

D.3.4.2 – No. 1 REPORT ON AWARENESS AND SENSITIZATION CAMPAIGNS CONDUCTED AT REGIONAL AND CROSS-BORDER LEVEL

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Document Control Sheet

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A.1 AW-S Campaign – Implementation Plan

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1. Aim and scope of this document

This document reports the activities implemented during the MIMOSA Awareness and Sensitization campaign (ASC). The campaign has been developed during 2022 based on the objectives of WP3 and following the formalized methodological steps and the implementation process described in the D.3.4.1 (Methodology for elaborating awareness and sensitization programmes at regional and cross-border level), delivered in September 2021.

Consistently with and in support to the EUSAIR strategy, the main objective of the MIMOSA ASC is to spread the knowledge of MIMOSA premises and of its results (studies, actions, pilots) through a series of participatory and engagement activities for the stakeholders and for the public in general.

In this document the pathway/strategy adopted for the awareness campaign is described in detail, aiming at providing a replicable model (among many) for similar activities to be developed in other contexts territorial contexts and cross-border areas. For this reason, the report also highlights the issues faced during the different implementation steps and the problem-solving strategies for, transferring methodology and implementation plan into practice. This document is therefore a report of the awareness and sensitisation activities that were carried out during 2022.

The document is structured as follows: section 2 provides a summary of the activities, while section 3 and 4 are focused on two main activities: the surveys (questionnaire design, identification of the respondent population, conduction of the survey and recall etc.) and the series of interviews and discussion groups developed for the campaign (geographical hubs definition, selection of coordination with partners for interview sessions, etc.) The 5th section describes the targeted communication actions, in collaboration with partners and particularly with PP12 (HŽ Putnički Prijevoz D.O.O.) who is in charge with the communication activities and systematically supported the AW-S campaign in real-time. Finally, the concluding section will include some final considerations and key-points of the overall campaign, at the end of this project experience.

It is not within the scope of this document to describe the results of the information gathering and interviews that took place during the campaign. The in-depth analysis and the overall evaluation of the results of each activity (surveys, questionnaires, on-field interviews, dissemination & communication

activities etc.) will be instead provided in the O.3.6 (“Awareness and sensitization programme at regional and cross-border level”).

2. The implementation strategy of the MIMOSA awareness and sensitisation campaign

The early stages of the implementation of the MIMOSA awareness-raising campaign took place up to February 2022. They mainly consisted in defining and summarizing the overall state of the art of the MIMOSA project. Since the beginning, the MIMOSA project has been affected by the emergency and restrictive measures due to the COVID-19 pandemic crisis, particularly as regards on-field activities. Since the evolution of the pandemic crisis could not be foreseen, in the preparation of the *Methodology for developing the awareness and sensitisation programme* (D.4.3.2) both on-field and on-line / blended activities have been planned. However, the gradual improvement of the situation allowed the main planned on-field activities to be carried out.

Before the end of January 2022 a series of preliminary steps has been completed. Specifically:

- Information among MIMOSA partners about the campaign, organising several debriefing on-line meetings with Lead Partner and WP Leaders to collect the delivered materials, to summarize the pilot implementation status and next steps, and to receive feedback and suggestions regarding the implementation of the different phases of the campaign.
- Identification of a list of potential stakeholders present on the two coasts (Italian and Croatian) of the Adriatic Sea. Through an on-line research and targeted phone calls, the following categories have been taken into consideration: a) regional/local public administration depts. in charge for mobility and transport policy; b) coastal and cross-border transport operators/providers (public and private); c) port authorities and minor ports located in the programme area; d) tourist enterprises/boards and agencies; e) universities and researchers; f) regional/cross-border development agencies and associations focused on transport issues.
- Drafting and delivering a AWSC Implementation Plan (please, see ANNEX A.1 to this document) as a user friendly working tool for the replication of our AWSC. The implementation plan describes how to organize and set-up the campaign in 10 implementation steps including activities, time plan,

management risks and deviations, implementation status and major objectives and expected results. It has been a useful tool for a day-by-day implementation and monitoring process.

- Organizing and coordinating with MIMOSA Communication WP Leader targeted on-line and social media actions, in order to spread and exploit the different implementation steps of the AW-S Campaign, in parallel with on-filed activities.

Such preliminary on-desk activities allowed to draw an overall picture of the state of the art of the project and to select the main documents and results to adopt in the ASC. Beyond the preliminary activities, the groundwork of the MIMOSA awareness and sensitisation campaign stands in two main activities: a) the wide-ranging survey, b) interviews and discussion groups.

a) A relevant part of the ASC has been the implementation of a wide-ranging survey concerning the levels of awareness and information on the quality, safety, and environmental sustainability of maritime and coastal transport in the Programme area. Such survey was conducted through the elaboration and distribution of targeted questionnaires. At the end of January '22 has been prepared the draft of a targeted questionnaire aiming at assessing the level of awareness before the on-field activities, as it was established in the methodology. Another survey has been developed at the end of the ASC for the evaluation of changes occurred in the meanwhile. In the next section we describe the procedural details of the surveys, while the results, together with other information and data from the ASC are discussed in the output O.3.6.

b) Another key activity of the ASC has been the organisation of individual on-field interviews and on-site discussion groups, implemented in 6 main cities of the Programme area (3 on the Italian and 3 on the Croatian Adriatic coast). Despite the restrictions due to Covid-19, organizing a permanent internal communication, discussion and coordination based on remotely and on-line modes, allowed the campaign to be effectively organized, thanks to the support and active involvement of all project partners. This effort is a key strategic element to cover and reach the widest territorial area and to achieve a huge stakeholder and public engagement - ensuring the needed baseline for the development of the campaign - within the Interreg Italy-Croatia Programme area. Setting up the stakeholder dataset allowed to pre-contact and informing a wide panel of stakeholders, by e-mails and phone calls, in order to explain main objectives and goals of the MIMOSA project.

The next two chapters will describe in detail, the organisation and development of these 2 actions during the campaign, focusing on the used tools/applied methods and on the levels of participation/engagement achieved. The specific outcome of the activity results, as already explained in the introduction, will be described, and analysed in depth in O.3.6 (the specific output of ACT3.4 planned within the MIMOSA project framework).

3. Awareness-raising and Sensitization Survey.

3.1 Definition of the questionnaires structure

The specific objective of the survey (see ANNEX A.2) is to conduct an ex-ante analysis concerning the levels of information and awareness relating to the different modes of maritime and coastal passenger transport. A primary goal of this action was to achieve a territorial baseline able to better orient and focusing the campaign activities and at the same time dissemination of the MIMOSA project results.

This questionnaire addressed a wide public of respondents and it was structured on a total of 15 closed/multiple-choice questions. The time needed to fill in was calculated in a maximum of 10/15 minutes. The 15 questions are organized in 3 specific sections (5 questions each). The questionnaire has been distributed in the two official languages of the Programme Area (Italian and Croatian) in order to reach the widest potential audience of respondents.

The questionnaire has been conceived to be completed anonymously. The data provided by respondents were exclusively processed in aggregate form. No questions concern aspects related to individual personality, gender preferences, religious or political beliefs or other sensitive aspects were included. A specific info-sheet, included at the beginning of the template, informed the respondents regarding Privacy Policy, and Data Protection Notice according to Articles 13 and 14 - EU Regulation No. 679/2016. In order to collect basic elements for an aggregated analysis on the composition of the overall population of respondents, some general data were requested before starting the fulfilment of the questionnaire. Specifically, about the general data, 5 specific sections were to be completed (always in multiple choice mode): i) living territory (national/regional); ii) age; iii) gender; iv) education/qualification v) career/job

situation. The he answers were set in multiple-choice mode in order to facilitate answering within specific categories.

The first section of the questionnaire was focused on the territorial framework of the respondents (see box 1). All the 5 questions of the section 1 displayed a series of multiple-choice answers for the respondent. At the same time, based on the first choice – in order to collect more targeted information – either a new set of potential answers were listed, and in some cases, open boxes were provided to describe specific experiences. The second section considered the respondent individual experiences (see box 2). In this set of questions were provided multiple-choice answers to flag on, in order to give a wide range of options, speeding up the time needed to complete the questionnaire. At the same time the option to provide an answer beyond the pre-defined options was always given, together with the request of the explanation in an open text box.

Finally, the third section of the questionnaire was targeted on the individual perception and evaluation with respect to a series of issues, specifically on: EU/national/regional/local transport policies; collective and individual travel-related behaviours/habits; role/impact of awareness campaigns; the impact of transport on the climate crisis; improvements achieved in the last years concerning more sustainable transport options (Box 3).

Box 1: questions of the survey related to the territorial framework of the respondents

- #1.** In the last few years, have any awareness and/or information campaigns been organised and promoted in your area (national, regional, local) on the issues of quality, safety, equity, environmental sustainability of transport?
- #2.** In your local area, where you live and/or work, which are, in your opinion, the main problems/critical issues concerning passenger transport services and citizen mobility? (More than one option can be flagged)
- #3.** In your local area the presence of tourist flows during the high season, which kind of impact, do you think, produces?
- #4.** In the last few years, have there been any improvements concerning the quality of the transport systems? (ex. better transport services, environmental sustainability, connection to long-distance transport nodes, road networks and infrastructures)
- #5.** In the last few years - in your local area - has there been any improvement/increasing concerning the transport connections with the opposite Adriatic shore, specifically in terms of connections between Italy and Croatia (e.g. new maritime connections, new bus lines, new train lines, new flight lines, multimodal links, etc.)?

Box 2: questions of the survey related to respondents' individual experience

- #6.** Have you ever travelled between Italy and Croatia (or reverse) and, in case of a positive answer, for what specific purpose?
- #7.** In the last few years, have you ever had the opportunity to travel with new/innovative means of transport, selecting one or more listed below? (More than one option can be flagged).
- #8.** Have you ever in the past been involved/co-organised or just participated in any of the following types of initiatives/campaigns to raise awareness - to promote sustainable transport - to reduce traffic pollution, etc.? (More than one option can be flagged).
- #9.** Planning your travels (for different reasons: work/tourism/leisure etc.), which kind of relevant factors do you consider firstly, concerning the transport mode/means of transport? (More than one option can be flagged).
- #10.** Concerning your own car, when and in which kind of specific travel/move do you prefer to take?

Box 3: questions of the survey related to respondents' individual evaluation

- #11.** Considering a scale from 1 to 10, how would you rate public policies/measures (local/regional/national/European) concerning improving quality, safety and environmental sustainability of transport, related to the Adriatic coastal/maritime areas of Italy and Croatia?
- #12.** Do you consider individual behaviour/habits can significantly influence the overall issue of sustainable transport and its environmental impact?
- #13.** Regarding the issue of environmental and climate emergency, how much benefit do you think the actual improvement of transport quality and sustainability could achieve?
- #14.** Do you think that awareness/promotion/information campaigns and citizens' involvement are an effective tool for influencing people's behaviours and at the same time to "condition" policies aimed at improving quality, safety and environmental sustainability of the transport system?
- #15.** Based on your perception, do you think – during the last 10 years - at a European and global level, real and concrete progress has been made in improving the quality, safety, and environmental sustainability of transport?

The first three section constituted the basic questionnaire, which was supplemented by two sets of 5 questions each, designed to deepen the analysis targeted to two specific segments of potential respondents with relevant knowledge/experience in the transport sector.

The first target is represented by public and private transport operators, tourism sector operators, transport & mobility practitioners and experts. The second target included policy makers, i.e. transport and mobility officers, managers, and planners of the main local administrations (municipalities / public transport providers) (see boxes 4 and 5). The goal of these additional sets of questions was to analyse more in depth the different territorial contexts in the Programme Area, through the contribution of those working in the transport sector both as operators and/or as public service administrators/officers.

Box 4: additional questions to the basic questionnaire addressed to target group 1 (public and private transport service operators; tourism sector operators; transport & mobility practitioners and experts)

- #1 Please provide the category of Service/Company/Agency you work for...
- #2 Could you mention - in the last 10 years - the most relevant innovations introduced by your Service/Company/Agency in terms of sustainable mobility? (More than one option can be flagged)
- #3 Which are the main factors, in your opinion/experience, could be effective in determining and promoting a successful transition to sustainable mobility and transport modes, in terms of quality, safety, equity and environmental sustainability? (More than one option can be flagged)
- #4 Considering your job position/territory, how do you evaluate the impact of the tourist flows on the different transport/mobility services during high season peaks?
- #5 Concerning the transport connections between Italy and Croatia, which are the main passenger transport modes/services available in your local area? (More than one option can be flagged)

Box 5: additional questions to the basic questionnaire addressed to target group 2 (transport and mobility officers, managers and planners of the main local administrations)

- Please indicate the administration department of your municipality you work for, or if you are deputy mayor/mayor of the municipality:
- #1 Could you provide us the main initiatives/measures/actions adopted by your municipality for sustainable mobility transition in the last 10 years? (More than one option can be flagged).
 - #2 Which are the main factors, in your opinion/experience, could be effective in determining and promoting a successful transition to sustainable mobility and transport modes, in terms of quality, safety, equity and environmental sustainability? (More than one option can be flagged).
 - #3 Considering your job position/local administration area, how do you evaluate the impact of the tourist flows on the different transport/mobility services during high season peaks?
 - #4 Concerning the transport connections between Italy and Croatia, which are the main passenger transport modes/services available in your local area? (More than one option can be flagged).

Finally, at the very end of the awareness and sensitisation campaign (November 2022) a short questionnaire has been launched to understand potential differences between “ex ante” and “ex post” awareness and sensitization campaign implementation. The questions of this survey are shown in box 6. They have been conceived taking into consideration the structure of the previous ones, but at the same time using different delivering channels/on-line suites.

Box 6: questions included in the final survey for the assessment of ASC impact

- #1. How informed do you consider yourself on the issue of sustainable transport?
- #2. How informed do you consider yourself on the issue of sustainable maritime and coastal transport?

#3. In your opinion, have the Italian/Croatian citizens started to move towards more sustainable forms of mobility in the last years?

#4. In your opinion, as much could be reduced “individual car dependency” by improving maritime and coastal transport between Italy and Croatia?

#5. In your opinion, how much EU projects contribute to the transition towards more sustainable transport modes/habits?

3.2 Dissemination of questionnaires and recall of respondents

The survey has been launched between April and June 2022, through the EU Survey platform (figure 1), an open-access platform provided by the EU Commission within the Participant Portal tools. This platform was chosen because it has a number of advantages that make it a versatile and effective tool.

Specifically:

- is available free of charge on an intuitive and easy-to-manage platform;
- is fully open source and published under the European Union Public License;
- offers a wide variety of elements, from classic ones (e.g. simple text questions and multiple-choice questions) to advanced tools like editable spreadsheets and multimedia elements, including dynamics structural elements providing an interactive experience (e.g. questions changing according to previous answers);
- participants’ privacy is guaranteed;
- provide an easy and effective tool to manage the contact list;
- provides a basic descriptive analysis through visualization of data and charts.

The main questionnaire, for the wide public (15 questions), has been open for 30 days after the launch. In order to ensure a wide diffusion and an adequate response rate to guarantee the analysis of the results, a series of supporting side activities were conducted: as example re-call/remind e-mails and a series of phone calls to solve any problems related to link-connection or additional details to manage/complete the form. In parallel, also the 5 additional questions-packages were distributed to selected potential respondents, on the basis of their regional location and their roles in the different transport systems and/or local public administration, considering the different territorial context and governance systems within Italy and Croatia.

A fundamental contribution has been provided by all partners of the MIMOSA project, who provided a strong effort and support by directing the link to several stakeholders in the different targeted territories, and publishing the call in their official web sites.

Figure 1 – The editor dashboard of the EU SURVEY platform with the MIMOSA Survey header (Italian version)

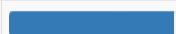
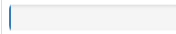
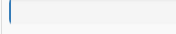


Figure 1 – The EU SURVEY platform. The editor dashboard

3.3 Conclusion of the survey and collection of the results

At the end of the survey, 183 completed questionnaires were collected for the Italian version and 101 for the Croatian ones, in total 284 questionnaires were collected within the whole Programme area. Unfortunately, the additional 5-questions package to selected respondents did not receive an adequate level of responses to be analysed. Probably due to an overlapping of the delivering phases. Finally concerning the instant “ex-post” survey the results will be reported in the O.3.6 together with the related analysis. Since this document is concerned with reporting on the method and activities carried out for the awareness and sensitisation campaign, the results of the questionnaires are not presented here but, as mentioned above, are presented in output 3.6. Here we simply show number of respondents and related regional location are shown in the following figure (figure 2- 3).

Figure 2: Survey response from Italy and regional distribution of the respondents

		Answers	Ratio
ITALIA		178	97.27 %
CROAZIA		2	1.09 %
No Answer		3	1.64 %

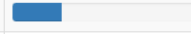
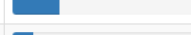
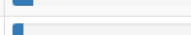
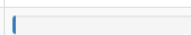
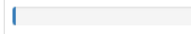
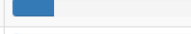
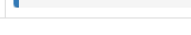

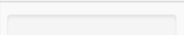

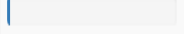
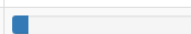
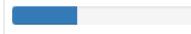
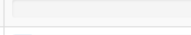
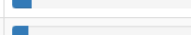
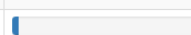
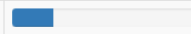
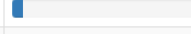
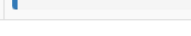

		Answers	Ratio
FRIULI VENEZIA GIULIA		49	26.78 %
VENETO		47	25.68 %
EMILIA - ROMAGNA		21	11.48 %
MARCHE		11	6.01 %
ABRUZZO		4	2.19 %
MOLISE		4	2.19 %
PUGLIA		41	22.40 %
No Answer		6	3.28 %

Figure 3: Survey response from Croatia and regional distribution of the respondents

		Answers	Ratio
ITALIJA		0	0.00 %
HRVATSKA		99	98.02 %
No Answer		2	1.98 %

		Answers	Ratio
ISTARSKA ŽUPANIJA		9	8.91 %
PRIMORSKO-GORANSKA ŽUPANIJA		36	35.64 %
KARLOVAČKA ŽUPANIJA		0	0.00 %
LIČKO-SEIJSKA ŽUPANIJA		11	10.89 %
ZADARSKA ŽUPANIJA		9	8.91 %
ŠIBENSKO-KNINSKA ŽUPANIJA		4	3.96 %
SPLITSKO-DALMATINSKA ŽUPANIJA		23	22.77 %
DUBROVAČKO-NERETVANSKA ŽUPANIJA		6	5.94 %
No Answer		3	2.97 %

4. On-field interviews & discussion groups.

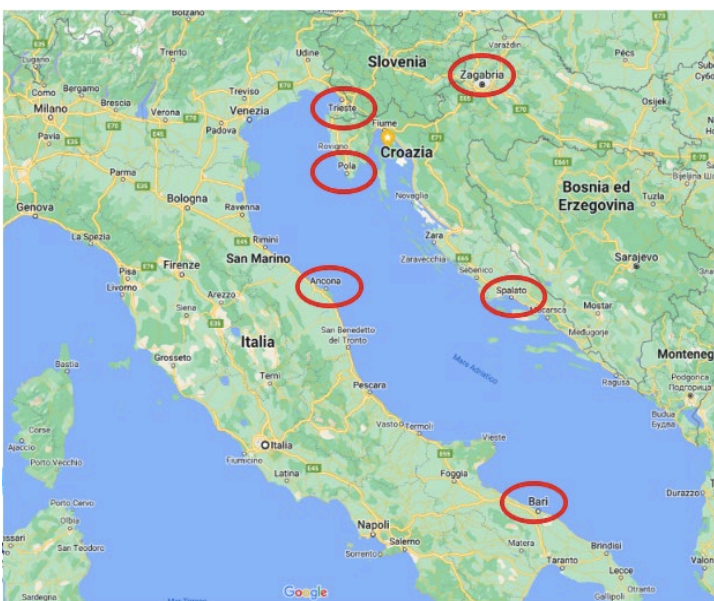
4.1 Identification of territorial city-hubs and on-field interview organization

To organize the on-field activities we identified 3 “city-hubs” for each Country, as venues to conduct a series of interviews, both individual and through discussion groups involving relevant stakeholders. Consequently, three major cities have been chosen, located, respectively, in the North, Centre, and South of each coast. For Italy Trieste, Ancona, and Bari have been chosen, while for Croatia Pula, Zagreb, and Split have been selected. Such venues were chosen taking into consideration the following characteristics:

- they ensure a relatively uniform territorial distribution of meetings and interviews (see figure 4);

- they host ports, airports or bus stations providing cross-border transport lines routes between Italy and Croatia;
- they host the headquarters of transport providers, tourist operators, regional/national agencies, or public administration developing relevant activities and/or economic and institutional relations with the other side of the Adriatic Sea.

Figure 4 – identified “city hubs” within IT-HR Programme Area



In a nutshell, the cities chosen for the on-field awareness & sensitisation campaign were places where it has been possible to reach and engage a wide number of representatives of relevant stakeholders with territorial, administrative and/or managerial competences and experiences in the field of cross-border transport between Italy and Croatia. In other words, it was possible to maximise the impact of the ASC, disseminating the MIMOSA activities, pilot projects and results.

4.2 Discussants and targeted questions

The involvement of the identified stakeholders has been planned considering two different approaches:

- common discussion groups, consisting in the involvement of a series of stakeholders in the same place for about one hour, maximum 1,5 hours.
- individual interviews, i.e. one-to-one interview conducted generally in the headquarter of the stakeholder or using on-line call.

The summary of meetings and interviews is shown in table 1.

