

1ST WORKSHOP REPORT

Participatory transport planning



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INTRODUCTION:

Inventory is an in-depth analysis on four specific topics that will be dealt with on workshops is central to the SMART-MR project. With each inventory we wish to share experiences on existing 'state of the art' of sustainable mobility measures in metropolitan regions, increase awareness on good practices and build capacities of partners' staff. The first inventory deals with participatory transport planning and through it we want to achieve two goals:

- to enable the discussion and exchange of experience regarding participation in transport planning among partners;
- to provide methods and tools for partners to engage in participatory transport planning.

This inventory is structured in four sections in order to achieve the above-mentioned goals:

- A. Open questions on participatory transport planning:** a set of 'open questions' intended for the regions on inclusiveness, opinions and future of participation in transport planning.
- B. Quantitative and qualitative assessment of an existing local/regional transport plan:** questionnaire about a specific local or regional transport plan or any other transport policy adopted in the last 10 years from participatory planning point of view.
- C. Good/bad practice presentation:** detailed presentation of participatory transport planning in respective region.
- D. Current experiences:** short presentation of your knowledge on participative processes and methods.

Sections A and D were filled by the project staff because they indicate the general overview of the situation and their knowledge of participatory processes in transport planning. Sections B and C were filled by project staff members but in close cooperation with experts involved in making a specific transport plan in the metropolitan region. In this way we gathered valuable and unbiased information that will be used for the preparation of the 1st workshop organized in Ljubljana in September 2016.

The questionnaire and the inventory analysis were made by ZRC SAZU.

LJUBLJANA

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

We have well elaborated system of public involvement in spatial planning (Spatial Planning Act) covering both strategic and implementation spatial planning including transport infrastructure. Despite the legislative framework public is often included minimally and without any real participatory role. Usually public is involved just to ensure social acceptability of already designed solutions.

Socially acceptable variants are often in conflict with environmental protection, agriculture needs or financial abilities of the investor so many procedures stop without solution or take a very long time (5 years or more). The planning of transport development and strategic plans of infrastructure development is carried out at sector level with almost no public involvement.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

Involvement of general and professional public in preparation of Operational Programme is minimal and initiatives are usually not taken into account. Most of content is generated in negotiations with sectors and final solutions as well are determined by ministries or government.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

It is essential to include ministries and sectors which are planning the use of public funds as they are main decision makers in the country. In actions and measures at local level we should include municipalities. Other stakeholders, experts and operators contribute their opinions and experiences and try to pass their knowledge to decision makers (if they have an option). Changes in government often lead to repetition of the procedures for preparing various documents.

4. In your experience are there certain types of stakeholders that stand out as 'opinion leaders' that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

Makers of strategic and development documents often lack the necessary skills, knowledge and width for preparation of these documents and therefore are easy target for "sectoral struggles". The biggest impacts have managers of various national infrastructures, who have enough knowledge but often exploit it to provide priority status for their sector. General and professional public are often not treated equally and they do not have impact on preparation of the documents.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

For the implementation of the project will be crucial transparent confrontation of different sectors, to identify their needs and a comprehensive addressing of issues. We will have to connect sectors at national level, confronting them with needs of local communities and support process with neutral expert assessment. The danger is that sectors will not be willing to cooperate and accept compromises as they do not need to and have no interest.

We will invite stakeholders to workshops, organise meetings with different stakeholders, show them good practices of other partners, invite them to participate in preparation of documents and action plan, confronting different stakeholders and their views...

6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

NGO's are usually involved in decision-making process and preparation of documents only within framework of implementation of workshops, they do not have more serious role in process. Also in formal proceedings NGOs are often equal as other interested public. Part of the blame is also on the side of the NGOs themselves, they often defend only their narrow area of interest for which they want to acquire funding or they want to promote unconstructive way unchecked "internet science." It is difficult to obtain constructive proposals with sufficient width. Opinions and experiences of NGOs are generally accepted as the enrichment of the knowledge of decision-makers, NGO's do not have direct impact to processes.

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

The most common methods used by public authorities in preparation of key development documents are mostly limited to workshops with stakeholders, sectoral meetings and content presentations on websites. Public, experts and NGOs contribute their suggestions and proposals mostly through workshops or letters. The greatest influences on the preparation of documents have those with political and financial power, which can affect to the processes with lobbying. Final decisions are usually made on a non-transparent way at ministries and sectors level (and the EC).

