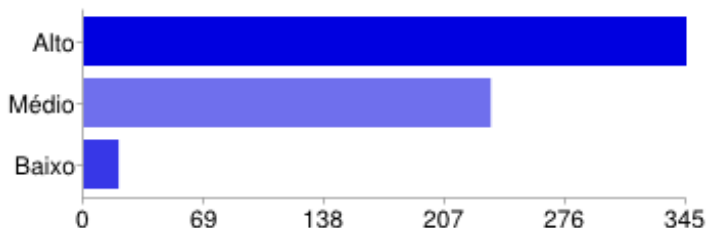
Otimizar os horários de abertura e fecho dos serviços públicos, escolas, etc...



High	366	61%
Medium	217	36%
Low	21	3%

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.).

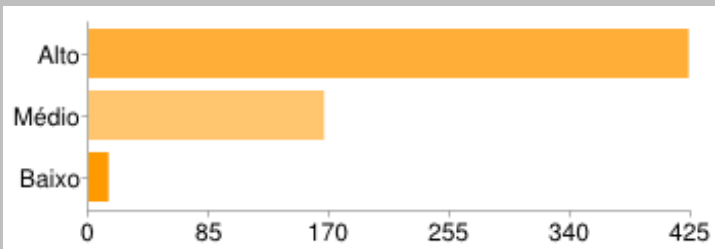
Otimizar os horários de abertura e fecho dos escritórios, lojas, etc... localizados em áreas específicas da cidade (núcleo histórico, áreas congestionadas, centro da cidade, etc...)



High	345	58%
Medium	233	39%
Low	20	3%

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

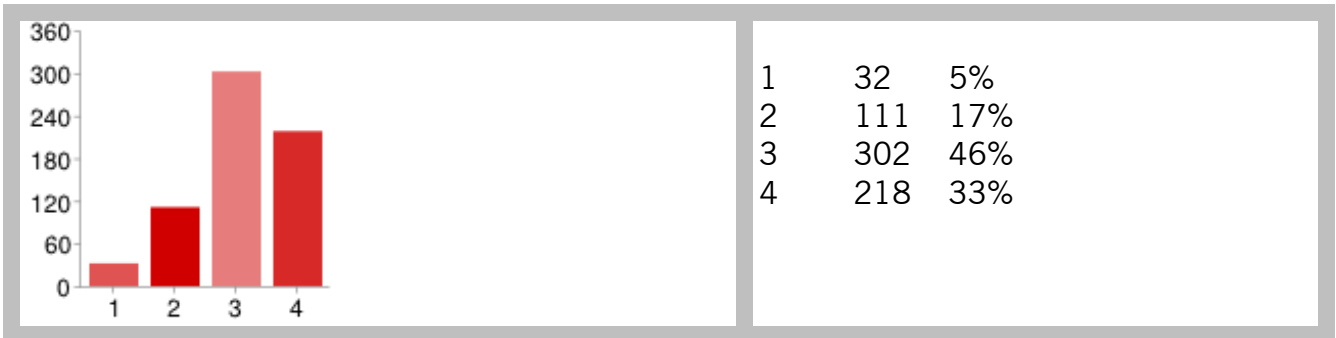
Estimular a concorrência saudável e a cooperação entre operadores de transportes (ferroviário, rodoviário, aéreo, marítimo, fluvial)



High	423	70%
Medium	166	28%
Low	14	2%

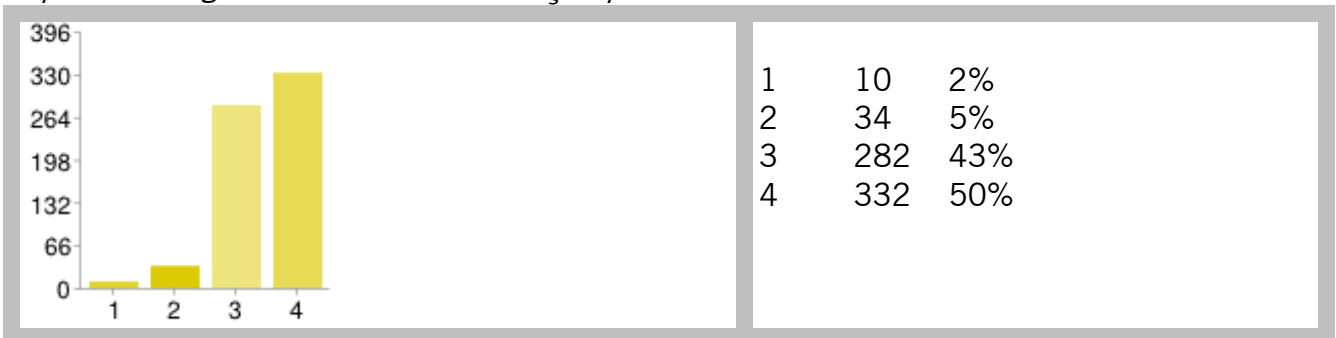
- In the second paragraph of this chapter, By means of graphs / tables, report data regarding the responses to the question "F.2. DO YOU AGREE WITH THE FOLLOWING STATEMENTS? (Maximum 1 = disagree, 4 = maximum agreement) "

F.2.1. The adoption of models of sustainable mobility depends mainly on civic pride of citizens