Both the on-field interviews and the discussion groups were organised starting from a set of main questions (7/8) tailored in each meeting according to the different profile of the stakeholders involved (role, specific features, key issues, etc.). During the meetings it was also taken into consideration the goal of the activity 4.5. of the MIMOSA project, concerning the definition of a cross-border planning model. Consequently, in each interview or meeting at least two questions have been focused on issues related a potential transport planning model in the Interreg Italy-Croatia Programme area.

Table 1: summary of meetings and interviews conducted for the ASC (all activities took place in 2022)

PLACE	DATE	INTERVIEW MODE	STAKEHOLDERS INVOLVED
Ancona	Sept. 7 th	Discussion group	Central Adriatic Port Authority – Jadrolinija Lines
Bari	Sept. 8 th -9 th	Individual Interview	City of Bari, Mobility Department
Bari	Sept. 8 th -9 th	Discussion group	Apulia Regional Authority – Transport Infrastructures Department and Local Public Transport & Mobility Department
Pula	Aug. 13 th -15 th	Discussion group	IDA Regional Development Agency
Split	Aug. 30 th -31 st	Discussion group	Split Port Authority - MSC Lines – Jadrolinija Lines - Split-Dalmatia County
Trieste	Jul. 5 th -8 th	interview (on-field)	City of Trieste, Mobility Department
Trieste	Jul. 5 th -8 th	interview (on-field)	Terminal Passengers Spa
Trieste	Jul. 5 th -8 th	interview (on-line)	Trenitalia FVG operator
Trieste	Jul. 5 th -8 th	interview (on-line)	Liberty Lines Spa
Zagreb	Aug. 25 th -26 th	Discussion group	Ministry of Regional Development and EU F. - University of Zagreb - Ministry of Tourism and Sport - Ministry of the Sea, Transport & Infrastructures - Croatian Tourist Board - HZ Passenger Transport LLC
Zagreb	Aug. 25 th -26 th	interview	Croatian Airlines
Zagreb	Aug. 25 th -26 th	interview	Croatian Chamber of Economy

The reference scheme for the interview/discussion groups was generally based on the following main topics, that have been defined also according to questionnaire setting:

- Considering the reference/working framework of each discussant, the most relevant innovations/changes implemented in order to be consistent with the global transition to sustainable transport and mobility services.
- Considering the experience/specific perspective of each discussant, which could be considered the most effective ways to meet the objectives/goals stated by the EU/National policies in terms of environmentally sustainability, quality and safety standards, citizen satisfaction in the transport and mobility services.
- Pros and Cons of the tourist flows, particularly during the season peaks, considering transport services, impact on the local public transport of the coastal cities, economic opportunities/growth, traffic congestion, management of the transport systems, etc.
- Headways and bottlenecks in the cross-border connections between Italy and Croatia in the last decade.
- Key drivers in order to increase public/private collective means of transport, decreasing at the same time the car dependency.
- (In case of cross-border transport providers) main strengths and weakness in cross-border transport management (considering each specific working experience).
- Lessons learned and relevant changes emerging by the COVID-19 impact on the passenger transport services.
- The social impact and benefits related to the awareness-raising and information campaign concerning the transition toward a sustainable mobility.

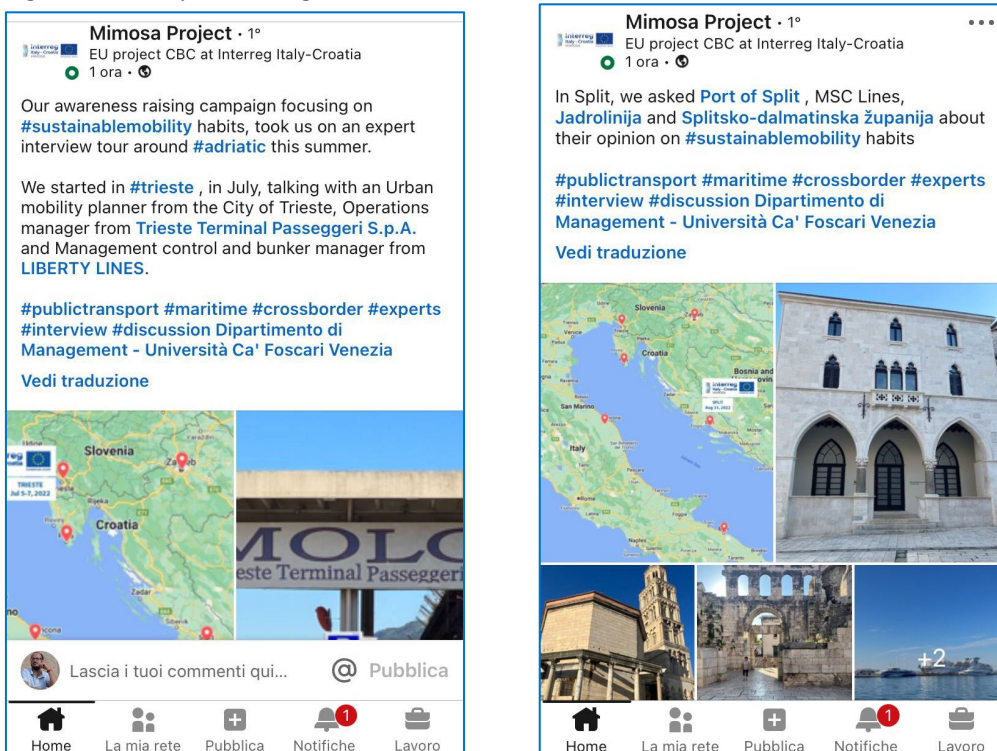
A summary of the results will be reported in Output 3.6.

5. Targeted Communication and dissemination activities related to the AW-S campaign (On-line & social media)

Targeted communication and dissemination activities have been fundamental throughout the campaign. All the MIMOSA project partners, and particularly the Partner responsible for communication, contributed to the dissemination and public awareness of each of the individual

campaign steps. The widespread dissemination of the questionnaire in the different territorial areas it has been realized thanks to the publication on the different institutional websites of the partners, the massive mailing activity, and the use of the individual social media accounts in order to circulate the access link and the modalities/terms for filling in the questionnaire. Each stage of the on-field interviews and discussion groups in the different cities was supported by a specific storytelling via the MIMOSA social media accounts Figure 5 show a few examples of the AW-S campaign communication.

Figure 5: examples of targeted communication activities for the ASC on social media.





It's worth noticing that, within the MIMOSA project activities there were also other actions which, although framed in different WPs, particularly in WP6 and WP2, in fact contributed to the goal of increasing the awareness both among the wide public and the stakeholders. In such actions, all partners played a leading role. For instance, we just mention the conference held in Venice, at Ca' Foscari headquarters, on the topic of "*Maritime and multimodal sustainable passenger transport solutions and services*" (fig. 6). Moreover, bringing the topic to the attention of scholars and experts, the MIMOSA project triggered a series of research studies that resulted in international scientific publications¹ which are normally an important factor in bringing the debate to the attention of policy makers.

¹ For instance: a) Sirotić, M.; Žuškin, S.; Rudan, I.; Stocchetti, A., *Methodology for the Sustainable Development of the Italy-Croatia Cross-Border Area: Sustainable and Multimodal/ Cross-Border Passenger Services* in SUSTAINABILITY, vol. 13, pp. 11895 (ISSN 2071-1050); b) Novera, S.; Pesenti, R.; Rudan, I.; Žuškin, S. (eds.) *Priorities for the Sustainability of Maritime and Coastal Passenger Transport in Europe*, Edizioni Ca' Foscari, Venezia. The book can be available for free at this link: <https://edizionicafoscari.unive.it/it/edizioni/libri/978-88-6969-618-3/>

Figure 6: the poster and an image from the October 2022 conference in Venice on Italy-Croatia maritime connections



6. Conclusions

The purpose of this document is to summarise the steps through which the awareness-raising campaign took place. In doing so, we have strictly limited ourselves to the actions that were developed according to the application form and that were anticipated in the methodology (D.3.4.1.).

Thanks to the gradual disappearance of the Covid pandemic restrictions, it was possible to carry out almost all the field and face-to-face activities that had been planned. In a few cases, online meetings were used, but this did not prevent the planned results, for which please refer to output O.3.6.

It was possible to carry out what had been planned thanks to the contribution of partners and authorities, operators and other people to whom we owe our thanks.

Although from a formal point of view the awareness and sensitisation campaign closes in 2022, we believe that its effects will endure and usefully complement the actions planned under WP4 and WP6, helping to lay the foundations for a culture of cooperation and collaboration between the two countries.

D.3.4.2 Annex 1

Sub_D.3.4.2_1

Awareness & Sensitisation Campaign Implementation Plan

WP3 - Increasing the knowledge of passenger transport and of passenger behavior

Activity 3.4 - *Enhancing the knowledge of sustainable mobility options*

Document Control Sheet

Project Number:	10249002
Project Acronym	MIMOSA
Project Title	Maritime and Multimodal Sustainable Passenger transport solutions and services
Start Date	01/01/2020
End Date	31/12/2022
Duration	36 months
Related Activity:	Work Package 3 A.3.4. Enhancing the knowledge of sustainable mobility options
Deliverable Name: SUB_tool_1	Sub_D.3.4.2_1 Implementation Plan of the Awareness and Sensitization Campaign conducted at regional and cross-border level
Type of Deliverable	IMPLEMENTATION PLAN
Language	English
Work Package Title	Increasing the knowledge of passenger transport and of passenger behaviour
Work Package Number	3
Work Package Leader	PP2 (Ca' Foscari University of Venice)
Status	Final version
Author(s)	PP2 with the cooperation of all partners
Version	Final
Due Date of Deliverable	30-11-2022
Delivery Date	27-12-2022

Methodological Note: The step/phase of the implementation provides at the end a specific **note-box**, to regularly update the activities towards the D.4.3.2 to monitoring potential deviations and implementation risks. This tool it will be used within the end of all the programmed activities, supporting the drafting of the Report.

MIMOSA - Maritime and Multimodal Sustainable passenger transport solutions and services				
WP 3 – Increasing the knowledge of passenger transport and of passenger behavior				
Activity 3.4 Output 3.6				
activity	output	expire m.	deliverables	expire m.
A 3.4 - Enhancing the knowledge of sustainable mobility options	O.3.6 - Awareness & sensitisation programme at regional & CB level	35 (30/11/2022)	D.3.4.1 - No. 1 Methodology for elaborating AW. and S. programmes at regional and CB level	20 (31/08/2021) delivered
			D.3.4.2 - No. 1 Report on AW. and S. campaigns conducted at regional and CB level	35 (30/11/2022) delivered
D.3.4.2_1 - Implementation Plan				
D.3.4.2 implementation tool #1	Collection of materials delivered during the MIMOSA project (Theoretical D./Pilots activities/Com&Diss sheets/NLs/Flyers (in order to use as info & dissemination tools to be used during AW campaign on-field activities)			
D.3.4.2 implementation tool #2	Awareness & sensitization Implementation Plan (planning & monitoring tool to be used during AW campaign on-field activities)			
Nr.	Sub-Activity title & Implementation tools/steps			
D.3.4.2 - 3	On field activities #1 including organisation of 4 local dissemination campaign + synthesis document (
Implementation Step nr.	Step Description			Implementation Status* ²
#1	Design and on-line uploading/editing (EU survey platform) of Wide public AW.-S. questionnaire (ex ante) in two language versions (IT-HR)			completed
#2	Design and on-line uploading/editing (EU survey platform) of 2 Thematic questionnaires for Coastal Municipalities and for Regional experts/Operators/Providers (related to AW.-S.) in two language versions (IT-HR) -			completed
#3	Launch of Wide public AW.-S. questionnaire (ex-ante) in two language versions (IT-HR) 31st of May 22 – Closing date 25th of June 22 – Extended deadline within 30th of June 22.			completed

² Implementation status levels: planned – ongoing – completed – reframed - rescheduled/postponed to xxx – deleted.

#4	Spreading the wide public questionnaire through all the MIMOSA partners + targeted e-mail to selected stakeholders located in coastal areas, and or in regions/areas with no representative PPs (e.g., Molise Region).	completed
#5	Realization of 4 potential targeted respondents database (one for each country IT-HR for each thematic questionnaire selecting a) the coastal municipalities on both sides of the Adriatic with municipal territory facing the sea; b) collecting e-mails of targeted regional officers/managers/policy makers in charge for mobility and transport admin., managers and practitioners of transport providers [all transport modes], local tourist operators, county and metropolitan officers, etc. through official web-sites and through specific advices provided by MIMOSA PPs)	completed
#6	Launch of the 2 Thematic questionnaires for Coastal Municipalities and for Regional experts/Operators/Providers (related to AW.-S.) (IT-HR) 23-25 of June – Closing date 31st of August 22 – (Extended deadline will be considered within the 20/25 of Aug. based on the results achieved: nr. of collected questionnaires).	completed
#7	Identification and organization activities in 6 local awareness City-Hubs , between Italy and Croatia, involving PPs and stakeholders. Considering the geographical framework of the Programme area, will be required supporting activities by some PPs with headquarters located in the selected cities. The following partners will be consulted in terms of availability to host our researchers for interviews: 1) PP1- FVG Region for Trieste (IT) ; 2) PP9 – IDA regional agency for Pula (HR) ; 3) PP13 – Split Porth Authority for Split (HR) ; 4) PP7 – Ministry of Regional Development and Eu Funds - Department for Islands & PP12 – HR National rail transport company for Zagreb* (HR - * Zagreb is formally out of the Programme area, but the relevance of the PPs and related stakeholders in the capital is strategic for targeted interviews); 5) PP4 – Central Adriatic Ports Authority for Ancona (IT) ; 6) PP6 - Apulia Region (Department of Mobility, Urban Quality, Public Works, Ecology and Landscape) for Bari (IT) . **In case of unavailability of some PPs are selected some other potential destinations/partners on the basis of the geographical distribution principle.	completed
#8	Definition of an interview/discussion groups calendar , supported by the PPs of the City Hubs, in order to plan the dates, time and participant lists of each on-field activity in the 6 Hubs. Definition of	completed

	<p>the questions for the interviews/ discussion groups considering also needs and stakeholder consultation for the MIMOSA cross-border planning model (O.4.5). Organizing travel and accommodation for the interviewers and/or on-line internal coordination meetings.</p>	
#9	<p>Implementation and conduction of the on-field-interviews discussion groups between July and September 2022: Trieste (IT): July 5-8 Zagreb (HR): August 25-26 Split (HR) August 30-31 Ancona (IT): September 7 Bari (IT): September 8-9 Pula (HR): September 13-15.</p>	completed
#10	<p>Mid-Term presentation of the AW-S campaign results during the MIMOSA PSC7 [Bologna - June 2022] and Final presentation of the AW-S campaign results during the MIMOSA PSC8 [Zagreb – October 2022]. Conclusion of the AW-S campaign and delivering of D.3.4.2 and O.3.6 [November 2022]</p>	completed
<p>D.3.4.2 – 1 note box: *This box it has been used to sketch and draft notes, communications, e-mails and suggestions to regularly update the activities towards the D.4.3.2 in order to monitoring potential deviations and implementation risks.</p>		

D.3.4.2 Annex 2

Sub_D.3.4.2_2

Resume of stakeholders' discussion groups and interviews

WP3 - Increasing the knowledge of passenger transport and of passenger behavior

Activity 3.4 - *Enhancing the knowledge of sustainable mobility options*

Document Control Sheet

Project Number:	10249002
Project Acronym	MIMOSA
Project Title	Maritime and Multimodal Sustainable Passenger transport solutions and services
Start Date	01/01/2020
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Duration	36 months
Related Activity:	Work Package 3 A.3.4. Enhancing the knowledge of sustainable mobility options
Deliverable Name: SUB_tool_1	Sub_D.3.4.2_1 Implementation Plan of the Awareness and Sensitization Campaign conducted at regional and cross-border level
Type of Deliverable	IMPLEMENTATION PLAN
Language	English
Work Package Title	Increasing the knowledge of passenger transport and of passenger behaviour
Work Package Number	3
Work Package Leader	PP2 with the cooperation of all partners
Status	Final version
Author(s)	PP2
Version	Final – for Internal use only
Due Date of Deliverable	30-11-2022
Delivery Date	27-12-2022

Annex 2: Resume of stakeholders' meetings and interviews

The key topics & insights that emerged from on field interviews & discussion group with involved stakeholders are listed below.

- ***#Q1 | Relevant innovations/changes introduced by your/other Transport Provider/Company/Public Authority in terms of sustainable mobility transition and new transport services in the last 10 years?***

[#1 TRIESTE - I] From the shipowners'/providers point of view, the most important focus is the means of transport available, the ships they operate with and invest in. Probably the propulsion system of passenger ships - the engine - is the most important thing to be improved. As example in Northern European ports, some innovative and sustainable solutions have been achieved in the last years (e.g., cold ironing, fast connections, low-emission engines, etc.). At the same time there's still a lot of work to improve the maritime means of transport to achieve sustainable innovations. As example, up today, is better to invest in the least polluting diesel engine currently available on the market than immediately adopting the electric option. Because of the electric engine still not guarantees some fundamental issues: long distances routes, availability of re-charging systems in each port, etc. Concerning the **urban area**: in the last ten years one of the most important things that has been implemented is a very successful bike sharing service, which started just before the pandemic and is still very successful. The station network is being further expanded with new stations in the area, to become more widespread and a service that works both for tourism and for systematic mobility within the urban area. Furthermore, it has been important the implementation of maritime services. In the next period these services will be (Ed. July 2022) further implemented both in terms of connections between Trieste, Muggia and the coastal area towards Sistiana, Monfalcone, and as new services towards Grado-Lignano. At the same time additional maritime services from Trieste to Croatia will be planned. Then some European projects on the analysis of potential cross-border railway connections are implemented. As example: the Adria project implemented few years ago, or Crossmoby project, just concluded, for the implementation of a new railway line between Trieste and Ljubljana. Furthermore considering again maritime transport a key aspect is the increasing use of low-Sulphur fuels by ships and vessels. Ship-owners and transport companies have invested lot of effort in the last years on this: reducing pollution caused by shipping, especially in port. Also in Trieste, local and national Port authorities, the cruise companies, and the port operators stated the "Blue Agreement": in order to reduce emissions of Sulphur oxides in-port docking,

during the berthing and in the departure phases. At the same time also port infrastructures (e.g., cold ironing, RES introduction, etc.) should/ will be developed. This is a crucial issue especially for City-Ports.

[#2 ANCONA - DG] First of all, the last few decades have been characterized by a significant change in terms of perception and perspectives. The environmental issue emerged as crucial, due to climate change and related environmental crisis. The whole transport sector has started to change its own environmental approach, considering as fundamental the sustainability principle (vehicles, fuels, transport modes, connections, etc.). Concerning maritime transport operators/shipowners a relevant change in the last years is the increasingly widespread use of 0%-1% Sulphur diesel in both territorial and international waterways, with a significant PM/pollutants reduction. At the same time a general improvement of maritime fleets for inland connectionist it has been quite significant within the last ten years. This improves on-board accessibility, transport capacity, and facilitates connections between the islands and the coast. Finally, the dematerialization of production processes in the maritime sector, included the digitization of ticketing for shipping companies has to be mentioned. Considering the Port Authority perspective, relevant changes/improvements are free shuttles services (fueled by natural gas/CNG) from disembarking/embarking passengers areas to the check-in terminal, avoiding car use and traffic congestion, particularly during the summer season peaks. At the same time, it should be improved in the next years a jointly cooperation between port maritime operators, railways operators and port/local authorities to achieve an integrated planning process for shared timetables/connections of the different transport modes, optimizing traffic and transport management. Finally, the Blue Agreement is currently being implemented in Ancona as well.

[#3 BARI - I - DG] From the point of view of local public administration, the most important turning point in the last ten years are the sustainable urban mobility plans (SUMP). In Italy there are still some issues to address related to this new planning process/tool. As example, the overlap between metropolitan SUMP and local SUMP, particularly for large cities. Other innovations towards sustainable mobility transition: creation of the Mobility Manager position both for public bodies and private companies; specific EU and National Funds for the implementation of Sustainable Mobility Actions/Measures. At the same time, at local level (e.g., by the City of Bari) have been provided some small funds for improving mobility options within the citizens: e.g., specific grants for bikes or for micro mobility (electric scooters) etc. These measures were

supported by realization of new cycle paths and routes, not available since 10 years ago. Finally, the introduction of award contests for increasing bike use by the citizens. To increase the number of participants, the local administration provided GPS Km counters for free.

[#1 PULA - DG] Some interviewed stakeholders collected relevant innovative/changes experiences through the implementation of some EU projects, as examples: equipping and designing a train for transporting cyclists (ICARUS project); The train enables the transport of bicycles on the route Pula - Buzet, which runs every Saturday and Sunday with 2 departures each from Pula and Buzet. The aforementioned investment was small, but still significant, and a healthy step for the development of Istrian County in terms of better tourism promotion and encouraging the use of alternative forms of transport, that is, combining the pleasant with the useful; or (MIMOSA project), which relies on these results and is implemented with the aim of changing travel habits with the use of ICT technologies, and this year the "Via Istra" platform was completed, which aims to promote different forms of transport combined with cultural sights and attractions in Istria on 3 tourist cards (daily, three-day and weekly). (METRO project) 3 interactive screens were installed in the Istria County area with the aim of better-informing passengers about the available forms of transport; 1 was set up at the Rijeka ghat in Pula (border crossing where passengers from Italy arrive), 1 in Rabac because there is also Venice-Rabac line there and 1 was set up in the bay of Poreč.

