D.3.1.4 CROSSBORDER ANALYSIS REGARDING LOCAL MULTIMODAL MOBILITY AND POTENTIAL FOR NEW CONNECTIONS

Project details

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ACRONYMS

CSO	Civil Society Organisation
ISIG	Istituto di Sociologia Internazionale di Gorizia
LAs	Local Authorities
NGO	Non-Governmental Organisation
PP	Project Partner

EXECUTIVE SUMMARY

Within the SUTRA project (Work Package 3) an original Participatory Approach has been developed, which is structured in the following five steps:

1. Participatory analysis of end-users' needs regarding local multimodal mobility (i.e. Focus Groups & Questionnaires);
2. Definition of joint cross-border multimodal strategies for urban centres;
3. Improvement of multimodal smart services for soft mobility;
4. Implementation of pilot actions for new multimodal links;
5. Participatory evaluation of pilot actions and proposals for improvement and sustainability.

Activity 3.1 of the project aims to analyse the expectations and needs of local stakeholders with regards to sustainable multimodal mobility services.

To this end, the Institute of International Sociology of Gorizia (ISIG) has developed both quantitative and qualitative tools to empower Project Partners (PPs) to collect such information from local stakeholders.

Within this process, during the Focus Groups, stakeholders presented their ideas/suggestions on the followings:

1. Challenges
   - Concerning the implementation of sustainable multimodal links (transport stakeholders) and mobility issues in the pilot areas (community stakeholders).
2. Needs
   - Concerning transport services.
3. Proposals
   - (actions/strategies) regarding local and cross-border sustainable mobility.

From May to December 2019, PPs organised the SUTRA Focus Groups involving a total of 106 stakeholders divided into two main categories:

1. Transport stakeholders (52)
   - Public authorities;
   - Transport service providers (public and private);
   - Infrastructure owners (public and private);
   - Organisations operating in the soft mobility transport.
2. Community stakeholders (54)

- Citizens/resident population;
- Organisations and associations active in the environmental protection;
- Local Civil Society Organisations (CSOs);
- Economic operators;
- Tourist associations.

With regards to the quantitative data collection, a questionnaire was elaborated in order to collect end-users' (both residents and tourists) preferences and insights, in terms of:

1. Transport profile
   - Concerning the means of transport used for the most frequent trip/to reach/to visit or move around the area;
   - Concerning the main drivers of travel choices.
2. Use and satisfaction
   - Concerning local and cross-border sustainable mobility.
3. Proposals
   - Regarding local and cross-border sustainable mobility.

From September to December 2019, with the support of all PPs more than 1,000 answers (both from residents and from tourists) have been collected.

The present report is structures as follows:

- Section 1 - brief introduction to the activities carried out within WP3.1 - "Analysis of end users need regarding local multimodal mobility";
- Section 2 - presentation of the methodology adopted for the implementation of the research activities carried out within WP3.1;
- Section 3 - presentation of the results of the Focus Groups carried out by PPs;
- Section 4 - presentation of the results of the survey targeted to residents and tourists in pilot areas;
- Section 5 - main conclusions and recommendation.

1 INTRODUCTION

The main aim of SUTRA WP3.1 - "Analysis of end users need regarding local multimodal mobility" is to outline common difficulties in urban centers on the Adriatic coast that hinder full implementation of sustainable multimodal links, and to suggest possible interventions that improve the *status quo*, including new (land, maritime, air) links.

To this end, the present analysis will summarise the main results of the research activities implemented in the first phase of the SUTRA project, coordinated by the Institute of International Sociology of Gorizia (ISIG) and implemented with the support of all Project Partners (PPs).

By means of an innovative participatory approach Local Authorities (LAs), transport stakeholders, residents and tourists have been involved in the identification of the main needs, challenges and possible actions concerning local and cross-border sustainable transport services as well as of the key factors that shape end-users' choices.

In this sense, an end-user-centered approach in the planning and design of interventions is key in increasing "the efficiency of environmental interventions…as interventions that spread across the whole population according to the "shotgun approach" have only limited chances to achieve behavioral change and thus may be seen as ineffective or wasteful from a policy perspective"[1].

The results of the analysis will support local partners in planning efficient and sustainable transport actions and strategies, with a user-centred design principle.

[1] Haustein, S., & Nielsen, T. A. S. (2016). European mobility cultures: A survey-based cluster analysis across 28 European countries. Journal of Transport Geography, 54, 173-180. https://doi.org/10.1016/j.jtrangeo.2016.05.014

2 METHODOLOGICAL NOTE

Both qualitative (i.e. Focus Groups) and quantitative (i.e. survey) data collection tools were developed in order to gather information from local stakeholders.

2.1 SUTRA FOCUS GROUPS

The Focus Groups are intended as a preliminary research activity aimed at promoting the pilot actions among local stakeholders and at gaining information on the following aspects:

- Difficulties at local level that hinder full implementation of sustainable multimodal links;
- Existing and future needs concerning transport services of the local population, transport providers, local and regional authorities, airports;
- The possibility to promote innovative mobility concepts among passengers (i.e. integrated ticketing, discount prices, etc.);
- Possible interventions that improve the *status quo*, including new (land, maritime, air) links;
- PP's need to develop air quality plans as per Directive 2008/50/EC.

2.1.1 Targeted stakeholders

The Focus Groups of the SUTRA project, organised by PPs were attended by two categories of stakeholder:

- Transport stakeholders:
  - Local, regional authorities (active in relevant policy areas such as: transport and mobility, sustainability, urban planning, etc.);
  - Transport service providers (air, land, maritime), and infrastructure owners, both public and private;
  - Organisations operating in the soft mobility transport (e.g. ecological public transport);
  - Institutional border actors (e.g. border guard, coast guard, etc.);
  - Other actors deemed relevant at the local level by PPs.
- Community stakeholders:
  - Representatives of association of residents (e.g. neighbourhood association, property owner associations, etc.);
  - Organisations and associations active in the environmental protection;
  - Economic operators and tourist associations;
  - Associations, organisations of local citizens/community (e.g. cultural associations, consumer associations, users of sustainable mobility, etc.).

2.1.2 Focus groups structure

The Focus Groups were structured in four sessions, namely:

- Introduction - Presentation of the project and its objectives and individual participants.
- Session I - Structured brainstorming focused on the two key questions:
  - *"What are the main challenges/difficulties that hinder full implementation of sustainable multimodal links?"* (e.g. critical aspects identified by local authorities, transport services providers, organisations operating in the soft mobility transport, etc.);
  - *"What are the main challenges/difficulties for (sustainable/multimodal) mobility in the pilot area?"* (e.g. critical aspects identified by representatives of association of residents, organisations and associations active in the environmental protection, economic operators and tourist associations, etc.).
- Session II - Structured brainstorming on the third key question:
  - *"What are the main existing and future needs concerning transport services?"* (specific needs identified by local authorities, transport services providers, representatives of residents' association, operators and tourist associations, etc.).
- Session III - Structured debate to answer the fourth key question:
  - "*What are the possible actions/strategies to improve the development of sustainable multimodal mobility in the area*?" focusing on the following aspects:
    - Do the proposed solutions represent concrete actions or strategies?
    - What is the level of responsibility of the actions/strategies (i.e. actions/strategies should be coordinated by local, national, cross-border/regional authorities)?
    - What target groups (residents, tourists, operators) do proposed actions/strategies address?

During the Focus Groups, appointed facilitators animated/encouraged the debates by formulating further questions specific to each pilot area.

All information/ideas emerged during the sessions were collected by a note-tacker (i.e. silent expert that takes notes on everything that is being discussed) and further elaborated into a consolidated report.

2.2 SUTRA SURVEY

The preliminary results of the Focus Groups and a literature review on transport and mobility at the EU level, led to the elaboration of two questionnaires, aimed at the collection of end-users' preferences and insights, as follows:

- A questionnaire targeted to **residents** in project areas, aimed at identifying the means of transport used for the most frequent trip, the main drivers of travel choices, the level of satisfaction on local and cross-border sustainable mobility, as well as proposals regarding local and cross-border sustainable mobility;

- A questionnaire targeted to **tourists** in project areas, aimed at identifying the means of transport used to reach and to visit/move around the area, the main drivers of travel choices, the level of satisfaction on local and cross-border sustainable mobility, as well as proposals regarding local and cross-border sustainable mobility.

The paragraphs below details for each questionnaire the rationale behind each section in terms of reference for analysis.

An exploratory Factor Analysis, of the data collected through the questionnaires allowed to identify the main drivers (dimensions and factors) of travel choices for diversified end-users (i.e. residents and tourists).

2.2.1 Questionnaire for residents (ANNEX A)

The questionnaire targeted to residents was structured as follows:

- **Section I** - aimed at the socio-demographic identification of the responder (e.g. gender, age, employment status, education residence, number of people in the household). Investigation on potential trends in answers by correlation with socio-economic aspects would allow to identify elements of choice/differentiation that might be gender, age, or education related;
- **Section II** - aimed at the identification of the respondents' transport profile, in terms of number of car and bicycles per household[2], means of transport used for the longest distance for the most frequent trip[3], main drivers of travel choices;
- **Section III** - focused on local and cross-border multimodal mobility, in terms of level of use of local transport (public transport, services for cyclists, etc.), level of satisfaction of local transport services (rail transport, road transport, sea transport, road transport), actions that could encourage the use of local public transport services and services for cyclists;
- **Section IV** - proposals for the improvement of local and cross-border intermodal transport.

2.2.2 Questionnaire for tourists (ANNEX B)

The questionnaire targeted to tourists visiting project areas was structured as follows:

- **Section I** - aimed at the socio-demographic identification of the responder (e.g. gender, age, employment status, education residence, permanence in the area). Investigation on potential trends in answers by correlation with socio-economic aspects would allow to identify elements of choice/differentiation that might be gender, age, or education related;

[2] Fiorello D., Zani L. (2015). "EU Survey on issues related to transport and mobility".

[3] In order to calculate the number of modes of the most frequent trip and the combination of modes. Fiorello D., Zani L. (2015). "EU Survey on issues related to transport and mobility".

- Section II - aimed at the identification of the respondents' transport profile, in terms of means of transport used for the longest distance for reaching the area and for visiting/moving around the area, as well as the main drivers of travel choices;
- Section III - focused on local and cross-border multimodal mobility, in terms of level of use of local transport (e.g. public transport, services for cyclists, etc.), level of satisfaction of local transport services (rail transport, road transport, sea transport, road transport), actions that could encourage the use of local public transport services and services for cyclists;
- Section IV - proposals for the improvement of local and cross-border intermodal transport.

2.2.3 Questionnaire dissemination

The survey implied different dissemination methodologies; a dissemination plan was elaborated and shared with all PPs. The questionnaires were disseminated:

- Via on-line channels (i.e. Survey Monkey link) through partners websites, social network pages and disseminated by identified end-users that acted as multipliers (e.g. local schools or universities);
- On paper format, available at hotels, shops, info-points, venue of the Municipalities, sites of interests, or collected during specific moments for data collection (e.g. at schools, local associations, etc.). The answers collected on hard copy were uploaded on the on-line platform in order to allow for a periodic monitoring of the data collection process and to have unique database for the analysis.

The questionnaires were translated in Italian and Croatian. The questionnaire for tourists was translated also in English and German.

The answers were collected from 24th of September 2019 to 2nd of December 2019.

3 FOCUS GROUPS RESULTS

This section aims to report on the main results of each Focus Group organised by PPs in the following pilot areas:

- Municipality of Caorle;
- Municipality of Chioggia;
- City of Vodnjan;
- Municipality of Pescara;
- City of Poreč-Parenzo;
- Municipality of Ravenna;
- City of Split and Split - Dalmatia County;
- Intermunicipalities Territorial Union Riviera Bassa Friulana - UTI Riviera Bassa Friulana.

The figure below represents the overall area of the INTERREG V-A Italy-Croatia 2014-2020 Programme.

Figure 1 - INTERREG V-A Italy-Croatia 2014-2020 Programme Map - Pilot Area

Each partner involved two categories of stakeholders (i.e. Transport stakeholders and Community stakeholders) in order to gather information on the following:

- Challenges - concerning the implementation of sustainable multimodal links (specific focus on Transport stakeholders) and for the mobility in the pilot area (specific focus on Community stakeholders);
- Needs concerning transport services;
- Proposals (actions/strategies) regarding sustainable mobility.

In the following sections the results, for each pilot area, are presented.

3.1 MUNICIPALITY OF CAORLE

The Municipality of Caorle organised two Focus Groupg (22-23 August 2019), with the participation of:

A. Transport stakeholders:

- *ATVO spa* - Local transport provider;
- *Auto Davanzo* - Car rent and assistance services;
- *Bluverderame* - Boat service that offers excursions in the various waterways of the surroundings;
- *Coast guard* - Part of the Italian military army, the Coast Guard is the maritime security organisation;
- *Caorlespiaggia* - Consortium managing the beach services along the coast, as safeguard, beach cleaning, first aid, etc.;
- *International Beach Hotel* - Hotel;
- *Motonave Arcobaleno* - Boat for excursion into the Lagoon of Caorle;
- *Motonave Caorle* - Boat service Caorle-Venice;
- *Municipality of Caorle* - Local authority representatives;
- *Municipal Police* - Local civil protection;
- *Vaccaro* - Car rent and assistance.

B. Community stakeholders:

- Association of people with disabilities;
- *Confcomercio* - Local trade association;
- *FIAIP Venice* - Italian federation of professional real estate agents;
- *Municipality of Caorle* - Local authority representatives;
- Owners association of Porto S. Margherita;
- *CPTCVO* - Tourism Promotion Consortium of Caorle and Eastern Venice.

3.1.1 Challenges

Transport stakeholders identified the following challenges at the local level:

- Sub-optimal quality of port infrastructures;
- Lack of integrated cycling routes;
- Lack of e-tickets opportunities (i.e. the possibility to buy transport tickets on-line);
- Insufficient urban connections by sustainable means of transport;
- Sub-optimal management of maritime transport services;
- Insufficient promotion of (sustainable) mobility opportunities.

At the transnational level, participants highlighted various challenges linked to lengthy and complicated administrative and bureaucratic procedures (e.g. permits and certifications) required for international travelling.

Community stakeholders identified the following challenges:

- Lack of electric powered means of transport and of the necessary re-charging infrastructures;
- Lack of transport networks covering small, remote settlements;
- Inefficient management and coordination of multimodal transport opportunities;
- Insufficient integration among existing cycling routes;
- Lack of adequate financial resources to promote multi-modality and sustainable mobility projects;
- Sub-optimal development of inclusive services for people with special needs;
- Lack of adequate car-parking opportunities in the proximity of maritime transport services;
- Sub-optimal coordination of maritime transport services and opportunities;
- Insufficient promotion of the tourism offer and of sustainable mobility opportunities.

3.1.2 Needs

With regard to specific needs, Transport stakeholders highlighted the following aspects:

- Availability of real-time information on maritime services timetables;
- Development of re-charging stations for electric boats and other electric-powered means of transport;
- Improvement of walking and cycling routes, with a specific focus on safety measures;
- Improvement of multimodal networks connecting the hinterland with the seaside;
- Development of bike-sharing stations;
- Implementation of dedicated parking opportunities for bikes in the city centre/old town;
- Improvement of shuttle services connection with parking facilities.

Community stakeholders identified the following specific needs:

- Improvement of infrastructures as docking, runways, charging stations, etc.;
- Development of adequate road signs with a specific focus on cycling routes;

- Increase capacity and efficiency of maritime services opportunities (e.g. Reducing waiting times);
- Strengthening of the connection with existing docks along the "Gira livenza" and the "Gira lagune" which are part of tourist and cycling routes networks;
- Improvement of existing regulations on tourist excursions by boat inside the lagoon and the "Rio Interno";
- Authorisation by the Metropolitan City of Venice of tourist and naturalistic excursions opportunities.

3.1.3 Proposals

As far as proposals are concerned, Transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 1 - Proposals - Municipality of Caorle - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Intensive use of social networks.	• Establishing systemic participatory processes with the aim of analysing existing problems and proposing solutions.
National level	• Improvement of parking facilities including the use of mobile application.	
Local level	• Strengthening ferry services between Porto Santa Margherita and Caorle. • Planning of the water-ways connection between the Municipality of Concordia Sagittaria and Portogruaro. • Limiting car use within the island.	• Monitoring of road condition of the island.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 2 - Proposals - Municipality of Caorle - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Improvement of multimedia communication on sustainable mobility. • Promotion of the maritime transport service between the two localities (Caorle and Poreč-Parenzo).	
National level	• Construction of new infrastructures improving sustainable multimodality	

Local level	• Possibility to purchase a single ticket for the use of several mobility services. • Completion of cycling routes in the missing sections.	• Promotion of the initiatives concerning the development of sustainable mobility among economic operators through dedicated meetings.

3.2 MUNICIPALITY OF CHIOGGIA

In the pilot area the Municipality of Chioggia, the Focus Group were organised on the 28th of August 2019, with the participation of the following actors:

A. Transport stakeholders:

- Authority of harbour system of the Adriatic Northern Sea - Port of Venice and Chioggia;
- *AVM holding spa* - Public transport operator of Venice;
- *Territorial System* - Transport operator;
- *SST* - Company owned by the Municipality of Chioggia;
- *IAT Vel* - Tourist information point;
- *Arriva Veneto srl* - Transport bus operator;
- Harbour master - Port Authorities;
- Metropolitan City.

B. Community stakeholders:

- *Asa Associazione Albergatori Locatori* - Local Touristic Company;
- *Proloco* - Local association;
- *Consorzio Lidi di Chioggia* - Tourist promotion association;
- *Gebis* - Tourist operator association;
- *ASCOM* - Organisation of the tertiary sector (trade, tourism and services);
- *Confartigianato* - Italian organization of crafts small enterprises;
- *Union Shipping S.r.l* - Maritime Agency specialised in national and international shipments;
- *Naval Spedizioni S.r.l* - Agency specialised in maritime transport.

3.2.1 Challenges

Transport stakeholders identified the following challenges at the local level:

- Lack of a multimodal hub in Chioggia;
- Lack of transport networks linking Chioggia to its hinterland;
- Non-efficient policies and measures with regards of private car-based traffic, including parking opportunities within a multimodal perspective;
- Sub-optimal infrastructural and management capacity with regards to traffic flows, also considering seasonality;

- Lack of sustainable and inclusive harbour development plans.

At the transnational level, transport stakeholders highlighted the following aspects:

- Management of international traffic flows and transport routes (e.g. authorisation, security);
- Development of a single promotion/communication system with regards of the accessibility of sustainable multimodal services at the urban level;
- Increasing maritime connection between Croatia and Italy and *vice versa*.

Community stakeholders identified the following challenges at the local level:

- Lack of integrated tourism services in the "Isola Unione" (e.g. info points);
- Lack of cycling routes integration;
- Inefficient coordination among tourist operators;
- Difficulties linked to the shared use (i.e. both bikes and cars) of roads.

At transnational level, community stakeholders highlighted the following aspects:

- Lack of a customs station;
- Lack of new tourist offers.

3.2.2 Needs

With regard to the needs, transport stakeholders highlighted the following aspects:

- Integration and more efficient coordination of the existing transport opportunities;
- Improvement of the quality of the transport services offered;
- Assessment of the existing harbour development plans, including port planning;
- Improvement of port and maritime services.

Community stakeholders identified the following specific needs:

- Improvement of the accessibility to the city;
- Increasing of the use of public services;
- Planning of a new tourist offers with a specific focus on natural and cultural heritage;
- Creation of a single map, in different languages, promoting existing multimodal transport opportunities, including bike sharing stations.

3.2.3 Proposals

In terms of proposals, transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 3 - Proposals - Municipality of Chioggia - Transport stakeholders

	Actions	*Strategies*
Cross-border level		• Joint planning with Croatian tourist operators. • Developing further tourist itineraries. • Improving information about tourism opportunities including sustainable multimodal travel alternatives.
National level	• Coordination of relevant actions and identification of new financial resources.	• Improvement of tourist sites. • Involvement of national tourism services providers. • Increasing the modal quote of the local public transport.
Local level	• Development of a culture of coordination, integration, mutual help. • Creation of sustainable travel opportunities and tourist itineraries.	• Reorganisation of the territory with new infrastructures. • Enhancing the cultural and natural heritage capitals. • Development plans and management of the activities. • Inclusion in port planning of infrastructural and operational solutions.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 4 - Proposals - Municipality of Chioggia - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Creation of a tourist operators network developing a joint and integrated tourism offer. • Improvement of partnership with Croatian economic and institutional operators to promote the project in Alto Veneto.	
National level	• Enhancement of infrastructure networks (roads and railways).	

Local level	• Pedestrianisation of the historic centre. • Revitalisation of the historic centre. • Improvement of public transport to/from Padova and Venice. • Improvement of the tourist offer quality with a focus on sustainability.	• Implementation of local strategies for investments.

3.3 CITY OF VODNJAN/DIGNANO

The City of Vodnjan, organised two Focus Group on the 25th September and 21st of October 2019, involving the following actors:

A. Transport stakeholders

- *Tref d.o.o* - Local transport provider;
- *Fils d.o.o* - Local transport provider;
- *Pulapromet d.o.o* - Local transport provider;
- *Municipality of Medulin* - Local authority representatives;
- *Castelier d.o.o* - Local touristic company;
- *City of Vodnjan-Dignano* - Local authority representatives.