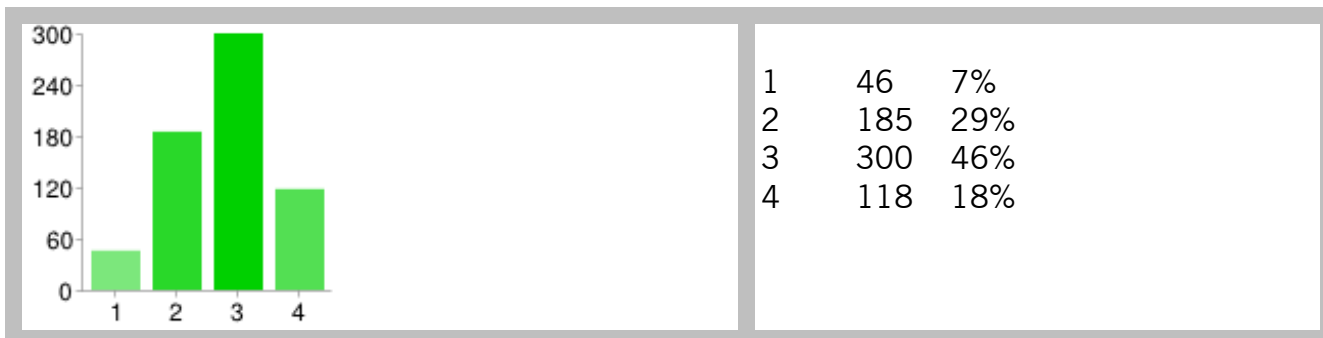
F.2.2. The adoption of models of sustainable mobility depends mainly on the good governance of public administrations

A adoção de modelos sustentáveis de mobilidade depende majoritariamente da política do governo e da administração pública



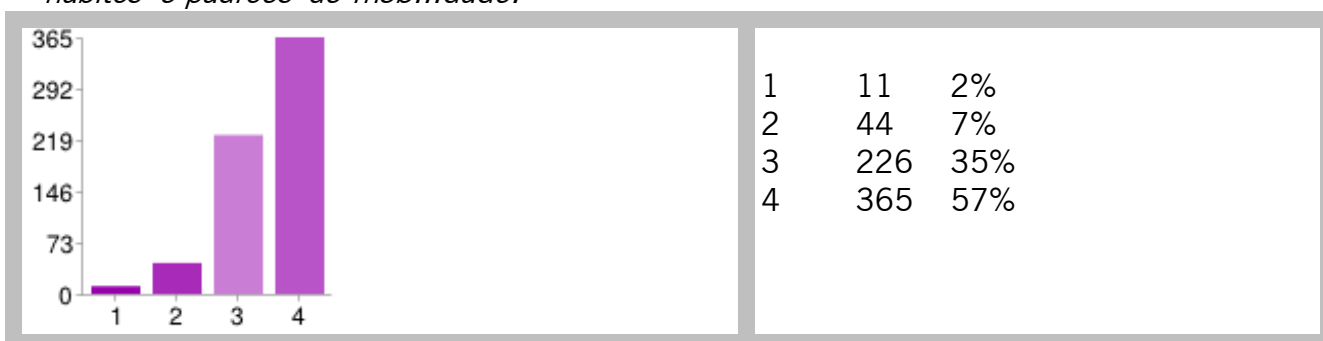
F.2.3. The adoption of models of sustainable mobility mainly depends on the social responsibility of the manufacturers of the means of transport

A adoção de modelos sustentáveis de mobilidade depende majoritariamente da responsabilidade social dos construtores dos meios de transporte.



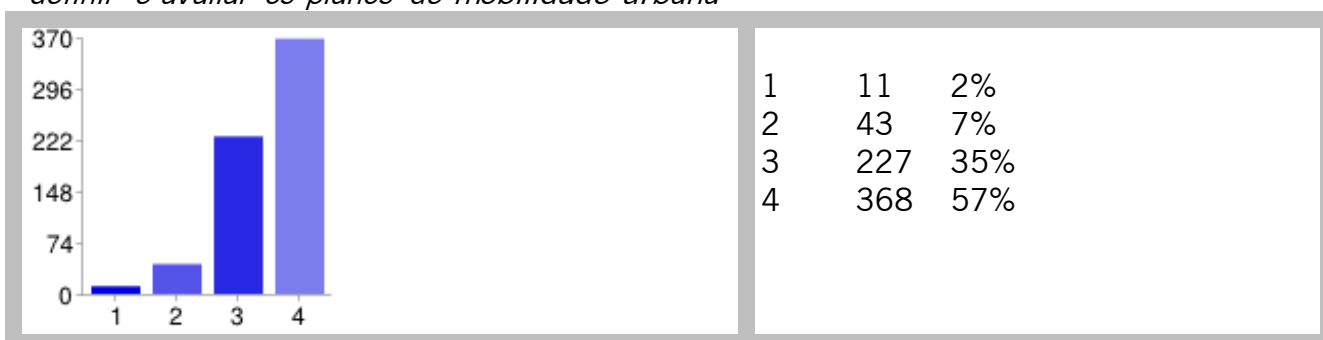
F.2.4. Information campaigns and awareness play an important role to change the habits of mobility

As campanhas de informação e sensibilização são muito importantes para a mudança de hábitos e padrões de mobilidade.