[#2 ZAGREB - DG - I] Relevant innovations are: The strategic document 'National Island Development Plan 2021-2027' to make the entire traffic to and on the islands more ecological and sustainable. The goal is to renew the fleet of ships and to start using more alternative fuels on the islands in the future. Procurement of new trains as part of the project 'Renovation of the rolling stock of HŽ passenger transport' - in addition to the existing 40 new trains, by the middle of 2025, 70 trains will be running on HR tracks. New ticketing system is introducing during the very next period with website apps, new POS cash registers, stationary machines in stations and mobile machines for conductors in trains. To attract as many passengers as possible to use the train transport service, some pilot projects of free transport for pupils, students and pensioners are implemented. This is also in accordance with the program of the Government of the Republic of Croatia. At touristic level: the new tourist registration system called *eVisitor* is very significant. It is an exclusively Croatian product and has made it much easier for all accommodation service providers and tourists who

come to Croatia. Since 2018, they have received an award for tourism innovation and technology from the WTO. Since the middle of 2020, they have improved and digitalized that system, which has been in use since January 1, 2016. and it is legally regulated for all accommodation providers, and from middle of 2020 the tourist tax takes place online, for which people previously had to physically come to the offices of the Tourist Board. From the passengers perspective, the online sale of tickets by maritime and rail providers it's been a real step forward. There's still room for improvement. Then the modernization of certain terminals, especially for example the Port of Zadar, and then for the island of Rab, along the coast there were quite a lot of large investments as far as the passenger terminal is concerned. Significant investments in ports of international and local importance, primarily with the aim of better and safer connections between the island and the mainland. A lot has been invested and is still being invested, probably is one of the most important financial investments in shipping. Significant progress can still be seen at the level of state administration. Concerning national and international air connections In these past ten years, an improvement is the adaptation of the national air fleets to European regulations, requirements in terms of technical equipment. All navigation aids have helped to improve the flight procedures themselves, which later lead to efficient flights and lower fuel consumption. At the same time, all these navigation tools improve the performance of air traffic management because they enable greater capacity in a given hour, so the waiting crowds in air traffic are reduced, so these are all the segments done in terms of investment in the fleet. At this moment it should be to set up a post-covid strategy that envisages a complete renewal of the fleet where we will replace all aircraft with new ones. Currently is quite ready a draft of the development strategy in railway transport until 2030. There are components with hybrid trains, hybrid locomotives, integrated passenger transport. These are all new technologies that have not yet taken off in Croatia. Private Agencies and Chambers of Commerce in cooperation with the Railway Association are working on integrated passenger transportation. This is to persuade people to use the railways as much as possible, promote the railway as the backbone of that mass transport, and it should be always connected to trams, buses, and the airport.

[#3 SPLIT - DG] Management of vehicles for loading and unloading ships is a first step forward. Innovations in mobility have nothing to do with the vehicles themselves. The built infrastructure helped to reduce the impact on the environment, it led to an increase in the space for sorting cars to be loaded onto ships - in this way they reduced the work of cars and the amount of exhaust gases. They are currently in a project where

they will install a measure of air purity and sulfur inside the port in the coming year - with this they get that they will have indicators in real time, together with the Institute of Public Health, for the actual state of air quality in the port so that they can better manage port in such a way that in case of possible increased pollution, they can warn the master of the ship in a timely manner to reduce harmful emissions in the sense of turning off the engine, etc. in order to reduce this pollution. It will also help them to better plan the schedule of ships in certain time periods in the future. Digitization of the navigation schedule has been carried out. Through a project to build a new port infrastructure in Stinice, the port basin would be used for loading trucks going to the islands on ro-ro ships, and thus the impact on the environment would be reduced because the trucks would not have to travel a long way to the city center. The Split-Dalmatia county worked together with stakeholders from the transport systems on the first analytical monitoring of people in 2014. They had a common idea for the establishment of fast electric ships, the introduction of an IT transport system. Improvements were made in the form of the installation of a new traffic regulation establishment in Zvonimirova street, then the remodulation of certain lines that create a load on the road aspect. They co-finance the purchase of electric taxis. They are working on the initiative and infrastructure of the airport area in order to connect the Kaštela area and to create the possibility of intramodality so that the guest can arrive with one integrated ticket to Split from the airport.

- ***#Q2 | Which kind of factors, in your opinion, could facilitate an effective transition towards sustainable mobility and transport, in terms of quality, safety, equity and environmental sustainability of transport?***

[#1 TRIESTE - I] As previously discussed, the maritime transport providers/operators for effectively contribute to the sustainable mobility transition, need ships/vessels with non-polluting engines/ sustainable propulsion systems. At the same time these innovations should provide adequate performance/services to be competitive on the market. At urban level the integration of different transport modes both in terms of pricing and modal systems it could be a really relevant facilitation. Anyway integrated monitoring, ticketing and route planning systems, could consent to move from one means to another in a very simple and very easy way, especially from the pricing/ticketing point of view,. As example the opportunity to buy a single ticket via app, with the additional benefit to use it on different modes of transport, it could be definitely an incentive. Finally it will be really important a cultural turning, in order to encourage users to choose

sustainable modes of transport Obviously, And then, at infrastructural level, what is being done is the expansion of the bicycle network throughout the metropolitan area. A new project is in the planning stage for funding, the focus is a metropolitan cableway connecting the plateau with the center of Trieste, useful for systematic mobility but potentially adaptable also for cross-border mobility. The northern terminus of Opicina is only a few kilometres far from the border at Verneti, and public transport shuttles will also connect the northern terminus with the Opicina railway station, already connected to Ljubljana. This could also be a sort of additional link for sustainable cross-border mobility, from border to border, to easily reach the city center.

[#2 ANCONA - DG] As just highlighted in the final part of the previous discussion, all the stakeholders are agreed on the relevance of a targeted and multi-level governance as key factor to facilitate an effective transition towards sustainable transport system. Furthermore a “city-port” needs to organize permanent working table, involving all the relevant actors of the urban transport system to discuss, co-create and implementing a a jointly planning process. Some previous experiences, focused on specific problems (e.g. congestion in the urban area between port, railway station and city center due to heavy traffic flows) provided just “temporary solutions”. Differently a permanent planning process with all the stakeholders, based on common objectives, could achieve shared solutions, and guarantee and effective transition to a sustainable transport system.

[#3 BARI - I - DG] A successful initiative for an effective transition to sustainable mobility it has been to provide regional grants - by competitive call for proposals – for municipalities to support the implementation of Sustainable Urban Mobility Plans (SUMP). The eligibility also included consortium of medium/small municipalities. The Apulia Region it has been the first in Italy to realize Regional Guidelines for SUMP, the financial grants followed this regional planning tool to provide a financial support for a wide implementation process at urban level.

[#1 PULA - DG] Some EU funded (e.g. ICARUS project) allowed an analysis of needs and shortcomings in the form of mobility in Istria County was made, the main conclusion of which is that Istria County lacks public transport adapted to the needs of both the resident population and tourists who visit Istria every year in

increasing numbers. Public bus transport exists only in the City of Pula area, i.e., in the wider area of Pula (Pula region), and the main carrier is Pula prompt, while there is no public bus transport in other parts of Istria. As far as rail transport is concerned, the main problem is the dilapidation and slowness of the trains operating on the Pula-Buzet route, long-term lack of investment in rail infrastructure, which ultimately results in minimal use of public rail transport by passengers. In order to continue the development of public transport and in general to facilitate the transition to sustainable forms of transport in the Istrian County, the intervention of the Government of the Republic of Croatia is needed in the form of the establishment of higher quality railway transport - it is necessary to build a new railway on the route Pula-Buzet, connect to the most important European corridors and provide new trains that will run at the same speed as trains in other parts of the EU. Without investment in infrastructure and trains, rail transport in Istria County is doomed to failure. Given that the infrastructure is outdated, it is impossible to carry out high-quality smaller projects that will raise awareness of the use of alternative means of transport, because nowadays travelers expect fast travel in well-equipped means of transport, which is understandable given the increasingly fast-paced lifestyle.

[#2 ZAGREB - DG - I] According to the national development plan of the island 2021-2027, the development of the traffic transport system with an emphasis on maritime transport is being carried out. Some of the more important factors of development are ICT intelligent maritime systems, the development of intermodal passenger hubs so that the islands are also better connected and turning to new transportation technologies. They also produced an analysis of the efficiency of multimodal maritime connections - some of the recommendations: establishing an integrated database related to multimodal transport in order to unify everything at the national level, strengthening mutual coordination and communication at the local, county and national levels, and it is suggested that there be an administration for multimodal sustainable traffic in which all administrative, legal and operational activities would take place. The most important factor would be a better connection between all traffic stakeholders. It means to have better communication to organize themselves in terms of coordinated timetables. It is important to encourage people to take the train, and they did this with free, co-financed transport for pupils, students and pensioners and by introducing integrated tickets (Zagreb, Rijeka, Osijek) so that as many people as possible could easily use more types of transport. She emphasized that HŽ Passenger Transport collaborated with the Istrian Development Agency

(IDA) as part of the ICARUS and MIMOZA project on the Bike and Train project, which represented something new for tourists. An entire train was technically adapted for transporting bicycles so that tourists could use the train with their bicycles. They participated in the Via Istria project, where users could buy a smart card and have an unlimited number of free rides for themselves and their bikes from Pula to Buzet. For improving Tourism it's definitely needed a better sectoral connection so that everyone who participates in the formation of the tourist offer is unanimous, because if we cooperate together, a solution will be reached sooner. The problem is too much traffic, while in neighboring countries, for example in Ljubljana, the very center of the city is closed to public traffic. Educating the local population can certainly help here, to direct them to alternative forms of transportation. It is important to emphasize that Europe is moving more to railways and other sustainable modes of transport. For example, Germany and the system of buying tickets for only 9 euros per month and connecting all forms of public transport at the national level. So they are, at the same time, raising the awareness of citizens about the efficiency of using multimodal public transport. Croatia is definitely a car destination and we are neglecting all other forms of transportation. In Istria County, for example, 100% of car traffic increases in the summer, as well as in central Dalmatia, Zadar-Šibenik. There is a continuous traffic crowd all summer during the season. That is why the introduction of integrated passenger transport is important here, when one ticket could be purchased for all forms of transport. Then it is important that the timetables are consistent so that passengers do not spend too much time waiting. In addition, it is also important to inform passengers, as this contributes to the ease of using public transport. It is also important to offer a full service in tourism, for which a good example could be the Bratislava-Rijeka train that started running during Covid and its occupancy was 97%. Although it travels 24 hours, passengers are provided with full service, beer is refilled 3 times and the passengers' vacation begins on the train itself. At the end, a bus transportation service is also offered to the destination they choose, which shows the importance of integrated transportation, so tourists are provided with a complete transportation service to the destination. It is important to make an offer in the transport segment. There is one good example, 8/9 years ago there was only one line from Split to Korčula per day, which was 30% full. After some time, another line opened and then both lines were filled 100%. Today's tourists are much more mobile, and when you create such an opportunity, everyone simply benefits. The construction of public infrastructure is needed to offer travelers alternative means of transportation. What we are working on in order to get away from that summer tourism is to promote continental and cycle tourism all year round. This interest is growing year by

year. In any case, the adaptation of the entire industry and the creation, primarily the enabling, of the necessary preconditions in the form of available infrastructure and available resources. Talking specifically about air transport, in any case it should take into account, for example, the transition to sustainable fuels. So we will have to allow for a sufficient number of new aircraft that are available. We will have to ensure the supply chain of fuels from sustainable sources and the production of these fuels in sufficient quantity to meet the needs of transport, but we will all have to find a framework in which it will be, in addition to being ecologically sustainable, also financially sustainable in order not to achieve a counter-effect if the price is too high. Therefore, very often the users of transport themselves turn to more affordable transport, and sustainable is unfortunately very often more expensive. However, we need to work in parallel - to ensure the preconditions, but also to enable a framework within which it is acceptable for all stakeholders from the cost side. The key to everything is the state, the most important is the national plan for the development of individual traffic measures, followed by strategies and concepts where it is important that the main entities are present. It means that faculties, economy and citizens are included in the system. The national plan tells in detail what and how, where the money comes from, who is in charge of what, what technologies we are investing in and what the priorities and goals are.

[#3 SPLIT - DG] They all agree that the Port of Split has a small space for management within the port and part of the sustainability, mobility or improvement of certain things can be achieved through the use of electric cars within the port related to the activities of the port authority and some concessionaires. They can do one part by themselves, but the second part, which is connected to the citizens, the state should intervene more. It is now intervening with incentives to buy electric cars. As for other alternative sources of energy besides cars, there are of course also shipowners, which requires quite good cooperation and coordination between the state, shipowners, and port authorities regarding the construction of ships and the necessary infrastructure for that.

- ***#Q3| In your local area, how do you consider the tourism impact on the different systems / services / transport infrastructures specifically during the peaks (e.g., summer, holidays, etc.)?***

[#1 TRIESTE - I] Concerning maritime transport services, they are available almost exclusively on the summer season. This because there is no demand for winter connections, particularly in the ports of Northern Italy. At the same time, based collected data, the Italian tourists choose maritime connections in July and August, and partially in the first part of September if the weather conditions are fine. In June, maritime transport providers in Northern Italy work with EU/International Passengers. Probably because of the Italian tourists (especially off-season) prefer to use low-cost flights and/or their own cars. At urban level cross-border mobility is 90% by private vehicles. During the peaks periods Trieste, fortunately is served by a well-structured road network, so the motorway, now is directly connected to Slovenia. The majority of people cross the border using motorway, in this way urban mobility/local traffic flows are not affected by cross border flows. In the last years the cruise sector increasing also in Trieste, and we reached more than 200,000 passengers/cruise tourist per year. Obviously the increasing of cruise-tourist flows has an impact also on the whole urban transport system. The key driver for managing tourist flows has to be a jointly and fruitful cooperation between all players: port authorities, local and regional authorities, transport operators and providers. This can really turn the tourism impact into a real business opportunity, avoiding at the same time traffic congestion, means of transport overcrowded and mobility problems for the citizens of the area. Then it's important to improve multimodal connections in the city-ports: bike sharing, public transport services, shared timetables, info-mobility hubs, etc.

[#2 ANCONA - DG] The tourism peaks in the port of Ancona are limited to the summer season (basically from the end of June to the first part of September). But Ancona is substantially a "transit Hub" from/to other destinations. As examples: ferry lines Ancona-Patras, Ancona-Igoumenitsa, Ancona- Split are attractive and crowded during the summer, but the impact of tourists in the urban area is not so relevant. This because tourists' transit in Ancona is limited to the few hours required for check-in operations (3 hours), boarding, and disembarking from/ to other destinations. In the last years targeted communication campaigns have been launched and implemented to promote tourism in the Marche Regional Area. However, according to the collected data, incoming tourist flows, do not consider Ferries/Maritime Lines as a useful option to reach the most important coastal and inland destinations in the regional area. Car is still the most popular means of transport.

[#3 BARI - I - DG] In the last few years the port of Bari increasing the numbers of arrivals/departures. To the “traditional” passengers of the main Ferry Lines/Connection (Albania/Greece/Croatia) now it has to be considered an increased number of Cruise passengers. The Cruise “season” starts in March and end in November, this to understand the Port development level. Anyway, the impact of tourists on the public transport system is not so relevant to rise management or overcrowding problems. A small impact it has been perceived on scooter sharing and on increasing of private shuttle/bus services for tourists. At regional level the perception of the tourist impact emerged in the last years with an increased need of mobility-info related to the public transport systems, particularly for the small destinations and peripheral areas. Some specific initiatives have been implemented, as example a map of the regional railway services/connections, or increasing graphic indications, lines and stop within the urban and suburban public busses. It should be important to realize some coordination tables with different departments of the regional and local authorities and targeted stakeholders (e.g., mobility depts. + tourism depts + tourist and transport agencies). In this way a wide and structured transport information system could be realized, promoting and increasing the use of public transport versus the car dependency.

[#1 PULA - DG] Given that the Istrian region is very seasonal and the highest tourist results (arrivals and overnight stays) are achieved during the summer months, from June to September, it would be very good during that period to unload the roads that are the strongest and most common form of transportation, and to find alternative solutions that would reduce this workload and thereby automatically increase traffic safety. Using alternative solutions, especially during the summer months (train, ship, plane, bicycles...) and more flexible passenger transport services (multimodal solutions), environmental pollution would be reduced, and road safety would be achieved. Most tourists come by car because Istria is a car destination, however, if there was adequate public transport, we believe that tourists would use it. For example, now if a tourist is in, say, Umag and would like to visit Pula, he will travel by car because there is no alternative means of transportation. As for bus public transport, it is important to develop new lines that will connect rural areas with larger cities in Istria.

[#2 ZAGREB – DG - I] Everyone agrees that the roads are overloaded during the summer season. There is so much congestion on the islands that even during the summer, the internet connection frequently can go down. Due to traffic congestion, the image of road traffic safety is also severely damaged, so our national

goals fall heavily during the season. It is also very difficult to find parking during the summer season. With Schengen adoption (January 2023?), the number of tourist arrivals will also increase, since there is currently a large part of sailors who do not come to Croatia now because they have to go through inspections and waste too much time on some formalities. The impact of tourism is twofold. It certainly creates that positive effect on the demand side and Croatia is extremely seasonal in terms of demand for air transport. As a carrier, they achieve almost 80% of this traffic in the peak months. This high demand in a short period of time creates heavy loads, which is an additional challenge for all of them, because if Croatia Airlines had 10 more planes in the July and August, everyone would be full, but even these ten they have in the December are too much. So that's the problem. However, it is a problem for all stakeholders when we talk about the overall infrastructure, where, for example, a flight from Scandinavia to Dubrovnik, the passenger travels thousands of kilometers in two hours, and then drives fourteen kilometers on a bus for the next two hours to the hotel. These are the problems, that is, the challenges we face and which this tourist demand brings. So, on the one hand, it is certainly an economic opportunity in terms of income, but on the other hand, it is a big challenge for all stakeholders. We can have the most modern airplanes, the fastest, and all of that can be very cost-effective, but if the guest does not get the full transportation service from the airport to the hotel in the continuation of the transportation process, it becomes a big problem. The HR highways system is improved, that's why most tourists come by car. Europe knows what high-speed railways are, which is why people live 150/200 kilometers from the city and get there in 45 minutes. Air traffic has now broken through, but the integrated part is missing in terms of the timetables of the planes coordinated with the buses. Digitization is also lacking, so that everything can be bought quickly and easily online.

[#3 SPLIT - DG] Cruisers extend the season throughout the year, but there is still a lot of seasonality. The largest number of tourists is there in the summer and 70% of traffic takes place only in those 4 months. There is a lot of pressure from tourism, which is why there are problems of congestion, crowds, waiting on the roads, insufficient parking, etc. In accordance with tourism, they are also planning the development of the port. In cooperation with Croatian Roads, work is also being done to improve road capacities. Crowds arise at the entrance and exit of the port. A partial solution lies in digitizing and recording the tables of which cars are in the port, it just has to be coordinated by several traffic stakeholders to make it work. Cruise ships are quite attractive in Split partly because they offer the entire service in one place. The guests are very satisfied

with the way, the boarding procedure and the proximity to the city. There is no need to use shuttle buses to get from the port to the city, and that is a strong asset of the port of Split. So, in fact, they arrive at the port immediately and do not have to use additional means of transport. The season has extended quite a bit, the first half of October is already being booked. On the other hand, there is also a lack of a certain work force because wages are low, people go to the private sector, and it is difficult to find workers. It can happen that the traffic is so congested that tourists get stuck in their cars and don't have time to board the ship, so the ship is half empty and then they have to wait for passengers to board, but they must not wait too long because of the Passengers Act. All this is quite connected and becomes a big problem during the season.

- ***#Q4| Considering the transport connections between Italy and Croatia, which are, in your opinion, the main passenger transport modes that should be improved?***

[#1 TRIESTE - I] The maritime connections between Italy and Croatia should be improved; as just remarked, the Italian passengers still prefer to use their cars or low cost flights. Above all the issue of marketing, information and communication is crucial. It's fundamental to improve the level of information concerning available maritime transport services, timetables, multimodal connections to the ports, etc. As example: the maritime line Trieste - Slovenia -Croatia is a useful service with positive feedback from passengers: (Departure from Trieste Pier 4.º, an intermediate destination in Slovenia, and several final destinations in Croatia. Poreč, Rovinj, Mali Lošinj) It's a maritime line to be promoted and improved, and it's really appreciated by passengers.

[#2 ANCONA - DG] Concerning maritime transport mode, as just described before, the main destinations from Ancona to Croatia are Zadar and Split. It's not an option to be excluded in the next future to implement new maritime lines and destinations. Croatia is an attractive country, with many small towns and islands not far from each other. Both the "resident tourist" and the "excursionists/travelers" can easily reach parks, towns, cities, and UNESCO historical centers in max two hours. At the same time Croatia is well connected with a bus service system, both for in-land and coastal areas. Anyway, the key issue for implementing new maritime lines is still the economic one: both in terms of line/fleet management costs for operators/shipowners, and in terms of pricing/cost-effectiveness for passengers.

[#3 BARI - I - DG] Concerning maritime transport modes, are available some ferry lines for Croatian destinations: the main direct connection is from/to Dubrovnik. It should be available for 12 months/year. Some bus lines providing connections with Zagreb. But the most used transport mode is still probably car + ferry.

[#1 PULA - DG] AIR TRANSPORT – certain lines connect Pula Airport with Italy, however, for passengers to arrive by air as soon as possible, transportation of passengers must be provided when they arrive at the Airport to other cities and towns in the Istrian County. Better air (direct) and road connections (more frequent bus lines and better networking) are needed. Now, there is only a shuttle bus at the airport that transports passengers to the center of the city of Pula, while other cities and rural areas are left out, which encourages all those who come, to continue to come by private car. RAIL TRANSPORT – there are no direct Istria-Italy lines available. It is necessary to connect to the main EU corridors, because currently travelers from Italy do not have the option of arriving in Istria by rail. BUS TRANSPORT - there are certain private carriers operating on the route Trieste-Pula, Trieste-Poreč, Trieste-Rovinj, however, bus tickets are not favorable for users and bus transport itself is not practical in the summer months due to large crowds at borders and in city centers. COMBINATIONS OF MULTIPLE FORMS OF TRANSPORTATION - there is a bus that runs between Trieste and Poreč, which has the possibility of transporting bicycles. MARITIME TRANSPORTATION - specifically, Istria lacks ferry connections (Italy-Croatia), and generally better ship connections to Italy (Trieste, Venice). Currently, the fastest solution is a car, everything else requires much more time and money.