B. Community stakeholders

- *Udruga agroturist* - Local agricultural association;
- *Lag "južna istra"* - Association for sustainable development;
- Local residents;
- *City of Vodnjan-Dignano* - Local authority representatives.

3.3.1 Challenges

Transport stakeholders identified the following challenges at the local level:

- Privatisation of public transport;
- Free use of public transport;
- Improvement of the connections among small villages;
- Low level of cooperation between local authorities in the matter of transportation.

At the transnational level, transport stakeholders highlighted the need for the development of an integrated system of sharing economy.

Community stakeholders underlined as challenges for the sustainable mobility the following aspects:

- Lack of connection between the Vodnjan hinterland and the seashore;
- Non-homogeneous need for transport services;

- Increase costs of transportation for passengers as well as for transport providers.

3.3.2 Needs

Transport stakeholders underlined the following specific needs:

- Improvement of the connection between different areas of the city in order to reduce car dependency;
- Improvement of the connection between the city and seashore in order to develop additional activities;
- Improvement of the connection between various cultural sites located in the city;
- Increasing the efficiency of public transport routes seeking for the introduction of costs reducing measures.

Community stakeholders underlined the following specific needs:

- Improved cooperation between private and public bodies;
- Improvement of reliable transportation with lower operating costs per passenger;
- Improvement of the connection between the city and seashore in order to make the city more attractive and accessible to tourists;
- Enhancing the efficiency of the transport services.

3.3.3 Proposals

With regards to proposals, transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 5 - Proposals - City of Vodnjan - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Development of transport infrastructure in order to improve the quality of road connection and to address the overall issue of geographic isolation. • Improvement of the transport network, also showing to citizens the impact from such network (e.g. decrease of travel time, improvement of network efficiency, etc.).	• Ensuring the accessibility to basic services. • Increasing the opportunities and/or economic activity. • Decreasing isolation/remoteness. • Implementation of stable long-term planning and financing framework for "small-scale" cross-border projects.
National level	• Facilitation of the provision of transportation services (especially at cross-border level). • Promotion of sustainable transport and socio-economic cohesion at national level (e.g. urban electric vehicles).	• Development of a strategy for sustainable mobility planning, integrated promotion of walking, use of the potential for cycling, attractive public transport and optimization of road traffic.

		• Organisation of driver awareness campaigns, investments in further development of the infrastructure. • Development of safe vehicles.
Local level	• Reduction of the adverse impacts of traffic and increasing the quality of life for all residents. • Development of an on-line platform for the dissemination of all relevant information and the facilitation of cooperation and coordination between various action supported by the EU. • Development of a model for free or low-cost local transport (e.g. local bus, extensions of the bus line to the suburbs, pedestrian bus and bike train, connection of a regular and school transport line, soft mobility).	• Implementation of intelligent transport services, 'green' vehicles and fuel, cycling and urban mobility in general. • Exchange of experiences, knowledge and contacts by cooperating between cross-border and regional projects. • Development of strategy to address the shortage of the planning practice, unhealthy travel habits, drop in the public passenger transport and poor conditions for walking and cycling. • Connection of the transport system with environmental programmes and development of an action plan for urban mobility, sustainable energy and climate change.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, both cross-border and national and local level.

Table 6 - Proposals - City of Vodnjan - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Development of transport infrastructure at cross-border level which will facilitate transport of passengers and goods between cross-border countries. • Facilitation of movement and mobility through enhanced connectivity. • Respond to climate change, as transport becomes the largest source of emissions and jeopardize the ability to meet overall emission reduction goals.	• Development of low-emission mobility alternatives, which will connect border territories. • Development of a transportation system which meet with the needs of workers, students, tourists. • Support low emission transport systems.
National level	• Fragmentation of the transport market which limits the quality of transport services and leaves growth potential untapped.	• Support the initiatives at local and cross-border level regarding the use of new transport services. • Support the initiatives on local and cross-border level regarding investment in transport infrastructure.

	• More investments in transport infrastructure and modernisation the national transport system.	
Local level	• Development of links between various sites in the city in order to facilitate mobility. • Inclusion of the needs of passengers with disabilities or with reduced mobility. • Minimizing external costs of transport at local level, linked to greenhouse gas emissions, local air pollution, congestion, capacity bottlenecks, accidents and noise.	• Identification of the potential transport routes at local level. • Making the transport system available for people with reduced mobility and disability. • Building a transport network which is sustainable and energy efficient (e.g. electrical transport systems).

3.4 MUNICIPALITY OF PESCARA

The Municipality of Pescara organised two Focus Group on the 18th and 19th of December 2019, involving the following actors:

A. Transport stakeholders

- *Harbour Office* - Maritime administration;
- *TUA S.p.a* - Public Transport;
- *ASL Pescara* - Local Health Company;
- *Taxi Pescara* – Transport provider;
- *Polo Inoltra Scar* - Manager of the Innovation Pole in the Transport Logistics and Connected Services sector;
- *Pesos* - Mobility Project.

B. Community stakeholders

- *Adiconsum* - Consumer Association;
- *Confcommercio* - Italian General Confederation of Enterprises, Professional Activities and Self-Employment;
- *FIAB Pescara* - Association active in the environmental protection, promoting bike as mean of transport;
- "*Ciclisti Anonimi Pescaresi*" - Local Movement.

3.4.1 Challenges

Transport stakeholders identified the following challenges:

- Excessive concentration of cars in the hospital area;
- Various problems related to car access to the city center.

Community stakeholders underlined as challenges the following aspects:

- Problems related to road congestion and increase of car queues;
- Inefficient roads condition hindering the development and/or use of cycling routes.

3.4.2 Needs

Transport stakeholders identified the need for the establishment of a single info-point on mobility opportunities in the proximity of the maritime station.

Community stakeholders identified two specific needs:

- Development of cycling routes in the areas with services and shops;
- Development of connections of existing cycling routes.

3.4.3 Proposals

When looking at proposals, transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area at cross-border, national and local level.

Table 7 - Proposals - Municipality of Pescara - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Organisation of the territory into areas served by different modes of transport.	• Facilitation of cultural exchange.
National level	• Integrating e-bike rental opportunities within the existing bus tickets.	• Reduction of the traffic in the city centre.
Local level	• Integration of the bike sharing system and access to public transport.	• Encouraging the sustainable mobility in the tourism sector.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 8 - Proposals - Municipality of Pescara - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Raising awareness on sustainable mobility.	• Facilitation of cultural exchange.
National level	• Banning cars in the city centre.	• Strongly encourage the use of sustainable means of transport.
Local level	• Upgrading of the tourist offer.	• Encouraging sustainable mobility in the tourism sector.

3.5 CITY OF POREČ-PARENZO

The City of Poreč-Parenzo organised two Focus Group on the 16th and 17th of September 2019, involving the following actors:

A. Transport stakeholders

- *Usluga Poreč-Parenzo d.o.o.* - Company active in the maintenance of public utility infrastructure (e.g. parking space, pedestrian zone, etc.);
- *Parentium d.o.o.* - Company active in the energy efficiency and environmental protection activities;
- *Arriva hrvatska* - Transport Company;
- *Grad Poreč-Parenzo* - Administrative department for spatial planning and environmental protection/ Administrative department for social activities/ Administrative department for general administration and economy.

B. Community stakeholders

- Local board joakim rakova - Local Association;
- *Local board žbandaj* - Local Association;
- *Local board varvari* - Local Association;
- *Local board nova vas* - Local Association;
- *Parentium d.o.o.* - Local Association.
- *Grad Poreč-Parenzo-Parenzo* - Administrative department for general administration and economy.

3.5.1 Challenges

Transport stakeholders identified the following challenges:

- Facilitation of the use of public transport;
- Improvement of bus management;
- Implementation of electric re-charging stations;
- Harmonisation of the bus ticket price;
- Increasing transport service during the summer.

Community stakeholders underlined as challenges the following aspects:

- Availability and management of parking areas in city centre;
- Insufficient citizens' awareness with regards of sustainable mobility;
- Development of the public transport service.

3.5.2 Needs

Transport stakeholders underlined the following specific needs:

- Improvement of an additional model for stimulating public and sustainable transport;

- Raising awareness on the importance of the use of public transport;
- Engagement of other public stakeholders;
- Definition of the frequency and routes of public transport based on users' needs.

Community stakeholders identified the following specific needs:

- Raising awareness on the importance of the use of public transport;
- Definition of the quality concept for market research to identify the citizens' needs (resident and non-resident);
- Improvement of the quality of public transport;
- Definition of the frequency and of public transport's routes based on users' needs.

3.5.3 Proposals

With regards of proposals, transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 9 - Proposals - Municipality of Poreč-Parenzo - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Development of a sustainable and multimodal transport service. • Improvement of the connection of different transport hubs (e.g. airport) to different types of sustainable transport.	• Promotion of a culture of sustainable mobility.
National level	• Access to new investments for the development of sustainable public transport.	• Development of infrastructure and connection of multimodal sustainable transport.
Local level	• Organisation of participatory meetings with private transport operators. • Implementation of a questionnaire for identification the citizens' needs (local population and tourists). • Identification of all existing public transport opportunities. • Identification of the frequency and sustainable public transport's routes.	• Involvement of the sustainable public transport companies. • Implementation of a market research to identify the needs of target groups. • Identification of all existing public transport opportunities.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 10 - Proposals - Municipality of Poreč-Parenzo - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Raising awareness of citizens with a focus on the positive effects of sustainability.	• Promotion of sustainable mobility at cross-border level.
National level	• Development of sustainable public transport. • Connection of all public sustainable transport between cities.	• Investment in infrastructure development. • Development of the connection among different public sustainable transport means.
Local level	• Implementation of a questionnaire to identify the citizens' needs (e.g. elderly groups, children, student). • Identification of a bus route (and frequency). • Identification of public transport means to be implemented at the local level (e.g. shuttle bus and public transport). • Awareness raising campaigns for citizens.	• Development of sustainable transport. • Identification of a bus route (and frequency) through a market research. • Identification of the most needed public transport means. • Improvement of an educational model to promote citizens' awareness about sustainability in general and sustainable mobility.

3.6 MUNICIPALITY OF RAVENNA

The Municipality of Ravenna organised two Focus Group on the 11th and 12th of June 2019, involving the following actors:

A. Transport stakeholders

- *Territorial Council-Sea Area* - Local Authority - Involvement of the citizens in the administration of Municipality of Ravenna;
- *Tourism Department of Municipality of Ravenna* - Tourism management of Ravenna city and territory;
- *Port System Authority of* the Central - Northern Adriatic Sea - Direction, management and control of the activities of the port. Administration of the maritime domain properties;
- *Start Romagna* - Public Transport Service Provider.

B. Community stakeholders

- *Ravenna Sailing Club* - Sport association, maritime culture development;
- *Territorial Council-Sea Area* - Local Authority. Involvement of the citizens in the administration of Municipality of Ravenna;
- *Tourism Department of Municipality of Ravenna* - Tourism management of Ravenna city and territory;
- *Marina di Ravenna Citizens Committee and Pro Loco* - Local citizens and tourists association active in Marina di Ravenna village;
- *Porto Corsini Citizens Committee* - Citizens and tourists local association active in Porto Corsini village.

- *Classe Citizens Committee* - Citizens and tourists local association active in Classe village;
- *Ponte Nuovo Citizens Committee* - Citizens and tourists local association active in Ponte Nuovo village;
- *FIAB-Environment and bike Italian Federation* - Association active in the environmental protection, promoting bike as mean of transport;
- *Ravennantica Foundation* - Valorisation of the archaeological, architectural, historic and artistic heritage;
- *Citizen* - Local resident.

3.6.1 Challenges

Transport stakeholders identified the following aspects:

- Easiness of use of bikes and possibility to carry them on public urban buses;
- Strengthening of multimodality, optimisation of transport exchange hubs;
- Integration between different means of transport (in terms of tickets, timetable, booking);
- Adaptability of bikes to different kinds of users (different age, gender, physical characteristics).

Community stakeholders highlighted the following aspects as challenges:

- Accessibility (e.g. adult, children and people with disabilities) to cycling routes in terms of maintenance and signs;
- Safety of cycling routes and periodic maintenance;
- Price increase and lack of agreements with accommodation facilities and the managers of the places of interest;
- Quality of public transport;
- Insufficient integration of mobility transport;
- Sub-optimal level of bike sharing services outside the city center.

3.6.2 Needs

Transport stakeholders underlined the following specific needs:

- Improving the coordination between the Municipality, transport providers and users to monitor and fine-tune the implementation of the pilot action;
- Information and awareness campaign on road sharing (car and bikes);
- Communication about the bike sharing service and easily identifiable bikes;
- Fostering the dissemination of inter-modality services: car-bike, bus-bike, ferry-bike, cruise-bike;
- Improvement of the quality of the transport service.

Community stakeholders identified the following specific needs:

- Implementation of internet connection to facilitate registration to the bike sharing service;
- Monitoring the effective use of the bikes by tourist and cruisers who could pass through the city and go to other destinations;

- Monitoring the transport service concerning cultural events;
- Respecting environmental ethics from service providers;
- Adequate advertising and communication campaign of the bike sharing service;
- Implementation of services accessible through the mobile app.

3.6.3 Proposals

Transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 11 - Proposals - Municipality of Ravenna - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Monitoring and evaluation.	• Implementation of communication strategies.
National level		
Local level	• Implementation of multifunctional information points (e.g. bus timetable, maps, tourist information). • Improvement of the bike sharing stations (making them more visible and recognizable).	• Implementation of ticketing strategies (e.g. discounts, passes, benefits). • Enhancing the transport service related to the cultural events. • Integration of the pricing system with the public transport.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, both cross-border and national and local level.

Table 12 - Proposals - Municipality of Ravenna - Community stakeholders

	Actions	*Strategies*
Cross-border level		• Implementation of a multi-language quality system report. • Implementation of an environmental quality strategy aimed at reducing pollution.
National level		
Local level	• Possibility of bikes booking. • Information systems on the routes. • Placement of a public drinking fountains on the route. • Integration between SUTRA cycling routes and municipal viability. • Implementation of a Wi-fi system at the bike stations.	• Enhancement of the visibility of the bike stations. • Possibility of tracking bikes routes. • Customer care for physical problems of the cyclist. • Planned maintenance services.

3.7 CITY OF SPLIT/SPLIT-DALMATIA COUNTY

The City of Split and the Split-Dalmatia County organised two Focus Group on the 15th and 25th of October 2019, involving the following actors:

A. Transport stakeholders

- *City of Split* - Local Authority;
- *Split – Dalmatia County* - Regional Public Authority;
- *City of Hvar* - Local Public Authority;
- *City of Trilj* - Local Public Authority;
- *City of Sinj* - Local Public Authority;
- *City of Solin* - Local Public Authority.

B. Community stakeholders

- *City of Split* - Local Public Authority;
- *Split – Dalmatia County* - Regional Public Authority;
- *Nextbike* - Current Public Bike Sharing System Service Provider;
- *SD County Cycle Alliance* - NGO;
- *HT Croatian Telecom* - Public Telecom Provider;
- *Split Parking LTD* - Public Utility Company;
- SUNCE Association - NGO.

3.7.1 Challenges

Transport stakeholders identified the following challenges:

- Decreasing traffic congestion in summer;
- Decreasing air and noise pollution;
- Increasing the availability of intermodal ways of transport;
- Expansion of the public bike sharing system;
- Geographical and spatial limitations of the City of Split and if the Split-Dalmatia county;
- Problems of budget limitations for the local authorities involved in the SUTRA project for the implementation of the foreseen activities.

Community stakeholders highlighted the following challenges:

- Reduction of the private vehicles use during the summer;
- Decreasing air and noise pollution;
- Lack of intermodal ways of transport;
- Expansion of the public bike sharing system.

3.7.2 Needs

Transport stakeholders and Community stakeholders identified corresponding needs:

- Expansion of new cycling routes;
- Expansion of the existing public bike sharing system with new locations and equipment;
- Establishment and expansion of e-vehicle re-charging stations;
- Establishment and expansion of e-boats re-charging station;
- Establishment of a public car sharing service.

3.7.3 Proposals

Transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 13 - Proposals - City of Slit-Dalmatia County - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Implementation of the cross-border mobility partnership projects that are focused on increasing low carbon mobility solutions and reduction of CO2 emissions.	• Focalisation on the next EU programmes call proposals (e.g. Interreg Europe, Interreg MED, Interreg Central Europe, Interreg ITA-CRO, Urbact, H2020).
National level	• Implementation of new national regulations regarding the reduction of Co2 emissions in public transport and transport in general.	• Proposal for national decision makers to improve current and future regulations regarding transport.
Local level	• Expansion of new cycling paths. • Expansion of the existing public bike sharing system. • Establishment and expansion of e-vehicle charging stations. • Establishment and expansion of e-boats charging stations. • Establishment of a public car sharing service.	• Necessity of investments for new cycling paths, bike sharing system, e-vehicle charging stations. • Inclusion of additional stakeholders for the budget for e-boats charging stations and car sharing service.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, both cross-border and national and local level.

Table 14 - Proposals - City of Split-Dalmatia County - Community stakeholders

	Actions	*Strategies*
Cross-border level	• Implementation of cross-border mobility partnership projects that are focused on increasing low carbon mobility solutions and reduction of CO2 emissions.	• Focalisation on the next EU programmes call proposals (e.g. Interreg Europe, Interreg MED, Interreg Central Europe, Interreg ITA-CRO, Urbact, H2020).
National level	• Implementation of new national regulations regarding the reduction of CO2 emissions in public transport and transport in general.	• Proposal to national decision makers to improve current and future regulations regarding transport.
Local level	• Expansion of new cycling paths. • Expansion of the existing public bike sharing system. • Establishment and expansion of e-vehicle charging stations. • Establishment and expansion of e-boats charging stations. • Establishment of a public car sharing service.	• Necessity of investments for new cycling paths, bike sharing system, e-vehicle charging stations. • Inclusion of additional stakeholders for the budget for e-boats charging stations and car sharing service.

3.8 INTERMUNICIPALITIES TERRITORIAL UNION RIVIERA BASSA FRIULANA (UTI RIVIERA BASSA FRIULANA)

The UTI Riviera Bassa Friulana organised two Focus Group on the 11th December 2019, involving the following actors:

A. Transport stakeholders

- *Municipality of Lignano Sabbiadoro* - Local Public Authority;
- *Municipality of Muzzana di Turgnano* - Local Public Authority;
- *Municipality of Palazzolo dello Stella* - Local Public Authority;
- *Municipality of Porpetto* - Local Public Authority;
- *Municipality of Precenicco* - Local Public Authority;
- *Promoturismo FVG* - Touristic Agency of the Friuli Venezia Giulia Region;
- *UTI Riviera Bassa Friulana* - Association of Municipalities.

B. Community stakeholders

- *Association ONLUS MARINA LECOVE* - Touristic Association;
- *Agritourism Tenuta Regina* - Agritourism;
- *Bilancia di Pepi* - Fish-tourism;

- *Citizen* - Local resident;
- *Farm Stefani SS* - Local farm;
- *Municipality of Precenicco* - Local Public Authority;
- *Small businessman* - Local businessman;
- Travel Agency*;*
- *FIAB Lignano* - Bike Association.

3.8.1 Challenges

Transport stakeholders identified the following challenges:

- Find a way to create connections among various municipalities that are safe for pedestrians and cyclists. Pedestrians and cyclist cannot move safely from one municipality to another;
- Find a way to improve cooperation and territory's development strategy. There is no joint development strategy among stakeholders and residents;
- Find a way to enhance business culture. Lack of business culture and skills;
- The touristic sector needs more professionalisation;
- Create a modal interchange hub. Lack of road/rail/bike interchange hubs;
- Infrastructural problems of connections between Lignano and the hinterland. Lignano is isolated and needs the hinterland, just like the hinterland needs Lignano;
- Restriction of private traffic and construction of exchangeable parking lots. A modal interchange hub should be created to decrease road traffic;
- Find a way to coordinate public transport means and create an efficient sustainable mobility;
- Heavy traffic during summer months;
- Insufficient signposting for tourists;
- Management of traffic flows and their impact at the local level;
- (Transnational and local) Service planning, information to the public, single tickets;
- (Transnational) Motivation of maritime travel from Croatia to Italy and vice versa.

Community stakeholders highlighted the following challenges:

- Including young people in the development and promotion of the area. The main challenge is to understand how to involve young people and how to develop their sense of belonging to the community;
- Broaden the environmental education among the population. It is important to boost people's cultural perception of environmental issues;
- Regulate the main and secondary road transport. The main and secondary road transport is fragmented and disorganized;
- Guarantee pedestrians and cyclists' safety. How to guarantee pedestrians and cyclists safety in an area of high traffic density;

- Lack of services: transport services, info points, sanitary, etc. For example, transport services for tourist cyclists are lacking;
- Problems with infrastructures and presentation of the territory. Landscape narration is lacking;
- Vehicle traffic and connections: only one main road with very heavy traffic. Tackling heavy traffic during the summer months in terms of air quality as well as safety;
- Creating safe connections with cycle routes. It is crucial to guarantee cyclists' safety;
- Coordination among touristic operators. Touristic operators should be coordinated;
- Improvement of cycle routes. There are few cycle routes and they are not safe;
- Accessibility of moorings (harbour on the river Stella). The river needs to be equipped with moorings and a modal interchange hub;
- Connections between Lignano Sabbiadoro and the hinterlands. Lignano must live together with its hinterland;
- More economic resources and strategic planning. There are lacking both economic resources as well as wide-reaching strategic projects.