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city-region relation? Is the planning process and communication among those actors formalised or not? Please explain.

Sectors participate with professional public mainly through preparation of various expert guidelines or studies which are necessary for preparation of documents and where project contractor require interdisciplinary team with topic related references. Expert preparing documentation has the biggest impact so therefore client can already with selection of a contractor impact on a result of the study (e.g. Selected expert is advocate for road traffic...). Regions in Slovenia are not formal level of management and are closely linked to local level (which is usually also their financier), so cooperation between city and region is generally good and development documents aligned, even though that cooperation is not formalized. Key development documents linked to cohesion funding are prepared at state level. Stakeholders are included by the minimum EU requirements. Local and regional level has no significant impact on the preparation of these documents.

B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsible, targets (in 5 sentences):

Operational programme in the period 2014–2020; 2.7. Construction of infrastructure and measures to promote sustainable mobility.

Goals: (railways): removing bottlenecks, increasing capacity of railway lines and shortening of travel time; (regional mobility): better transport connections for easier access and more balanced regional development.

For Ljubljana urban region (LUR): construction of P+R, content from Integrated Transport Strategies (sidewalks, bike paths...), urban development of cities – sustainable urban strategy MOL.

TEN-T: removing bottlenecks in TEN-T and providing standards TEN-T on the whole network.

Time frame: period 2014–2020

Responsibles: not defined. It is envisaged that projects will be implemented by the state or its competent services and companies; funds will be allocated on calls of competent ministry.

Targets: upgrading 25 km of railways lines, upgrading 4 railway stations, construction of 5,3 km of new roads, construction of 13 km of new highways, deepening the channel in Port Koper for 1,5 m.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

The public has been informed and was aware that the key development documents will be crucial for defining cohesion spending in the financial perspective. The state was informing the public through its website and media.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

Opportunity for public involvement was meetings. The public was involved in only partially appropriate way. Conclusions of workshops were poorly recorded and do not reflect in the content of Operational programme (OP). The main question which arises is: Did the stakeholders involved in the preparation of the OP have any impact on the content of the OP? (<http://www.eu-skladi.si/kohezija-do-2013/2014-2020/dokumenti/konno-poroilo/view>; pages 23–26).

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

Involvement of non-traditional or disadvantaged audiences is not specifically defined.

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

Intermediate versions and drafts of documents were presented to the public website and through workshops.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

General opinion which is also found in final report of preparation of document is that despite workshops the public actually did not have any influence on content of document. Result of public participation was reflected only in minor corrections and additions to presented content.

- **Did the policy- and planning- makers give feedback on the public involvement? If yes, please describe in what way.**



In the report of preparation of OP was noted that document makers were not giving feedback on presented proposals, which was assessed as an undesirable practice. A reason for this was also delays in document preparation (the commencement of the financial perspective was close).

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues:

- Number of public meetings (workshops, seminars...): 6
- Press-releases: /
- Exhibitions: /
- Opinion polls, questionnaires: 1
- Survey on satisfaction, complaints/suggestions surveys: /
- Web-sites (interactive): /
- Citizens panels: 5
- Focus groups: 3
- Other: please specify: working groups (3 meetings) and meetings with regional developmental agencies (3).

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**
- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

The public was excluded from preparation of final document which was published after the adoption.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

- **the overall shape of the transport plan:**

in the textual part of the document, which refers to the general objectives and rationales, is detected that makers of document were taking into account some opinions, suggestions, proposals and studies made by stakeholders during the process. For example, the "Tivoli bow" occurs in the document, which is LUR proposal, but due to the unprepared documentation (required by EC) project was not placed among projects for financing. However, there is a big difference between the overall goals of sustainable mobility development and final proposed projects, where the greatest part is still roads and motorways construction.

- **specific transport areas within the plan:**

There were no agreements about the priority of the transport areas. The importance of sectors depends on the lobbying power and prepared documentation of projects.