[#2 ZAGREB – DG - I] All stakeholders agreed that the majority of traffic between Italy and Croatia takes place by car. There are also maritime connections and they have positive experiences with them. The younger population is inclined to use alternative forms of transportation and that maritime connections should be further strengthened, not only to the main tourist destinations but also to connect with the islands. The Zadar-Ancona line should be connected to another island. From the University of Zagreb say that Flixbus is now quite represented in bus transport between Italy and Croatia and Ryanair has introduced 5 new destinations between Italy and Croatia, and before there was only one connection between Zagreb and Rome which was one of the most expensive tickets, so now with Ryanair price has stabilized. When we talk about

the connection between Italy and Croatia, there are many bus lines. There are also shipping lines, although a slightly smaller number, in the places of greatest demand. Jadrolinija and SNAV as shippers on a regular basis, plus the seasonal individuals who appear as needed. Regarding the air transport, there are Croatia Airlines lines, which connect the 3 largest airports Zagreb, Dubrovnik and Split, much more significant in summer. And there are also a number of seasonal lines of their competitors that fly to Dubrovnik and Split. So he thinks that as far as connectivity is concerned, it is not bad, but on the other hand, he points out that these connections are focused on the main transport hubs, those with the highest demand. There are shipping lines, although it's uncertain if that's enough, probably it can be better. It would be great if Istrian railways could be connected with the Italians.

[#3 SPLIT - DG] They all agree that there are not many offers in the winter period, they believe that there is the possibility and room for improvement. During the season there is a good connection. They have good cooperation with some of the Abruzzo region, they are connected to Venice via cruise ships. Seaplane transport was often used, unfortunately it is no longer available.

- ***#Q5| In your opinion, what will be the main consequences/changes due to the emergency generated by the COVID-19 Pandemic on public and private transport systems?***

[#1 TRIESTE - I] Covid-19 Emergency it has been a hard period also for maritime transport operators. 2020 and 2021 the maritime transport connections obviously were suspended. But up today (Ed. July 2022) the situation – concerning maritime passengers/tourists - seems evolving for the better and back to the usual standards. Clearly just at the end of the summer season will be available concrete data to assess the results. Anyway, maritime transport operators do not perceive any post-pandemic impact: e.g., passengers' diffidence to use public transport. The operators, considering a different perspective: they have to capitalize some lessons learnt for the future. Especially in terms of transport service management in case of this kind of events: adapting transport conditions and means of transport to the emergency, ensuring passengers safety, etc. A benefit produced by lockdown measures at urban level is decreasing travel by cars (due as e.g. to smart working, food delivery etc.). From other point of view, Now (July 2022) the emergency measures are limited to mask requirement on trains and public transport. But I see I travel a lot by train. However, let's

say that attendance has not decreased, decreased, so if there is a convenience to use the means, public transport I think the user can continue to do so. The impact of COVID-19 was very hard for all, globally. From the point of view of the transport sector, it's important to capitalize the management aspects of this experience, e.g., in terms of space management within transport vehicles, optimizing schedules and connections, reducing overcrowding peaks, etc.

[#2 ANCONA - DG] Concerning Covid-19 emergency, all the stakeholders are agreed on a widespread need to come back to the "normal" life, also for passengers. The most relevant issue for maritime transport operations and transport infrastructure/fleets management, is a raised awareness (by all the actors) related to "adaptation capacity", "flexibility" and "customization of on-board protocols". The passengers now (Ed. September 2022) are relaxed and not diffident/cautious using collective means of transport.

[#3 BARI - I - DG] As a concrete example: during the last phase of pandemic-emergency, some additional bus lines for students at regional were implemented, in order to avoid overcrowding, respecting safety distances between passengers. Now we are at the beginning of a new school year (September '22) many requests by the schools and/or student associations in order to maintain the additional bus lines, particularly for rural/peripheral areas. Probably it could be considered a consequence of the pandemic period, and at the same time a real transport need. The most relevant issues will be related to the lack of national funds to provide additional services out of the emergency.

[#1 PULA - DG] the COVID-19 pandemic had a strong impact on the reduced use of the public transport system at the beginning, and that we should now take advantage of that moment and turn it to our advantage and in some way offer/impose new forms of using transport that will also result in better citizens' safety and better choice of sustainable forms of transport. For example, electric bikes should be more included. The most important thing is to influence people's consciousness, which is also one of the biggest problems.

[#2 ZAGREB - DG - I] The big consequences were visible on all forms of public transport and tourism. The Croatian islands suffered a slightly smaller decline. Now everything is slowly returning to the way it was before the pandemic. In the long term, they think there will be no major consequences. This year, everything has already returned to normal, in whatever tourist center they were this summer, no one followed any

measures. After 2 and a half years, people realized that the world will not stop because of covid, but that they just have to adapt and learn to live with it. A positive consequence of covid is digitization. Croatia was promoted as a safe destination, which was very important so that tourists would continue to come to Croatia during the pandemic. They used their own means of transport more because of all the precautions. Rapid transition from public to private mode of transport in the first year, already in the second it somehow decreased, and this year the tendency to use private transport has already dropped drastically. During covid, some European railways did research on swabs of surfaces in the train and it turned out that you can't get covid while using public transport. It has been launched the 'Experience domestic' campaign to encourage domestic tourists to stay in Croatia and explore more of their country, paying more attention to the local population and domestic tourists.

As for air transport, it experienced as the most difficult and biggest crisis in the history of air transport during the pandemic. The result is a drop of 87 percent at one point. Specifically, they were left without 97 percent of their income in a certain, although the shorter period of time. It left lasting consequences. So, having stopped the development path, they returned almost a decade back. Recovery is hard. The numbers started to come back, but a lot of stakeholders were laying off people and cutting wages to survive the crisis and now it's coming back like a boomerang because there is a lack of resources. Today we witness companies canceling flights, queues at airports, and strikes. These are all the negative effects that affect further recovery, and we will only talk about further growth compared to what was before 2019 when we manage to successfully overcome this recovery. After a situation like this, everyone will be much more conservative in their approach and planning, and this will all have a very negative impact on the price of transportation, because all these problems cost money in the end. In terms of traffic, air transport has fared the worst, and probably wearing of masks will continue a little bit. If they adopt such measures, traffic must go on, and people must go to work.

[#3 SPLIT - DG] Everyone agreed that the biggest consequences were visible in 2020 when a significant drop in passengers and vehicles was recorded, a relatively quick recovery took place next year, and for this year the indicators are even better so that vehicle traffic significantly exceeds 2019. So as far as the statistics are concerned, recovery has been recorded. Everyone operating in the port area had a difficult period due to reduced income. It should not leave lasting effects.

- ***#Q6/ What is, always from your point of view, the relevance / importance and impact of awareness / information campaigns on sustainable mobility (etc.) on the habits / behaviors of citizens?***

[#1 TRIESTE - I] The maritime operators considering transport awareness-raising campaigns as a strategic issue. Communication and information related to the availability and sustainability of different mobility options could really influence citizens' habits, particularly car dependency. The most important thing: to the awareness-raising campaigns have to correspond the effective availability of public transport services, innovations for easier connections/commuting and more accessible transport systems for all the citizens. This to increase public opinion confidence and trust in a real sustainable mobility transition Also at urban level the campaigns are really useful. They are absolutely effective and, they should tend towards awareness of what is needed. it is a fundamental step to go forward sustainable mobility, even if it still costs a certain amount of money, and it's a process still affect by bureaucratic, infrastructural and administrative bottlenecks. The awareness and information campaigns related to sustainable mobility are important to influence travel habits and make people aware of the environmental impact. Furthermore, communication and information could be enhanced, including some economic benefits for passengers and commuters: e.g., free or low-cost tickets for public transport, more connections and destinations available, etc.

[#3 BARI - I - DG] Awareness and sensitization campaign related to promote public transport services are useful and should be implemented at local, regional, and national level. In Apulia region some specific campaigns are organized on the "pedibus tool", for primary school students and parents. A lot of schools are involved and interested in this kind of campaigns. Other campaigns were implemented on the regional railway system, finally could be useful to promote and organize campaign on specific transport problems: as example traffic congestion. In this way the main objective would be to stimulate/encourage each citizen to give his/her personal contribution on a specific issue perceived and experienced at local/regional level (e.g., decrease the use of own car to reduce congestion during the traffic peaks).

[#1 PULA - DG] The most important factor for greater utilization of sustainable forms of mobility is precisely raising awareness of sustainable mobility, and it is necessary to try to change the habits of citizens. But for citizens to be able to use these sustainable solutions, other conditions must also be met, primarily that there are alternative means of transportation, that they are easily available, affordable, etc.

[#2 ZAGREB – DG - I] They all agree that campaigns are essential, and the local population should be informed and educated about sustainable mobility and what it brings. It is important to familiarize passengers with all the options they can use so that they can find their way around as easily as possible. The term sustainable mobility is clear to us, but from the side of ordinary citizens, many do not even know what and why the term sustainable mobility is intended to be achieved in the first place. From Croatian Tourist Board suggest that all stakeholders stay in touch because education is very important and even though everyone is at the source of a large amount of information, there will always be someone who knows something more than others. From University of Zagreb noticed that campaigns are often missed because very often they are theoretically good, but not for a certain group of people, so the way of disseminating this information needs to be adjusted. It is impossible to cover all levels with one campaign, so different groups should be targeted so that people understand the essence of these campaigns. Information should circulate. It is very important, primarily when we are talking about Croatia, this awareness is not at a sufficient level, which is understandable considering the economic opportunities and purchasing power in the country. But when we talk about the average citizen, he is still focused on the price aspect in terms of mobility and transportation needs. It is possible to start from the vehicle fleet, which is old and completely environmentally unacceptable, to other aspects. It should be said, therefore, that even this level of development of public transport is not at the level at which it should be to start competing with individual transport. Taking an airport as an example, where almost 90 percent of the passengers from the airport come with their own car, which is unimaginable in these large European hubs. Depends on the environment. It is important, but it should be in the simplest way so that everyone understands what it is about, what they can get with the little things.

[#3 SPLIT - DG] All the stakeholders generally support any initiative and campaign promotion. The county conducts many campaigns. All these seemingly small projects and small campaigns can contribute and improve people's awareness of sustainable transport for both tourists and local residents.

Further questions on specific meetings

- **AD Q&A #1 | What do you think, how much would the governance be important between different operators, authorities, and municipalities, from bottom up to solve problems?**

[#3 SPLIT - DG] The maritime providers have everything perfectly arranged in terms of boarding passengers, in terms of cooperation with the police, port administration and customs, according to him, everything goes flawlessly. They haven't had any delays so far. Ship transport is the most accurate here compared to other forms of transport. He doesn't really hear from Ancona that the situation is as good as on Croatian side. They believe that communication is very important at all levels, even cooperation with competitors.

- **AD Q&A #2 | If available, could you give us some insights into the potential future implementation plans of the Croatian railway networks, especially for multimodal solutions at the national level and also, if foreseen, regarding the potential new cross-border rail connections with Slovenia and Italy planned for the next 5 / 10 years?**

[#2 ZAGREB – DG - I] National railway provider tried and worked in the field of integrated transport, it is important for them so that people learn to use railway transport. Of course, they cannot do it alone, the help of the state, counties, cities and municipalities is essential for passengers to use the railway. We have to encourage people because people will not come because they like the railway, but they must have some incentive to use the railway. There are no direct connections with Italy, but there are some with Slovenia on a daily basis. There is no need for that yet, everything depends on whether there will be transport demand in the future. Italian railways have excellent connections, but only at the national level, they are not connected to other countries.

- **AD Q&A #3 | In your opinion, considering the trend of tourist movement in the upcoming years, what could be the main sustainable solutions to reduce the use of private cars on trips between Italy and Croatia and vice versa?**

[#2 ZAGREB – DG - I] The Croatian Tourist Board can use its social networks - they currently have 5 LinkedIn, Twitter, Instagram and 7 Facebook pages in our 7 broadcasting markets and they have a total of 2.5 million followers - all information that they market in this way is currently available to such many people, especially

from the younger population. Even the older generation now prefers a lot of train transportation. Portugal, for example, has made a complete series of restoration of its old trains and they offer the possibility of visiting their destinations where you can enjoy the scenery, the gastronomy, and the wines and that is another new product, the value is higher. In general, this railway traffic should be strengthened. Speed should be worked on to improve the demand for railways. Until now, the roads have been strengthened, and now it is time to strengthen that other sector - railway transport.

D.3.4.2 Annex 3

Sub_D.3.4.2_2

Summary of main results from the surveys conducted for the Awareness & Sensitisation Campaign

Document Control Sheet

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2. Main results of the survey on ex-ante awareness
3. Analysis of the “ex post” questionnaire results.
4. Questionnaires submitted to Italian and Croatian respondents

1. Introduction

This Annex report the main findings from the surveys conducted within the awareness and sensitization campaign (ASC) of the MIMOSA project. The goal of this survey, in the overall logic of the ASC, was threefold: first, to raise MIMOSA topics awareness and the knowledge of the project itself to a wide number of people, with the pretext of asking to participate to the survey. Second, to actually collect the opinions and to involve the wide public in the identification of relevant topics and priorities, thus allowing a questionnaire-mediated participation to the process of principle definition, that has been defined as a key goal of the ASC in the deliverable D.3.4.1. (Methodology for the ASC). Third, to assess the degree of awareness of the wide public about the topics of transport sustainability, with a focus on the Italy-Croatia maritime and coastal transport.

To fulfill such goals, two different surveys have been developed and the results are presented in the next sections. Further details about this activity, can be find in the project document O.3.6. (Awareness and sensitization Programme, and related sensitization/behavior campaigns, at regional and cross-border level)

2. Main results of the survey on ex-ante awareness

The first survey aimed, while providing information about the MIMOSA project in the preliminary parts, was also aiming at assessing the degree of awareness about the sustainability-related topics in transport and about the policies put in place in this field.

In the first section five questions about campaign in the programme area and opinions on main transport issues were proposed. Specifically, the first question concerned the organisation of awareness-raising campaigns in the different territories in the last few years. If the answer was affirmative, a further question was asked as to what actions they were aware of. Results are shown in table 2.

Table 2: Awareness about information campaign on transport sustainability

“In recent years, awareness and/or information campaigns have been organized and promoted in your territory of reference (national, regional, local) regarding the issues of quality, safety, equity, environmental sustainability of transport?”

	Italy	%	Croatia	%	Overall	%
Yes	102	55,7%	38	37,6%	140	49,5%
No	34	18,6%	34	33,7%	68	24,0%
Don't know / no answer	47	25,7%	29	28,7%	76	26,5%

On which of the following specific topics/types of transport have awareness campaigns been sensitized in the past: (more options can be indicated)*

	Italy	%	Croatia	%	Overall	%
Promoting sustainable mobility	91	49,7%	28	28,0%	119	42,0%
Promotion of cycling as a mean of transport	63	34,4%	12	12,0%	75	26,5%
Bike/car sharing services	52	28,4%	15	15,0%	67	23,7%
Increase of public transportation services	51	27,9%	10	10,0%	61	21,6%
Sustainable urban mobility plans (SUMP)	51	27,9%	10	10,0%	61	21,6%
Integrated ticketing systems, route planners, mobility apps	32	17,5%	13	13,0%	45	15,9%
Campaign for road safety, speed limit zones	22	12,0%	7	7,0%	29	10,2%
Promotion of pedestrian mobility, restricted traffic zone	24	13,1%	5	5,0%	29	10,2%
Campaign to reduce traffic & pollution	24	13,1%	2	2,0%	26	9,2%
Sustainable maritime transport	10	5,5%	14	14,0%	24	8,5%
Sustainable transport for tourism, new shipping lines	16	8,7%	8	8,0%	24	8,5%
Reduction of private car use	17	9,3%	5	5,0%	22	7,8%
Multimodal connections & mobility as a service (MAAS)	10	5,5%	8	8,0%	18	6,4%
Co2 reduction, travel analysis campaign	8	4,4%	8	8,0%	16	5,7%
Reduction or elimination of public transport fares	12	6,6%	3	3,0%	15	5,3%
Campaign for metro, tram, public transport use	12	6,6%	1	1,0%	13	4,6%
Micro-mobility services (electric scooters, etc.)	6	3,3%	4	4,0%	10	3,5%
Increase connections with rural and suburban areas	6	3,3%	1	1,0%	7	2,5%
Other mobility or traffic problems	5	2,7%	1	1,0%	6	2,1%

• The sum of the percentages can be greater than 100% because more options could be selected

Almost half of the total respondents (49.3%) stated that they were aware of actions related to improving transport quality and sustainability. Among Italians this percentage is significantly higher than among Croatians (55,7% vs. 37,6%). The promotion of sustainable mobility in general is the most commonly known action overall (42% of the whole sample), followed by bike/car sharing services (26,5%), the promotion of bicycles/cycling (23,7%), the Sustainable Urban Mobility Plans (SUMP), and the increase of transportation services (both at 21,6%. The most significant difference between the two Countries is found for actions concerning maritime transport, known to 13,9% of Croatian respondents and only 5,5% of Italian respondents (table 2).

The results in table 2 are highly consistent with the results of a complementary question, proposed in the second part of the questionnaire, in which respondents were asked whether they had actively taken part in one or more processes to involve the population on sustainable mobility issues (awareness campaigns, promotion, participatory processes, etc.). The results are shown in table 3.

Table 3: Active participation in campaign on transport sustainability

"In the past have you ever had the opportunity to be involved to co-organize or to participate in some of the following types of initiatives?"

	Italy	%	Croatia	%	Overall	%
Initiatives on sustainable mobility	71	38,8%	18	17,8%	89	31,3%
Initiatives for promoting cycling	57	31,1%	11	10,9%	68	23,9%
Initiatives for improvement of public transport	27	14,8%	8	7,9%	35	12,3%
Initiatives to reduce the use of private cars	29	15,8%	5	5,0%	34	12,0%
Initiatives to reduce pollution due to traffic	23	12,6%	10	9,9%	33	11,6%
Other initiatives relating to sustainable mobility & transport	27	14,8%	4	4,0%	31	10,9%
Road safety initiatives	26	14,2%	3	3,0%	29	10,2%
Initiatives for innovative or low-emission vehicles	14	7,7%	5	5,0%	19	6,7%
Initiatives to support pedestrian mobility	13	7,1%	5	5,0%	18	6,3%
Initiatives for vehicles / infrastructure / transport lines	16	8,7%	2	2,0%	18	6,3%
No, I have never participated in similar initiatives	66	36,1%	62	61,4%	128	45,1%
Don't know / no answer	10	5,5%	15	14,9%	25	8,8%
Participated to one or more initiatives	107	58,5%	24	23,8%	131	46,1%
Never participated or no answer	76	41,5%	77	76,2%	153	53,9%

- The sum of the percentages can be greater than 100% because more options could be selected

Here again, it can be seen the significant difference between Italians and Croats. The former participated or were otherwise involved in awareness or participation activities in 58,5% of cases, the latter only in 23,8%. In the two countries as a whole, the initiatives with the highest number of people involved were general initiatives on sustainable mobility (31,3% of the whole sample), initiative for promoting cycling (23,9%), improvement of public transport (12,3%), and to reduce the use of car (12%).

The data from these two responses tell us that there is a relatively high level of policy awareness and participation in the programme area, but significantly unbalanced between the two countries. A part of the questionnaire was peculiarly focussed on the dual purpose of investigating the perceived relevance of awareness-raising campaigns, while at the same time creating awareness of such actions. We then asked to what extent the awareness campaigns and citizens involvement are effective in orienting both behaviours and policies towards the goal of the sustainable mobility. Table 4 reports the results for this question. As can be seen from table 4, more than 88% of respondents are convinced that awareness-raising campaigns are effective in changing individual behaviour and/or influencing policies, and more than half of the overall sample think that campaigns are effective on both fronts. This should obviously be viewed very positively, and is corroborated by the fact that this question had a high response rate (8.5% non-response rate). The share of those who think campaigns are ineffective is around 3% for both countries (table 4).

Table 4: relevance of the awareness campaigns

“Do you think that awareness & information campaigns and the consequent involvement of all citizens are a necessary and effective tool both to influence people’s individual behaviour and to condition policies and actions aimed at improving the quality, safety and environmental sustainability of the transport system?”

	Italy	%	Croatia	%	Overall	%
Absolutely Yes	106	57,9%	38	37,6%	144	50,7%
Yes but only to influence public policies and interventions	22	12,0%	15	14,9%	37	13,0%
Yes but only to influence individual behaviours	38	20,8%	32	31,7%	70	24,6%

Total “can have an effect on policies and/or behaviour”	166	90,7%	85	84,2%	251	88,4%
Absolutely No	6	3,3%	3	3,0%	9	3,2%
Non so / non risponde	11	6,0%	13	12,9%	24	8,5%

To supplement this information, a question was introduced into the questionnaire to assess the perception about the main problems/critical issues related to passenger transport/ services and citizens’ mobility”. Results are shown in table 5.