3.8.2 Needs

Transport stakeholders identified the following needs:

- Establishing and promoting the role of San Giorgio port (Porto di San Giorgio);
- Promoting start-ups;
- Creating a network of cycle routes;
- Re-inventing the role of second houses in Lignano and households of those who can't no longer live by themselves;
- More communication on the local touristic offer;
- Create railway connections between coastal areas and the hinterland;
- More information for tourists and residents;
- Need of a recognisable brand.

Community stakeholders identified the following needs:

- Improvement of parking, taxis, shuttle and railway services;
- Improvement of the accessibility of the city: only one road, no railway, new parking;
- Promotion of the use of public services and of recharge points for electric vehicles;
- Promoting new employment opportunities for young people;
- Creation of a single ticket for the entire area, from Lignano along the river to Palazzolo della Stella and the hinterland;
- More information about the connections and web services;
- Planning of new events for the promotion of the area;
- Promotion of a safer and facilitated mobility;
- World Wide Web: fiber optic network access.

3.8.3 Proposals

Transport stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, at cross-border, national and local level.

Table 15 - Proposals - UTI Riviera Bassa Friulana - Transport stakeholders

	Actions	*Strategies*
Cross-border level	• Presentation of the local application to the MAB UNESCO. • More information on tourist packages.	• Development of travel offers not only for tourism. • Participation to cross border projects with Croatia/Istria.
National level	• Promotion of coordinated actions and more investments in resources. • Promotion of a market study by involving national providers.	• Promotion of a study on "thematic" demand and creation of an innovative product for tourists. • Increasing the modal quote of the local public transport.
Local level	• Promotion of a culture of coordination, integration, mutual help. • Creation of tourist packages, routes and itineraries in order to allow tourists to plan the whole trip. • Development of a diversified touristic offer. • Creation of a sustainable mobility system.	• Local reorganization with new infrastructures and development plans, that should be end-user centred. • Enhancement and promotion of cultural heritage. • Development of coordinated traffic plans among municipalities – not only for cars. • Enhancement of port planning, in order to find infrastructural and operational solutions.

Community stakeholders identified possible actions and strategies to promote sustainable multimodal mobility in the area, both cross-border and national and local level.

Table 16 - Proposals - UTI Riviera Bassa Friulana - Community Stakeholders

	Actions	*Strategies*
Cross-border level	• Creation of network of companies that provide joint tourism packages. • Creation of partnership with Croatia to promote the area with a joint tourist offer. • Implementation of international public transport by sea and by land.	• Development of a joint tourism strategy for the next 20 years among Istria and Dalmatia on the Croatian side and two Italian regions, Friuli Venezia Giulia and Veneto. • Creation of joint partnerships among local public transport companies.
National level	• Implementation of infrastructure networks for roads and railways, cycle routes and ships. • Landscape planning. • Practical support to the short supply chain. • Promotion of a stronger agro-economy.	• Landscape planning in Friuli-Venezia Giulia and Veneto Regions. • Defining regional operational programme of RDPs for 2021-2027 with practical measures to develop the short supply chain and the agro-economy tied to the territory.
Local level	• Building of an agricultural and technological park, tied to the river economy. • Defining and signing the River Stella Agreement. • Establishment of the park "Parco dello Stella". • Defining the tourist offer: Lignano and the hinterland.	• Promotion of local strategies for investments. • Implementation of a joint and coordinated project for the territory's development. • Promotion of a bottom-up strategy for the broader area.

3.9 MAIN TOPICS

The next paragraphs will summarise the ideas/suggestions on challenges, needs and proposals respectively that emerged during the PPs' Focus Group, systematised into four main topics:

1. Infrastructures;
2. Transport/Mobility;
3. Tourism;
4. Connection/Multimodality.

3.9.1 Challenges

The table below groups together the challenges identified by Transport stakeholders systematized into the four main topics.

Table 17 - Main Topics - Challenges - Transport stakeholders

Infrastructures	*Transport/Mobility*	*Tourism*	*Connections/ multimodality*
• Improvement of port infrastructures. • Planning of actions and projects in the field of mobility.	• Management of maritime transport services. • Making public transportation free. • Development of public transport services. • Increase transport service in the summertime. • Flexibility of the transport offer. • Lack of intermodal ways of transport. • Improvement of the public bike sharing system. • Insufficient communication of mobility initiatives. • Possibility to get bikes on public urban buses.	• Implementation of the touristic routes. • Implementation of activities and attractions for tourism.	• Improvement of urban connections by sustainable means. • Creation of a multimodal hub for transport services. • Improvement of the connection between small districts. • Improvement of multimodality. • Optimization of transport exchange hubs. • Lack of intermodal ways of transport.

The table below groups together the challenges identified by Community stakeholders systematized into the four main topics.

Table 18 - Main Topics - Challenges - Community stakeholders

Infrastructures	*Transport/Mobility*	*Tourism*	*Connections/ Multimodality*
• Absence of electric means and related infrastructures for electric charging (columns).	• Improvement of the viability for cycles and cars.	• Appropriate tourism promotion and information.	• Coordination between the various means of multimodal transport (such as trains, buses and boats) reducing waiting times to a minimum.
• Implementation and monitoring of infrastructure projects included in the investment plan.	• Integration of mobility services (e.g. car-free zones, with car parks nearby).	• Introduction of new links and tourist offers.	• Vehicle traffic and connections.
	• Lack of intermodal ways of transport.	• Maintenance of low prices and creation of agreements with accommodation facilities and places of interest.	• Development of the links with hinterland and small districts.
	• Expansion of the public bike sharing system. • High costs of transportation for passengers as well as for transport providers.	• Coordination of touristic operators.	• Lack of intermodal ways of transport.

3.9.2 Needs

The table below groups together the specific needs identified by Transport stakeholders, systematized into the four main topics.

Table 19 - Main Topics - Needs - Transport stakeholders

Infrastructures	*Transport/Mobility*	*Tourism*	*Connections/ Multimodality*
• Evaluation of harbour development plans and inclusion of port planning.	• Implementation of the charging columns for electric boats and other means of transport.	• Implementation of shuttle services via internal channels identifying the arrival points with parking facilities.	• Set up tables of coordination between municipalities, transport providers and users to monitor and adjust the implementation of the pilot actions.
	• Innovative models for stimulating public and sustainable transport.	• Guaranteeing low costs of the transport service for citizens and tourists.	• Development of connections between city and seashore.
	• Promotion of a culture of public transport.	.	• Development of transport routes in order to make the locations more visible on the tourist maps.
	• Expansion of the existing public bike sharing system with new locations and equipment.		
	• Establishment and expansion of e-vehicle charging stations.		

The table below groups together the specific needs of Community stakeholders systematized into the four main topics.

Table 20 - Main Topics - Needs - Community stakeholders

Infrastructures	*Transport/Mobility*	*Tourism*	*Connections/ Multimodality*
• Improvement of infrastructure connections (e.g. docking, runways, charging stations).	• Guaranteeing low costs and effective routes of public transport, in order to maximize earnings and keep passengers satisfied.	• Information point about the links and Web services.	• Improvement of connections between different areas of the city in order to reduce car dependency.
	• Establishment and expansion of e-vehicle charging stations.	• Planning of new events for tourism.	• Improvement of connections between the city and the seashore in order to plan additional activities.
	• Establishment and expansion of e-boats charging stations.	• Facilitation of the use of sustainable mobility transport.	• Improvement of connection between various cultural sites located in the city.
	• Establishment a public car sharing service. • Adequate advertising and communication campaign of the bike sharing service.	• Connection with existing docks with tourist cycle circuits.	

3.9.3 Proposals

The table below groups together the proposals from Transport stakeholders systematised into the four main topics.

Table 21 - Main Topics - Proposals - Transport stakeholders

		Actions		Strategies
Cross-border level	*Infrastructures*	• Development of transport infrastructure in order to improve the quality of road connections and address the overall issues of geographic isolation.	*Transport/ Mobility*	• Organisation of meetings with stakeholders with the aim of analysing existing problems and proposing solutions about sustainable mobility transport.
National level	*Infrastructures*	• Construction of new maritime infrastructures.	*Tourism*	• Enhancing the cultural and patrimonial aspects to improve the tourism offer.
Local level	*Transport/ Mobility*	• Expansion of new cycling paths. • Expansion of the existing public bike sharing system. • Establishment and expansion of e-vehicle charging stations. • Establishment and expansion of e-boats charging stations. • Establishment of a public car sharing service.	*Connections/ multimodality*	• Organisation of a table of coordination to monitor the implementation of pilot actions. • Implementation of a detailed action plan for urban mobility and sustainable energy and climate change. • Advocate network improvement.

The table below groups together the proposals from Community stakeholders systematized into the four main topics.

Table 22 - Main Topics - Proposals - Community stakeholders

		Actions		Strategies
Cross-border level	*Infrastructures*	• Development of transportation infrastructure at cross-border level which will facilitate the transport of passengers & goods between cross-border countries.	*Transport/ Mobility*	• Development of a low-emission mobility which will connect border territories. • Development of a transportation system in accordance with the needs of workers, students, tourists.
National level	*Infrastructures*	• Improvement of the infrastructure networks for roads and railways.	*Connections/ multimodality*	• Support the initiatives at local and cross-border level regarding the use of new transport services.
Local level	*Transport/ Mobility*	• Definition of diversified public transport means (shuttle bus and public transport).	*Transport/ Mobility*	• Promotion of systematic initiatives concerning the development of sustainable mobility among economic operators through dedicated meetings. • Establishment of a transport network which is sustainable and

	energy efficient (e.g. electrical transport systems).

4 SURVEY RESULTS

The following sections present the results of the survey targeted to residents (Section 4.1) and tourists (Section 4.2) in project areas.

4.1 RESIDENTS

In total 902 respondents participated to the on-line survey. The consent form and relevant privacy disclaimer was added at the beginning of the questionnaire and answers were collected only from informed respondents explicitly giving their consent.

4.1.1 Socio-demographic data

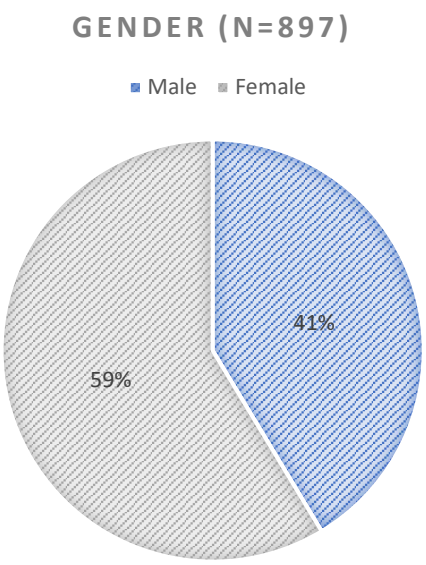


Figure 2 - Residents - Gender

The first part of the questionnaire was aimed at the socio-demographic identification of respondents[4].

With regard to gender, the distribution of respondents, who provided an answer to this question, is balanced between males (41% of respondents) and females (59% of respondents).

[4] Investigation on potential trends in answers by correlation with socio-economic aspects would allow to identify elements of choice/differentiation that might be gender, age, or education related. Statistically significant correlations are indicated with the symbol (*).

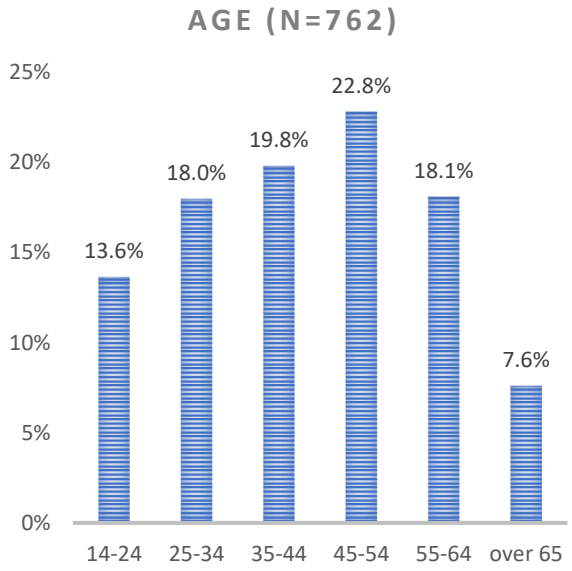


Figure 3 - Residents - Age

The age of respondents is included between 14 and 78 years.

The following frequencies have been registered for the following age groups:

- 45-54 years (22.8% of respondents);
- 35-44 years (19.8%);
- 55-64 years (18.1%);
- 25-34 years (18%);
- 14-24 years (13.6%);
- Over 65 (7.6%).

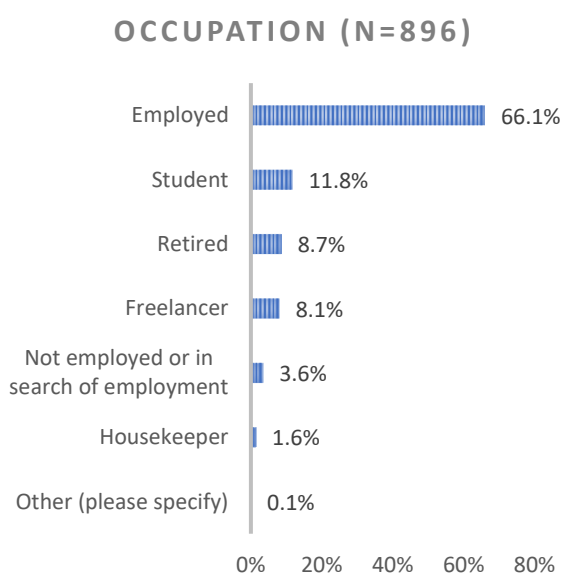


Figure 4 - Residents - Occupation

For what concerns respondents' occupation, the percentages are (in descending order):

- Employed (66.1% of respondents);
- Student (11.8%);
- Retired (8.7%);
- Freelancer (8.1%);
- Not employed or in search of employment (3.6%);
- Housekeeper (1.6%).

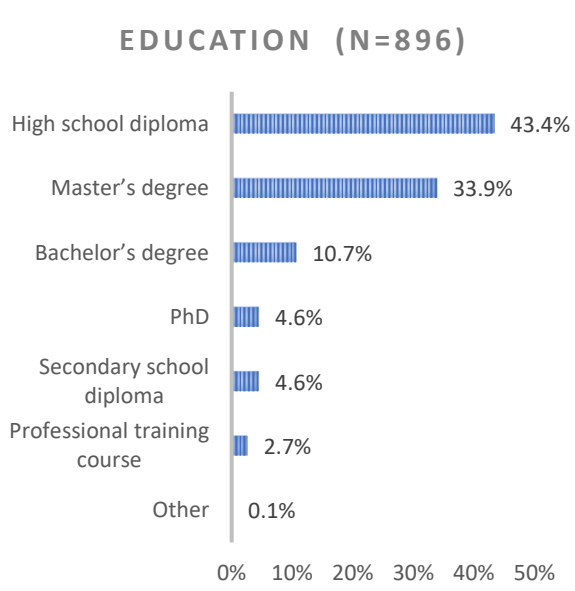


Figure 5 - Residents - Education

As per respondents' level of education, the following frequencies have been registered:

- High school diploma (43.4% of respondents);
- Master's degree (33.9%);
- Bachelor's degree (10.7%);
- PhD (4.6%);
- Secondary school diploma (4.6%);
- Professional training course (2.7%).

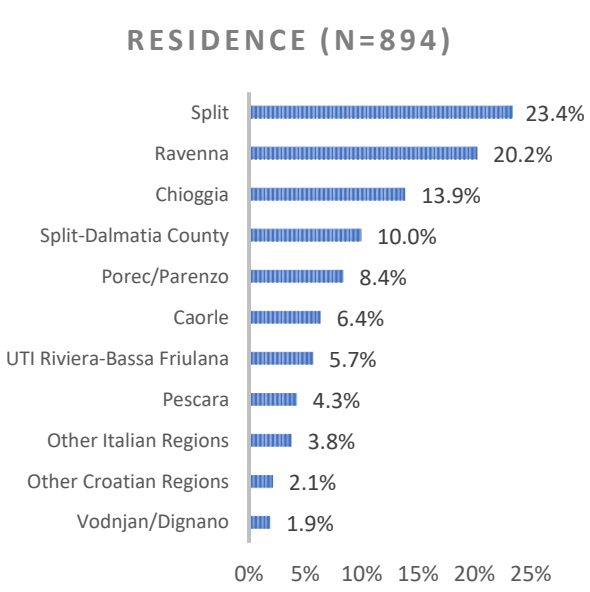
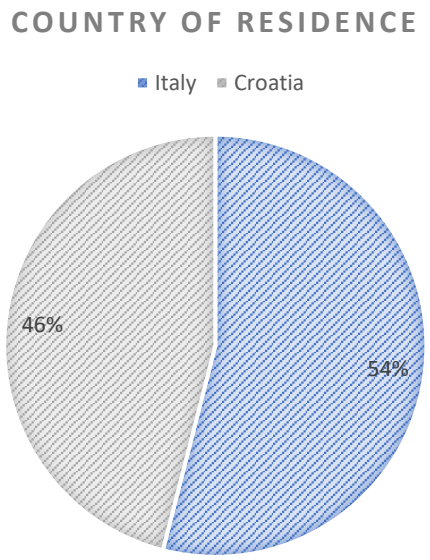


Figure 6 - Residents – Residence

Respondents were asked to indicate their city/area of residence. The following frequencies have been registered:

- Split (23.4% of respondents);
- Ravenna (20.2%);
- Chioggia (13.9%);
- Split-Dalmatia County (10%);
- Porec/Parenzo (8.4%):
- Caorle (6.4%);
- UTI Riviera-Bassa Friulana (5.7%);
- Pescara (4.3%);
- Other Italian Regions (3.8%);
- Other Croatian Regions (3.8%);
- Vodnjan/Dignano (1.9%).



In terms of nationality, the distribution of respondents is balanced between Italian (54% of respondents) and Croatian (46% of respondents).

Figure 7 - Country of residence

4.1.2 Transport profile

The second section of the questionnaire was aimed at the identification of the respondents' transport profile, in terms of number of cars and bicycles per household, means of transport used for the longest distance for the most frequent trip and main drivers of travel choices.

Respondents were asked to indicate the number of cars and bicycles in their household:

- The 45.4% of respondents answered to own 2 cars per household, the 37.9% 1 car;
- The 25% of respondents answered to own 2 bicycles, the 18.1% 1 bicycle, the 16.3% 3 bicycles and the 15.9% 4 bicycles.

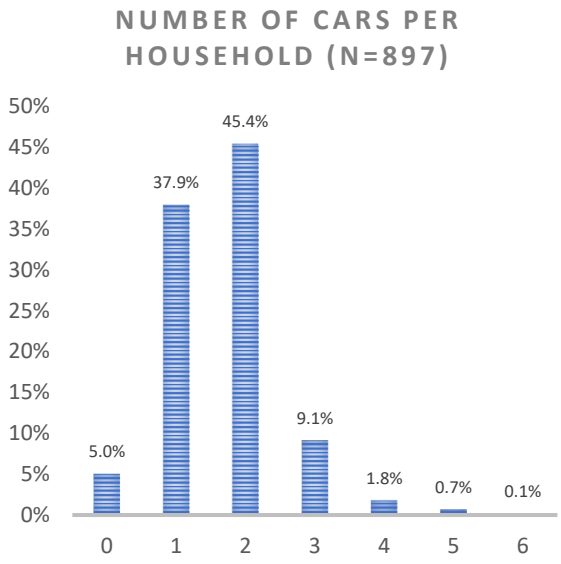


Figure 8 - Residents - Number of cars per household

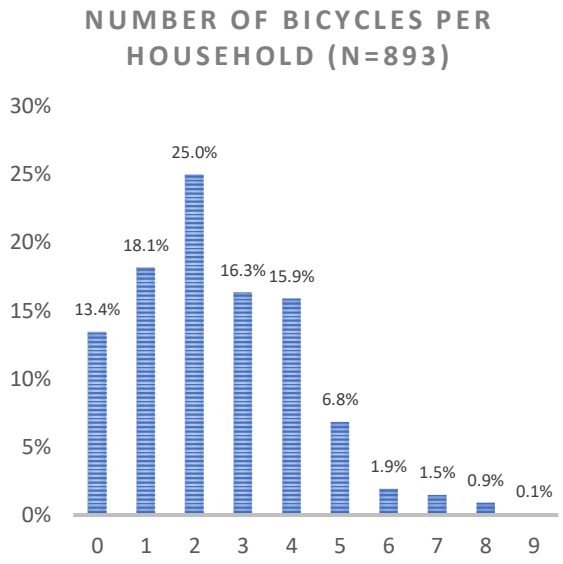
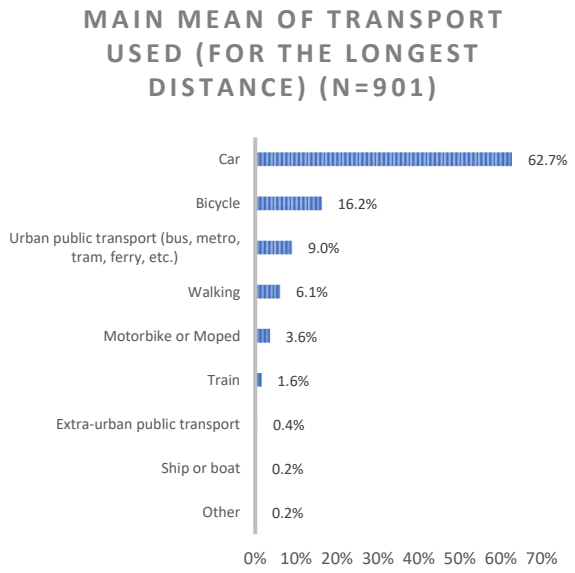


Figure 9 - Residents - Number of bicycles per household

The following table presents the mean number of cars and bicycles per households:

Table 23 - Number of cars & bicycles per household

	Mean (ITA/CRO)	Mean (ITA)	Mean (CRO)
Number of cars per household	1,69	1,67	1,73
Number of bicycles per household	2,53	3,17	1,73



Respondents were asked to indicate the main mean of transport used (for the longest distance) for their most frequent trip.