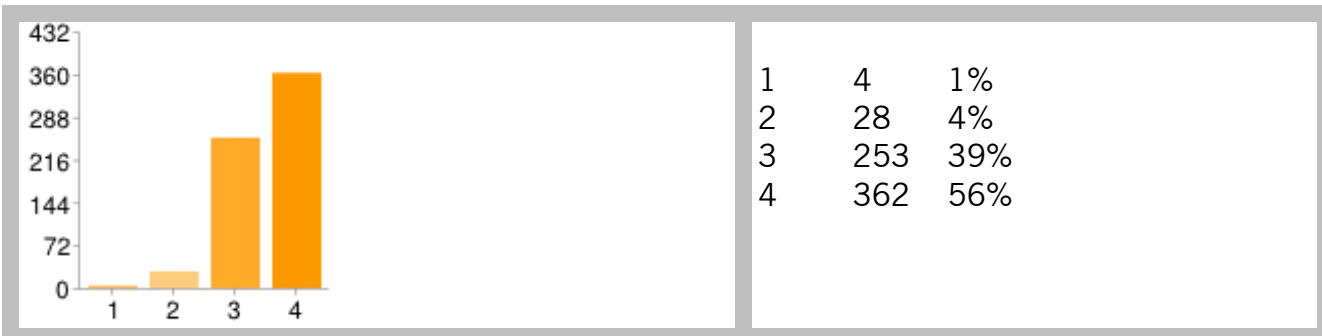
F.2.5. In terms of mobility, public administrations should consult citizens more in defining and evaluating the plans of urban mobility

Em termos de mobilidade, a administração pública devia consultar os cidadãos para definir e avaliar os planos de mobilidade urbana



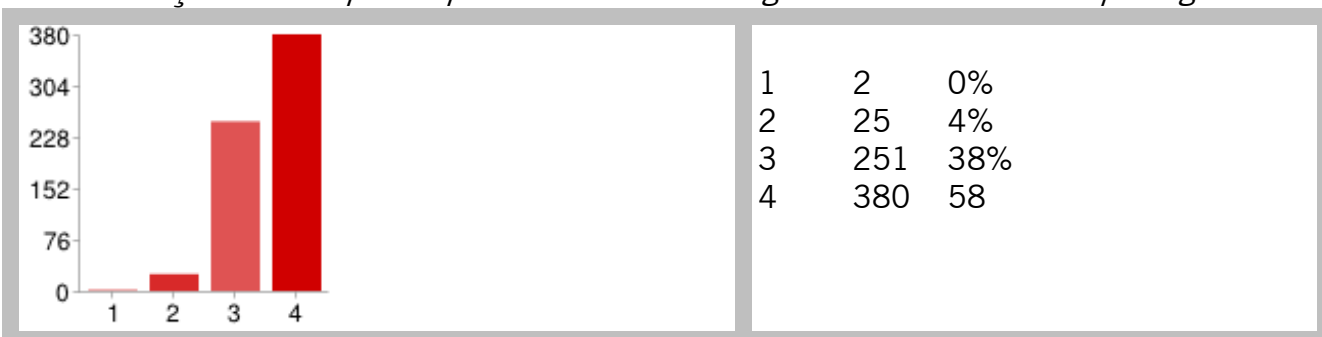
F.2.6. The public transport companies should involve citizens in monitoring the quality of services

As companhias de transportes públicos deviam envolver mais os cidadãos na monitorização da qualidade dos seus serviços.



F.2.7. Citizens should increase their knowledge about the standards of quality of public transport services and how to safeguard the rights of travelers

Os cidadãos deviam aumentar o seu conhecimento acerca dos padrões de qualidade dos serviços de transportes públicos e como salvaguardar os direitos dos passageiros.



- In the last paragraph of this chapter, report all the information gathered into the last section (Section G -Other) of the questionnaire, bound to the free compilation. Its function is to collect any further information or consideration that interviews wanted to tell us (eg, suggestions or problems not mentioned in the questionnaire). In order to be brief, in fact, some themes, although significant when speaking of mobility, have not been treated. One of them is related to the logistics of goods, both by road and rail, of which it is possible to guess the impact on the daily mobility of each of us.

Unedited opinions and suggestions

I think that should be a priority to invest in the construction of bike paths, particularly the Algarve region, but they were guaranteed certain technical conditions and safety in its construction, to ensure the good quality of the same and hence the security of its users, and not as if you have done so far, often using Community financial resources, and are no more than throwing money away without any benefit to the population as is the case of the "bike path algarve", which is actually nothing more than a blue streak marked on the roads and no one knows what it is for, never even noticed the existence.

Construction of bike lanes for exclusive use of bicycles and the like and not shared with cars. More pedestrian areas.

"In the case of the Algarve region is essential to extend the hours of public transport such as buses and regional trains, buses and most prolonged time until after 00h as well as trains, since it is virtually impossible not to circulate this kind of public transport after 20h, for buses and 21.30 for trains and only in some areas.

Since this is a tourist area, the Algarve is very poorly served in terms of public transport provision, and the taxi the only means of locomotion for most and very high costs. "

"Generally, in large urban centers there is too much car traffic (motorized private transport) and little parking space.'s Therefore essential to find ways to reduce car traffic in cities and in return offer an excellent public transport service and conditions for the use of soft modes (bicycle, for example) in addition to public transport.