The three main problems highlighted are the same for Italians and Croats, namely: Urban and suburban traffic, excessive use of private car (63,4% overall, 73,8% of Italians and 44,6% of Croatian respondents), Lack or inadequacy of the cycling path system (48,2% overall, and around 48% for both Italians and Croats), and Inadequacy of urban and suburban public transport services (near 48% as well for all respondents regardless of nationality). Also, 38,6% of Croatian respondents highlight the issue of the excessive costs of transportation services (public and private), which is the fourth most cited category in this group. Italians, on the other hand, cited as the fourth problem the air pollution from vehicle traffic (41,5%)

(Table 3). Finally, we point out the unexpected fact that Italians are more concerned than Croats about the problem of the inadequacy of transport services and connections between the coast and the interior, which is relevant for 30,3% of the respondents, but seemingly more important for Italian respondents (31,7%) than for Croatian ones (27,7%) (table 5).

Table 5: Main issues in passenger transport services and citizens mobility declared by the sample.

“In your area of reference, where you live and/or work, what do you consider to be the main problems/critical issues with regard to passenger transport services and citizens’ mobility?”

	Italy	%	Croatia	%	Overall	%
Urban and suburban traffic, excessive use of private car	135	73,8%	45	44,6%	180	63,4%
Lack or inadequacy of the cycling path system	89	48,6%	48	47,5%	137	48,2%
Inadequacy of urban and suburban public transport services	88	48,1%	48	47,5%	136	47,9%
Air pollution from vehicle traffic	76	41,5%	29	28,7%	105	37,0%
Lack of transport services between the coast and the interior	58	31,7%	28	27,7%	86	30,3%
Lack of railway connections and infrastructures	49	26,8%	27	26,7%	76	26,8%
Public transport inadequate in season for tourist presence	49	26,8%	28	27,7%	77	27,1%
Excessive costs of transportation services (public and private)	43	23,5%	39	38,6%	82	28,9%
Inadequacy of the pedestrian system	43	23,5%	28	27,7%	71	25,0%
Lack of bike sharing & car sharing	41	22,4%	33	32,7%	74	26,1%
Inadequate public and private tourist transport services	38	20,8%	25	24,8%	63	22,2%
Inadequate suburban bus lines	38	20,8%	25	24,8%	63	22,2%
Poor accessibility to main connection hubs & stations	27	14,8%	12	11,9%	39	13,7%
Poor maintenance of the transportation fleet and system	26	14,2%	32	31,7%	58	20,4%
Unsafe road, inadequate speed limit and signs, etc.	23	12,6%	15	14,9%	38	13,4%
Limited sea connections / destinations	19	10,4%	19	18,8%	38	13,4%
Other	5	2,7%	1	1,0%	6	2,1%

• The sum of the percentages can be greater than 100% because more options could be selected

A question was introduced to focus on the impact of tourism on the transport system in season. In this regard, 50% of the sample (45,9% Italians, 57,4% Croats) declares an excess of car traffic due to tourism. The issue of overcrowded public transport has been selected as an issue by about 16% of

the respondents. Only 13% of respondents do not perceive problems with crowding during the tourist season, and this percentage is significantly lower for Croatians (8,9%) than for Italians (15,3%). The result denotes that the problem is indeed very much felt in the programme area; it must be said, however, that the response can easily be conditioned by the location of the respondent, as the crowding problem quickly fades away as one moves away from tourist attractions.

A further important aspect in the public's perception of the presence and/or effectiveness of transport policies concerns whether or not there is a perception of improved services or infrastructure. For this reason, a question was introduced asking respondents whether there had been any improvement in long-distance connections to their place of residence. Results shown in table 6.

Table 6: Perceived improvement of transportation system

"In recent years, have there been improvements in the quality of transport systems in your reference territory?"

	Italy	%	Croatia	%	Overall	%
Yes, there has been an improvement overall	44	24,0%	15	14,9%	59	20,8%
The range of services has improved	13	7,1%	8	7,9%	21	7,4%
Long distance connections are improved	10	5,5%	4	4,0%	14	4,9%
The road network and road infrastructure have improved	17	9,3%	18	17,8%	35	12,3%
The environmental sustainability of means of transport has improved	23	12,6%	9	8,9%	32	11,3%
No, there hasn't been any improvement	42	23,0%	35	34,7%	77	27,1%
No, on the contrary there has been a deterioration	20	10,9%	0	0,0%	20	7,0%
Don't know / Don't answer	14	7,7%	12	11,9%	26	9,2%

• The sum of the percentages can be greater than 100 because more options could be selected

Just over 20% of respondents say they perceive improvements in transport systems, Italians (24%) significantly more than Croatians (14.9%). The percentage of those who perceive no improvement or even a worsening is higher, totalling 34%, and is about the same in both Countries. In Croatia, the highest perceived improvement concerns roads and road infrastructure (17.8%), while in Italy it is the environmental sustainability of means of transport (12.6%). Slightly more than 12% reported an improvement in the range of services and long-distance connections, a rather small percentage that confirms that there is still a lot of room for communication in transport-focused projects (table 6). A focus on the connections with the other side of the Adriatic was asked in a further question. The response rate for this question was too low to consider the results significant (46% non-answers overall), but we nevertheless report the results in table 7. Note that 14.7% of the respondents stated that they had noticed an improvement in these connections, while 39% declared no perceived improvement.

Table 7: perceived improvement in the Italy-Croatia interconnections

"In recent years in your territory there has been an improvement/increase in the opportunities for connection with the opposite shore of the Adriatic and in particular in the connections between Italy and Croatia"

	Italy	%	Croatia	%	Overall	%
Yes	35	19,1%	7	6,9%	42	14,8%
No	55	30,1%	56	55,4%	111	39,1%

Don't know / Don't answer	93	50,8%	38	37,6%	131	46,1%
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The questionnaire also included a series of questions sought to assess the extent to which the public was aware of and used multimodal opportunities and/or innovative travel planning tools. Specifically, respondents have been asked whether, when travelling in general, they use or have used “new solutions”, to be chosen from a series of pre-listed options. Results are shown in table 8.

Table 8: propensity to use innovative means of transport and alternative tools

“In recent years, in general, you have never had the opportunity to use new/recent systems/means of transport among those listed below: (multiple choice)”

	Italy	%	Croatia	%	Overall	%
Train + bicycle	51	27,9%	2	2,0%	53	18,7%
Autonomously guided bus / shuttle	44	24,0%	0	0,0%	44	15,5%
Bus + bicycle	34	18,6%	0	0,0%	34	12,0%
Car sharing	23	12,6%	11	10,9%	34	12,0%
Transport using call / reservation through the application	15	8,2%	16	15,8%	31	10,9%
Hybrid / electric bus / shuttle	26	14,2%	3	3,0%	29	10,2%
Multimodal transport with integrated card	27	14,8%	0	0,0%	27	9,5%
Bike sharing	25	13,7%	1	1,0%	26	9,2%
Route planner	20	10,9%	5	5,0%	25	8,8%
Ship + bicycle	20	10,9%	4	4,0%	24	8,5%
Micromobility (electric scooter, etc.)	17	9,3%	1	1,0%	18	6,3%
Hybrid / electric car	8	4,4%	6	5,9%	14	4,9%
Other	30	16,4%	1	1,0%	31	10,9%
No, I have never used these transportation systems / tools	27	14,8%	61	60,4%	88	31,0%

• The sum of the percentages can be greater than 100 because more options could be selected

What immediately stands out from this question is that among the Italian public the propensity to use multimodal travel and alternative mobility tools is much higher than in Croatia. In fact, only 14.8% of Italian respondents stated that they had never used one or more of the alternatives proposed in the question, while for Croatians this percentage rises to 60.4%. This asymmetry between the two countries reflects what we have seen before regarding the degree of awareness of and active participation in transport improvement programmes. The multimodal travel is gaining popularity among Italians. Almost 28% of Italian respondents used the multimodal train+bike solution, and 18.6% used the bus+bike solution, while the ship+bike multimodal travel has been used by 10,9% of the sample. Moreover, 14,8% of Italians experienced the use of multimodal transport with integrated card. On the Croatian side multimodal solutions have collected very low percentage of answers, while digital reservation (15,8%), car sharing (10,9%) and hybrid or electric cars (5,9%) are the more popular solutions among those listed.

In the third part of the questionnaire, respondents were asked a series of questions that were, at the same time, a means of stimulating awareness of the various levels of policy governance and, indirectly, a tool to raise awareness of the importance of the active role of citizenship in promoting sustainable mobility policies. The proposed questions, in fact, imply information on the various levels of policy and imply that the individual's contribution is relevant, both in terms of behaviour and proactive capacity.

The respondents were then asked: a) whether they perceive a general improvement in transport, and how they evaluate: b) the role of individual behaviour, c) the role of awareness-raising campaigns, d) the policies related to the Italy-Croatia maritime and coastal transport carried out at the various decision-making levels (local, regional, national, European). As mentioned before, since it was not possible to plan meetings with large groups of people from the outset, it was felt that the questionnaire was not only a tool to measure awareness but also to raise the issues and thus raise public awareness of the topic indirectly.

As for transport improvement in general, only 4,6% of the sample declared that no improvement took place in the last 10 years, and among Croatian respondents such share is 8,9%, while is only 2,2% among Italians. The wide majority of respondents (72,5%) noted some improvements in transport in general, with a slightly higher percentage for Italians than for Croats (77% vs 72,5%). 14,4% noted partial improvements (i.e. in security, quality or environmental sustainability; table 9).

While this finding about the widespread awareness of transport improvements is positive, there seems to be no clear link between the trend of improvement and public policy implementation.

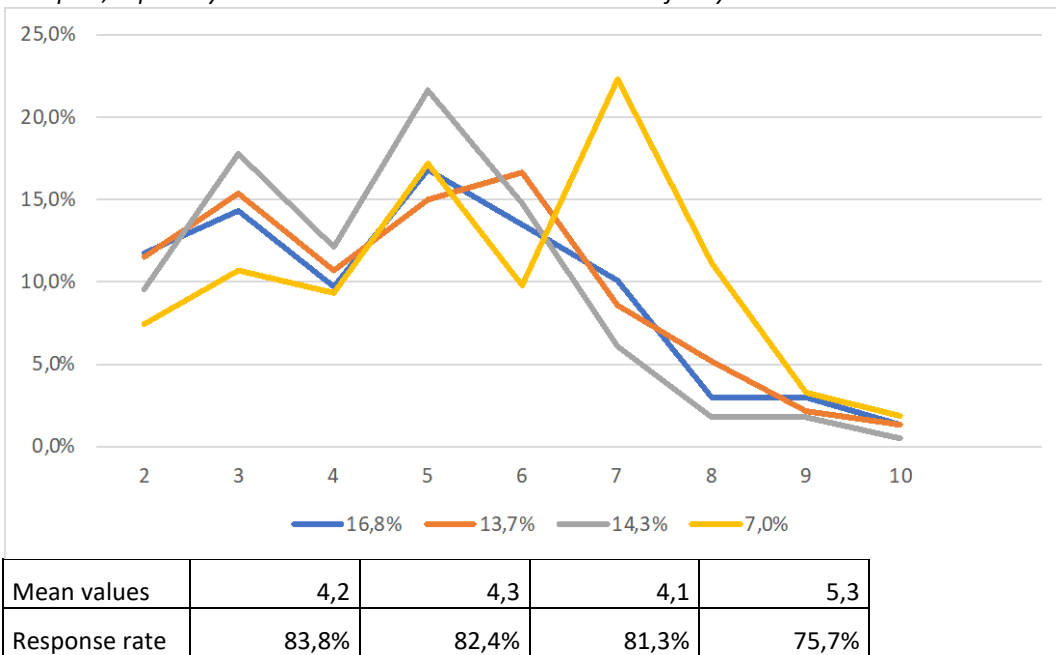
Table 9: perception about transport overall improvement

“Do you think that real and concrete progress has been made in the last 10 years in improving the quality, safety, and environmental sustainability of transport?”

	Italy	%	Croatia	%	Overall	%
Absolutely yes	17	9,3%	14	13,9%	31	10,9%
There have been fair improvements	78	42,6%	27	26,7%	105	37,0%
There have been some improvements	46	25,1%	24	23,8%	70	24,6%
Perceive overall improvements	141	77,0%	65	64,4%	206	72,5%
Yes, but mainly because of the quality of the transportation	5	2,7%	9	8,9%	14	4,9%
Yes, but only as for the transportation security	11	6,0%	4	4,0%	15	5,3%
Yes, but only as for the environmental sustainability	8	4,4%	4	4,0%	12	4,2%
Perceive partial improvements	24	13,1%	17	16,8%	41	14,4%
Absolutely not	4	2,2%	9	8,9%	13	4,6%
I don't know / no answer	14	7,7%	10	9,9%	24	8,5%

In fact, when interviewed about the judgement they would give to policies implemented at the various levels of governance, respondents gave low average grades, ranging from 4.1 to 5.3 on a scale of 0 to 10 (where 5 was labelled as “sufficiently adequate”). The highest average grade, and the only sufficient one, is given to European policies (5.3) and the lowest to national policies (4.1). Considering that the question explicitly referred to the maritime and coastal connections of the programme area, a picture emerges that says two fundamental things. First: Europe is seen as the only effective policy maker in sustainable transport policies. Figure 1 shows how in the distribution of the scores awarded, the curve of the European Union is the one most shifted towards high scores (figure 1). Second: although the perception of improvement is evident, as shown by the data seen above, the public does not recognise these improvements as effects of the policies at the various levels, as the average scores given are low. This suggests that there is indeed a communication gap between decision-makers and the public. In essence, despite the positive evidence on the results, these results are not credited to the decision-making authorities, except by a minority of the respondents. The size of the problem is more or less the same in both countries, in fact the differences between the Italian and Croatian evaluations are not particularly significant. Both samples give Europe the highest score of the proposed decision levels, in both cases just over 5. Apart from this, the average ratings differ very little and those of the Italians are slightly higher than those of the Croats.

Figure 1: evaluation of local, regional, National and European policies about transport sustainability
 “On a scale from 1 to 10, how do you evaluate the public policies and interventions of the main levels of government (local/regional/national/European) with respect to the issue of quality, safety and environmental sustainability of transport, especially in relation to the Adriatic coastal areas of Italy and Croatia?”



3. Analysis of the “ex post” questionnaire results.

The results were very comforting. Almost 80% of the sample considered themselves sufficiently or very well informed, and this percentage is higher among Croatian respondents than among Italians (82.8% vs. 76.4%) (table 10). Looking specifically at the field of maritime and coastal transport, the percentages vary predictably for Italy, which sees the share of people who consider themselves at least sufficiently informed drop from 76.4% to 51%. Less predictable, on the other hand, is the figure for Croatian respondents, whose share of informed persons rises to 91.4%, testifying to the fact that in Croatia the issue of maritime connections is particularly important to the population (table 11)

Table 10: degree of information on the topic of sustainable transport
 “How informed do you consider yourself on the issue of sustainable transport?”

	Italy	%	Croatia	%	Overall	%
Little or not at all	33	23,6%	9	15,5%	42	21,2%
Enough or well informed	107	76,4%	48	82,8%	155	78,3%
Don't answer	0	0,0%	1	1,7%	1	0,5%

Table 11: degree of information on the topic of maritime and coastal sustainable transport

“How informed do you consider yourself on the issue of sustainable maritime and coastal transport?”

	Italy	%	Croatia	%	Overall	%
Little or not at all	68	48,6%	4	6,9%	72	36,4%
Enough or well informed	72	51,4%	53	91,4%	125	63,1%
Don't answer	0	0,0%	1	1,7%	1	0,5%

Finally, to assess whether communication and awareness-raising activities had an impact, we asked the sample to rate the ability of European policies to influence the transition to more sustainable transport. We find this result particularly interesting. In contrast to a barely adequate assessment of the effectiveness of European action towards sustainable transport, almost 65% of the sample believe that EU action can be effective or very effective for the ecological transition. In this case, too, it is the Croatian side that shows the most confidence in European policies, with 74.1% of the sample expressing this opinion, against 60.7% of the Italians.

Table 12: possible impact of EU policies on transport sustainability

“in your opinion, to what extent can eu projects influence the transition to more sustainable modes of transport?”

	Italy	%	Croatia	%	Overall	%
Little or not at all	4	2,9%	14	24,1%	67	33,8%
Quite a lot or very much	133	95,0%	41	70,7%	128	64,6%
Don't answer	3	2,1 %	3	5,2%	3	1,5%

While these values are significantly higher than could be expected on the basis of the assessment of policies at the various levels, they are in line with the effectiveness found in the ex-ante questionnaire regarding the relevance and effectiveness of awareness-raising campaigns.

In conclusion, it seems that the general public appreciates campaigns and policies that are in line with sustainable transition. Above all, the Croatian public shows a very high level of attention to maritime and coastal connections, and believes there is still room for improvement in this area.

4. Questionnaires submitted to Italian and Croatian respondents

CAMPAGNA DI SENSIBILIZZAZIONE SULLA QUALITA', SICUREZZA E SOSTENIBILITA' AMBIENTALE
DEI SERVIZI DI TRASPORTO MARITTIMO E COSTIERO

QUESTIONARIO

SUI SERVIZI DI TRASPORTO PASSEGGERI MARITTIMI E COSTIERI

(valutazione iniziale - maggio 2022)

Progetto MIMOSA – Interreg V-A Italy-Croatia 2014-2020



Il Progetto strategico MIMOSA – finanziato dal Programma di cooperazione territoriale transfrontaliero Interreg V-A Italia-Croazia 2014-2020 - prevede una campagna di sensibilizzazione, informazione relativa ai modi di utilizzo e alla qualità, sicurezza e sostenibilità ambientale di tali modalità di trasporto pubbliche e private.

Il presente questionario ha l'obiettivo specifico di svolgere un'analisi ex-ante dei livelli di informazione e consapevolezza relativa alle diverse modalità di trasporto passeggeri marittimo e costiero, al fine di realizzare degli indicatori di riferimento basati sul contesto territoriale in grado di indirizzare e veicolare al meglio le attività della campagna e la disseminazione dei risultati del progetto MIMOSA.

Nota metodologica:

- Il questionario rivolto alla totalità dei rispondenti si compone di un totale di 15 domande a risposta chiusa/multipla, il tempo previsto per la compilazione è di massimo 10 minuti, sono previste 3 sezioni da 5 domande ciascuna.

Un questionario successivo, con apposite e specifiche modifiche, verrà ripetuto al termine della campagna di sensibilizzazione del progetto MIMOSA, al fine di poter valutare e approfondire il rapporto tra obiettivi e risultati della campagna.

Il questionario è compilabile in forma anonima. I dati forniti dai rispondenti sono trattati esclusivamente in forma aggregata.

Nessuna domanda riguarda aspetti riconducibili alla personalità individuale, alle preferenze di genere, a credi di tipo religioso o politico o ad altri aspetti sensibili.

Destinatari specifici della presente versione del questionario:

Pubblico in generale, considerato principalmente come cittadini residenti nei diversi territori dell'area di Programma Italia-Croazia;

Realizzato da:

Dipartimento di Management – Università Cà Foscari di Venezia
(Partner del progetto MIMOSA)

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Informativa sulla privacy e tutela dei dati ai sensi degli Artt. 13 e 14 - Regolamento UE n. 679/2016 ("Regolamento")

Il presente questionario è finalizzato alla realizzazione della ricerca: "Campagna di sensibilizzazione-informazione sulla qualità, sicurezza e sostenibilità ambientale dei servizi di trasporto marittimo e costiero" che è parte del Progetto MIMOSA – Interreg V-A Italy-Croatia (<https://www.italy-croatia.eu/web/mimosa>). La contattiamo in quanto la predetta indagine è destinata alla rilevazione di informazioni sullo stato di consapevolezza dei cittadini nei confronti dei temi relativi alla mobilità ed al trasporto sostenibili. L'indirizzo mail/PEC a cui la stiamo contattando è stato reperito online, l'indirizzo mail con cui è stato inviato il link è stato ugualmente reperito online o fornito direttamente dalla vostra organizzazione/società/amministrazione di appartenenza. Il conferimento dei dati è facoltativo e il rifiuto di fornirli non comporta nessuna conseguenza per l'intervistato. Eventuali dati personali e indirizzi e-mail forniti nel questionario saranno oggetto esclusivo di trattamento per le seguenti finalità: 1) invio di un rapporto di sintesi sui risultati del questionario e 2) disseminazione e divulgazione delle attività e dei risultati del Progetto MIMOSA o per altri fini di natura esclusivamente scientifica e di ricerca.

Titolare del trattamento è l'Università Ca' Foscari Venezia, con sede in Dorsoduro n. 3246, 30123 Venezia (VE), nella persona del Magnifico Rettore. L'Università ha nominato il "Responsabile della Protezione dei Dati", che può essere contattato scrivendo all'indirizzo di posta elettronica dpo@unive.it o al seguente indirizzo: Università Ca' Foscari Venezia, Responsabile della Protezione dei Dati, Dorsoduro n. 3246, 30123 Venezia (VE). La base giuridica del trattamento è rappresentata dall'art. 6.1.e) del Regolamento ("esecuzione di un compito d'interesse pubblico"). Il trattamento dei dati personali è improntato ai principi di correttezza, liceità e trasparenza e di tutela della riservatezza e dei diritti dell'interessato, nonché agli ulteriori principi previsti dall'art. 5 del Regolamento. I dati raccolti saranno trattati su supporto cartaceo e con l'utilizzo di procedure informatizzate e potranno essere diffusi a fini di studio solo in forma aggregata e quindi non permettendo l'identificazione dell'interessato. Il trattamento dei dati personali verrà effettuato da soggetti autorizzati (nel rispetto di quanto previsto dall'art. 29 del Regolamento e dell'art. 2-quaterdecies del D.lgs. 196/2003), con l'utilizzo di procedure anche informatizzate, adottando misure tecniche e organizzative adeguate a proteggerli da accessi non autorizzati o illeciti, dalla distruzione, dalla perdita d'integrità e riservatezza, anche accidentali.