The majority of respondents (62.7%) answered to use as main mean of transport the car, the 16,2% answered the bicycle and only the 9% indicated urban public transport as the main mean of transport.

Figure 10 - Residents - MAIN mean of transport used (for the longest distance) for the most frequent trip

Answers have been analysed considering the country of residence and gender:

- The car is used in particular by:
  - Croatian respondents (76,3% vs 51.2% of Italian respondents);
  - Male respondents (69% vs 58.3% of female respondents).
- The bicycle is used in particular by:
  - Italian respondents (27.6% vs 2,9% of Croatian respondents);
  - Female respondents (19.9% vs 11.2% of male respondents).

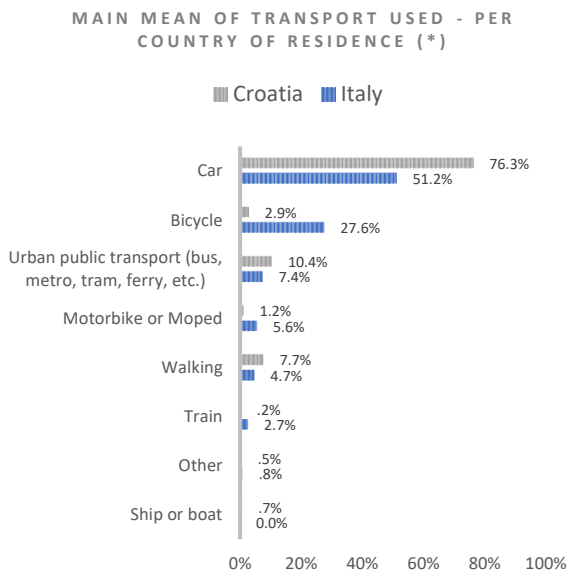


Figure 11 - MAIN mean of transport used - per country of residence

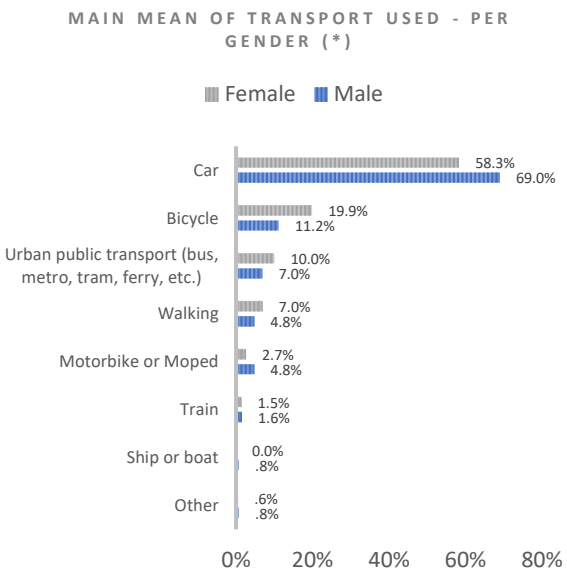


Figure 12 - MAIN mean of transport used - per gender

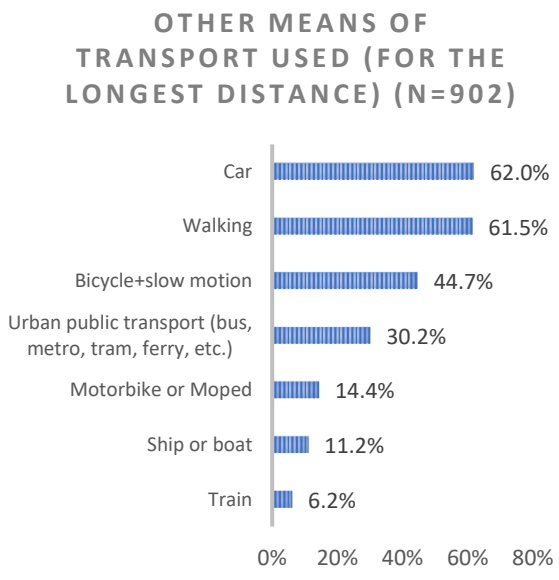


Figure 13 - Residents - Other means of transport used for the longest distance

Respondents were then asked to indicate the other means of transport used (for the longest distance) for the most frequent trip. The following frequencies have been registered:

- Car (62% of respondents);
- Walking (61.5%);
- Bicycle + slow motion (44.7%);
- Urban public transport (30.2%);
- Motorbike or moped (14.4%);
- Ship or boat (11.2%);
- Train (6.2%)

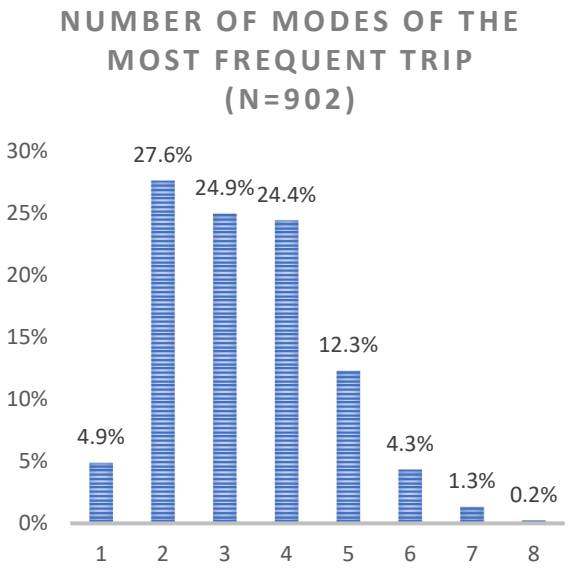


Figure 14 - Residents - Number of modes of the most frequent trip

In general, respondents, for their most frequent trip tend to use a combination of:

- 2 means of transport (27.6% of respondents);
- 3 means of transport (24.9%);
- 4 means of transport (24.4%).

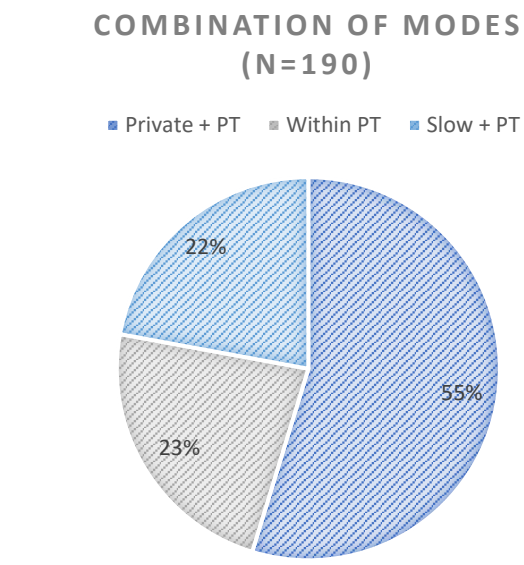
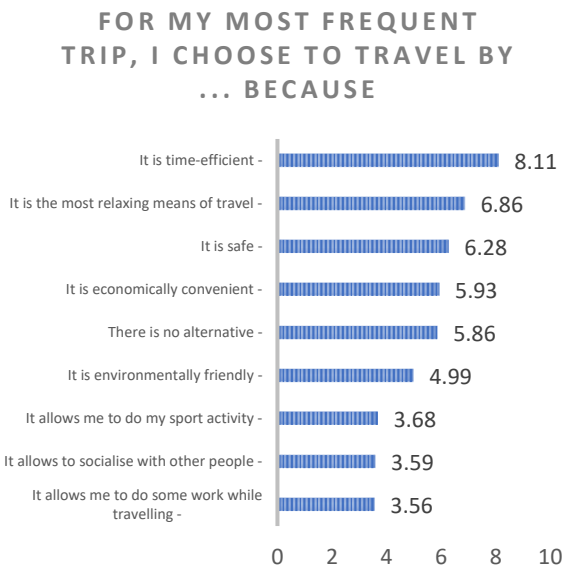


Figure 15 - Residents - Combination of modes

For those respondents who answered to use public transport for their most frequent trip, the combination of modes has been analysed. The majority of respondents use a combination of private and public transportation (54.7%).



Another question was aimed at investigating the reason for respondents' travel choices, by asking them to express their level of agreement (from 1 to 10, where 1 means "not agree at all" and 10 "totally agree") with a series of statements.

Respondents expressed their agreement, in particular, with the following statements (with an average score above 6):

- It is time efficient (average score 8.11);
- It is the most relaxing means of travel (average score 6.86);
- It is safe (average score 6.28).

Figure 16 - Residents - For my most frequent trip, I choose to travel by ... because

The last question of this section was aimed at a definition of the profile of respondents. Respondents were asked to express their level agreement (from 1 to 10, where 1 means "not agree at all" and 10 "totally agree") with several statements linked to their preferences in term of transport (each one related to a different conceptual profile).

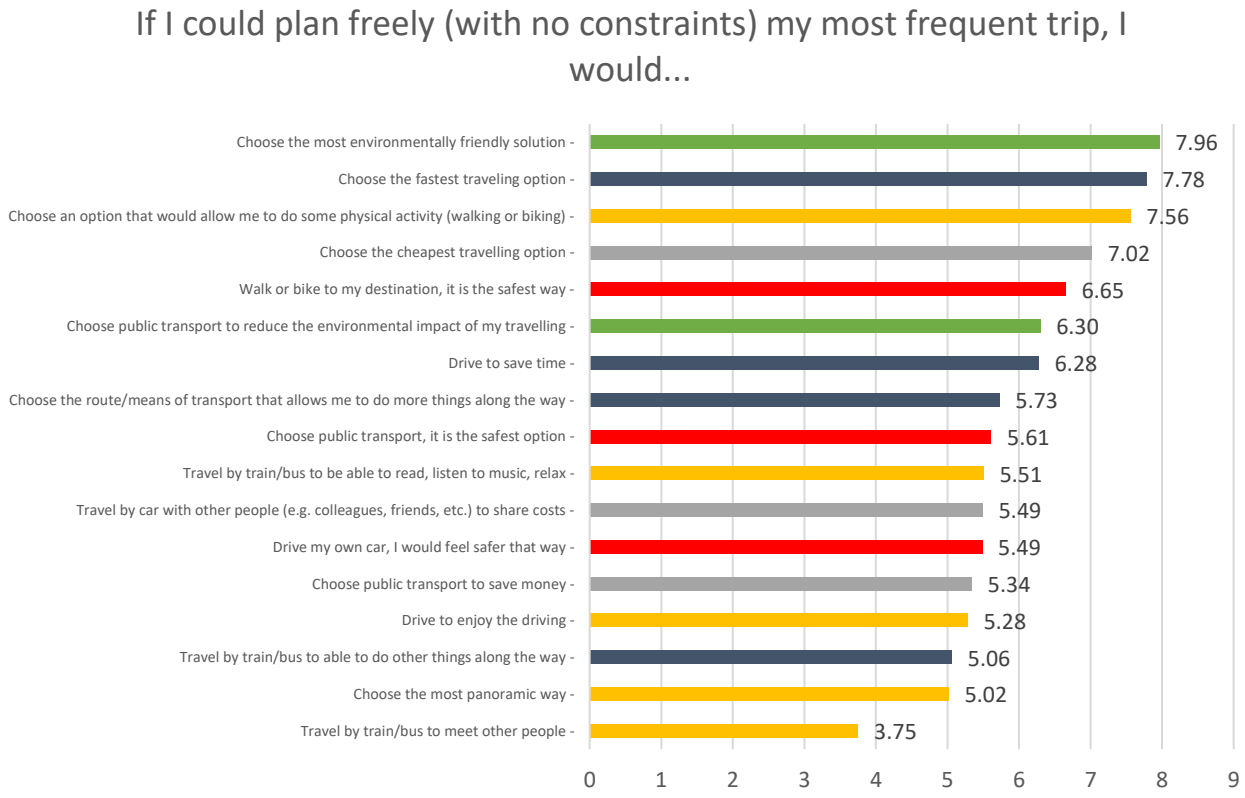
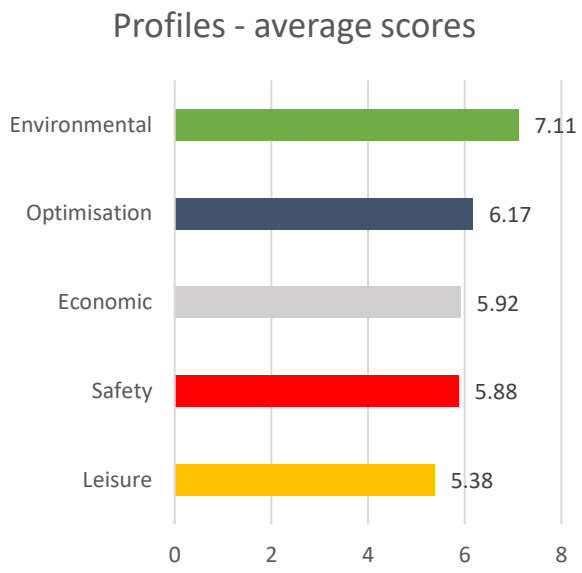


Figure 17 - Residents - If I could plan freely (with no constraints) my most frequent trip, I would...

In order to define transport profiles, the statements pertaining to the same conceptual profile have been aggregated into a single variable.

The profiles have been labelled as follows:

- Environmental awareness profile (green);
- Leisure profile (yellow);
- Economic profile (grey);
- Optimisation profile (blue);
- Safety profile (red).



The environmental profile has the highest average score (7.11) followed by the optimisation profile (6,17).

Figure 18 - Residents - Profiles (average scores)

Answers have been analysed by crossing the travelers' profile per gender and country of residence. In general:

- Female respondents present a higher average score, with respect to male respondents, in the environmental profile (7.35 vs 6.76);
- Italian respondents present a higher average score, with respect to Croatian respondents, in the environmental profile (7.43 vs 6.72);
- Croatian respondents present a higher average score, with respect to Italian respondents, in the optimization profile (6.56 vs 5.85).

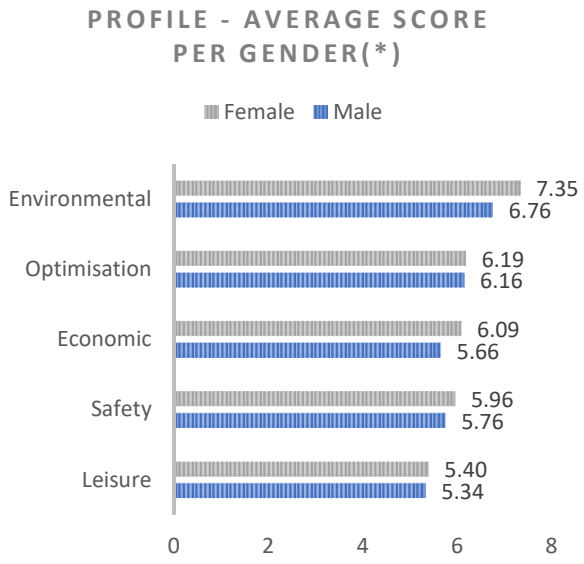


Figure 19 - Residents - Profiles (average scores * gender)

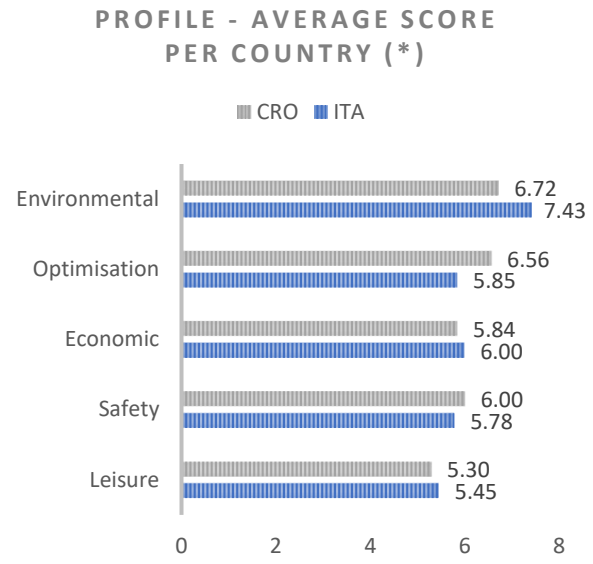


Figure 20 - Residents - Profiles (average scores * country)

4.1.2.1 Factor analysis

Factor Analysis[5] has been used to identify possible dimensions to be interpreted and labelled: 'interpretation' refers to the attempt at recognising the common underlying 'criterion' on which each pattern of homogeneous answers is dependent; this effort is based both on the sense of the answers which 'go together' and on the level of the saturation coefficients obtained from the analysis, that measure the strength of the connection between the answer to a specific question and the underlying dimension. Depending on the interpretation, to each identified dimension a 'label' is assigned, which summarizes and conveys conceptually the results of the interpretation efforts.

The order in which the dimensions are presented as output of the analysis is an 'order of importance': the first obtained dimension is the one which better explains the variance of the collected answers, and so on.

Factor Analysis of all the answers used for defining both respondents' preferences (i.e. possible free choice) and reasons for actual choices, allowed for the identification, interpretation and labelling of six dimensions.

[5] Extraction method: Principal component analysis; Rotation method: Varimax with Kaiser Normalization; Maximum iterations for convergence: 25.

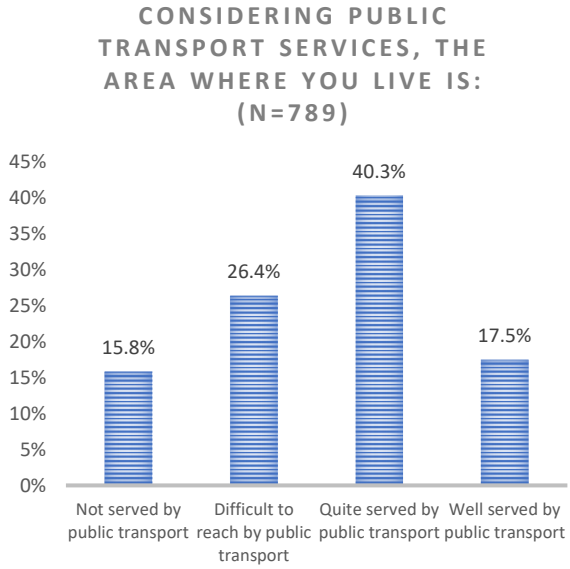
The following table gives a summary presentation of the dimensions, together with the variables (questions) whose sense and saturation coefficient contributed to the interpretation.