It is also essential that improve conditions pedonalidade and pedestrian access. The use of public transport and intermodality always proceeds by walking, the most basic form of travel, so the existence of conditions of road safety and comfort in the urban environment for pedestrians is of utmost importance.

The economic crisis is hurting and reverse the progress made on improving the quality of public transport, which will lower, and is now decreasing, the quality and accessibility of service - less innovation, less labor-intensive, less frequency schedules, higher prices. We must try to avoid this regression at all costs. "

Consider urgent that municipalities contemplate the creation of bike lanes safe in their plans for upgrading road, as well as the creation of bicycle rental points (the Vilamoura is a positive example in the Algarve). Considering the dimensions of the land and reliefs of Portuguese cities (flat land and small towns), as well as weather conditions, the use of the bicycle is a transportation alternative extremely functional. It is an economical option, with great benefits and ecological health of the local population.

"Facilitating the movement of pedestrians in a straight line, multiplying the number of crossings. Makes no sense that a pedestrian has to walk 200 meters to get to a location that

is 20m. Entire 2-way crossover must be at least 4 crossings with continuity without having to walk back and forth.

Sinking the congestion of cars leaving the surface for pedestrians on the main boulevards. An example is shy Avenida República / Campo Grande in Lisbon. Examples of this solution is generous in Madrid and especially in Barcelona. "

Mobility problems mainly affect rural and / or interior and usually affect old people who have no resources. Big cities are usually good, or reasonably served.

"The authorities should have metropolitan areas of Transport and Mobility with real authority and power and integrator operating on the following aspects, and actions and indicators available and accessible in real time to the entire population:

1. Public Transport
2. Active Mobility (bicycle and pedestrian)
3. Parking
4. Automobile Circulation
5. Traffic Police
6. Road accidents (pedestrians and road accidents)

Their level of political intervention should be equivalent to the Secretary of State for Transport, and its accountability to the electorate that if Portuguese could be appointed by the Mayor of greater weight (eg. Event in the Lisbon Metropolitan Area : 45% of the weight of the total vote elected by Lisboa) together with the rest of the metropolitan counties (55%, p. former. 3% of the voting weight of each surrounding county) ... "

Some of the aspects to focus on all public transport available to the population, especially the rural areas that are at least should allow:

Compatible schedules for arrival to hours of work in urban centers as well as services that there is the need to access populations, consistent return on time, twice a day - morning and afternoon. Minimum perimeter / 50 km radius of action.

The comfort and ease of interconnection and access networks are increasingly relevant.

Promoting the use of means of transport more environmentally friendly it is up to governments with strategies to counteract these benefits and corporate lobbies installed, including the sectors of oil and car manufacturing cycle based OTTO. "

On mobility little is said about the pavement maintenance pathways. Here in Madeira there are already many roads with pavement in very poor condition. Buses do not have much choice option, by availing themselves to move on these roads, causing discomfort and insecurity among passengers. This is one reason to prefer private transport because it is easier to choose our routes and better conditions, such as using the roads that are not heavily used by the buses.

Education in schools on the use of bicycles on public roads. Long campaign in the media to educate about the serious problems of excessive reliance on the private car.

I use the car and not public transport because the public does not guarantee travel for my job target or to return home in time, given the scarcity of the frequency of transport. In any event, the rates are also very high and vehicles are in bad condition and release gases and particles clearly visible, so there is a much sustainable even if it were feasible temporally. There is no other alternative transport these journeys.

"Aspects unsatisfactory pointing to this questionnaire:

- 1) The questionnaire seems to have been carved by and for people who live in Lisbon.
- 2) It is not given attention to the lack of mobility in rural areas.
- 3) Mobility is not just a matter utilitarian, to go to and from work, school or hospital. Is also related to physical activity and healthy living. There is not one word on this. The bicycle use it for leisure and sport. I walk more than a dozen kilometer race several times a week myself

shifting between locations. I'm at the mercy of (lack of) civility of drivers on the roads both in my journeys on foot and by bicycle, which leads me to the next point.

4) There is no reference to road safety or to safeguard the conditions of travel for pedestrians and cyclists.

One of the problems that would be addressed in the tariff policy is the parking of residents on the public highway.

Given the economic constraints that are being imposed on those who work, it (is urgent) create conditions of security who is available and interested in using the bicycle as a means of urban transport (only 3% of trips are motorcycle or bicycle. 24 % are on foot, and tend to decrease data-2001) About 80% of intra-urban commuting are less than 40km.

You need to promote urban travel on public transport, including ecological (eg electric) journeys by foot and bicycle. To promote measures required political, administrative, planning and legal. It is very important to create legal norms Road (Highway Code, Rules of Traffic Sign) promoting the bicycle, and this is far more important than creating bike lanes that only make sense on urban high volume and speed of traffic. Much more important than bike lanes are laws that better protect cyclists and bicycle intermodality with public transport groups; also very important bicycle parking lots close to schools, public services and public transport stations and parking lots are very important for bikes existing residential buildings, old and new, and design (such parking may be required, for example, by way of Regulations Municipal Planning and Construction.

"Hint: countries whose practices are already demonstrably successful in this field, should be presented as a model to try to adjust these same practices to the specificities of the remaining.