Eventuali dati personali forniti nell'ambito della presente indagine saranno conservati dall'Università Cà Foscari Venezia fino al conseguimento delle finalità del processo per le quali i dati sono stati raccolti e per un periodo massimo di 5 anni dalla fine del progetto. Successivamente saranno archiviati secondo la normativa pubblicistica in materia di archiviazione per interesse pubblico. Gli interessati hanno diritto di ottenere dall'Ateneo, nei casi previsti dal Regolamento, l'accesso ai dati personali, la rettifica, l'integrazione, la cancellazione degli stessi o la limitazione del trattamento ovvero di opporsi al trattamento medesimo (artt. 15 e ss. del Regolamento). La richiesta potrà essere presentata, senza alcuna formalità, contattando direttamente il Responsabile della Protezione dei Dati all'indirizzo dpo@unive.it ovvero inviando una comunicazione al seguente recapito: Università Ca' Foscari Venezia - Responsabile della Protezione dei Dati, Dorsoduro 3246, 30123 Venezia. In alternativa, è possibile contattare il Titolare del trattamento, scrivendo a PEC protocollo@pec.unive.it. Gli interessati che ritengono che il trattamento dei dati personali a loro riferiti avvenga in violazione di quanto previsto dal Regolamento hanno, inoltre, il diritto di proporre reclamo all'Autorità Garante per la Protezione dei Dati Personali, come previsto dall'art. 77 del Regolamento stesso, o di adire le opportune sedi giudiziarie (art. 79 del Regolamento).

DATI GENERALI DEL RISPONDENTE

TERRITORIO DI APPARTENENZA

Nazione di appartenenza (*relativa all'area di Programma Italia-Croazia):

- ITALIA ↓
- CROAZIA ↓

↑ Regione/Contea di appartenenza (*relativa all'area di Programma Italia-Croazia):

ITALIA

- FRIULI VENEZIA GIULIA
- VENETO
- EMILIA - ROMAGNA
- MARCHE
- ABRUZZO
- MOLISE
- PUGLIA

↑ Regione/Contea di appartenenza (*relativa all'area di Programma Italia-Croazia):

CROAZIA

- ISTARSKA ŽUPANIJA
- PRIMORSKO-GORANSKA ŽUPANIJA
- KARLOVAČKA ŽUPANIJA
- LIČKO-SENJSKA ŽUPANIJA
- ZADARSKA ŽUPANIJA
- ŠIBENSKO-KNINSKA ŽUPANIJA
- SPLITSKO-DALMATINSKA ŽUPANIJA
- DUBROVAČKO-NERETVANSKA ŽUPANIJA

FASCIA DI ETÀ'

Fascia di età in cui è incluso il rispondente:

- 15 - 17 anni
- 18 - 24 anni
- 25 - 34 anni
- 35 - 44 anni
- 45 - 54 anni
- 55 - 64 anni
- 65 - 74 anni
- 75 e più
- preferisco non rispondere

GENERE

Genere del rispondente:

- M
- F
- Non binario
- preferisco non rispondere

ISTRUZIONE/TITOLO DI STUDIO

Livello di istruzione del rispondente:

- Istruzione primaria o secondaria
- Istruzione secondaria o formazione professionale
- Titolo universitario di primo livello
- Titolo universitario di secondo livello
- Titolo post-universitario/dottorato
- Altro/preferisco non rispondere

SITUAZIONE PROFESSIONALE

Situazione professionale del rispondente:

- Occupato/a
 - In cerca di occupazione
 - Percettore/rice di sussidio (es. pensione di anzianità, invalidità o altro sussidio)
 - Studente/ssa
 - Casalingo/a
 - Altra condizione / preferisco non rispondere
-

SEZIONE 1 – CONTESTO TERRITORIALE

1 ■ Negli ultimi anni sono state organizzate e promosse nel suo territorio di riferimento (nazionale, regionale, locale) campagne di sensibilizzazione e/o informazione relativamente ai temi della qualità, sicurezza, equità, sostenibilità ambientale dei trasporti?

- SÌ ↓
 NO ↓
 NON SO ↓
 NON RISPONDE ↓

↑ **1.1a) Su quali dei seguenti temi specifici/tipologie di trasporto sono state organizzate in passato campagne di sensibilizzazione:** (si possono indicare più opzioni)

- PROMOZIONE DELLA MOBILITA' SOSTENIBILE
- INCREMENTO DEI SERVIZI DI TRASPORTO PUBBLICO
- SICUREZZA DELLE RETI DI TRASPORTO/CAMPAGNA DI SICUREZZA STRADALE/ZONE "30"
- INTRODUZIONE DI CONNESSIONI MULTIMODALI/SERVIZI MaaS (Mobility as a Service)
- PIANI URBANI DI MOBILITA' SOSTENIBILE (PUMS)
- TRASPORTI MARITTIMI SOSTENIBILI
- TRASPORTI SOSTENIBILI DESTINATI AL TURISMO/NUOVE LINEE DI NAVIGAZIONE
- INTRODUZIONE DI METROPOLITANTE/TRAM
- SISTEMI DI BIGLIETTIZIONE INTEGRATA/SISTEMI DIGITALI DI PRENOTAZIONE ACQUISTO BIGLIETTI/ MOBILITY APP – TRANSPORT/ROUTE PLANNERS
- SERVIZI DI BIKE/CAR SHARING
- PROMOZIONE ALL'UTILIZZO DELLA BICI/CICLABILITA'
- RIDUZIONE DELLE TARIFFE DI TRASPORTO PUBBLICO/TRASPORTO PUBBLICO GRATUITO
- RIDUZIONE DELL'UTILIZZO DELL'AUTO PRIVATA
- GIORNATE SENZ'AUTO/CAMPAGNE DI RIDUZIONE DEL TRAFFICO/SMOG/INQUINAMENTO
- PROMOZIONE DELLA MOBILITA' PEDONALE/AREE PEDONALI/ZTL
- RIDUZIONE CO2/"GAS SERRA" – CAMPAGNE DI ANALISI DEL MODAL SPLIT DELLA POPOLAZIONE
- INCREMENTO DEI TRASPORTI/NODI DI CONNESSIONI PER LE AREE RURALI E PERIFERICHE
- SERVIZI DI MICROMOBILITA' (Monopattini elettrici, ecc.)
- ALTRI PROBLEMI DI MOBILITA' O DI TRAFFICO
- NON SO/NON RISPONDE



↑ **indichi su quali altri problemi di mobilità o traffico sono state organizzate campagne di sensibilizzazione sul suo territorio**
al massimo 1000 carattere/i

↑ **1.1b) Da quali soggetti/enti/associazioni pubbliche e private sono state organizzate/promosse in passato campagne di sensibilizzazione:** (si possono indicare più opzioni)

- GOVERNO NAZIONALE/MINISTERI
- REGIONE
- PROVINCIA/COMUNE/ENTI LOCALI
- ASSOCIAZIONI
- OPERATORI DEI TRASPORTI PUBBLICI E/O PRIVATI
- GRUPPI DI CITTADINI/COMITATI
- ALTRI
- NON SO/NON RISPONDE



↑ **indichi quali soggetti hanno promosso organizzato campagne di sensibilizzazioni su mobilità e trasporti sostenibili**
al massimo 1000 carattere/i

↑ **1.2a) Su quali dei seguenti temi specifici/tipologie di trasporto ritiene si debbano organizzare/promuovere campagne di sensibilizzazione:** (si possono indicare più opzioni)

- PROMOZIONE DELLA MOBILITA' SOSTENIBILE
- INCREMENTO DEI SERVIZI DI TRASPORTO PUBBLICO
- MIGLIORAMENTO MOBILITA' SCOLASTICA/PENDOLARISMO
- SICUREZZA DELLE RETI DI TRASPORTO/CAMPAGNA DI SICUREZZA STRADALE/ZONE "30"
- INTRODUZIONE DI CONNESSIONI MULTIMODALI/SERVIZI MaaS (Mobility as a Service)
- PIANI URBANI DI MOBILITA' SOSTENIBILE (PUMS)
- TRASPORTI MARITTIMI SOSTENIBILI
- TRASPORTI SOSTENIBILI DESTINATI AL TURISMO/NUOVE LINEE DI NAVIGAZIONE IN FUNZIONE TURISTICA
- INTRODUZIONE DI METROPOLITANTE/TRAM
- MICROMOBILITA' (es. monopattini elettrici)
- SISTEMI DI BIGLIETTAZIONE INTEGRATA/SISTEMI DIGITALI DI PRENOTAZIONE ACQUISTO BIGLIETTI/ MOBILITY APP – TRANSPORT/ROUTE PLANNERS
- SERVIZI DI BIKE/CAR SHARING
- CICLABILITA'/PROMOZIONE UTILIZZO DELLA BICI
- RIDUZIONE DELLE TARIFFE DI TRASPORTO PUBBLICO/TRASPORTO PUBBLICO GRATUITO
- RIDUZIONE DELL'UTILIZZO DELL'AUTO PRIVATA
- GIORNATE SENZ'AUTO/CAMPAGNE DI RIDUZIONE DEL TRAFFICO/SMOG/INQUINAMENTO
- PROMOZIONE DELLA MOBILITA' PEDONALE/AREE PEDONALI/ZTL
- RIDUZIONE CO2/ "GAS SERRA" – CAMPAGNE DI ANALISI DEL MODAL SPLIT DELLA POPOLAZIONE
- INCREMENTO DEI TRASPORTI/NODI DI CONNESSIONI PER LE AREE RURALI E PERIFERICHE
- ALTRO
- NON SO/NON RISPONDE



↑ **indichi quali temi possono secondo lei essere oggetto di campagne di sensibilizzazioni su mobilità e trasporti sostenibili**
al massimo 1000 carattere/i

↑ **1.2b) Da quali soggetti/enti/associazioni pubbliche e private dovrebbero a suo avviso essere organizzate/promosse campagne di sensibilizzazione sui temi della mobilità e dei trasporti:** (si possono indicare più opzioni)

- GOVERNO NAZIONALE/MINISTERI
- REGIONE
- PROVINCIA/COMUNE/ENTI LOCALI
- ASSOCIAZIONI
- OPERATORI DEI TRASPORTI PUBBLICI E/O PRIVATI
- GRUPPI DI CITTADINI/COMITATI
- ALTRI
- NON SO/NON RISPONDE



↑ **da quali altri soggetti ritiene dovrebbero a suo avviso essere organizzate/promosse campagne di sensibilizzazione sui temi della mobilità e dei trasporti:**
al massimo 1000 carattere/i

2. Nel suo territorio di riferimento, dove vive, abita e/o lavora, quali ritiene siano i principali problemi/criticità rispetto ai servizi di trasporto passeggeri e alla mobilità dei cittadini? (si possono indicare più opzioni)

- TRAFFICO URBANO/EXTRAURBANO – UTILIZZO ECCESSIVO DELL'AUTO PRIVATA
- INQUINAMENTO ATMOSFERICO DA TRAFFICO VEICOLARE
- INADEGUATEZZA DEL SERVIZIO PUBBLICO DI TRASPORTO URBANO
- INADEGUATEZZA DEI SERVIZI DI TRASPORTO E DEI COLLEGAMENTI TRA ZONE COSTIERE/ZONE INTERNE
- MANCANZA DI NODI/COLLEGAMENTI E INFRASTRUTTURE FERROVIARIE
- COSTO ECCESSIVO DEI SERVIZI DI TRASPORTO COLLETTIVI (PUBBLICI E PRIVATI)
- MANCANZA DI ALTERNATIVE ALL'UTILIZZO DELL'AUTO PRIVATA
- MANCANZA/INADEGUATEZZA DI SERVIZI DI TRASPORTO TURISTICO PUBBLICI E PRIVATI
- SOTTO DIMENSIONAMENTO DEL SISTEMA DI TRASPORTO PUBBLICO RISPETTO AI PERIODI DI ALTA STAGIONE/PRESENZA TURISTICA
- INADEGUATEZZA DELLA SICUREZZA STRADALE/LIMITI DI VELOCITA' INADEGUATI/ MANCANZA DI SEGNALETICA ECC.
- MANCANZA/INADEGUATEZZA DEL SISTEMA DI PISTE CICLABILI
- INADEGUATEZZA DEL SISTEMA PEDONALE
- INADEGUATEZZA DEL SISTEMA DI BUS EXTRAURBANI
- SCARSA ACCESSIBILITA' AI PRINCIPALI NODI DI COLLEGAMENTO/STAZIONI
- COLLEGAMENTI/DESTINAZIONI MARITTIME LIMITATE
- MANCANZA DI BIKE/CAR SHARING/INFRASTRUTTURE DI RICARICA E-V
- OBSOLESCENZA/SCARSA MANUTENZIONE DELLE FLOTTE E DEI MEZZI DEL SISTEMA DI TRASPORTI
- ALTRO
- NON SO/NON RISPONDE



↑ quali altri problemi ritiene siano importanti nel suo territorio rispetto ai servizi di trasporto passeggeri e alla mobilità dei cittadini?

al massimo 1000 carattere/i

3. Nel suo territorio di riferimento, ritiene che la presenza del turismo nei periodi di alta stagione determini:

- SOVRAFFOLLAMENTO DEI MEZZI DI TRASPORTO PUBBLICO
- AUMENTO DEL TRAFFICO VEICOLARE A CAUSA DELLA MAGGIORE PRESENZA DI AUTO PRIVATE
- ENTRAMBE LE OPZIONI PRECEDENTI
- NESSUNA DELLE 2 OPZIONI PRECEDENTI
- NON C'E' PRESENZA RILEVANTE DI TURISTI NEANCHE IN ALTA STAGIONE
- NON SO/NON RISPONDE



↑ Ci sono altri problemi per il sistema del traffico/trasporti determinato dall'afflusso dei turisti in alta stagione, indichi quali:

al massimo 1000 carattere/i

4. Negli ultimi anni ci sono stati nel suo territorio di riferimento dei miglioramenti della qualità nei sistemi di trasporto in termini di aumento dell'offerta di servizi, sostenibilità ambientale, collegamento con i principali nodi di lunga percorrenza, rispetto alle principali reti e infrastrutture viarie?

- SI C'E' STATO UN MIGLIORAMENTO IN GENERALE DEL SISTEMA DEI TRASPORTI IN GENERALE
- SI MA SOLO IN TERMINI DI OFFERTA DEI SERVIZI
- SI MA SOLO RIGUARDO ALLA SOSTENIBILITA' AMBIENTALE DEI MEZZI DI TRASPORTO
- SI MA SOLO NEI COLLEGAMENTI CON I NODI DI LUNGA PERCORRENZA
- SI MA SOLO NEL MIGLIORAMENTO DELLE RETE STRADALI/INFRASTRUTTURE VIARIE
- NO, NON C'E' STATO ALCUN MIGLIORAMENTO NEL SISTEMA DEI TRASPORTI
- NO, AL CONTRARIO C'E' STATO UN PEGGIORAMENTO NEL SISTEMA DEI TRASPORTI
- NON SO/NON RISPONDE



↑ indichi quali sono i miglioramenti che ritiene siano necessari nel suo territorio qualità nei sistemi di trasporto in termini di aumento dell'offerta di servizi, sostenibilità ambientale, collegamento con i principali nodi di lunga percorrenza, rispetto alle principali reti e infrastrutture viarie:

al massimo 1000 carattere/i

5. Negli ultimi anni nel suo territorio c'è stato un miglioramento/incremento delle opportunità di collegamento con la sponda opposta dell'Adriatico ed in particolare dei collegamenti tra Italia e Croazia (es. nuove linee di collegamento marittimo, nuove linee di autobus, nuove linee ferroviarie, nuove linee di voli, collegamenti multimodali in coincidenza, ecc.)?

- SI
- NO
- NON SO/NON RISPONDE



↑ 5.1 Quali tipologie di collegamenti sono stati migliorate/incrementate tra Italia e Croazia? (si possono indicare più opzioni)

- NUOVI COLLEGAMENTI MARITTIMI
- NUOVE LINEE DI AUTOBUS
- NUOVE LINEE FERROVIARIE
- NUOVE LINEE DI VOLI
- COLLEGAMENTI MULTIMODALI IN COINCIDENZA
- ALTRI SERVIZI
- NON SO/NON RISPONDE



↑ indichi quali altre tipologie di servizi/collegamenti sono stati migliorati tra Italia e Croazia

al massimo 1000 carattere/i

SEZIONE 2 – ESPERIENZE

6. Personalmente ha mai avuto modo di viaggiare tra Italia e Croazia e per quale motivo?

- SI, per motivi di lavoro/studio/affari ↓
- SI, per motivi di turismo/visita a parenti-familiari-amici ↓
- SI, per entrambi i motivi ↓
- SI, per altri motivi ↓
- NO ↓

↑ indichi per quali altri motivi ha avuto modo di viaggiare tra Italia e Croazia:

↑ 6.1a) Nel caso di viaggio per motivi di lavoro/studio/affari, può indicare il mezzo/mezzi di trasporto utilizzato?

- AUTOMOBILE
- TRAGHETTO/NAVE/ALISCAFO
- AUTOBUS
- TRENO
- AEREO
- SOLUZIONE COMBINATA MULTIMODALE (es. Traghetto + auto/treno + bus/aereo+ treno//aereo + noleggio auto, ecc.)

↑ 6.1b) Nel caso di viaggio per motivi di turismo/visita a parenti-familiari-amici, può indicare il mezzo/mezzi di trasporto utilizzato/?

- AUTOMOBILE
- TRAGHETTO/NAVE/ALISCAFO
- AUTOBUS
- TRENO
- AEREO
- SOLUZIONE COMBINATA MULTIMODALE (es. Traghetto + auto/treno + bus/aereo+ treno//aereo + noleggio auto, ecc.)

↑ 6.2a) Nel caso non abbia mai viaggiato tra Italia e Croazia ma dovesse viaggiare in futuro per motivi di lavoro/studio/affari quale delle seguenti opzioni di trasporto ritiene di utilizzare?

In caso di viaggio per motivi di lavoro/studio/affari utilizzerai:

- AUTOMOBILE
- TRAGHETTO/NAVE/ALISCAFO
- AUTOBUS
- TRENO
- AEREO
- SOLUZIONE COMBINATA MULTIMODALE (es. Traghetto + auto/treno + bus/aereo+ treno//aereo + noleggio auto, ecc.)
- VALUTEREI IN BASE AI MINORI COSTI DI VIAGGIO
- VALUTEREI CERCANDO LA SOLUZIONE PIU' SOSTENIBILE A LIVELLO AMBIENTALE
- NON SO/NON RISPONDE

↑ 6.2b) Nel caso non abbia mai viaggiato tra Italia e Croazia ma dovesse viaggiare in futuro per motivi di turismo/visita a parenti-familiari-amici quale delle seguenti opzioni di trasporto ritiene di utilizzare?

In caso di viaggio per motivi di turismo/visita a parenti-familiari-amici utilizzerai:

- AUTOMOBILE
- TRAGHETTO/NAVE/ALISCAFO
- AUTOBUS
- TRENO
- AEREO
- SOLUZIONE COMBINATA MULTIMODALE (es. Traghetto + auto/treno + bus/aereo+ treno/aereo + noleggio auto, ecc.)
- VALUTEREI IN BASE AI MINORI COSTI DI VIAGGIO
- VALUTEREI CERCANDO LA SOLUZIONE PIU' SOSTENIBILE A LIVELLO AMBIENTALE
- NON SO/NON RISPONDE

7 ■ Negli ultimi anni, in generale, ha mai avuto modo di utilizzare nuovi/recenti sistemi/mezzi di trasporto tra quelli sottoelencati :

(si possono indicare più opzioni)

- NUOVE LINEE DI TRAM
- SERVIZIO INTEGRATO TRENO + BICI
- SERVIZIO INTEGRATO BUS + BICI
- SERVIZIO INTEGRATO NAVE + BICI
- TRASPORTO A CHIAMATA/PRENOTAZIONE VIA APP
- TRASPORTO MULTIMODALE CON BIGLIETTO INTEGRATO
- CAR SHARING
- BIKE SHARING
- MICRO-MOBILITÀ (MONOPATTINI ELETTRICI ECC.)
- AUTO IBRIDA/ELETTRICA
- BUS/NAVETTA IBRIDO/ELETTRICO
- TRANSPORT/ROUTE PLANNER
- BUS/NAVETTE A GUIDA AUTONOMA
- ALTRO
- NO, NON HO MAI AVUTO MODO DI UTILIZZARE QUESTI SISTEMI/MEZZI DI TRASPORTO

↑ Quale altro nuovo/innovativo sistema/servizio di trasporto ha avuto modo di provare
al massimo 1000 caratteri/i

8. In passato ha mai avuto modo di essere coinvolto/co-organizzare o semplicemente partecipare ad alcune delle seguenti tipologie di iniziative/campagne di sensibilizzazione o di promozione dei trasporti e della mobilità sostenibile o di riduzione dell'inquinamento atmosferico da traffico o di nuove forme di mobilità per la tutela ambientale del territorio?

(si possono indicare più opzioni)

- INIZIATIVE SULLA MOBILITA' SOSTENIBILE IN GENERALE
- INIZIATIVE PER LA RIDUZIONE DELL'INQUINAMENTO DOVUTO AL TRAFFICO
- INIZIATIVE SULLA CICLABILITA'
- INIZIATIVE SULLA SICUREZZA STRADALE
- INIZIATIVE PER LA RIDUZIONE DELL'UTILIZZO DELL'AUTO PRIVATA
- INIZIATIVE PER LA PROMOZIONE/MIGLIORAMENTO DEL TRASPORTO PUBBLICO
- INIZIATIVE A SOSTEGNO DELLA MOBILITA' PEDONALE
- INIZIATIVE PER L'INTRODUZIONE/UTILIZZO DI MEZZI DI TRASPORTO INNOVATIVI O A BASSA EMISSIONE
- INIZIATIVE SU INCENTRATE SU MEZZI/INFRASTRUTTURE/LINEE DI TRASPORTO IN GENERALE
- ALTRE INIZIATIVE CONNESSE AI TEMI DELLA MOBILITA' E DEI TRASPORTI SOSTENIBILI
- NO, NON HO MAI CONTRIBUTITO o PARTECIPATO AD INIZIATIVE SIMILI
- NO, NON SONO MAI STATE ORGANIZZATE INIZIATIVE SIMILI CUI POTESSI PARTECIPARE PERSONALMENTE E/O ATTIVAMENTE
- NON SO/NON RISPONDE

9. Nel pianificare in generale i suoi spostamenti/viaggi quali criteri predilige rispetto alle sue scelte di mezzi e modalità del viaggio?