Table 24 - Dimensions for end-users' preferences (residents)

Label	Most important defining variables
Propensity to public transport - choice depends on the possibility to use public transport as way to do other things, also reducing the environmental impact of the travel.	• Travel by train/bus to able to do other things along the way (,852) • Travel by train/bus to be able to read, listen to music, relax (,845) • Travel by train/bus to meet other people (,689) • Choose public transport to reduce the environmental impact of my travelling (,580) • Choose public transport, it is the safest option (,573)
Car dependency - choice depends on the fastest option, as well as on the pleasantness of the travel.	• Drive to save time (,758) • Drive my own car, I would feel safer that way (,743) • Drive to enjoy the driving (,723) • Choose the fastest traveling option (,603)
Perceived impact - choice depends on the perceived "low" impact of travel (environmental, economic and in terms of time).	• It is environmentally friendly (,892) • It is economically convenient (,812) • It allows me to do my sport activity (,788)
Slow mobility - choice depends on a slow solution, that allows to do physical activity, reducing the environmental impact of the travel, in a safe way.	• Choose an option that would allow me to do some physical activity (walking or biking) (,853) • Walk or bike to my destination, it is the safest way (,774) • Choose the most environmentally friendly solution (,692)
Multitasking - choice depends on the possibility to do more things along the way, among which socializing with other people.	• It allows me to do some work while travelling (,790) • It allows to socialise with other people (,727)
Economic rationality - choice depends on the cheapest travelling option.	• Choose the cheapest travelling option (,660) • Choose public transport to save money (,539)

4.1.3 Local and cross-border multimodal mobility

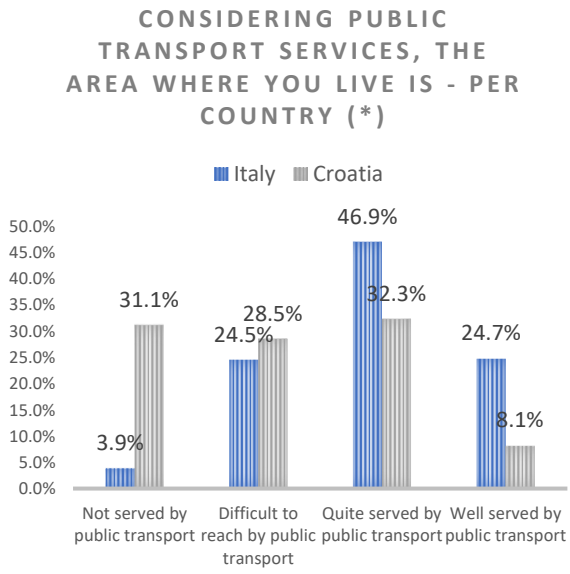
The third section of the questionnaire was focused on local and cross-border multimodal mobility, in terms of level of use of local transport, level of satisfaction of local transport services and actions that could encourage the use of local public transport services and services for cyclists.



Respondents were asked to express their opinion on how well served by public transport service is the area where they live:

- 40.3% of respondents answered that the area where they live is quite served by public transport;
- 26.4% that is difficult to reach by public transport;
- 17.5% that Is well served by public transport;
- 15.8% that is not served by public transport.

Figure 21 - Residents - Public transport services in project areas



By crossing data per country of residence, it is interesting to note that, in general, Croatian respondents consider the area where they live less served by public transport services, with respect to Italian respondents:

- 31.1% of Croatian respondents consider the area where they live “not served by public transport” (vs 3.9% of Italian respondents);
- 24.7% of Italian respondents consider the area where they live “well served by public transport” (vs 8.1% of Croatian).

Figure 22 - Residents - Public transport services in project areas (* country)

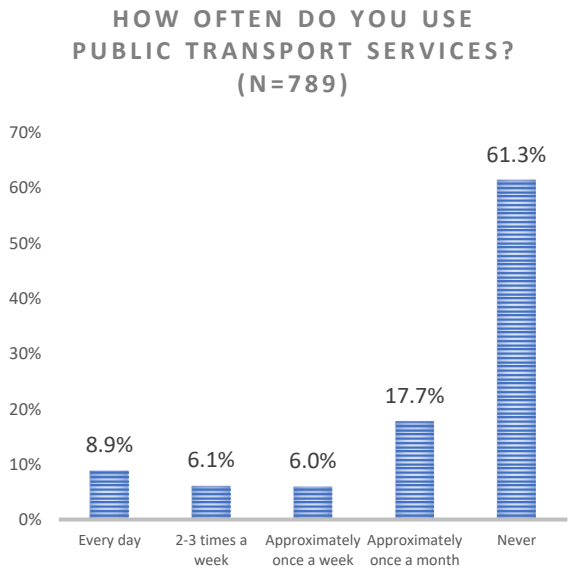


Figure 23 - Residents - Use of public transport services

Respondents were asked how often do they use public transport services. The 61.3% of respondents answered never and the 17.7% approximately once a month.

By analyzing data per country of residence, it is interesting to note that, in general Italian respondents tend to use less public transport services, with respect to Croatian respondents (63.9% of Italian respondents answered never vs 58.7 of Croatian), even though the area seems to be better served.

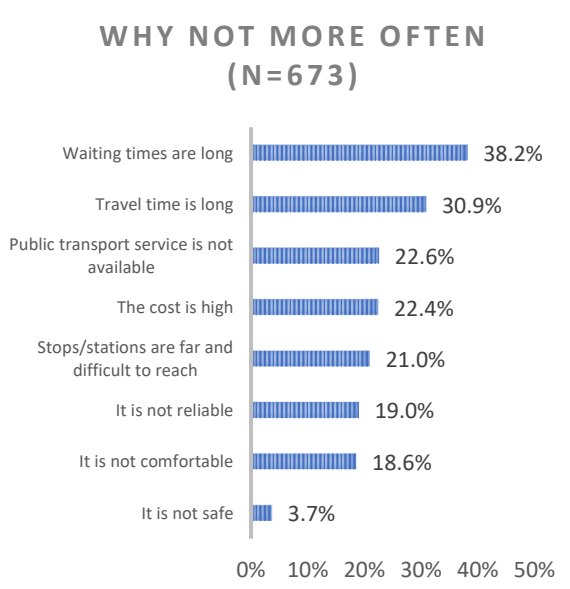


Figure 24 - Residents - Why not more often? (use of public transport)

Respondents who answered "never", "approximately once a month" or "approximately once a week" to the previous question were asked to indicate the main reason for not (or not often) using public transport services. The main reasons are the followings:

- Waiting times are long (38.2% of respondents);
- Travel time is long (30.9%);
- Public transport service is not available (22.6%) – this aspect was stressed in particular by Croatian respondents;
- The cost is high (22.4%);
- Stops/stations are far and difficult to reach (21%).

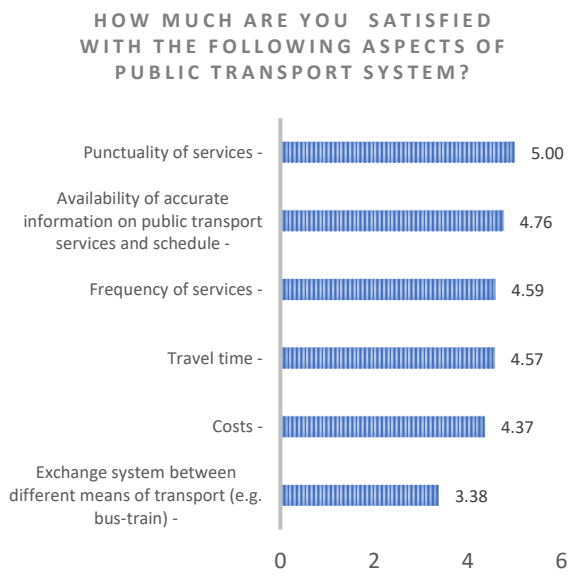


Figure 25 - Residents - Satisfaction on services of public transport system

Respondents were thus asked to express their level of satisfaction with respect to several aspects of the public transport system, by giving a score from 1 to 10, where 1 "not at all" and 10 "very satisfied".

In general, the level of satisfaction is very low (below 5), in particular for what concerns the exchange system between different means of transport (average score 3.38).

The level of satisfaction tends to be lower in the case of Croatian respondents.

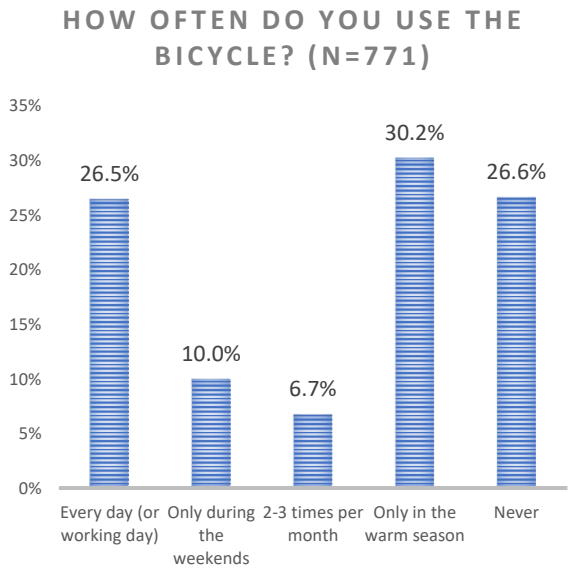


Figure 26 - Residents - Use of the bicycle

Respondents were asked how often do they use the bicycle. The bicycle is in general more used than the public transport, in fact, the 26.5% of respondents use the bicycle every day. However, the 30.2% use the bike only in the warm season and the 26.6% never.

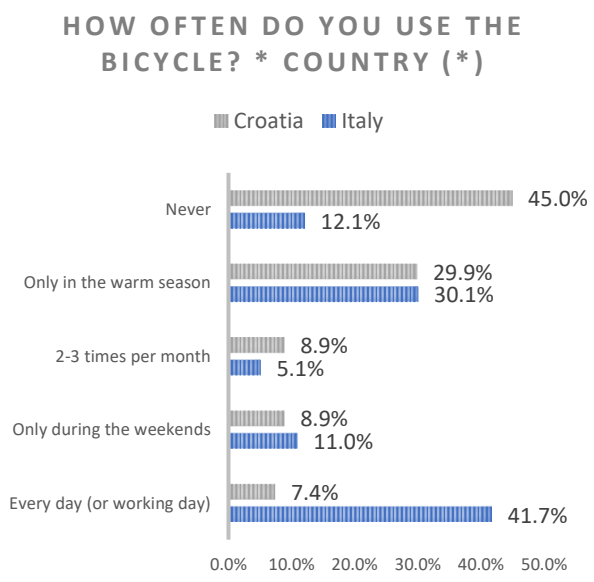


Figure 27 - Residents - Use of the bicycle (*country)

By crossing data per country of residence, it interesting to note that Croatian respondents use less often the bicycle, with respect with Italian respondents, in fact:

- 45% of Croatian respondents never use the bicycle (vs 12.1% of Italian respondents);
- 41.7% of Italian respondents use the bicycle every day (vs 7.4% of Croatian respondents).

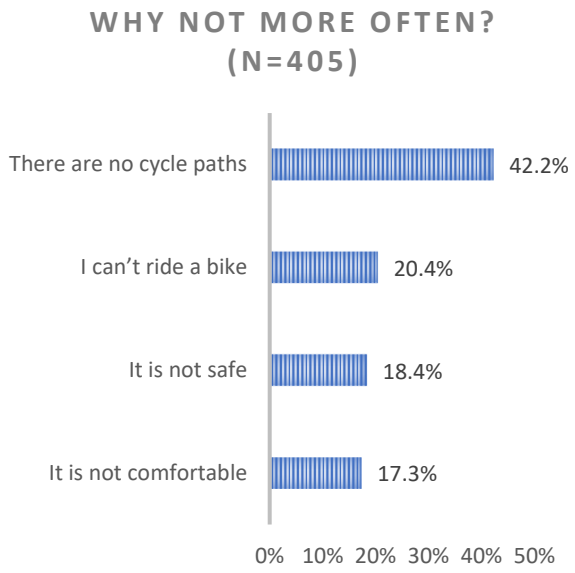


Figure 28 - Residents - Why not more often? (use of bicycle)

Respondents that not often use the bicycle (i.e. 2-3 times per month, only in the warm season; never) indicated as the main reasons:

- There are no cycle paths (42.2% of respondents) - this answer was given in particular by Croatian respondents;
- I can't ride a bike (20.4%);
- It is not safe (18.4%) - this answer was given in particular by Croatian respondents.

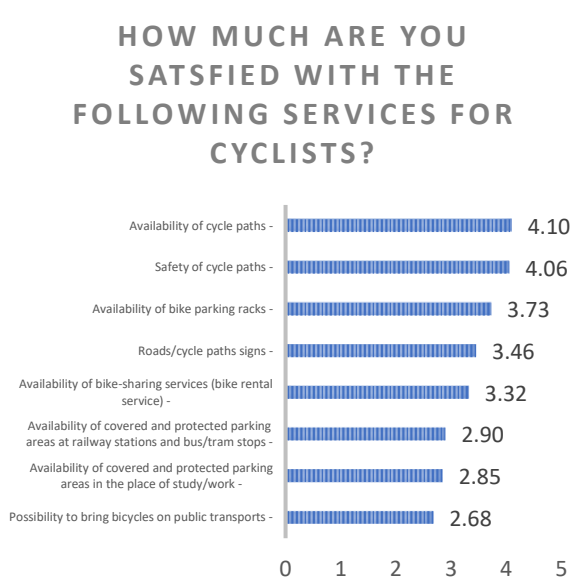


Figure 29 Residents - Satisfaction on services for cyclists

Respondents were thus asked to express their level of satisfaction with respect to several aspects linked to the services for cyclists in the local area, by giving a score from 1 to 10, where 1 "not at all" and 10 "very satisfied".

In general, the level of satisfaction is very low (below 5), in particular for what concerns:

- Possibility to bring bicycles on public transport (average score 2.68);
- Availability of covered and protected parking areas in the place of study/work (average score 2.85);
- Availability of covered protected parking areas at railway stations and bus/tram stops (average score 2.90);
- Availability of bike-sharing services (average score 3.32);

The level of satisfaction tends to be lower in the case of Croatian respondents.

A set of questions was aimed at investigating the use of the airplane in the cross-border area and the actual use of public transport services for reaching the airport.

It is interesting to note that, in general, the airplane is not widely used in the area: 29.3% of respondents answered to use the airplane less than once a year, 26.4% answered never, 24.2% approximately once a year.

Moreover, residents tend not to use public transport to reach the airport, 50% of respondents answered to never use public transport to reach the airport and 19.7% just occasionally.

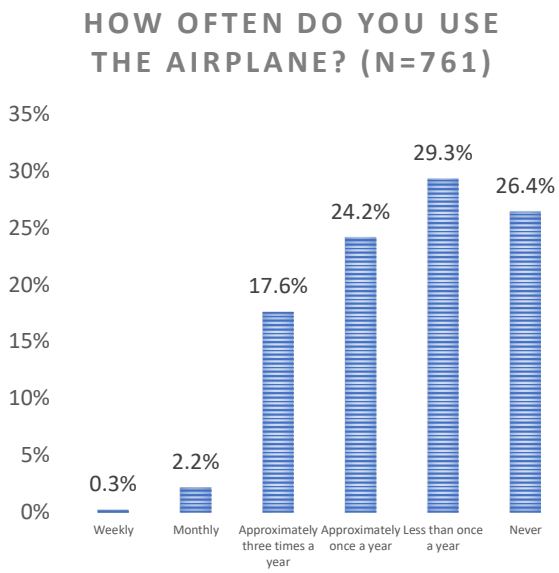


Figure 30 - Residents - Use of the airplane

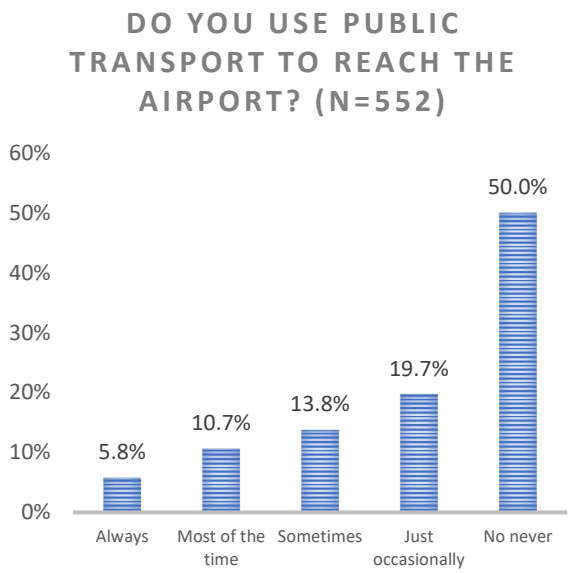


Figure 31 - Residents - Use of public transport to reach the airport

Another set of questions was aimed at investigating residents' level of satisfaction with reference to:

- Rail transport system;
- Sea transport system;
- Air transport system;
- Road network.

in the cross-border area.

It is interesting to note that, in general, the level of satisfaction is low (below 6), with the exception of some aspects of the air transport.

The level of satisfaction of low in particular for what concerns the rail transport system, with reference to:

- Presence of high-speed lines (average score 2.37);
- Railway connections (average score 3.15);
- Railway maintenance (average score 3.35);
- Quality of services and facilities on board (average score 3.49).

Also in this case, it is confirmed the trend which sees a lower level of satisfaction for Croatian respondents.

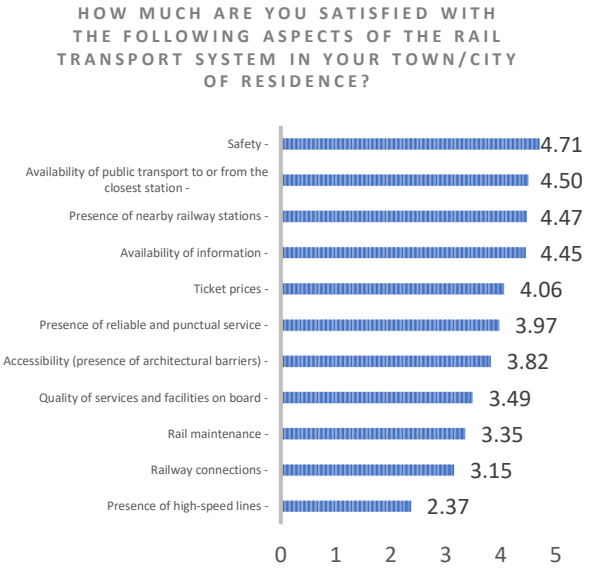


Figure 32 - Residents - How much are you satisfied with the following aspects of the rail transport system in your town/city of residence?

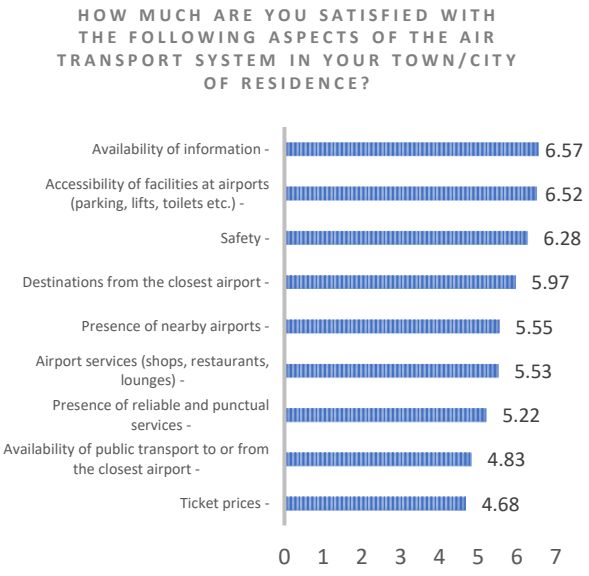


Figure 33 - Residents - How much are you satisfied with the following aspects of the air transport system in your town/city of residence?

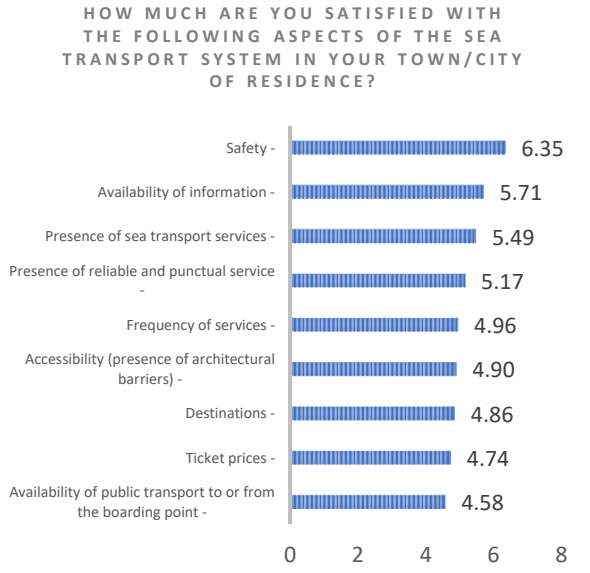


Figure 34 - Residents - How much are you satisfied with the following aspects of the sea transport system in your town/city of residence?

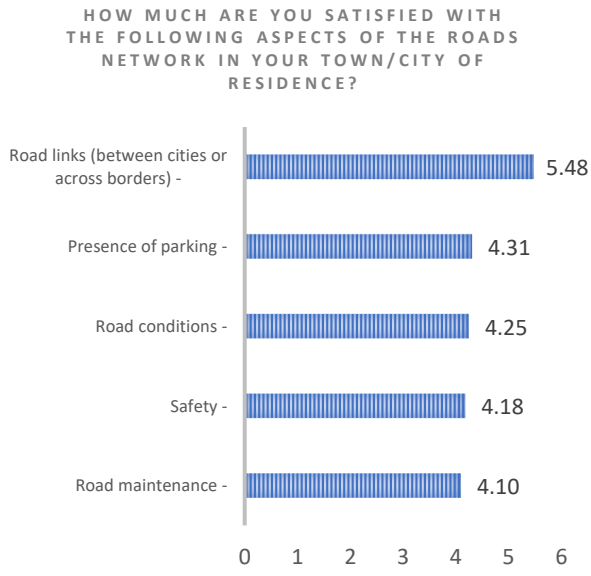


Figure 35 - Residents - How much are you satisfied with the following aspects of the ROADS network in your town/city of residence?