Promote to young layer contests / projects that involve the construction of solutions for more efficient mobility and environmentally friendly. "

It is important to educate and sensitize citizens to opt for the use of public transport which in turn should be more functional and improve operational terms

I regret that the trains (CP) the hygiene conditions are vergonhosas.devia be more careful with the cleaning of carriages inside putting more staff and controlling the cleaning is done. Unfortunately, outside of the carriages, as well as stations in graffiti invade 100% everything is mobile, everything is newly built and all that is old or ancient. Mobility is to be made within pollution / a huge dustbin.

I use the car primarily for comfort (climate issues, time spent) and safe transport of young children (sons); travel between various work sites; transporting heavy objects (books, sports equipment, shopping) and, I admit, some indulgence and lack of habit. The economic issue is also very important is very expensive traveling on public transport in Portugal!!)

When you live and work in an area where accessibility and public transport do not meet the needs of the citizens living in the landscape (because it comes from people who contribute to the richness of our country as those living in Lisbon, which is Portugal), because it ended with the train. The bus is in the morning and one in the afternoon of the district or county seats because the villages only when there are school buses and private cars were not there would not travel for the trip to the hospital. It's a shame that our politicians only remember when the interior of the elections and are contributing increasingly to the depopulation of the countryside.

In villages and small towns on the outskirts of small cities public transport is virtually non-existent so it is unavoidable to use the car ...

I use the car as a means of transportation because they have no other alternative. In my village there is only one bus in the morning, which serves mainly transport to school and one in the afternoon for the same purpose. My working hours, as the majority of the population,

are not compatible. As is always the same and only company to make the transport conditions are precarious. In addition to this problem the fact that the shipping cost is high and, as there is no alternative / competition, users have to submit.

"On the issue C3.6 missing an option that allows to specify the reason for the preference be performing cruise.

It seems that the questionnaire is no place for situations in which passengers already combine more than one mode and transportation. "

Living on the outskirts of a small town in the center of the country, the provision of public transport is very limited and does not allow me to stop using the car.

Public transportation is not a real alternative mobility needed in this area of the country.

"In Portugal the main problems that arise as the result of collective public transport a set of policy measures, however adopted, especially: supply reduction, tariff increase, elimination of services and increased waiting times. Economic situation- social that characterizes the country today also occurred that led to a considerable number of strikes in this sector.

All what stands out most is the tariff increase and Yesultaneously reducing / eliminating benefits to some sections of society, socially and economically more fragile. In particular, in the case of urban Lisbon which was adopted a ticket common to different modes of transport, which is considered as positive, attentive Yesplifying mobility, however the tariff system associated with it not only allows the payment of transport modes used, but by default there is only two tariff options. Thus, there are cases where people are paying for services they do not enjoy.

Finally, put up the forum economic problems, such as those related to the reduction / elimination of designated financial compensation from the state to transport operators, which in general terms represent compensation for providing a public service by the operators, which otherwise so would not pay that service in concrete. Also note, the operating deficit that characterizes the vast majority of operators of public transportation which in turn has generated immediately by recourse to tariff increases, a clear reduction in demand and hence mobility. "

"I felt the lack of other options in the questionnaire. As also indicate the use of transport for leisure, we have for example a bike that can be used for pleasure, like this form of travel. Trains and the boat can also be searched to ride for pleasure, etc..

Not sure if through this survey you can see that sometimes people use their own car for lack of public transport to enable them to travel to and from work or home-school otherwise. This can happen for lack of transport to cover the route, or schedules that allow its effective use. "

The appeal to the exclusive use of automobile, due to the fact that the lack of any public transport in rural areas.

The activity seems to establish relations between countries and communities that seem positive if materializes and get better life in general.

Section B3 - does not include the possibility of "no alternative."

In rural areas, the transport network is limited. For those who work in another county, the public transport schedules and connections in different locations are not compatible, requiring the daily use of private transport. Who works in shifts also has the same kind of problems (eg. Entering the 00.00H not have transportation to the workplace).

"We must invest in logistics platforms and interfaces and multimodal transport. In Portugal it is important to give more notability rail that is less polluting and has no problems of congestion. Railway network is a network incomplete, with links to only one node the network.

Globally it is important to invest in transportation that do not use fossil fuels. "

"I consider that the use of public transport becomes very difficult when we lap children when used prams becomes almost impossible to use public transport at rush hour, or even out of them. On the other hand if we have in our car use own chairs and age-appropriate child why taxis do not have?

I use the car much because of my daughter, do not use more public transport in my place of residence because the times are inconsistent with my profession / get my daughter to school. In Lisbon when I lived there took one hour, at least, public transport (had to use bus and metro) to reach the destination by car took between 20-40 minutes! The choice was obvious.

"

The village where I live has only one bus in the morning, another at lunch time for the city, which by the way do not give link to the bus to my workplace, so I have to use the car for all my travels. The same goes for all the villages of the interior. The only exceptions I know are Lisbon and Porto, then yes I use public transport.

It is a general questionnaire. However, it should be kept in mind that the public responds to it. Be ridiculous to have to answer questions that do not apply without this option. For example, do not use public transportation to drive me to my local trabalho because they do not exist or are insufficient.

It is difficult to answer a questionnaire when most of the points do not apply to the area where you live, where the supply of public transport is greatly reduced and in terms of time to serve each other does not fit.