- **identifying problems and in formulating objectives:**

It seems that objectives were designed for prepared project of classic road and motorway construction. The only difference from the past periods is a slightly bigger focus on railway infrastructure development. Travel behaviour and sustainable mobility, independent of fossil fuels, are marginal.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car use and**

improving children’s safety on the journey to school (the range of groups involved and evidence of influence):

In the document and public involvement review, local stakeholders’ impact on preparation of document was not detected. Individual studies, made on the local and regional level were taken into account, but without the impact on final selection of priority projects and measures.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

Public transport (including bus transportation) is mentioned in the chapter “development of urban mobility and improving air in cities”, but there is no strategy, measures or funds provided, neither the evidence of the stakeholder’s involvement. Bus transport is considered only in integrated transport strategies, prepared by local communities, without the “bigger picture” or major investments.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**

Issue of people with disabilities is presented in the OP as a horizontal content. In the mobility part does not anticipate any specific measures. Involvement of organisations representing the disabled in the process is not specifically defined.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

On the field of sustainable mobility and road construction there is not defined any involvement of disadvantaged groups.

- **Evidence of ‘public involvement’ in the production of a walking or cycle strategy:**

Cycling and walking in OP does not have any strategy on national level and is left to local communities.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Construction of a network of P + R</p>	<p>Name: Construction of a highway Draženci - Gruškovje</p>
<p>Context: Local communities and the region included a broad participatory planning process in the preparation of P+R study. This study identified the need for the construction of P+R collection points in the region which will enable development of public transport and reduce the number of cars. Through the involvement of key stakeholders at national level we managed to bring the project in the national strategies (OP) to provide EU funding.</p>	<p>Context: Despite the strategic objective of reducing the use of fossil fuels, the development of sustainable mobility and the reduction of cars construction of 16 km highway Draženci - Gruškovje is the largest project of the Republic of Slovenia in the period 2014 - 2020.</p>
<p>Main stakeholders involved: Municipalities in Ljubljana Urban Region (15) Regional Development Agency of Ljubljana Urban Region Ministry of Infrastructure</p>	<p>Main stakeholders involved: Republic of Slovenia European Commission Municipalities Motorway Company in the Republic of Slovenia</p>
<p>Web links: http://www.ruralur.si/sl/projekti/</p>	<p>Web links: https://www.dars.si/Dokumenti/O_avtocestah/AC_in_HC_v_gradnji/Opis_gradnje/Drazenci_-_Gruskovje_185.aspx</p>
<p>Why is the practice considered as 'good'? The project is considered as a good because it is a direct result of searching of possible solutions to the problem of dependence on cars. The professional public, local communities, region, state and also general public recognized the project as one of the key measures for sustainable mobility and is also a base for other measures. The project is also considered as a good practise because it is made from bottom up and directly responds to the challenges of the EU2020 strategy. 15 municipalities were actively participating with experts who prepared study through meetings, workshops and they were including in all stages of the project. There was also established "project group" which had more than 10 meetings and was involved in content of project and study (they confirm every phase and document). Project group consisted of 9 members (municipalities, ministry, experts...). In project and study there were also involved members of ministries and responsible sectors who also confirmed content and gave us all needed consensuses. At the end of the project we published brochure with title</p>	<p>Why is the practice considered as 'bad'? This project is considered as "bad" practise because construction does not follow the strategic objectives defined neither in the state nor in the EU strategies but continues with established patterns of motorway construction. That this the biggest infrastructure project in Slovenia is so necessary was not defined through the process of preparation of operational programme, the project was just put on the list. Ministries have (unofficially) apologized to the public that the classification of the project to the list was "forced" by EC.</p>

"PARK AND RIDE for sustainable mobility in the Ljubljana Urban Region".	
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D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

RRA LUR prepared for the region a series of studies, expert bases and strategies with involvement of public and in which preparation we include interests of a wide range of stakeholders (A network of P+R scheme collection points in Ljubljana Urban Region, Expert Basis for Managing Public Transportation in the Region, Expert Basis for the Preparation of the Regional Spatial Plan, Regional Development Plan for Ljubljana Urban Region, Study in EU project RAILHUC...).

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

In the past in some projects we did include also external experts for participatory process but we always carried out activities also by ourselves. Today the agency is expert on field of participatory process and now we implement activities also for projects of other stakeholders.

3. Which kind of methodology have you used?

We use a wide range of methods depends on the topic and public we want to include. Most common methods are: website, social networks, press releases and publications in media, meetings, workshops, public events, exhibitions, trainings and educations, preparation of various materials, online platforms...

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

We are interested in concrete experiences and good practices in the preparation of strategic documents of other partners. How did they take into account and how did they react and respond to initiatives of inhabitants and local communities and how did they resist the sectoral lobbies and pressures from the EU.