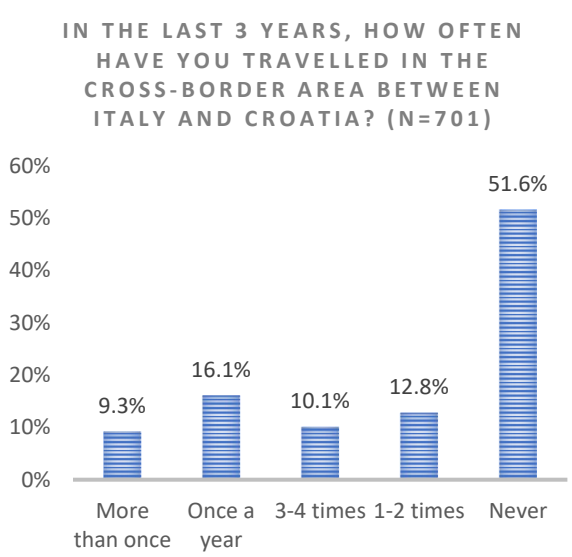


Figure 36 - Residents - In the last 3 years, how often have you travelled in the cross-border area between Italy and Croatia?

A last set of questions of this section, was aimed at investigating how much residents have travelled in the cross-border area between Italy and Croatia in the last 3 years:

- The majority of respondents (51.6%) never travelled in the cross-border area;
- 16.1% of respondents once a year;
- 12.8% of respondents 1-2 times;
- 10.1% of respondents 3-4 times; and
- 9.3% of respondents more than once a year.

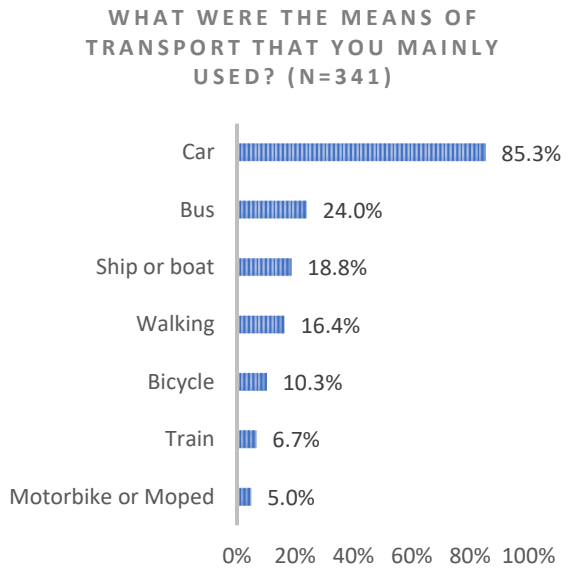


Figure 37 - Residents - Means of transport mainly used for visiting the cross-border area

The main mean of transport used for visiting the cross-border area is definitely the car (used by the 85.3% of respondents), followed by the bus (used by the 24% of respondents), the ship/boat (used by the 18.8% of respondents) and by walking (indicated by the 16.4% of respondents).

4.1.4 Proposals for the improvement of local and cross-border intermodal transport

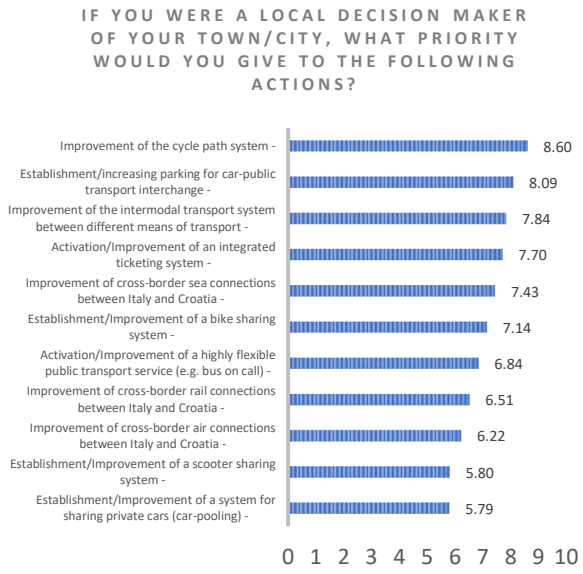


Figure 38 - Residents - Thinking of potential improvements of the transport system in the cross-border area, what priority would you give to the following actions?

The last section of the questionnaire was focused on proposals for the improvement of local and cross-border intermodal transport.

Respondents were asked to give a priority to several actions to be implemented at the local level, by giving them a score from 1 to 10 (where 1 "not a priority" and 10 "high priority").

The following actions obtained the higher average score (above 7):

- Improvement of the cycle path system (average score 8.60);
- Establishment/increasing parking for car-public transport interchange (average score 8.09);
- Improvement of the intermodal transport system between different means of transport (average score 7.84);
- Activation/improvement of an integrated ticketing system (average score 7.70);
- Improvement of cross-border seas connections between Italy and Croatia (average score 7.43);
- Establishment/improvement of a bike-sharing system (average score 7.14).

4.1.5 Key findings

In general, residents who participated to this survey tend to travel more with their car, this is particularly relevant for male respondents (*) and Croatian respondents (*). The bicycle is used in particular by female respondents (*) and Italian respondents (*). Few respondents use urban public transport as main mean of transport or in combination with other modes.

The predominant "transport profile" among residents is the 'environmental' one, if residents could plan freely (with no constraints) their most frequent trip, they would choose the most environmentally friendly solution and public transport. However, actual choices seem to be more influenced by efficiency (for saving time) and safety reasons. In this sense, the poor use of public transport services (more than half of respondents never

use public transport services) is mainly linked to efficiency reasons (i.e. long waiting and travel times), to the unavailability of public services or to economic reasons (i.e. high costs).

Factor Analysis allowed to define six possible dimensions influencing respondents' preferences and actual choices:

1. Propensity to public transport - choice depends on the possibility to use public transport as way to do other things, also reducing the environmental impact of the travel.
2. Car dependency - choice depends on the fastest option, as well as on the pleasantness of the travel.
3. Perceived impact - choice depends on the perceived "low" impact of travel (environmental, economic and in terms of time).
4. Slow mobility - choice depends on a slow solution, that allows to do physical activity, reducing the environmental impact of the travel, in a safe way.
5. Multitasking - choice depends on the possibility to do more things along the way, among which socializing with other people.
6. Economic rationality - choice depends on the cheapest travelling option.

According to respondents, possible actions for improving local and cross-border multimodal transport are mainly linked to the improvement of sustainable and multimodal services and links, thus reducing costs and travel times.

4.2 TOURISTS

In total 148 respondents participated to the survey.

4.2.1 Socio-demographic data

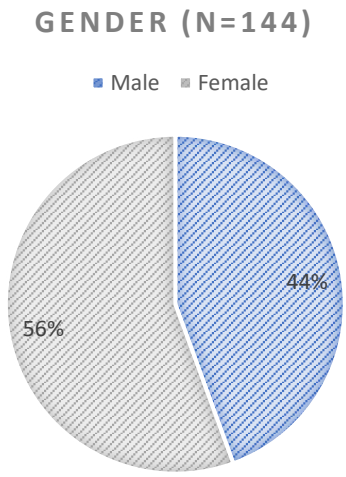


Figure 39 - Tourists - Gender

The first part of the questionnaire was aimed the socio-demographic identification of respondents.

With regard to gender, the distribution of respondents, who provided an answer to this question, is balanced between males (44% of respondents) and females (56% of respondents).

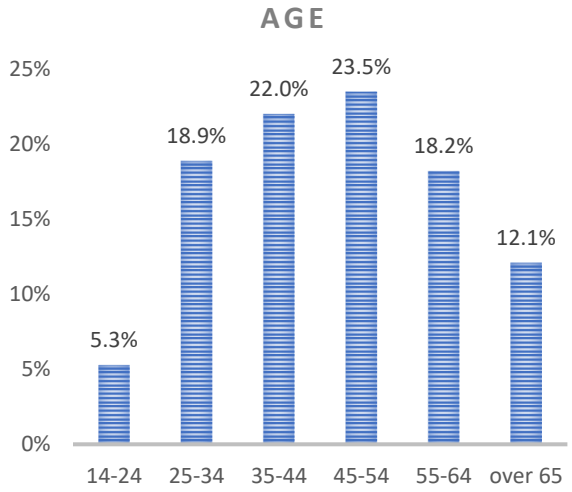


Figure 40 - Tourists - Age

The age of respondents is included between 14 and 82 years.

The following frequencies have been registered for the following age groups:

- 45-54 years (23.5% of respondents);
- 35-44 years (22%);
- 25-34 years (18.9%);
- 55-64 years (18.2%);
- Over 65 (12.1%);
- 14-24 years (5.3%);

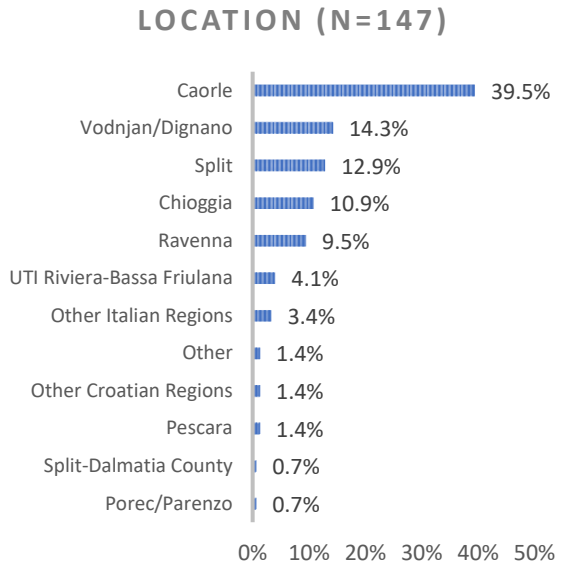


Figure 41 - Country of residence

Respondents were asked to indicate the location in which they were they were filling-in the questionnaire. The following frequencies have been registered:

- Caorle (39.5 % of respondents);
- Vodnjan/Dignano (14.3%);
- Split (12.9% of respondents);
- Chioggia (10.9%);
- Ravenna (9.5%);
- UTI Riviers-Bassa Friulana (4.1%);
- Other Italian Regions (3.4%);
- Other (1.4%);
- Other Croatian Regions (1.4%);
- Pescara (1.4%);
- Split-Dalmatia County (0.7%);
- Porec/Parenzo (0.7%).

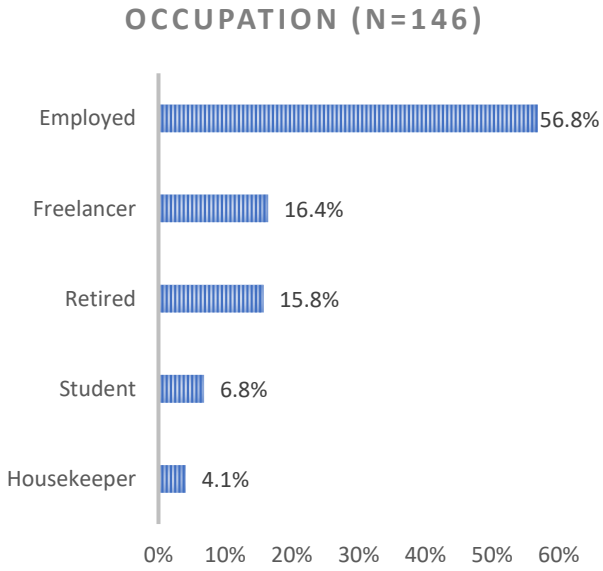


Figure 42 - Tourists - Occupation

For what concerns respondents' occupation, the percentages are (in descending order):

- Employed (56.8% of respondents);
- Freelancer (16.4%);
- Retired (15.8%);
- Student (6.8%);
- Housekeeper (4.1%).

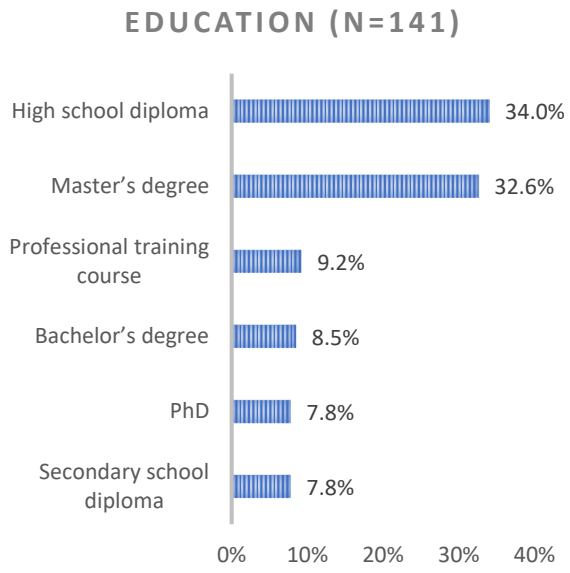


Figure 43 - Tourists - Education

As per respondents' level of education, the following frequencies have been registered:

- High school diploma (34% of respondents);
- Master's degree (32.6%);
- Professional training course (9.2%);
- Bachelor's degree (8.5%);
- PhD (7.8%);
- Secondary school diploma (7.8%).

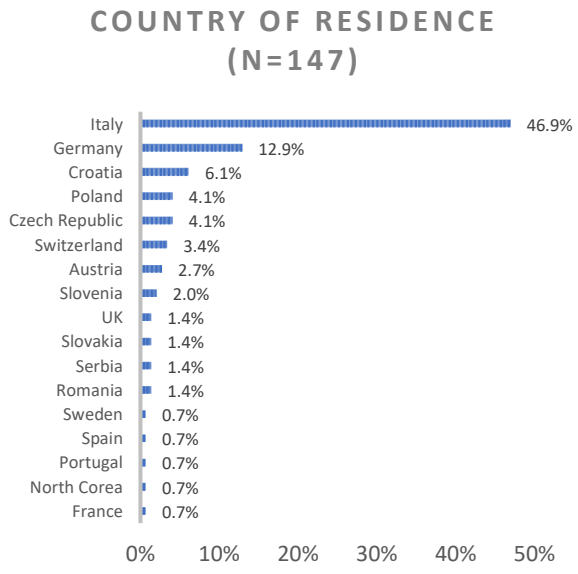


Figure 44 - Tourists - Country of residence

In terms of nationality, the 46.9% of respondents is Italian, the 12.9% German and the 6.1% Croatian.

Lower percentages for the other nationalities.

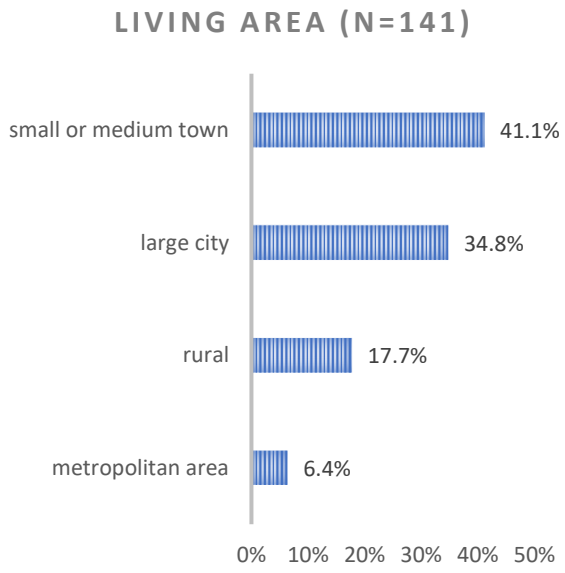


Figure 45 - Tourists - living area

Tourists were then asked to specify their living area. Respondents indicated to live in:

- Small or medium town (41.1% of respondents);
- Large city (34.8%);
- Rural environment (17.7%);
- Metropolitan area (6.4%).

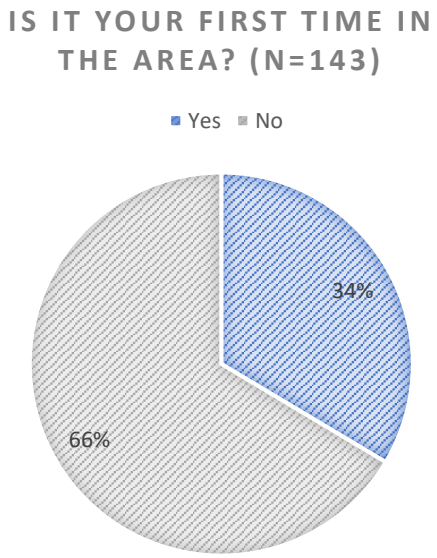


Figure 46 - Tourists - Is it your first time in the area?

Respondents were asked whether it was their first time in the area: the 66% answered that it was not the first time in the area, while for the 34% of respondents it was the first time.

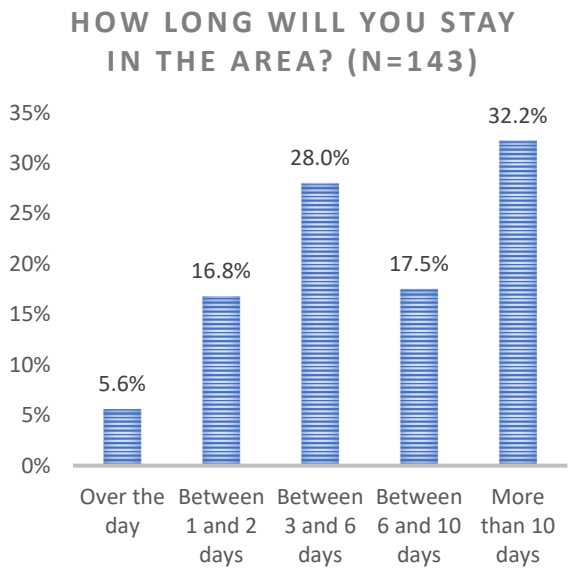


Figure 47 - Tourists - How long will you stay in the area?

Considering the period of stay in the area:

- 32.2% of respondents answered to stay in the area more than 10 days;
- 28% answered between 3 and 6 days;
- 17.5% answered between 6 and 10 days;
- 16.8% between 1 and 2 days;
- 5.6% over the day.

4.2.2 Transport profile

The second section of the questionnaire was aimed at the identification of the respondents' transport profile, in terms of means of transport used for the longest distance for reaching the area and for visiting/moving around the area, as well as the main drivers of travel choices.

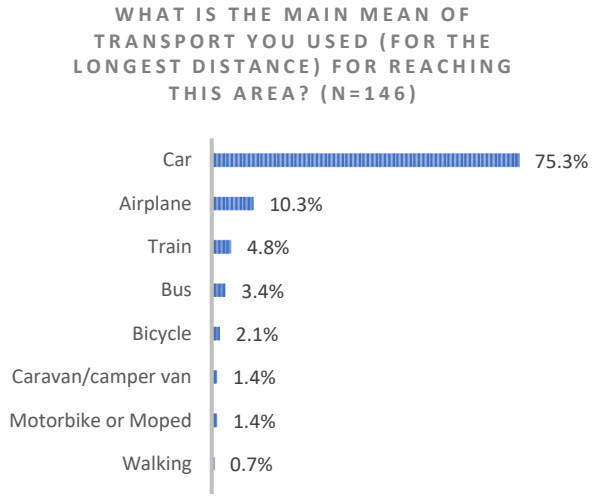


Figure 48 - Tourists - MAIN mean of transport used (for the longest distance) for reaching the area

Respondents were asked to indicate the main mean of transport used (for the longest distance) for reaching the area.

The great majority of respondents (75.3%) answered to have used as main mean of transport the car, the 10,3% answered the airplane.

The car is used in particular by tourists in Italy (84% vs 54,5% of tourists in Croatia), while the airplane by tourists in Croatia (29.5% vs 2% of tourists in Italy).

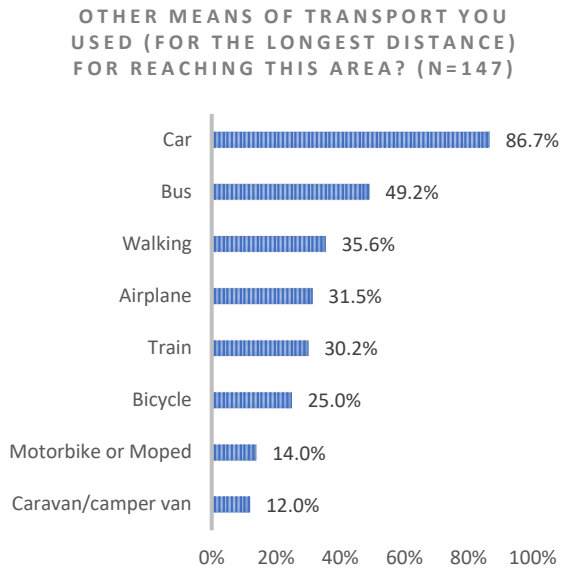


Figure 49 - Tourists - Other means of transport used for the longest distance

Respondents were also asked to indicate other means of transport used (for the longest distance) for reaching the area. The following frequencies have been registered:

- Car (86.7% of respondents);
- Bus (49.2%);
- Walking (35.6%);
- Airplane (31.5%);
- Train (30.2%);
- Bicycle (25%);
- Motorbike or moped (14%);
- Caravan/camper van (6.2%).