"To reduce accidents on the roads, the cars must have a system for limiting the maximum speed to respect the laws of the country. Whether in Portugal, you can not drive up to 120km / h cars sold were required to be limited to this speed .s totally illogical that the maximum speed is 120km/he of cars can reach speeds of 250km / h. Where is the respect for legality?

On respect for the environment, the reasoning should be the same. The vehicles should be sold with systems that respect the environment.

On public transport, we have small towns, to 7.8 Kms from the county seat that does not have public transport in quantity / frequency acceptable. Walk 7 km is very difficult but when there are only 2 or 3 rows per day, residents have to use their own cars. "

My suggestion is towards further restrictions to the use of road transport in the movement of goods in medium and long distances, and the movement of heavy road vehicles on roads more congested.

In my case I am unable to use public transport because I have to change schools to 45 in 45 minutes with very little time to do it and how it is obvious there is no transport to these specific times.

I wanted to inform you that the place where I work I have no choice but to use car because using the bus rather than take 20 minutes, it would take 2 hours to get to my workplace, which is unthinkable. When I have time common with one or some coworkers share the car, in rotation, for environmental and economic worth much. I am sorry that the rail of my town are few, because I have worked in recent years between 50-100 miles from home and never could use. I realize that many people would use them if they existed. However in my travels I notice that most of the car just takes the driver's signal that something is wrong

In Braga, the opinion of citizens who use public transport has not been considered, I think that while there way of expressing opinion does not mean it is heard.

Should not end with the existing railway lines. Should keep them and improve them.

Should be encouraged and continued to expand the social passes.

"EU countries to standardize the gauge of the rails of the railway to facilitate transfer between rail vehicles.

Betting on logistics platforms, disseminating them by EU countries, creating a hierarchical network properly. "

Putting in secondary schools barriers for bicycle parking, as well as campaigning to raise awareness of cycling.

"The question B33 should have one more item." "- Has no alternative to public transport." "

Many locations are not served by public transport which requires us to move in own car. "

We live in a country where each one sees only himself and that every human being does not think about his fellow man, as such will always appear necessary guidelines and information of the entities for which there is the option of thinking!

"Today there are technologies for sustainable mobility and environmentally friendly, does not suggest the abandonment of oil, but with the use of renewable energy could change the current scenario in the local travel or medium distance, it all depends on the will and courage of rulers.

Whether we like it or not the use of oil and such automobile is a significant source of revenue for governments (taxes). "

The main reason why I travel everyday car, you do not have other transportation near my residence. In the journey I do every day, did not have access to any public transportation.

In medium-sized cities, urban centers usually are Yesultaneously centers históricos.com restrictions to traffic. The use of mini bus would applaud.

live near the marginal Leca da Palmeira and long time waiting for the possibility to rent bicycles (as there is in London, put a coin and power abandons it in next post) would encourage people to do more exercise ... increased mobility ...

"On the question" "Reasons for preference of vehicle use" ", B.3 and C.3 should be another hypothesis as such, there is no other possible choice. 15Km If I live to school, got a schedule to keep, and although there is public transport, are scarce, and give evening classes, then there is shipping, but what chance have to drive?

If traveling abroad, of course unless you go there to Badajoz, I have no choice but to go by plane. If you drive to Holland, how long it take to arrive? "

"In my town, Braga, it is urgent to create bike lanes. Circular bike on the road is almost 'suicide.'" Thus, we are left with the tours, which annoys pedestrians. What goes in Braga, passes in all Portuguese cities.

Are urgent bike paths that allow us to bike to work, to school, to go to the bank or government offices, or Yesply strolling without running serious risks of life, as motorists have no respect for cyclists. "In the village I live in the network mobility is nonexistent and there in terms of price does not pay.

Protecting the environment should be our primary concern at this time. The implementation of measures to this end should be a priority of governments and their citizens.

Investing more in Bridges / Tunnels to facilitate the arrival to the city.

In the case of rural areas where public transport were abolished is difficult to promote and practice sustainable mobility.

"In the town where I live, due to marked differences in topography, it is not easy to implement the use of the bike, but you could try to implement the use of electric bike and / or electric motorcycles.

But more importantly, it would be the implementation of a real network of urban public transport, possibly with mini-buses, but they did a complete coverage of the city. "

Whenever I think of public transport or mobility, I feel very prejudiced towards people who live in big cities, like Porto or Lisbon. In my town there is no public transport and any movement or will walk if the distance is reduced and the time (weather) possible or necessarily we have to move on their own car. It is very unfair because of all the costs that entails. In these places,

having a car is not a luxury it is a requirement for anyone who wants to move, mainly for work. Travelling between other locations (over 18 km) is done through a network of private transport, whose schedules do not respond to labor needs.

"Allow the movement of motorized two wheels on the bus lanes.

Create more parking for motorized two wheels. Avoiding the parking on the promenade and elsewhere less suitable.

Ease the tax burden for motorized two wheels, encouraging its correct use and conscious, forming the users. "

Not enough to change the infrastructure, it is urgent to change attitudes!