(si possono indicare più opzioni)

- MINOR TEMPO DI PERCORRENZA - RAPIDITA' DEL VIAGGIO/SPOSTAMENTO;
- MINOR COSTO DEL VIAGGIO/SPOSTAMENTO RISPETTO AL MEZZO UTILIZZATO
- MINORE IMPATTO AMBIENTALE RISPETTO AL MEZZO UTILIZZATO
- MAGGIORE AUTONOMIA NEL VIAGGIO (MEZZO PROPRIO)/PROPENSIONE ALL'UTILIZZO DELLA PROPRIA AUTOMOBILE
- PROPENSIONE AI MEZZI PUBBLICI
- PROPENSIONE AI MEZZI CONDIVISI
- AFFIDABILITA'/PUNTUALITA' DEL SERVIZIO DI TRASPORTO UTILIZZATO
- COMODITA' DELLE CONDIZIONI DI VIAGGIO (ANCHE A FRONTE DI UN COSTO PIU' ELEVATO)
- SCELTA DI SOLUZIONI MULTI/INTERMODALI
- SCELTA DI SERVIZI CHE CONSENTANO IL TRASPORTO DELLA PROPRIA BICICLETTA
- SICUREZZA DEL VIAGGIO ANCHE IN BASE ALLE CONDIZIONI DI TRAFFICO O DELLO STATO DELLE INFRASTRUTTURE
- SCELTA DI MEZZI DIVERSI RISPETTO A DURATA/DISTANZA
- SCELTA DI MEZZI DIVERSI IN BASE ALLA FINALITA' DEL VIAGGIO (ES. lavoro rispetto a turismo)
- SCELTA DI MEZZI DIVERSI IN BASE ALLA MAGGIORE MINORE OFFERTA DI SERVIZI PUBBLICI/PRIVATI
- CONSUETUDINE NELL'UTILIZZO DEGLI STESSI MEZZI O SERVIZI IN BASE A PRECEDENTI ESPERIENZE
- NON SO/NON RISPONDE

10. CHE UTILIZZO FA IN GENERALE DELL' AUTOMOBILE NEI SUOI VIAGGI/SPOSTAMENTI?

(si possono indicare più opzioni)

- UTILIZZO COSTANTE SIA PER BREVI/MEDI SPOSTAMENTI (LAVORO, COMMISSIONI DOMESTICHE, ECC.) SIA PER VIAGGI LUNGHİ (LAVORO, TURISMO, VACANZE);
- UTILIZZO PREVALENTEMENTE LIMITATO A SPOSTAMENTI CASA-LAVORO;
- UTILIZZO PREVALENTEMENTE LIMITATO A VIAGGI E PERIODI DI VACANZA;
- UTILIZZO ESCLUSIVAMENTE IN CASO DI ASSENZA DI MEZZI PUBBLICI O FORME DI TRASPORTO COLLETTIVO DI LUNGA PERCORRENZA;
- UTILIZZO COSTANTE CONDIZIONATO DALL'ASSENZA DI SERVIZI PUBBLICI FREQUENTI E STRUTTURATI, DISTANZA DA STAZIONI/AEREOPORTI/FERMATE AUTOBUS (es. abita in zone rurali o periferiche);
- CERCO DI UTILIZZARLA IL MENO POSSIBILE PER IL COSTO DEL CARBURANTE
- CERCO DI UTILIZZARLA IL MENO POSSIBILE PER L'IMPATTO SULL'AMBIENTE
- POSSIEDO UN'AUTO IBRIDA/ELETTRICA
- NON POSSIEDO UN'AUTO DI PROPRIETA'
- UTILIZZO IL CAR SHARING
- NON SO/NON RISPONDE

SEZIONE 3 – PERCEZIONE/VALUTAZIONE

11. In una scala da 1 a 10, come valuta le politiche ed interventi pubblici dei principali livelli di governo

(locale/regionale/nazionale/europeo) rispetto al tema della qualità, sicurezza e sostenibilità ambientale dei trasporti, soprattutto in relazione alle aree costiere adriatiche di Italia e Croazia?

[Scala di valutazione:

1 = politiche e interventi totalmente inadeguate ed inefficaci

5 = politiche e interventi sufficientemente adeguate ed efficaci

10 = politiche e interventi totalmente adeguate ed efficaci]

valutazione delle politiche sui trasporti	1	2	3	4	5	6	7	8	9	10	NON SO/NON RISPONDE
Governo Locale (Comune/Provincia)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governo Regionale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governo Nazionale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance Europea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Personalmente ritiene che i comportamenti individuali possano influire sostanzialmente sul tema generale della sostenibilità dei trasporti e del loro impatto ambientale?

- ASSOLUTAMENTE SÌ
- SÌ, MA SOLO IN PRESENZA DI ADEGUATE POLITICHE E INTERVENTI A LIVELLO DI LEGGI, REGOLAMENTI, INFRASTRUTTURE E SISTEMI DI TRASPORTO NECESSARI A TALE SCOPO;
- SÌ, MA SOLO SE VENISSERO UTILIZZATI ESCLUSIVAMENTE MEZZI DI TRASPORTO CON PROPULSIONI NON INQUINATI (ELETTRICO, IDROGENO, IBRIDO) E GLI STESSI VENISSERO RESI ACCESSIBILI IN TERMINI DI COSTI E DISPONIBILITÀ DI INFRASTRUTTURE ADEGUATE;
- ASSOLUTAMENTE NO;
- NON SO/NON RISPONDE

13. Riguardo alla questione dell'emergenza ambientale e climatica, quanto ritiene possa influire positivamente il miglioramento effettivo della qualità e sostenibilità dei trasporti?

- MOLTISSIMO
- MOLTO
- MODERATAMENTE
- POCO
- POCHISSIMO
- NON INFLUISCE
- NON SO/NON RISPONDE

14. Ritiene che le campagne di sensibilizzazione/promozione/informazione ed il conseguente coinvolgimento di tutti i cittadini siano uno strumento necessario ed efficace sia per influire sui comportamenti individuali delle persone sia per condizionare le politiche e gli interventi rivolti al miglioramento della qualità, sicurezza, e sostenibilità ambientale del sistema dei trasporti?

- ASSOLUTAMENTE SÌ
- SÌ, MA SOLO PER INFLUIRE SUI COMPORTAMENTI INDIVIDUALI
- SÌ, MA SOLO PER CONDIZIONARE POLITICHE ED INTERVENTI PUBBLICI
- ASSOLUTAMENTE NO
- NON SO/NON RISPONDE

15. Rispetto alla sua percezione, ritiene che **NEGLI ULTIMI 10 ANNI**, a livello europeo e globale, siano stati fatti effettivi e concreti passi in avanti riguardo al miglioramento della qualità, sicurezza, e sostenibilità ambientale dei trasporti?

- ASSOLUTAMENTE SÌ
- SÌ MA SOLO PER LA QUALITÀ DEI TRASPORTI
- SÌ MA SOLO PER LA SICUREZZA DEI TRASPORTI
- SÌ MA SOLO PER LA SOSTENIBILITÀ AMBIENTALE
- IN GENERALE SÌ SONO REGISTRATI DEI DISCRETI MIGLIORAMENTI
- IN GENERALE SÌ SONO REGISTRATI POCHI PASSI IN AVANTI
- ASSOLUTAMENTE NO
- NON SÌ/NON RISPONDE

IL QUESTIONARIO È TERMINATO GRAZIE PER AVER COMPILATO!

Per eventuali ulteriori informazioni in merito potete contattare il seguente indirizzo mail: pierpaolo.pentucci@unive.it

Per approfondimenti riguardo al Progetto MIMOSA – Interreg V-A Italy-Croatia 2014-2020 potete visitare il sito ufficiale al seguente link:

<https://www.italycroatia.eu/web/mimosa>

**KAMPANJA PODIZANJA SVIJESTI O
KVALITETI, SIGURNOSTI I EKOLOŠKOJ
ODRŽIVOSTI POMORSKOG I OBALNOG PROMETA**

ISTRAŽNI UPITNIK

O USLUGAMA POMORSKOG I OBALNOG PUTNIČKOG PRIJEVOZA

(početna procjena - svibanj 2022)

Projekt MIMOSA - Interreg V-A Italija - Hrvatska 2014-2020



Strateški projekt MIMOSA - financiran od strane Programa prekogranične teritorijalne suradnje Interreg V-A Italija-Hrvatska 2014-2020 - osigurava kampanju podizanja svijesti, informacije o načinima korištenja te kvaliteti, sigurnosti i ekološkoj održivosti javnih i privatnih načina prijevoza.

Specifičan cilj ovog upitnika jest provođenje ex-ante analize za razinu informiranosti i svijesti o različitim načinima pomorskog i obalnog prijevoza putnika, kako bi se kreirali referentni pokazatelji temeljeni na teritorijalnom kontekstu koji su u stanju usmjeriti i bolje prenijeti aktivnosti kampanje i širenje rezultata projekta MIMOSA.

Metodološka napomena:

Upitnik upućen svim ispitanicima sastoji se od ukupno 15 zatvorenih pitanja / pitanja s višestrukim odgovorom, vrijeme potrebno za ispunjavanje je maksimalno 10 minuta te uključuje 3 dijela po 5 pitanja.

Upitnik je moguće popuniti anonimno. Prikupljeni podaci od strane ispitanika obrađuju se isključivo u zbirnom obliku.

Nijedno se pitanje ne odnosi na aspekte koji se mogu pripisati individualnoj ličnosti, rodnim preferencijama, vjerskim ili političkim uvjerenjima ili drugim osjetljivim aspektima.

Uzorak ispitanika ovog upitnika:

Javnost općenito, uglavnom se razmatraju građani koji borave na različitim teritorijima Programskog područja Italije i Hrvatske;

Realizirano od strane:

Odjel za menadžment - Cà Foscari Sveučilište u Veneciji
(Partner Projekta MIMOSA)

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Pravila o privatnosti i zaštiti podataka u skladu s člancima 13. i 14. - Uredba EU br. 679/2016 ("Uredba")

Ovaj upitnik namijenjen je provođenju istraživanja: „Kampanja podizanja svijesti o kvaliteti, sigurnosti i ekološkoj održivosti pomorskog i obalnog prometa“ koji je dio projekta MIMOSA - Interreg V-A Italija-Hrvatska ([HTTPS:// www.italija-croatia.eu/Web/Mimosa](https://www.italija-croatia.eu/Web/Mimosa)). Javljamo Vam se jer je navedeno istraživanje namijenjeno prikupljanju informacija o stanju svijesti građana o pitanjima koja se odnose na održivu mobilnost i prijevoz. E-mail adresa/PEC pomoću koje Vas kontaktiramo pronađena je online, e-mail adresa s poveznicom također je pronađena online ili je izravno dostavljena od vaše organizacije/tvrtke/administracije. Davanje podataka je neobavezno i odbijanje davanja podataka ne povlači nikakve posljedice za ispitanika. Svi osobni podaci i e-mail adrese navedene u upitniku obrađivat će se isključivo u sljedeće svrhe: 1) slanje sažetog izvješća o rezultatima upitnika i 2) širenje i diseminacija aktivnosti i rezultata projekta MIMOSA ili za druge isključivo znanstvene i istraživačke svrhe.

Kontrolor podataka je Sveučilište Ca' Foscari u Veneciji, sa sjedištem u Dorsoduro n. 3246, 30123 Venecija (VE), u ulozi rektora. Sveučilište je imenovalo "Službenika za zaštitu podataka", kojeg se može kontaktirati pisanim putem na e-mail adresu dpo@unive.it ili slanjem na adresu: Università Ca' Foscari Venezia, Responsabile della Protezione dei Dati (službenik za zaštitu podataka), Dorsoduro n. 3246, 30123 Venezia (VE).

Pravni temelj obrade predstavlja čl. 6.1.e) Uredba ("provedba zadataka javnog interesa"). Obrada osobnih podataka temelji se na načelima ispravnosti, zakonitosti i transparentnosti te zaštiti privatnosti i prava ispitanika, kao i na dodatnim načelima predviđenim čl. 5. Uredbe. Prikupljeni podaci bit će obrađeni na papiru i uz korištenje računalnih postupaka te se mogu distribuirati u svrhu proučavanja samo u zbimom obliku i stoga ne dopuštaju identifikaciju ispitanika. Obradu osobnih podataka izvršit će ovlašteni subjekti (sukladno odredbama čl. 29. Uredbe i čl. 2. – D.lgs. Zakonske uredbe 196/2003; talijanski zakoni), uz korištenje računalnih postupaka, uz usvajanje odgovarajućih tehničkih i organizacijskih mjera za njihovu zaštitu od neovlaštenog ili ilegalnog pristupa, uništenja, gubitka integriteta i povjerljivosti, čak i slučajnog.

Sve osobne podatke dostavljene u sklopu ovog istraživanja Sveučilište Cà Foscari u Veneciji čuvat će sve dok se ne postignu rezultati za koje su podaci prikupljeni, a najviše 5 godina od završetka projekta. Nakon toga će biti pohranjeni u skladu sa zakonima o oglašavanju u području arhiviranja za javni interes. Zainteresirane osobe imaju pravo od Sveučilišta, u slučajevima predviđenim Uredbom, dobiti pristup osobnim podacima, ispravak, integraciju, otkazivanje istih ili ograničenje obrade ili se usprotiviti samoj obradi (čl. 15. i čl. Uredbe). Zahtjev se može podnijeti, bez ikakvih formalnosti, kontaktiranjem službenika za zaštitu podataka izravno na dpo@unive.it ili slanjem poruke na sljedeću adresu: Università Ca' Foscari Venezia, Responsabile della Protezione dei Dati (službenik za zaštitu podataka), Dorsoduro n. 3246, 30123 Venezia (VE). Alternativno, moguće je kontaktirati Voditelja obrade podataka, pismenim putem na PEC protocol@pec.unive.it. Zainteresirane osobe koje smatraju da je obrada njihovih osobnih podataka u suprotnosti s odredbama Uredbe također imaju pravo podnijeti pritužbu Upravi za zaštitu osobnih podataka, kako to zahtijeva čl. 77. same Uredbe, odnosno preuzeti odgovarajuće sudačke dužnosti (čl. 79. Uredbe).

OPĆI PODACI ISPITANIKA

TERITORIJ PRIPADNOSTI

Zemlja podrijetla (*odnosi se na Programsko područje Italije i Hrvatske):

- ITALIJA ↓
- HRVATSKA ↓

↑ Regija / Županija pripadnosti (*odnosi se na Programsko područje Italije i Hrvatske):

ITALIJA

- FRIULI VENEZIA GIULIA
- VENETO
- EMILIA - ROMAGNA
- MARCHE
- ABRUZZO
- MOLISE
- PUGLIA

↑ Regija / Županija pripadnosti (*odnosi se na Programsko područje Italije i Hrvatske):

HRVATSKA

- ISTARSKA ŽUPANIJA
 - PRIMORSKO-GORANSKA ŽUPANIJA
 - KARLOVAČKA ŽUPANIJA
 - LIČKO-SENJSKA ŽUPANIJA
 - ZADARSKA ŽUPANIJA
 - ŠIBENSKO-KNINSKA ŽUPANIJA
 - SPLITSKO-DALMATINSKA ŽUPANIJA
 - DUBROVAČKO-NERETVANSKA ŽUPANIJA
-

DOBNI RASPON ¹

Dob ispitanika:

- 15 - 17 godina
 - 18 - 24 godina
 - 25 - 34 godina
 - 35 - 44 godina
 - 45 - 54 godina
 - 55 - 64 godina
 - 65 - 74 godina
 - 75 i više
 - Ne želim odgovoriti
-

SPOL

Spol ispitanika:

- M
 - Ž
 - Nebinarni rod
 - Ne želim odgovoriti
-

OBRAZOVANJE / KVALIFIKACIJA

Razina obrazovanja ispitanika:

- Osnovna škola
 - Srednja škola
 - Sveučilišni studij
 - Post-sveučilište / Doktorski studij
 - Drugi / Bez odgovora
-

RADNI STATUS

Radni status ispitanika:

- Zaposlen
 - Nezaposlen
 - Primaatelj naknade (npr. mirovina, invaliditet ili druga naknada)
 - Student/ica
 - Kućanica/muška kućanica
 - Drugo / Bez odgovora
-

ODJELJAK 1 - TERITORIJALNI KONTEKST

1. Jesu li posljednjih godina organizirane i promovirane kampanje podizanja svijesti i/ili informiranja u vašem referentnom području (nacionalnom, regionalnom, lokalnom) o pitanjima kvalitete, sigurnosti, pravednosti i ekološke održivosti prometa?

- DA ↓
- NE ↓
- NE ZNAM ↓
- BEZ ODGOVORA ↓

↑ **1.1a) Koje su od sljedećih specifičnih tema / načina prijevoza organizirane u prošlim kampanjama podizanja svijesti:** (može se naznačiti više opcija)

- PROMICANJE ODRŽIVE MOBILNOSTI
- POVEĆANJE USLUGA JAVNOG PRIJEVOZA
- SIGURNOST PROMETNIH MREŽA / KAMPANJA ZA SIGURNOST NA CESTI / ZONE OGRANIČENJA BRZINE NA 30 KM / H
- UVOĐENJE MULTIMODALNIH VEZA / MOBILNOST KAO USLUGA (MaaS)
- PLANOVI ODRŽIVE URBANE MOBILNOSTI (SUMP)
- ODRŽIVI POMORSKI PROMET
- ODRŽIVI PRIJEVOZ NAMIJENJEN ZA TURIZAM / NOVE TURISTIČKE PLOVIDBENE LINIJE
- UVOĐENJE METROA / TRAMVAJA
- INTEGRIRANI SUSTAVI ZA PRODAJU KARATA / DIGITALNI SUSTAVI REZERVACIJE - ULAZNICE / APLIKACIJA ZA MOBILNOST – PRIJEVOZ / PLANERI RUTA
- USLUGE DIJELJENJA BIKIKLA / AUTOMOBILA (BIKE/CAR SHARING)
- PROMOCIJA ZA KORIŠTENJE BIKIKLA / BIKIKLIZMA
- SMANJENJE NAKNADE ZA JAVNI PRIJEVOZ / BESPLATAN JAVNI PRIJEVOZ
- SMANJENJE UPOTREBE PRIVATNOG AUTOMOBILA
- DANI BEZ AUTOMOBILA / KAMPANJE ZA SMANJENJE PROMETA / SMOGA / ZAGAĐENJA
- PROMOCIJA MOBILNOSTI PJEŠAKA / PJEŠAČKE ZONE / ZONA OGRANIČENOG PROMETA
- SMANJENJE CO2 / "STAKLENIČKI PLINOVİ" – KAMPANJE ANALIZE NAČINA KRETANJA
- POVEĆANJE PROMETA / VEZE ZA RURALNA I PREDGRADSKA PODRUČJA
- USLUGE MIKROMOBILNOSTI (električni skuteri, itd.)
- DRUGI PROBLEMI MOBILNOSTI ILI PROMETA
- NE ZNAM / BEZ ODGOVORA



↑ **naznačiti koje su druge kampanje podizanja svijesti o mobilnosti ili prometnim problemima organizirane na vašem državnom području:**

↑ **1.1b) Koji su javni i privatni subjekti / tijela / udruge organizirali / promovirali u prošlim kampanjama podizanja svijesti:**

(Može se navesti više opcija)

- NACIONALNA VLADA / MINISTARSTVA
- REGIJA / ŽUPANIJA
- ZAJEDNIČKE / LOKALNE VLASTI
- UDRUŽENJA
- OPERATERI JAVNOG I / ILI PRIVATNOG PRIJEVOZA
- GRUPE GRAĐANA / ODBORA
- DRUGI
- NE ZNAM / BEZ ODGOVORA



↑ **navesti koji su drugi subjekti promicali/organizirali kampanje podizanja svijesti o održivoj mobilnosti i prometu**

↑ **1.2a) Na koje od sljedećih specifičnih tema/vrsta prijevoza mislite da bismo trebali organizirati/promicati kampanje podizanja svijesti:**
(može se navesti više opcija)