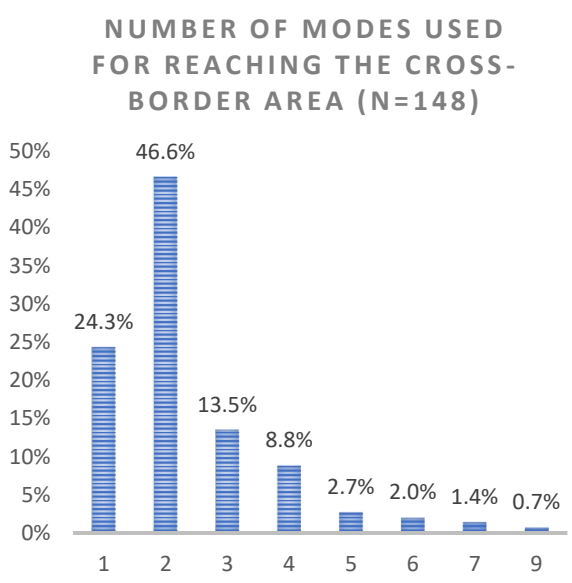
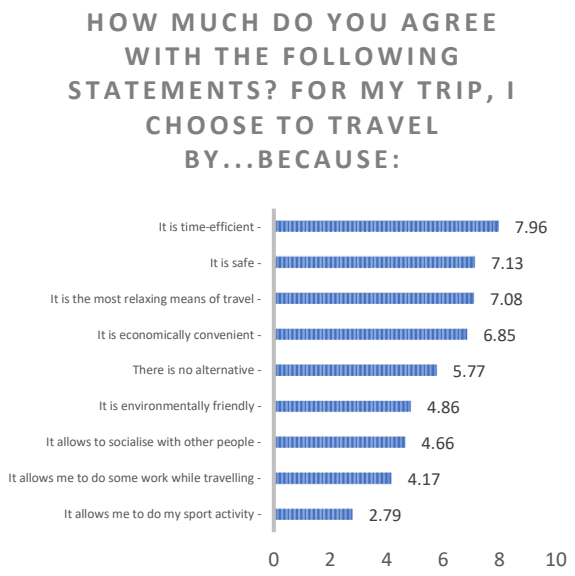


Figure 50 - Tourists - Number of modes of the most frequent trip

In general, respondents, for reaching the cross-border area tend to use:

- 2 means of transport (46.6% of respondents);
- 1 mean of transport (24.3%);
- 3 means of transport (13.5%);
- 4 means of transport (8.8%).

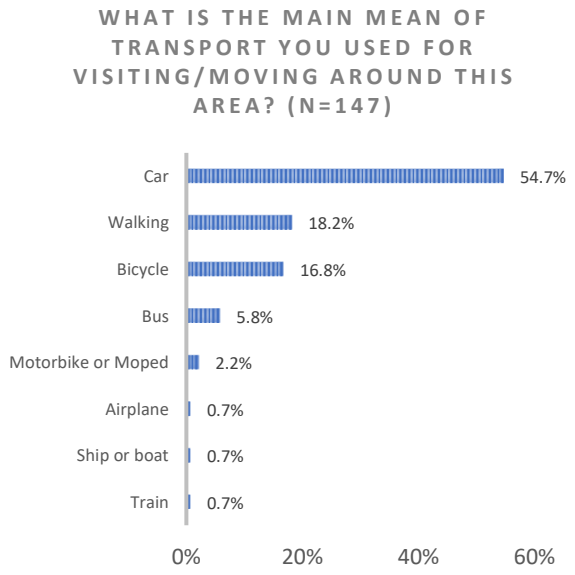


Respondents were then asked to indicate the reasons for their travel choices, by giving a score from 1 to 10 to several statements.

The higher average scores (above 6) have been registered for the following statements:

- It is time efficient (average score 7.96);
- It is safe (average score 7.13);
- It is the most relaxing means of travel (average score 6.86);
- It is economically convenient (average score 6.85).

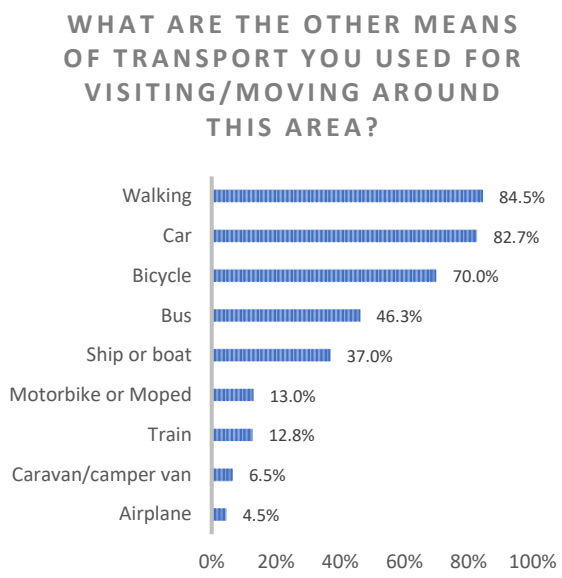
Figure 51 - Tourists - For my most frequent trip, I choose to travel by ... because



Tourists were then asked to indicate the main mean of transport used for moving around the area. The following frequencies have been registered:

- Car (54.7%);
- Walking (18.2%);
- Bicycle (16.8%);
- Bus (5.8%).

Figure 52 - Tourists -What is the MAIN mean of transport you used for visiting/moving around this area?



As other means of transport used for visiting/moving around the area, tourists indicated:

- Walking (84.5% of respondents);
- Car (82.5%);
- Bicycle (70%);
- Bus (46%);
- Ship or boat (37%);
- Motorbike or moped (13%);
- Train (13%);
- Caravan/camper van (6.5%).

Figure 53 - Tourists - What are the other means of transport you used for visiting/moving around this area?

4.2.2.1 Factor analysis

Factor Analysis[6] has been used to identify possible dimensions to be interpreted and labelled: "interpretation" refers to the attempt at recognizing the common underlying "criterion" on which each pattern of homogeneous answers is dependent; this effort is based both on the sense of the answers which "go together" and on the level of the saturation coefficients obtained from the analysis, that measure the strength of the connection between the answer to a specific question and the underlying dimension. Depending on the interpretation, to each identified dimension a "label" is assigned, which summarizes and conveys conceptually the results of the interpretation efforts.

The order in which the dimensions are presented as output of the analysis is an "order of importance": the first obtained dimension is the one which better explains the variance of the collected answers, and so on.

Factor Analysis of all the answers used for defining reasons for actual choices allowed for the identification, interpretation and labelling of two dimensions. The following table gives a summary presentation of the dimensions, together with the variables (questions) whose sense and saturation coefficient contributed to the interpretation.

[6] Extraction method: Principal component analysis; Rotation method: Varimax with Kaiser Normalization; Maximum iterations for convergence: 25.

Table 25 - Dimensions for end-users' preferences (tourists)

Label	Most important defining variables
Perceived impact - choice depends on the perceived "low" impact of travel (environmental, economic and in terms of time).	• It is environmentally friendly (,851) • It is economically convenient (,741) • It is safe (,692) • It allows me to do my sport activity (,621)
Multitasking - choice depends on the possibility to do more things along the way, among which socializing with other people.	• It allows me to do some work while travelling (,880) • It allows to socialise with other people (,868)

4.2.3 Local and cross-border multimodal mobility

The third section of the questionnaire was focused on local and cross-border multimodal mobility, in terms of level of use of local transport services, level of satisfaction of local transport services and actions that could encourage the use of local public transport services and services for cyclists.

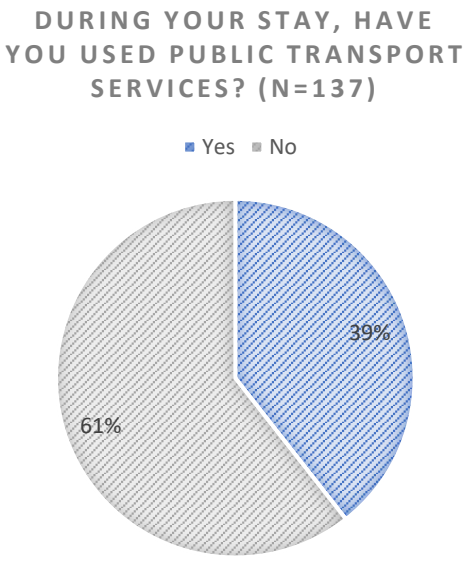


Figure 54 -Tourists – During your stay, have you used public transport services?

Respondents were asked whether, during they stay, the had used public transport services. The majority of respondents answered that during their stay they did not used public transport services (61%), while the 39% of respondents used public transport services.

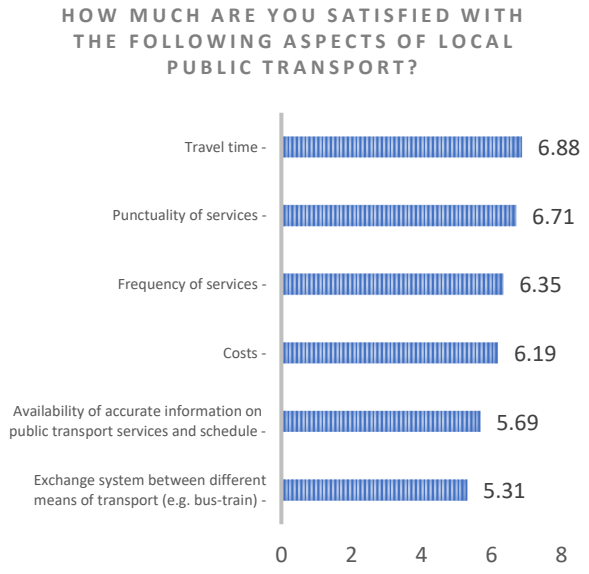


Figure 56 - Tourists - How much are you satisfied with the following aspects of local public transport?

For those tourists who did use public transport services during their stay, was asked their level of satisfaction with reference to some aspects of public transport. The higher average scores (above 6) have been registered for the following aspects:

- Travel time (average score 6.88);
- Punctuality of services (average score 6.71);
- Frequency of services (average score 6.35);
- Costs (average score 6.19).

Lower average scores (below 6) have been registered for:

- Exchange system between different means of transport (average score 5.31)
- Availability of accurate information on public transport services and schedule (average score 5.69).

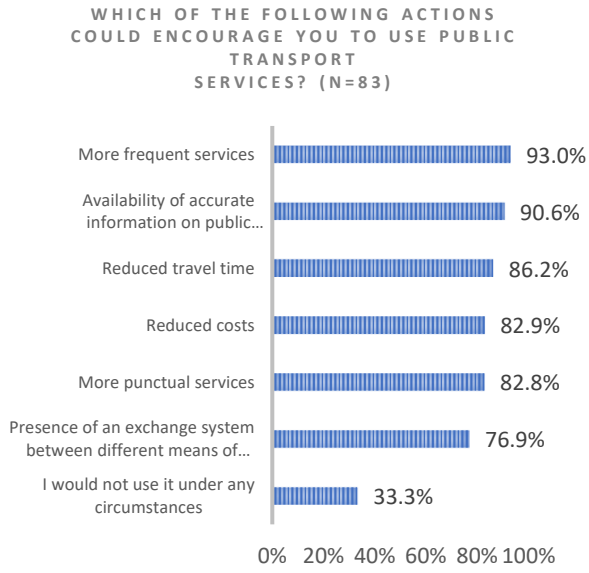


Figure 57 - Which of the following actions could encourage you to use public transport services?

For those who answered “no” to the previous question was asked to indicate which actions could encourage the use of public transport services. The following frequencies have been registered:

- More frequent services (93% of respondents);
- Availability of accurate information on public transport services (90.6%);
- Reduced travel time (86.2%);
- Reduced costs (82.9%);
- More punctual services (82.8%);
- Presence of an exchange system between different means of transport (76.9%).

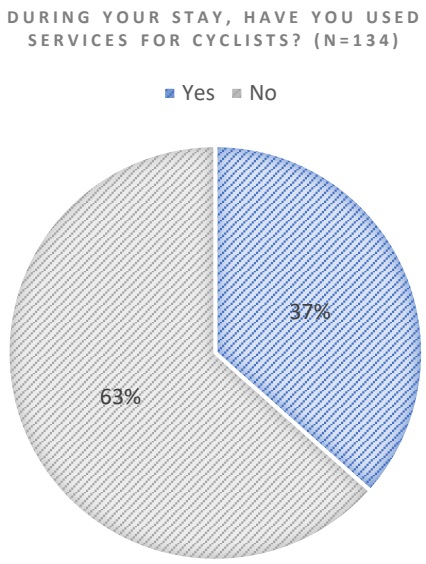


Figure 58 - During your stay, have you used services for cyclists?

Respondents were asked whether during they stay they had used services for cyclists. The 63% of tourists answered “no” and the 37% “yes”.

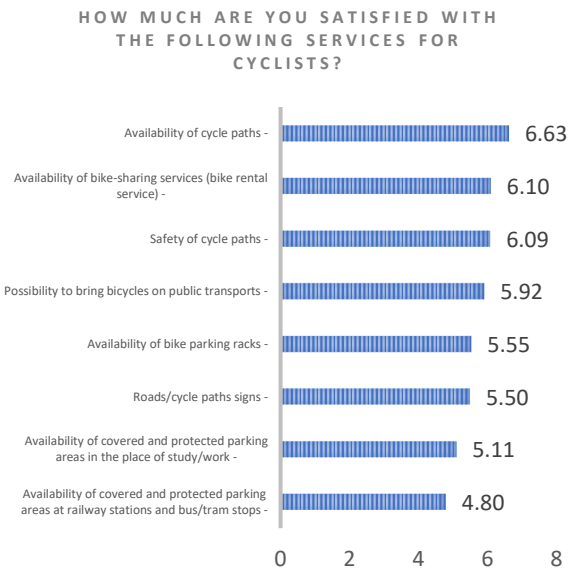


Figure 59 - Tourists - How much are you satisfied with the following services for cyclists?

For those tourists who did use services for cyclists during their stay, was asked their level of satisfaction with reference to some aspects of the service. The higher average scores (above 6) have been registered for the following aspects:

- Availability of cycle paths (6.63);
- Availability of bike-sharing services (6.10);
- Safety of cycle paths (6.09).

Lower average scores (below 6) have been registered for:

- Possibility to bring bicycles on public transport (5.92);
- Availability of bike parking racks (5.55);
- Roads/cycle path signs (5.50);
- Availability of covered and protected parking areas in the place of study/work (5.11);
- Availability of covered and protected parking areas at railways stations and bus/tram stops.

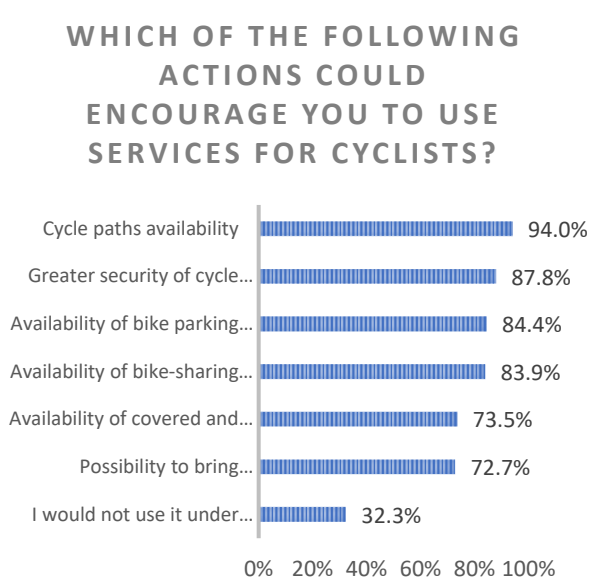


Figure 60 - Tourists - Which of the following actions could encourage you to use services for cyclists?

For those who answered "no" to this question was asked which actions could encourage the use of services for cyclists. The following frequencies have been registered:

- Cycle paths availability (94% of respondents);
- Greater security of cycle paths (87.8%);
- Availability of bike parking racks (84.4%);
- Availability of bike-sharing services (83.9%);
- Availability of covered and protected parking areas at railways stations and bus/ram stops (73.5%);

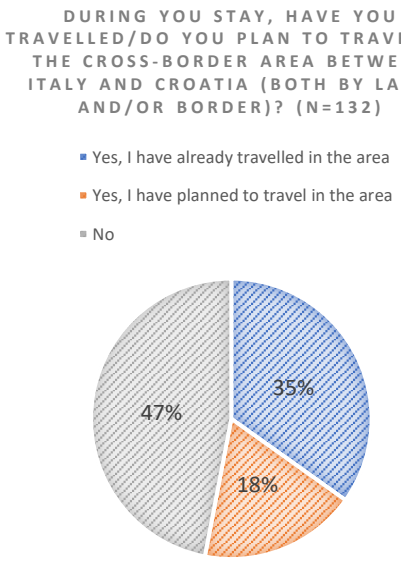


Figure 61 - Tourists - During you stay, have you travelled/do you plan to travel in the cross-border area between Italy and Croatia (both by land and/or border)?

Finally, tourists were asked whether, during their stay, they had planned to travel in the cross-border area between Italy and Croatia (both by land or border):

- 47% of respondents answered "no";
- 35% of respondents answered "yes, I have already travelled in the area";
- 18% answered "yes, I have planned to travel in the area".

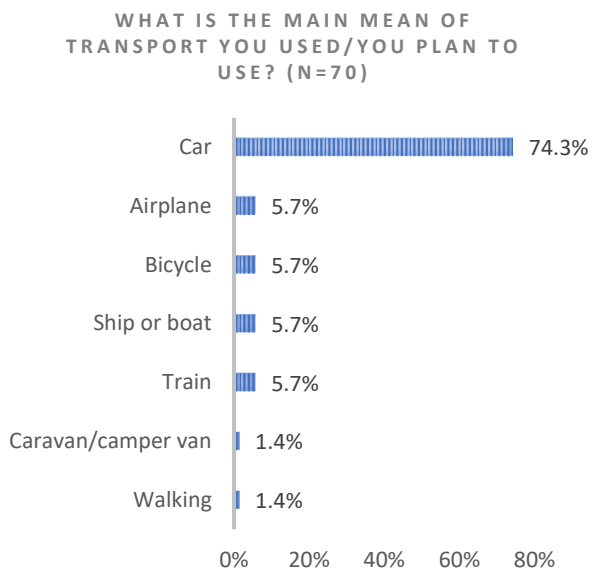


Figure 62 - Tourists - What is the main mean of transport you used/you plan to use?

Those respondents who had travelled or planned to travel in the cross-border area, were asked to indicate the main mean of transport they used (or they planned to use) for travelling. The great majority of respondents indicated the car (74.3%). Lower percentages of respondents (i.e. 5.7%) indicated the airplane, the bicycle, the ship/boat and the train.

4.2.4 Proposals for the improvement of local and cross-border intermodal transport

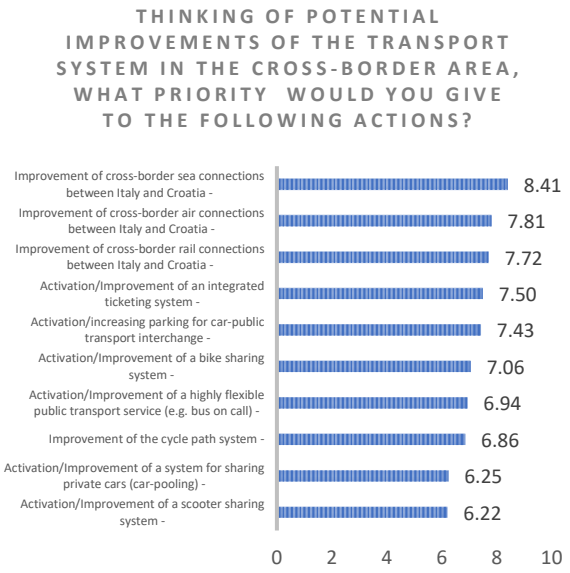


Figure 63 - Tourists - Thinking of potential improvements of the transport system in the cross-border area, what priority would you give to the following actions?

The last section of the questionnaire was focused on proposals for the improvement of local and cross-border intermodal transport.

Respondents were asked to give a priority to several actions to be potentially implemented at the local level for the improvement of the transport system I the cross-border area, by giving them a score from 1 to 10.

The following actions obtained the higher average score (above 7):

- Improvement of cross-border seas connections between Italy and Croatia (average score 8.41);
- Improvement of cross-border air connections between Italy and Croatia (7.81);
- Improvement of cross-border rail connections between Italy and Croatia (7.72);
- Activation/improvement of an integrated ticketing system (average score 7.50);
- Establishment/increasing parking for car-public transport interchange (average score 7.43);
- Activation/improvement of a bike-sharing system (average score 7.06).

4.2.5 Key findings

The great majority of tourists who participated to this survey use their car both for reaching and for moving around/visiting the cross-border area. Their travel choices seem to be influenced mainly by efficiency (for saving time), safety, economic reasons and as well as by the lack of alternatives.

Factor Analysis allowed to define two possible dimensions influencing respondents' preferences and actual choices:

- **Perceived impact** - choice depends on the perceived "low" impact of travel (environmental, economic and in terms of time);
- **Multitasking** - choice depends on the possibility to do more things along the way, among which socializing with other people.