Live within Portugal. The largest and closest is distant 31 km from Bragança. Have buses for the whole country. Had an aerodrome which was the connection with the capital of Portugal, but this path was closed recently by the government. Many years ago but had train line was also closed by previous governments because it was not profitable. The less distant airport is about 200 km in Porto. The same goes with the train, with the boat, etc.. In the town where I live there are two buses a day to take me to the nearest town. One morning and one at night. Within the locality not use the taxi, it's all very close. And outside it does not because it is expensive. I live 2 miles from my workplace I use the car. Do not take anyone with me. In terms of mobility, I think the situation transmontana this village is bad, especially for the elderly and the disadvantaged.

There being no public transport supply, it is impossible to choose another means of mobility than the car itself.

Should be implemented to the public transport network throughout the country. The villages have public transport disabled or not even have public transport. There should be more public transportation schedules friends citizen.

Portugal invested in building autoestadas some necessary and not invested mainly in the construction of public transport necessary to citizens, the Portuguese are required to move around the car by the absence of an effective network of public transport

It is necessary that people in rural areas have more transportation possibilities, even within the medium itself

"The state should articulate with universities to develop clean vehicles, to finish the lobby passing vehicle manufacturers of fossil fuels.

This possibility does not become the independent States of import not only vehicles, as essentially the release of fossil energy bill.

In addition to the already enumerated, still makes it possible to balance business and consequently the levels of employment and technological development. "

Of course in a country where there is no infrastructure (because the country is not just Lisbon), or support the purchase of environmentally friendly vehicles, the citizens have no possibility to change their practices.

Public transport and a right that the state should promote and support for citizens with little physical mobility assisting in their daily commuting to health services or others without architectural barriers that are presented by their disability.

Proposals:

- Increase the rail network nationally and internationally;
- Increase public transport in quantity schedules and routes. "

The survey is not well formulated, as there are many other variables beyond the choice put on some issues. There are areas of the country, not urban, not rural itself, where there is no public transport supply, for example;

F1.4. (30) We have to understand first that the majority of the Portuguese all have economic capacity to change their car when it becomes old ... And they can not be penalized for not

having the financial capacity, and restricted access to some sites. As for me it is social discrimination and how transport is expensive, a family with few resources and with 2 or 3 children does not have the ability to buy passes for 4, for example ... It is cheaper to go by car ... As for those who have the economic power to buy new vehicles and environmentally friendly, they also have little infrastructure for charging batteries etc ... They should start by equipping all public transport and non-polluting fuel being electrical. But the biggest problem in my opinion is the price of transport, waiting time outside of peak hours, which today does not mean anything, the diversity of schedules that are practiced in Portugal ... A large proportion of people work in shifts and peak hours does not tell them anything. Not allowed to be 45 minutes in the sun stop with children waiting for a bus in the city center (Alameda to be accurate, bus 735).

I think the collective consciousness of the environment is too polluted by transport we use is a reality, however they are on sale and as such people comfortably buy. My understanding is cut in the bud. Nothing to build cars enemies of the environment. In school we teach the boys a number of hundred evils about pollution from the use of the car, after the publicity nods quickly and comfortably upward mobility to those who purchase and use. The inconsistency is transversal to all ecological guidelines we want to pass on and instill younger.

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.

Annex A - Civic Recommendations

- For each Civic Recommendation, exPline:
 - Framework (among others, transport accessibility, environmental sustainability, passengers' rights)
 - Application level (between Recommendation at National or European level)
 - Title
 - Short description
 - Objective
 - Rationale
- Indicate the map of institutional stakeholders to whom the present the Civic Recommendations

" In many situations , the choice of unsustainable forms of transport results simply from the lack of viable alternatives "

1 Reducing the need to travel

Implementation of measures to reduce the need for travel : reduction of average distance between production (goods , services , energy) and consumption , between work and home , between housing and vacation, between government and community.

Decentralization , short circuits of production and consumption, " e-government " , urban planning from a point of view of the citizen , are some concrete measures to be implemented progressively .

Reduction by 2020 of at least 20 % of the space currently devoted exclusively to traffic supported on fossil fuels and conversion for multiple uses non-motorized (pedestrian , bike paths ...) ;

Reduction by 2020 of at least 20 % of public transport supported on fossil fuels and conversion to equipment powered by renewable energy ;

2 "low power " mobility

It's imperative to promote urban travel on public transport, including ecological (eg electric), and journeys by foot and bicycle. To promote this it's essential a body of political, administrative, planning and legal measures. It is very important to create legal norms promoting the bicycle, and this is far more important than creating bike lanes that only make sense on urban high volume and speed traffic. Much more important than bike lanes are laws that better protect cyclists and bicycle intermodality with public transport groups; also very important are bicycle parking lots close to schools, public services and public transport stations and parking lots are very important for bikes existing residential buildings , old and new, and also on new building projects. Such parking lots should be mandatory, for example, by way of Municipal Planning Regulations.

Other important measures:

- Spatial segregation of traffic and uses;
- Stimulate the circulation of pedestrians in the urban environment ;
- Improvement of the conditions of road safety and comfort for pedestrians and cyclists ;

3 Increase mobility equity

Improve the conditions of use of public transports and public space for citizens with special mobility needs (baby stroller, wheelchairs , elderly , blind , disabled , etc ...)

Invert the low density and regularity of public transport measures with greater efficiency and cost-effectiveness, supported by new technologies and “just-in-time” methodologies for the management of available resources and needs.