- PROMICANJE ODRŽIVE MOBILNOSTI
- POVEĆANJE USLUGA JAVNOG PRIJEVOZA
- UNAPREĐENJE ŠKOLSKE MOBILNOSTI / KOMUNIKACIJE
- SIGURNOST PROMETNIH MREŽA / KAMPANJA ZA SIGURNOST NA CESTI / ZONE OGRANIČENJA BRZINE NA 30 KM/H
- UVOĐENJE MULTIMODALNIH VEZA / MOBILNOST KAO USLUGA (MaaS)
- PLANOVI ODRŽIVE URBANE MOBILNOSTI (SUMP)
- ODRŽIVI POMORSKI PROMET
- ODRŽIVI PRIJEVOZ NAMIJENJEN ZA TURIZAM / NOVE PLOVIDBENE TURISTIČKE LINIJE
- UVOĐENJE METROA / TRAMVAJA
- MIKROMOBILNOST (npr. električni skuteri)
- INTEGRIRANI SUSTAVI ZA PRODAJU KARATA / DIGITALNI SUSTAVI REZERVACIJE - ULAZNICE / APLIKACIJA ZA MOBILNOST – PRIJEVOZ / PLANERI RUTA
- USLUGE DIJELJENJA BICIKLA / AUTOMOBILA (BIKE/CAR SHARING)
- PROMOCIJA ZA KORIŠTENJE BICIKLA / BICIKLIZMA
- SMANJENJE NAKNADE ZA JAVNI PRIJEVOZ / BESPLATAN JAVNI PRIJEVOZ
- SMANJENJE UPOTREBE PRIVATNOG AUTOMOBILA
- DANI BEZ AUTOMOBILA / KAMPANJE ZA SMANJENJE PROMETA / SMOGA / ZAGAĐENJA
- PROMOCIJA MOBILNOSTI PJEŠAKA / PJEŠAČKE ZONE / ZONA OGRANIČENOG PROMETA
- SMANJENJE CO2 / "STAKLENIČKI PLINOVİ" – KAMPANJE ANALIZE NAČINA KRETANJA
- POVEĆANJE PROMETA / VEZE ZA RURALNA I PREDGRADSKA PODRUČJA
- OSTALO
- NE ZNAM / BEZ ODGOVORA

↑ naznačite za koja pitanja mislite da mogu biti predmet kampanja podizanja svijesti o održivoj mobilnosti i prometu



↑ **1.2b) Koji subjekti / tijela / javna i privatna udruženja bi, po Vašem mišljenju, trebala organizirati / promovirati kampanje podizanja svijesti o pitanjima mobilnosti i prometa:**
(može se navesti više opcija)

- NACIONALNA VLADA / MINISTARSTVA
- REGIJA/ŽUPANIJA
- OPĆINA / LOKALNE VLASTI
- UDRUGE
- OPERATERI JAVNOG I / ILI PRIVATNOG PRIJEVOZA
- GRUPE GRAĐANA / ODBORA
- DRUGI
- NE ZNAM / BEZ ODGOVORA



↑ Koje od sljedećih specifičnih tema/vrsta prijevoza mislite da bismo trebali organizirati/promicati kampanje podizanja svijesti: (može se navesti više opcija)

2. U vašem referentnom području, gdje živite i/ili radite, koji su po vama glavni problemi/kritičnosti u pogledu usluga prijevoza putnika i mobilnosti građana?
(može se navesti više opcija)

- URBANI / IZVANGRADSKI PROMET - PREKOMJERNO KORIŠTENJE PRIVATNOG AUTOMOBILA
- ONEČIŠĆENJE ZRAKA OD PROMETA VOZILA
- NEADEKVATNOST PROMETNIH USLUGA GRADSKOG I IZVANGRADSKOG JAVNOG PROMETA
- NEADEKVATNOST PROMETNIH USLUGA I VEZA IZMEĐU OBALE I UNUTRAŠNOSTI
- NEDOSTATAK / NEADEKVATNOST ČVOROVA / VEZE I ŽELJEZNIČKE INFRASTRUKTURE
- PREVELIKI TROŠKOVI PRIJEVOZNIH USLUGA (JAVNIH I PRIVATNIH)
- NEDOSTATAK / NEADEKVATNOST USLUGA JAVNOG I PRIVATNOG TURISTIČKOG PROMETA
- SLAB SUSTAV JAVNOG PROMETA U ODNOSU NA RAZDOBLJE VISOKE SEZONE / TURISTIČKE PRISUTNOSTI
- NEADEKVATNA SIGURNOST NA CESTI / NEADEKVATNO OGRANIČENJE BRZINE / NEDOSTATAK ZNAKOVA ITD.
- NEODGOVARAJUĆA SIGURNOST NA CESTI / NEODGOVARAJUĆE OGRANIČENJE BRZINE / NEDOSTATAK ZNAKOVA ITD.
- NEDOSTATAK / NEADEKVATNOST SUSTAVA BICIKLISTIČKIH STAZA
- NEADEKVATNOST PJEŠAČKOG SUSTAVA
- NEADEKVATNOST SUSTAVA IZVANGRADSKIH AUTOBUSNIH LINIJA
- LOŠA PRISTUPAČNOST GLAVNIM VEZNIM ČVORIŠTIMA / STANICAMA
- OGRANIČENE POMORSKE VEZE / DESTINACIJE
- NEDOSTATAK BICIKLA / CAR SHARING / LOŠA INFRASTRUKTURA ZA PUNJENJE ELEKTRIČNIH VOZILA
- ZASTARJELO / LOŠE ODRŽAVANJE FLOTE I TRANSPORTNOG SUSTAVA VOZILA
- OSTALO
- NE ZNAM / BEZ ODGOVORA



↑ Koje druge probleme smatrate važnim na vašem području u pogledu usluga prijevoza putnika i mobilnosti građana?

3. Što u vašem referentnom području smatrate da određuje prisutnost turizma u visokoj

sezoni:

- PRENAPUČENOST JAVNOG PRIJEVOZA
- POVEĆANJE PROMETA VOZILA ZBOG VEĆE PRISUTNOSTI PRIVATNIH AUTOMOBILA
- OBJE PRETHODNE OPCIJE
- NITI JEDNO OD PRETHODNE 2 OPCIJE
- NEMA RELEVANTNE PRISUTNOSTI TURISTA NI U VISOKOJ SEZONI
- NE ZNAM / BEZ ODGOVORA



↑ Postoje i drugi problemi za prometni sustav određeni priljevom turista u visokoj sezoni, kao što su:

4. Da li je posljednjih godina došlo do poboljšanja kvalitete transportnih sustava u vašem referentnom području u smislu povećanja ponude usluga, ekološke održivosti, povezanosti s glavnim međugradskim čvorištima, u usporedbi s glavnim cestovnim mrežama i infrastrukturom?

- DOŠLO JE DO POBOLJŠANJA PROMETNOG SUSTAVA OPĆENITO
- SAMO U SMISLU PONUDE USLUGA
- SAMO U SMISLU EKOLOŠKE ODRŽIVOSTI PROMETNIH SREDSTAVA
- SAMO NA RELACIJAMA SA VEĆIM UDALJENOSTIMA
- SAMO U SMISLU POBOLJŠANJA CESTOVNE MREŽE / CESTOVNE INFRASTRUKTURE
- NE, NEMA NIKAKVIH POBOLJŠANJA U PROMETNOM SUSTAVU
- NE ZNAM / BEZ ODGOVORA



↑ naznačiti koja poboljšanja smatrate potrebnim na svojem državnom području kvalitete u prometnim sustavima u smislu povećanja ponude usluga, ekološke održivosti, povezanosti s glavnim čvorištima na velike udaljenosti u usporedbi s glavnim cestovnim mrežama i infrastrukturom:

5. Je li posljednjih godina na vašem referentnom području došlo do poboljšanja/povećanja mogućnosti povezivanja sa suprotnom obalom Jadrana, a posebice veza između Italije i Hrvatske (npr. nove pomorske veze, nove autobusne linije, nove željezničke linije, nove avionske linije, multimodalne veze itd.)?

- DA ↓
 NE
 NE ZNAM / BEZ ODGOVORA

↑ **5.1** Koje vrste veza su poboljšane/povećane između Italije i Hrvatske?
(može se navesti više opcija)

- NOVE POMORSKE VEZE
 NOVE AUTOBUSNE LINIJE
 NOVE ŽELJEZNIČKE LINIJE
 NOVE AVIONSKE LINIJE
 MULTIMODALNE VEZE
 OSTALE USLUGE ↓
 NE ZNAM / BEZ ODGOVORA

↑ naznačiti koje su ostale vrste usluga/veza poboljšane između Italije i Hrvatske

ODJELJAK 2 - ISKUSTVA

6. Jeste li osobno ikada imali priliku putovati između Italije i Hrvatske i iz kojeg razloga?

- DA zbog posla/učenja/osobnih razloga ↓
- DA iz turističkih razloga/posjeti rodbini-obitelji-prijateljima ↓
- Da iz oba razloga ↓
- DA iz drugih razloga ↓
- NE ↓

↑ navedite iz kojih ste drugih razloga imali priliku putovati između Italije i Hrvatske:

↑ 6.1a) U slučaju putovanja zbog posla/učenja/osobnih razloga, možete li navesti koje ste prijevozno sredstvo/sredstva koristili?

- AUTOMOBIL
- TRAJEKT / BROD / HIDROGLISER
- AUTOBUS
- VLAK
- AVION
- KOMBINIRANO MULTIMODALNO RJEŠENJE (npr. trajekt + auto / vlak + autobus / avion + vlak // avion + rent-a-car, itd.)

↑ 6.1b) U slučaju putovanja iz turističkih razloga/posjeta rodbini-obitelji-prijateljima, možete li navesti korišteno prijevozno sredstvo/sredstva?

- AUTOMOBIL
- TRAJEKT / BROD / HIDROGLISER
- AUTOBUS
- VLAK
- AVION
- KOMBINIRANO MULTIMODALNO RJEŠENJE (npr. trajekt + auto / vlak + autobus / avion + vlak // avion + rent-a-car, itd.)

↑ 6.2a) Ako nikada niste putovali između Italije i Hrvatske, ali želite putovati u budućnosti, koju od sljedećih opcija prijevoza smatrate da biste koristili?

U slučaju putovanja zbog posla/studija/osobnih razloga koristio bih:

- AUTOMOBIL
- TRAJEKT / BROD / HIDROGLISER
- AUTOBUS
- VLAK
- AVION
- KOMBINIRANO MULTIMODALNO RJEŠENJE (npr. trajekt + auto / vlak + autobus / avion + vlak / avion + najam automobila, itd.)
- PROCJENILI BI NA TEMELJU NIŽIH PUTNIH TROŠKOVA
- PROCJENILI BI PO EKOLOŠKI NAJODRŽIVIJEM RJEŠENJU
- NE ZNAM / BEZ ODGOVORA

↑ **6.2b) Ako nikada niste putovali između Italije i Hrvatske, ali želite putovati u budućnosti iz turističkih razloga/posjetiti rodbinu-obitelj-prijatelje, koju od sljedećih mogućnosti prijevoza planirate koristiti?**

U slučaju putovanja iz turističkih razloga/posjeta rodbini-obitelji-prijateljima koristio bih:

- AUTOMOBIL
- TRAJEKT / BROD / HIDROGLISER
- AUTOBUS
- VLAK
- AVION
- KOMBINIRANO MULTIMODALNO RJEŠENJE (npr. trajekt + auto / vlak + autobus / avion + vlak / avion + najam automobila, itd.)
- PROCJENILI BI NA TEMELJU NIŽIH PUTNIH TROŠKOVA
- PROCJENILI BI PO EKOLOŠKI NAJODRŽIVIJEM RJEŠENJU
- NE ZNAM / BEZ ODGOVORA

7 ■ U posljednjih nekoliko godina jeste li ikada imali priliku koristiti nove / najnovije sustave / prijevozna sredstva

među dolje navedenima:

(može se navesti više opcija)

- NOVE TRAMVAJSKE LINIJE
- INTEGRIRANI PRIJEVOZ VLAK + BICIKL
- INTEGRIRANI PRIJEVOZ BUS + BICIKL
- INTEGRIRANI PRIJEVOZ BROD + BICIKL
- PRIJEVOZ POMOĆU POZIVA / REZERVACIJA PREKO APLIKACIJE
- MULTIMODALNI PRIJEVOZ SA INTEGRIRANOM KARTICOM
- CAR SHARING (DIJELJENJE AUTA)
- BIKE SHARING (DIJELJENJE BICIKLA)
- MIKROMOBILNOST (ELEKTRIČNI SKUTERI ITD.)
- HIBRIDNI / ELEKTRIČNI AUTOMOBIL
- HIBRIDNI / ELEKTRIČNI BUS / SHUTTLE
- TRANSPORT / PLANER RUTE
- AUTONOMNI VOĐENI AUTOBUS / SHUTTLE
- OSTALO
- NE, NIKAD NISAM KORISTIO/LA OVE TRANSPORTNE SUSTAVE / SREDSTVA ↓

↑ Koji ste drugi novi/inovativni transportni sustav/uslugu koristili:

8. Jeste li ikad imali priliku sudjelovati u organiziranju ili prisustvovati u nekim od sljedećih vrsta inicijativa/kampanja za podizanje svijesti / za promicanje održivog prometa i mobilnosti / za smanjenje onečišćenja zraka od prometa / novih oblika mobilnosti čija je svrha zaštita okoliša?
(može se navesti više opcija)

- INICIJATIVE O ODRŽIVOJ MOBILNOSTI
- INICIJATIVE ZA SMANJENJE ZAGAĐENJA ZBOG PROMETA
- INICIJATIVE ZA PROMOVIRANJE BICIKLIZMA
- INICIJATIVE ZA SIGURNOST CESTA
- INICIJATIVE ZA SMANJENJE KORIŠTENJA PRIVATNOG AUTOMOBILA
- INICIJATIVE ZA PROMOCIJU / UNAPREĐENJE JAVNOG PROMETA
- INICIJATIVE POTPORE MOBILNOSTI PJEŠAKA
- INICIJATIVE ZA UVOĐENJE / UPOTREBU INOVATIVNIH ILI PROMETNIH SREDSTAVA S NISKIM EMISIJAMA
- INICIJATIVE ZA VOZILA / INFRASTRUKTURU / PRIJEVOZNE LINIJE
- OSTALE INICIJATIVE KOJE SE ODOSE NA PITANJA MOBILNOSTI I ODRŽIVOG PROMETA
- NE, NIKAD NISAM SUDJELOVAO/LA U SLIČNIM INICIJATIVAMA
- NE, NIKAD NISU BILE ORGANIZIRANE SLIČNE INICIJATIVE U KOJIMA BIH MOGAO/LA SUDJELOVATI OSOBNO I/ILI AKTIVNO
- NE ZNAM / BEZ ODGOVORA

9. Kada općenito planirate prijevoz/putovanje, koje kriterije preferirate u pogledu vašeg izbora prijevoznog sredstva?
(može se navesti više opcija)

- KRAĆE VRIJEME PUTOVANJA - BRZINA PUTOVANJA / PRIJEVOZA;
- NIŽI TROŠKOVI PUTOVANJA / BRZINA KRETANJA U ODNOSU NA KORIŠTENJE VOZILA
- ČIM MANJI UTJECAJ NA OKOLIŠ U POGLEDU IZABRANOG VOZILA
- VEĆA AUTONOMIJA PUTOVANJA (VLASTITO VOZILO) / SKLONOST ZA KORIŠTENJE VLASTITOG AUTOMOBILA
- SKLONOST JAVNIM SREDSTVIMA
- SKLONOST NA DIJELJENE PRIJEVOZNIH SREDSTAVA
- POUZDANOST / TOČNOST KORIŠTENE TRANSPORTNE USLUGE
- UDOBNOST UVJETA PUTOVANJA (ČAK I UZ VIŠE CIJENE)
- IZBOR MULTIMODALNIH RJEŠENJA
- IZBOR USLUGA KOJI OMOGUĆAVAJU TRANSPORT VAŠEG BICIKLA
- SIGURNOST PUTOVANJA TAKOĐER TEMELJENA NA PROMETNIM UVJETIMA ILI STANJU INFRASTRUKTURE
- IZBOR RAZLIČITIH SREDSTAVA S OBZIROM NA TRAJANJE/UDALJENOST
- IZBOR RAZLIČITIH SREDSTAVA NA TEMELJU SVRHE PUTOVANJA (npr. posao naspram turizma)
- IZBOR RAZLIČITIH SREDSTAVA NA TEMELJU BOLJE PONUDE JAVNIH / PRIVATNIH USLUGA
- NAVIKA U UPOTREBI ISTIH SREDSTAVA ILI USLUGA NA TEMELJU PRETHODNIH ISKUSTVA
- NE ZNAM / BEZ ODGOVORA

10. Koliko često koristite vaš automobil u vašem

putovanju / kretanju?

(može se navesti više opcija)

- KONSTANTNO KORIŠTENJE I ZA KRATKA/SREDNJA PUTOVANJA (POSLO, ZA ODRAĐIVANJE PRIVATNIH OBAVEZA I sl.) I ZA DUGA PUTOVANJA (POSLO, TURIZAM, LJETOVANJE);
- KORISTIM UGLAVNOM OGRANIČENO ZA ODLAZAK OD KUĆE DO POSLA;
- KORISTIM UGLAVNOM OGRANIČENO NA PUTOVANJE I ZA VRIJEME PRAZNIKA;
- KORISTIM ISKLJUČIVO U SLUČAJU NEPOSTOJANJA LOKALNOG, MEĐUGRADSKOG ILI MEĐUNARODNOG JAVNOG PRIJEVOZA;
- KONSTANTNO KORIŠTENJE UVJETOVANO RIJETKIM PROMETOVANJEM JAVNOG PRIJEVOZA, UDALJENOST OD KOLODVORA / ZRAČNIH LUKA / AUTOBUSNIH STANICA (npr. živim u ruralnim ili perifernim područjima);
- POKUŠAVAM GA KORISTITI ŠTO MANJE ZBOG TROŠKOVA GORIVA
- POKUŠAVAM GA KORISTITI ŠTO MANJE MOGUĆE ZBOG UTJECAJA NA OKOLIŠ
- VLASNIK/CA SAM HIBRIDNOG/ELEKTRIČNOG AUTOMOBILA
- NISAM VLASNIK/CA AUTOMOBILA
- KORISTIM CAR SHARING
- NE ZNAM / BEZ ODGOVORA

ODJELJAK 3 - PERCEPCIJA / PROCJENA

11. Na ljestvici od 1 do 10, kako ocjenjujete javne politike i intervencije glavnih razina vlasti (lokalne / regionalne / nacionalne / europske) s obzirom na pitanje kvalitete, sigurnosti i ekološke održivosti prometa, posebno u odnosu na obalna područja Jadrana Italije i Hrvatske?

[Skala ocjene od 1-10:

1 = potpuno neadekvatne i neučinkovite politike i intervencije

5 = dovoljno prikladne i učinkovite

10 = potpuno adekvatne i učinkovite]

Vrednovanje pravila o prijevozu	1	2	3	4	5	6	7	8	9	10	NE ZNAM/BEZ ODGOVORA
Lokalna uprava (općina/pokrajina)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regionalna vlada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nacionalna vlada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Europska vlada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Vjerujete li da individualna ponašanja mogu značajno utjecati na opću temu održivosti prometa i njihov utjecaj na okoliš?

- APSOLUTNO DA
 - DA, ALI SAMO U PRISUTNOSTI ODGOVARAJUĆIH POLITIKA I INTERVENCIJA NA RAZINI ZAKONA, PROPISA, INFRASTRUKTURE I PROMETNOG SUSTAVA POTREBNIH ZA TU SVRHU
 - DA, ALI SAMO AKO JE ISKLJUČIVO KORIŠTEN PRIJEVOZ S POGONIMA KOJI NEZAGADUJU (ELEKTRIČNI, VODIKOVI, HIBRIDNI) I ISTI JE PRISTUPAČAN PO CIJENI I DOSTUPNOSTI
 - APSOLUTNO NE
 - NE ZNAM / BEZ ODGOVORA
-

13. Što se tiče pitanja izvanrednog stanja okoliša i klime, koliko mislite da možete pozitivno utjecati na stvarno poboljšanje kvalitete i održivosti prometa?

- JAKO PUNO
 - DOSTA
 - UMJERENO
 - MALO
 - VRLO MALO
 - NIMALO
 - NE ZNAM / BEZ ODGOVORA
-

14. Smatrate li da su kampanje za podizanje svijesti/promocije/informacije i posljedično uključivanje svih građana nužan i učinkovit alat kako za utjecaj na individualno ponašanje ljudi tako i za uvjetovanje politika i intervencija usmjerenih na poboljšanje kvalitete, sigurnosti i ekološke održivosti prometnog sustava?

- APSOLUTNO DA
- DA, ALI UGLAVNOM ZBOG KVALITETE TRANSPORTA
- DA, ALI SAMO U SMISLU SIGURNOSTI TRANSPORTA
- DA, ALI SAMO U SMISLU ODRŽIVOSTI OKOLIŠA
- GENERALNO GLEDANO, NAPRAVLJENO JE NEKOLIKO KORAKA PREMA NAPRIJED
- GENERALNO GLEDANO, DOŠLO JE DO ODREĐENIH POBOLJŠANJA
- APSOLUTNO NE
- NE ZNAM / BEZ ODGOVORA

15. S obzirom na vašu percepciju, smatrate li da su U POSLJEDNJIH 10 GODINA, na europskoj i globalnoj razini, napravljeni učinkoviti i konkretni iskoraci u smislu poboljšanja kvalitete, sigurnosti i ekološke održivosti prometa?

- APSOLUTNO DA
- DA, ALI UGLAVNOM ZBOG KVALITETE TRANSPORTA
- DA, ALI SAMO U SMISLU SIGURNOSTI TRANSPORTA
- DA, ALI SAMO U SMISLU ODRŽIVOSTI OKOLIŠA
- GENERALNO GLEDANO, NAPRAVLJENO JE NEKOLIKO KORAKA PREMA NAPRIJED
- GENERALNO GLEDANO, DOŠLO JE DO ODREĐENIH POBOLJŠANJA
- APSOLUTNO NE
- NE ZNAM / BEZ ODGOVORA

UPITNIK JE ZAVRŠEN HVALA NA ISPUNJAVANJU!

Za sve dodatne informacije možete se obratiti na sljedeću e-mail adresu:

pierpaolo.pentucci@unive.it

Za više informacija o projektu MIMOSA - Interreg V-A Italija-Hrvatska 2014-2020 možete posjetiti službenu web stranicu na sljedećoj poveznici:
<https://www.italy-croatia.eu/web/mimosa>