The majority of tourists (more than 60%) did not use public transport services nor services for cyclists during their stay. For what concerns public transport services, reduced costs and travel time, more frequent and punctual services, the presence of accurate information and of an exchange system between different means

of transport could encourage the use of those services. For what concerns the services for cyclists, cycle paths availability and security, the availability of bike parking racks, bike-sharing services and of covered and protected parking areas at railways stations and bus/ram stops, and the possibility to bring bicycles on public transports could encourage the use of the bicycle in the cross-border area.

According to respondents, possible actions for improving the transport system in the cross-border area are mainly linked to the improvement of cross-border connections (sea, air, rail) between Italy and Croatia and to the presence of a multimodal and integrated transport system.

5 CONCLUSIONS

Within WP3, the SUTRA project carried out a comprehensive analysis of the expectations and needs of local stakeholders with regards to sustainable multimodal mobility services. To this end, an integrated data collection process took place including both qualitative and quantitative research techniques. Under the guidance of ISIG, project partners both carried out a series of workshop with Transport stakeholders and residents and facilitated the administration of a survey.

As far as the Focus Groups are concerned, from May to December 2019, a total of 106 stakeholders were involved across project pilot areas. This participatory approach proved useful not only to gather area-specific information on challenges, needs and potential solutions to enhance sustainable multimodal transport but also to identify the main common topics of interest for the project area as a whole.

Therefore, notwithstanding area-specific differences, the following four topics composed the reference framework within which common actions can be developed in partnership with transport stakeholders as well as residents:

1. Infrastructures - Construction of marine infrastructures and improvement of infrastructure connections;
2. Transport/Mobility - Raising awareness of the use of low-emission means of transport and expansion of e-vehicle charging stations;
3. Tourism - Promotion of an efficient and sustainable transport system to support citizens and tourists;
4. Connections/Multimodality - Connection of transportation network with environmental programmes and development of action plans for urban mobility, sustainable energy and climate change.

Considering the results of the survey, both from tourists and residents, the car results as the main mean of transport used for travelling and moving around the cross-border area. In this sense, public transport services and services for cyclists are not widely used within the area and the level of satisfaction with such services is generally low, in particular in Croatia. End-users' actual choices, in terms of transport, seem to be mainly influenced by efficiency (for saving time), safety and economic reasons and by the (perceived) lack of alternatives.

However, end-users seem to be willing to use sustainable and environmentally friendly means of transport, against a general improvement of public services and multimodal links and a reduction of costs and travel times.

Finally, factor analysis allowed to define several possible dimensions influencing respondents' preferences and actual choices, namely:

1. Propensity to public transport - choice depends on the possibility to use public transport as way to do other things, also reducing the environmental impact of the travel.

2. Car dependency - choice depends on the fastest option, as well as on the pleasantness of the travel.
3. Perceived impact - choice depends on the perceived "low" impact of travel (environmental, economic and in terms of time).
4. Slow mobility - choice depends on a slow solution, that allows to do physical activity, reducing the environmental impact of the travel, in a safe way.
5. Multitasking - choice depends on the possibility to do more things along the way, among which socializing with other people.
6. Economic rationality - choice depends on the cheapest travelling option.

The results of the analysis carried out within WP3.1 will support local partners in planning efficient and sustainable transport actions and strategies, with a user-centred design principle. Moreover, the participation of end-users and local stakeholders will be promoted also during the implementation phase and within the monitoring and evaluation process of pilot actions, thus ensuring their sustainability, also after the end of the SUTRA project.

ANNEXES

ANNEX A - QUESTIONNAIRE FOR RESIDENTS

This questionnaire has been elaborated within project SUTRA (Interreg V A Italy-Croatia), and aims at identifying end-users needs regarding local multimodal mobility.

The data gathered are anonymous and will be analysed as aggregate.

Data gathering and processing is done in line with EU 2016/679 Regulation (GDPR).

Data controller for the data gathered is SUTRA consortium. The data processor is ISIG – Istituto di Sociologia Internazionale di Gorizia (project partner) and the data gathered are to be used for research purposes. Data are to be used and processed only by data controller and processor and are not to be released to third parties.

The retention period of the data gathered is limited to the project period.

1. Gender
   - ☐ Male
   - ☐ Female

2. Age (numeric values only): _____

3. Employment status:
   - ☐ Student
   - ☐ Employed
   - ☐ Freelancer
   - ☐ Not employed or in search of employment
   - ☐ Retired
   - ☐ Housekeeper
   - ☐ Other (please specify_____)

4. Education:
   - ☐ Secondary school diploma
   - ☐ High school diploma
   - ☐ Professional training course
   - ☐ Bachelor's degree
   - ☐ Master's degree
   - ☐ PhD

- ☐ Other (please specify_____)

5. Town/City of residence:
   - ☐ Caorle
   - ☐ Chioggia
   - ☐ Vodnjan/Dignano
   - ☐ Lignano Sabbiadoro
   - ☐ Pescara
   - ☐ Ravenna
   - ☐ Poreč/Parenzo
   - ☐ Split
   - ☐ Other (please specify_____)

6. Please, indicate the number of people in your household, including yourself (numeric values only): _____

7. How many cars do you have in your household? (numeric values only) _____

8. How many bicycles do you have in your household? (numeric values only) _____

9. What are the means of transport you use on your most frequent trip?

	MAIN mean of transport (for the longest distance) – *one answer only*	OTHER means of transport used – *more than one answer*
a. Car	☐	☐
b. Motorbike or Moped	☐	☐
c. Train	☐	☐
d. Ship or boat	☐	☐
e. Urban public transport (bus, metro, tram, ferry, etc.)	☐	☐
f. Bicycle	☐	☐
g. Walking	☐	☐
h. Other (please specify_____)	☐	☐

10. How much do you agree with the following statements?
    (between 1 and 10, where 1 "not agree at all" and 10 "totally agree"; N.A "I don't know")

For my most frequent trip, I chose to travel by … (answer to Question 9), because:

a. It is economically convenient _____
b. It is environmentally friendly _____
c. It is safe _____
d. It is time-efficient _____
e. It is the most relaxing means of travel _____
f. It allows to socialise with other people _____
g. It allows me to do some work while travelling _____
h. It allows me to do my sport activity _____
i. There is no alternative _____

11. How much do you agree with the following statements?
(between 1 and 10, where 1 "not agree at all" and 10 "totally agree"; N.A "I don't know")
If I could plan freely (with no constraints) my most frequent trip I would…

a. Choose the most environmentally friendly solution _____
b. Choose an option that would allow me to do some physical activity (walking or biking) _____
c. Walk or bike to my destination, it is the safest way _____
d. Choose public transport to save money _____
e. Choose the most panoramic way _____
f. Drive to save time _____
g. Travel by train/bus to meet other people _____
h. Drive my own car, I would feel safer that way _____
i. Travel by train/bus to be able to read, listen to music, relax _____
j. Travel by train/bus to able to do other things along the way _____

k. Choose public transport to reduce the environmental impact of my travelling _____

l. Choose the cheapest travelling option _____

m. Choose public transport, it is the safest option _____

n. Travel by car with other people (e.g. colleagues, friends, etc.) to share costs _____

o. Choose the route/means of transport that allows me to do more things along the way _____

p. Drive to enjoy the driving _____

q. Choose the fastest traveling option _____

12. Considering public transport services, the area where you live is:
    - ☐ Not served by public transport
    - ☐ Difficult to reach by public transport
    - ☐ Quite served by public transport
    - ☐ Well served by public transport

13. How often do you use public transport services?
    - ☐ Every day (→ *Question 14*)
    - ☐ 2-3 times a week (→ *Question 14*)
    - ☐ Approximately once a week (→ *Question 13.1*)
    - ☐ Approximately once a month (→ *Question 13.1*)
    - ☐ Never (→ *Question 13.1*)

13.1 Why not more often?

More than one answer:

- ☐ The cost is high
- ☐ Travel time is long
- ☐ Waiting times are long
- ☐ It is not comfortable
- ☐ It is not reliable
- ☐ It is not safe
- ☐ Stops/stations are far and difficult to reach
- ☐ Public transport service is not available

- ☐ Other (please specify_____)

14. How much are you satisfied with the following aspects of public transport system?
(*Please give a score from 1 to 10, where 1 "not at all" and 10 "very satisfied"; N.A "I don't know")*

a. Frequency of services _____

b. Punctuality of services _____

c. Travel time _____

d. Costs _____

e. Exchange system between different means of transport (e.g. bus-train) _____

f. Availability of accurate information on public transport services and schedule _____

g. Other (please specify_____) _____

15. How often do you use the bicycle?

- ☐ Every day (or working day) (→ Question 16)
- ☐ Only during the weekends (→ Question 16)
- ☐ 2-3 times per month (→ Question 15.1)
- ☐ Only in the warm season (→ Question 15.1)
- ☐ Never (→ Question 15.1)

15.1 Why not more often?

More than one answer:

- ☐ It is not comfortable
- ☐ It is not safe
- ☐ There are no cycle paths
- ☐ I can't ride a bike
- ☐ Other (please specify_____)

16. How much are you satisfied with the following services for cyclists?
(*Please give a score from 1 to 10, where 1 "not at all" and 10 "very satisfied"; N.A "I don't know")*

a. Availability of cycle paths _____
b. Safety of cycle paths _____
c. Roads/cycle paths signs _____
d. Availability of bike parking racks _____
e. Availability of covered and protected parking areas at railway stations and bus/tram stops _____
f. Availability of covered and protected parking areas in the place of study/work _____
g. Availability of bike-sharing services (bike rental service) _____
h. Possibility to bring bicycles on public transports _____
i. Other (please specify_____) _____

17. How often do you use the airplane?

- ☐ Weekly → Question 17.1)
- ☐ Monthly → Question 17.1)
- ☐ Approximately three times per months → Question 17.1)
- ☐ Approximately three times a year → Question 17.1)
- ☐ Approximately once a year → Question 17.1)
- ☐ Less than once a year → Question 17.1)
- ☐ Never (→ Question 18)

17.1 Do you use public transport to reach the airport?

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Just occasionally
- ☐ No never

18. How much are you satisfied with the following aspects of the **RAIL TRANSPORT** system in your town/city of residence?

(Please give a score between 1 and 10, where 1 "not at all" and 10 "very satisfied"; N.A "I don't know")

a. Presence of nearby railway stations _____

b. Availability of public transport to or from the closest station _____

c. Presence of reliable and punctual service _____

d. Presence of high-speed lines _____

e. Safety _____

f. Railway connections _____

g. Quality of services and facilities on board _____

h. Ticket prices _____

i. Accessibility (presence of architectural barriers) _____

j. Rail maintenance _____

k. Availability of information _____

l. Other (please specify_____) _____

19. How much are you satisfied with the following aspects of the **AIR TRANSPORT** system in your town/city of residence?

(Please give a score between 1 and 10, where 1 "not satisfied at all" and 10 "very satisfied"; N.A "I don't know")

a. Presence of nearby airports _____

b. Availability of public transport to or from the closest airport _____

c. Presence of reliable and punctual services _____

d. Safety _____

e. Ticket prices _____

f. Airport services (shops, restaurants, lounges) _____

g. Destinations from the closest airport _____

h. Accessibility of facilities at airports (parking, lifts, toilets etc.) _____

i. Availability of information _____

j. Other (please specify_____) _____

20. How much are you satisfied with the following aspects of the SEA TRANSPORT system in your town/city of residence?

(Please give a score between 1 and 10, where 1 "not satisfied at all" and 10 "very satisfied"; N.A "I don't know")

a. Presence of sea transport services _____

b. Availability of public transport to or from the boarding point _____

c. Presence of reliable and punctual service _____

d. Safety _____

e. Ticket prices _____

f. Frequency of services _____

g. Destinations _____

h. Accessibility (presence of architectural barriers) _____

i. Availability of information _____

j. Other (please specify_____) _____

21. How much are you satisfied with the following aspects of the **ROADS** network in your town/city of residence?

(Please give a score between 1 and 10, where 1 "not satisfied at all" and 10 "very satisfied" N.A "I don't know")

a. Road conditions _____

b. Safety _____

c. Road links (between cities or across borders) _____

d. Road maintenance _____

e. Presence of parking _____

f. Other (please specify_____) _____

22. Considering the last 3 years, how often have you travelled in the cross-border area between Italy and Croatia?

- ☐ More than once a year (→ Question 22.1)
- ☐ Once a year (→ Question 22.1)
- ☐ 3-4 times (→ Question 22.1)
- ☐ 1-2 times (→ Question 22.1)
- ☐ Never (→ Question 23)

22.1 What were the means of transport that you mainly used?

More than one answer:

- ☐ Car
- ☐ Motorbike or Moped
- ☐ Train
- ☐ Ship or boat
- ☐ Bus
- ☐ Bicycle
- ☐ Walking
- ☐ Other (please specify_____)

23. If you were a local decision maker of your town/city, what priority would you give to the following actions?

(Please give a score between 1 and 10, where 1 "not a priority" and 10 "high priority"; N.A "I don't know")

a. Improvement of the intermodal transport system between different means of transport _____
b. Establishment/increasing parking for car-public transport interchange _____
c. Activation/Improvement of a highly flexible public transport service (e.g. bus on call) . _____
d. Activation/Improvement of an integrated ticketing system . _____
e. Improvement of the cycle path system . _____
f. Establishment/Improvement of a system for sharing private cars (car-pooling) . _____
g. Establishment/Improvement of a bike sharing system . _____
h. Establishment/Improvement of a scooter sharing system . _____
i. Improvement of cross-border air connections between Italy and Croatia . _____
j. Improvement of cross-border rail connections between Italy and Croatia . _____
k. Improvement of cross-border sea connections between Italy and Croatia . _____
l. Other (please specify_____) . _____

ANNEX B - QUESTIONNAIRE FOR TOURISTS

This questionnaire has been elaborated within project SUTRA (Interreg V A Italy-Croatia), and aims at identifying end-users needs regarding local multimodal mobility.

The data gathered are anonymous and will be analysed as aggregate.

Data gathering and processing is done in line with EU 2016/679 Regulation (GDPR).

Data controller for the data gathered is SUTRA consortium. The data processor is ISIG – Istituto di Sociologia Internazionale di Gorizia (project partner) and the data gathered are to be used for research purposes. Data are to be used and processed only by data controller and processor and are not to be released to third parties.

The retention period of the data gathered is limited to the project period.

1. Please indicate the location where you are filling-in the questionnaire:
   - ☐ Caorle
   - ☐ Chioggia
   - ☐ Vodnjan/Dignano
   - ☐ Lignano Sabbiadoro
   - ☐ Pescara
   - ☐ Ravenna
   - ☐ Poreč/Parenzo
   - ☐ Split
   - ☐ Other (please specify_____)

2. Gender
   - ☐ Male
   - ☐ Female

3. Age (numeric values only): _____

4. Employment status:
   - ☐ Student
   - ☐ Employed
   - ☐ Freelancer
   - ☐ Not employed or in search of employment
   - ☐ Retired
   - ☐ Housekeeper

- ☐ Other (please specify_____)

5. Education:
   - ☐ Secondary school diploma
   - ☐ High school diploma
   - ☐ Professional training course
   - ☐ Bachelor's degree
   - ☐ Master's degree
   - ☐ PhD
   - ☐ Other (please specify_____)

6. On residence
   a. Country of residence: _____
   b. Living area:
      - ☐ rural
      - ☐ small or medium town
      - ☐ large city
      - ☐ metropolitan area

7. Where are you staying for your holiday? (please indicate the name of the CITY/TOWN in which you have booked an hotel, camping, hostel, bb etc.)

   _____

8. Is it your first time in the area of (*answer to Question 7*)?
   - ☐ Yes
   - ☐ No

9. How long will you stay in the area of (*answer to Question 7*)?
   - ☐ Over the day
   - ☐ Between 1 and 2 days
   - ☐ Between 3 and 6 days
   - ☐ Between 6 and 10 days
   - ☐ More than 10 days

10. What are the means of transport you used for reaching this area?

	. **MAIN** mean of transport (for the longest distance) – *one answer only*	. **OTHER** means of transport used – *more than one answer*
a. Car	☐	☐
b. Motorbike or Moped	☐	☐
c. Train	☐	☐
d. Ship or boat	☐	☐
e. Bus	☐	☐
f. Bicycle	☐	☐
g. Walking	☐	☐
h. Airplane	☐	☐
i. Caravan/camper van	☐	☐
j. Other (please specify_____)	☐	☐

11. How much do you agree with the following statements?
(between 1 and 10, where 1 "not agree at all" and 10 "totally agree")
For my trip, I chose to travel by … (answer to Question 10), because:

a. It is economically convenient _____
b. It is environmentally friendly _____
c. It is safe _____
d. It is time-efficient _____
e. It is the most relaxing means of travel _____
f. It allows to socialise with other people _____
g. It allows me to do some work while travelling _____
h. It allows me to do my sport activity _____
i. There is no alternative _____

12. What are the means of transport you used for visiting/moving around this area?

	. MAIN mean of transport – *one answer only*	. OTHER means of transport used – *more than one answer*
a. Car	☐	☐
b. Motorbike or Moped	☐	☐
c. Train	☐	☐
d. Ship or boat	☐	☐
e. Bus	☐	☐
f. Bicycle	☐	☐
g. Walking	☐	☐
h. Airplane	☐	☐
i. Caravan/camper van	☐	☐
j. Other (please specify_____)	☐	☐

13. During your stay, have you used public transport services?
    - ☐ Yes (→ Question 13.1)
    - ☐ No (→ Question 13.2)

13.1 How much are you satisfied with the following aspects of local public transport services? (*Please give a score from 1 to 10, where 1 "not at all" and 10 "very satisfied"; N.A "I don't know")*

a. Frequency of services _____

b. Punctuality of services _____

c. Travel time _____

d. Costs _____

e. Exchange system between different means of transport (e.g. bus-train) _____

f. Availability of accurate information on public transport services and schedule _____

g. Other (please specify_____) _____

13.2 Which of the following actions could encourage you to use public transport services?
More than one answer:

- ☐ More frequent services
- ☐ More punctual services
- ☐ Reduced travel time
- ☐ Reduced costs
- ☐ Presence of an exchange system between different means of transport (e.g. bus-train)
- ☐ Availability of accurate information on public transport services
- ☐ I would not use it under any circumstances
- ☐ Other (please specify_____)

14. During your stay, have you used services for cyclists?
- ☐ Yes (→ Question 14.1)
- ☐ No (→ Question 14.2)

14.1 How much are you satisfied with the following services for cyclists?
(*Please give a score from 1 to 10, where 1 "not at all" and 10 "very satisfied"; N.A "I don't know"*)

j. Availability of cycle paths _____
k. Safety of cycle paths _____
l. Roads/cycle paths signs _____
m. Availability of bike parking racks _____
n. Availability of covered and protected parking areas at railway stations and bus/tram stops _____
o. Availability of covered and protected parkin areas in the place of study/work _____
p. Availability of bike-sharing services (bike rental service) _____
q. Possibility to bring bicycles on public transports _____
r. Other (please specify_____) _____

14.2 Which of the following actions could encourage you to use services for cyclists?

More than one answer:

- ☐ Cycle paths availability
- ☐ Greater security of cycle paths
- ☐ Availability of bike parking racks
- ☐ Availability of covered and protected parking areas at railway stations and bus/tram stops
- ☐ Availability of bike-sharing services (bike rental service)
- ☐ Possibility to bring bicycles on public transports
- ☐ I would not use it under any circumstances
- ☐ Other (please specify_____)

15. During you stay, have you travelled/do you plan to travel in the cross-border area between Italy and Croatia (both by land and/or border)?
    - ☐ Yes, I have already travelled in the area (→ Question 15.1)
    - ☐ Yes, I have planned to travel in the area (→ Question 15.1)
    - ☐ No (→ Question 16)

15.1 What is the MAIN mean of transport you used/you plan to use?

One answer:

- ☐ Car
- ☐ Motorbike or Moped
- ☐ Train
- ☐ Ship or boat
- ☐ Bus
- ☐ Bicycle
- ☐ Walking
- ☐ Airplane
- ☐ Caravan/camper van
- ☐ Other (please specify_____)

16. Thinking of potential improvement of the transport system in the area, what priority would you give to the following actions?

(Please give a score between 1 and 10, where 1 "not a priority" and 10 "high priority"; N.A "I don't know")

a. Improvement of the intermodal transport system between different means of transport . _____
b. Activation/increasing parking for car-public transport interchange . _____
c. Activation/Improvement of a highly flexible public transport service (e.g. bus on call) . _____
d. Activation/Improvement of an integrated ticketing system . _____
e. Improvement of the cycle path system . _____
f. Activation/Improvement of a system for sharing private cars (car-pooling) . _____
g. Activation/Improvement of a bike sharing system . _____
h. Activation/Improvement of a scooter sharing system . _____
i. Improvement of cross-border air connections between Italy and Croatia . _____
j. Improvement of cross-border rail connections between Italy and Croatia . _____
k. Improvement of cross-border sea connections between Italy and Croatia . _____
l. Other (please specify_____) . _____

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