Improve mobility outside the major urban centers and the creation of alternative public transport systems outside the Urban areas.

4 Increase the efficiency and effectiveness of transport

Increase the effectiveness and efficiency of public transport, reducing operating costs and allowing an investment on the improvement of the quality and quantity of public service. Metropolitan areas should have Transport and Mobility Authorities with real power and integrated operating goals, with performance indicators available and accessible in real time to the entire population. It's level of political intervention should be equivalent to a regional government office, and it should be accountable to the electorate of the inhabitants of the metropolitan area.

Greater justice in the definition of the cost of public transport. A policy-setting transportation costs inclusive looking to reduce the costs of public transport.

Other policy measures :

- Integration of transport policies and municipal or sub-regional parkings;
- Implementation of active policies to reduce Road Accidents (both pedestrians and road accidents);
- Focus on interfaces and platforms logistics and multimodal transport, with great emphasis on the electric rail;
- Inversion of disinvestment of public transport in recent years;
- Stimulate the use of public transport;
- Improved hygiene, safety , schedules on public transport.

5 "Empowerment" community

Generalization of "Participatory Urban Mobility Plans" with binding powers, in all cities, regardless of size and without forgetting rural territory that is adjacent to them, avoiding "no man's lands"

Education for sustainable mobility: Inclusion in schools, in all cycles, the topic of sustainable mobility and behavior that students can take in this direction. Transport of low energy;

Advantages of public transport; Dissemination of good practices

"It is not enough to change the infrastructure, it is urgent to change attitudes!"

Annex B - Good Practices from a civic point of view

- **Collection and dissemination of Good Practices.** Generally we tend to consider the protection of rights as a type of action aimed at highlighting the gap between the expectations of citizens and the state of the services and therefore the violation of rights which need to be protected. In fact, when dealing with protection it is easier to pick up bad news than come across well-known best practices. However, in reality, due to the constructive nature of the actions of citizens, the collection and dissemination of good practices has a key role in the protection of rights and allows to:
 - bring to light the possibility of immediate change in the organisation of services without new laws or particular investments;
 - valorise the action of those who strive to improve their work and "draw them to one's own side" stigmatizing, conversely, negative behaviours unjustifiable in front of good practices;
 - introduce incentives in the organization of services in order to empower those involved;
 - promote the spirit of emulation.

Given the difficulty of collecting good practice through occasional initiatives and actions, the best way to deal with this issue is promoting specific programs aimed at this purpose. Among the most useful and most effective is certainly the promotion of awards and competitions.

But what is a Good Practice? Good practices are actions whose very nature is the impact on the quality of services, the protection of citizens' rights, the promotion of civic participation and the enhancement of human resources. In particular, they are very successful initiatives aimed at improving the efficiency (cost) and the effectiveness (as a way to meet, in an appropriate manner, the needs and expectations of citizens) of the management and provision of services.

A good practice is defined as such when it also meets the following five requirements:

- Measurability (possibility to quantify the impact of the initiative);
 - Innovation (ability to produce new and creative solutions in order to improve the quality of services and the protection of citizens' rights);
 - Sustainability (ability to rely on existing resources or ability to generate new resources);
 - Reproducibility (possibility of its transfer and application in places and situations other than those in which it was developed);
 - Added value (positive and tangible impact on users' rights and the promotion of civic participation).
-
- **The scheme suggested for the collection of Good Practices²**

To facilitate the collection of good practices and to give an order to their description, the following grid divided into three sections was suggested:

Description:

- Title and description of the GP
- Objectives (Main objectives / Resources / Outcomes)
- The main field of each Good practice
- Who promoted the Good Practice: Public Institution, Civic Organization, Private Company, Other Subjects (specify)
- Actors involved in the Good Practice

² <http://www.activecitizenship.net/bp/2013/form/new.php>

- Location and Term

Analysis of the Good practice

- Development of the Good practice (activities)
- Obstacles found
- Means used to overcome or remove the obstacles
- Factors that facilitated the process
- Impact on the all participants
- Benefits (direct and indirect) for the different actors involved
- Benefits (direct and indirect) for the citizens

Evaluation

- Is the Good practice reproducible?
- Is the Good practice innovative?
- Has the Good practice any added value?
- Has the Good practice a sustainable development?
- Is the Good practice measurable?

The 2010 Conference “Land Use, Accessibility and Mobility Management”

(http://www.conferenciamobilidade.imtt.pt/docs/PROGRAMA_IMTT_EPOMM_CIVITAS_EN.pdf)

Produced a wide field of tools for sustainable mobility:

These

National Guidelines for Mobility

Guidance Script - Accessibility, Mobility and Transport on Municipal Planning

Guide for the Preparation of Mobility and Transport Plans

Collection of Thematic Technical Brochures -

- Types of Ways and Means of Transport
- Flexible Transport Solutions
- Interfaces Passenger Transport
- Road Network - Planning and Design Principles
- Traffic counts and surveys
- Parking Policies
- Shared transport
- Traffic reduction
- Pedestrian Network - Planning and Design Principles
- Cycling network - Planning and Design Principles

Public Information Systems

Guide for the Preparation of Mobility Plans for enterprises

Public Technical and Financial supports

<http://www.conferenciamobilidade.imtt.pt/temas.php>

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Partners:



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