OSLO / AKERSHUS

A) OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

The Norwegian Planning and Building Act regulate public participation in planning processes. A planning proposal is to be put up for public scrutiny for a defined period of time. The proposal is sent directly to official actors and NGOs that are affected by the proposal, the public is notified in the local newspaper, usually online. The proposal should also be available for the public in the planning office or another public place. It is open for everyone to send a written comment during the consultation process.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

According to The Planning and Building Act the regional planning authorities should make a regional planning strategy every four years. This strategy addresses important questions for further regional planning. The Regional Plan for Land Use and Transport in Oslo and Akershus is such a plan. When making a regional plan the regional planning authorities, in cooperation with the municipalities and the national authorities, first make a planning programme that is put up for public scrutiny for a period of six weeks. The programme is sent directly to official actors and NGOs that are affected by the proposal, the public is notified in the local newspaper, usually online. The programme should also be available for the public in the planning office or another public place. It is open for everyone to send a written comment during the consultation process. The programme describes how to move forward with the plan in terms of process, participation and organization. After the programme is fixed the regional planning authorities, the municipalities and the national authorities continue to work on the regional plan. The planning proposal is put up for public scrutiny under the same conditions as mentioned above before it is adopted. Public scrutiny is the only form of public participation that follows by legislation. But the planning authorities have the responsibility to involve those who are affected by the plan, especially people that are not organized in interest groups, or have special needs. Forms of more active participation can be public meetings and focus groups. It is more common that the public is actively involved in making plans at a local level than at the regional level.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

The municipalities in Akershus are a major stakeholder in realizing the strategies in the regional plan as they are the deciding authority in land use.

Furthermore, in both Oslo and Akershus the national road administration, national railway company, the rail directorate and the regional public transport provider Ruter AS are significant stakeholders that need to be involved in the development of strategic plans regarding land use and transport.

4. In your experience are there certain types of stakeholders that stand out as 'opinion leaders' that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

Many stakeholders are prepared to set the agenda, but it is more difficult to say whether or not they influence decision-making. Many NGOs try to influence politicians to make decisions that are to their advantage. Examples of strong NGOs are The Confederation of Norwegian Enterprise, The union for EVs, and Norwegian Supply Chain Development and Competence Center. Ruter (the regional public transport provider) is owned by Oslo and Akershus, but operates as a private corporation, still their strategic plan is an important premise for transport planning in the region. The Institute of Transport Economics (a private foundation) can also be said to be an opinion leader.

The makers of strategic and development documents are highly competent in Norway. The governmental bodies themselves can be seen as opinion leaders and/or opinion providers.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

In developing a Sustainable Urban Mobility Plan (SUMP) we will look to the guidelines written regarding participation. It will be important to involve the municipalities (in Akershus) and the other agencies with responsibilities concerning urban planning (in Oslo). Other stakeholders will be the transport providers in the region, and NGOs who promotes different modes of transport of people and goods.

There are many stakeholders and municipalities so the main obstacle will be that a broad participation is time consuming.

6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

NGOs and other interest organizations usually speak their mind during the period of public scrutiny. The planning authorities keep a list of the most relevant organizations for planning issues, and these organizations always get a written notification about the scrutiny of the planning proposal. Other organizations must rely on the public announcement. Depending on the plan some organizations are invited to workshops, but they usually have a consultative role. In the case of the Regional Plan for Land Use and Transport in Oslo and Akershus the planning authorities held two conferences during the consultation process, one for businesses and one for NGOs. The purpose was to give information about the planning proposal before the organisations gave their response.

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

In the development of the regional plan for land use and transport there were no new methods for public participation. There were several meetings with the municipalities, the local press covered the planning process, and a website was created. The website was not very interactive but contained a Q&A section, news from the project and a calendar. The project also had a twitter account with about 500 followers. Politicians involved in the process also retweeted. The twitter account generated clicks on the webpage.

<http://plansamarbeidet.no/>

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city-region relation? Is the planning process and communication among those actors formalised or not? Please explain.

In Oslo there is one agency responsible for urban planning in general and one agency responsible for transportation planning. The Agency for Planning and Building Services has the formal authority, and are responsible for presenting the plan for the politicians. Several times during a planning process a plan is presented to The Agency of Urban Environment (among other things responsible for transportation planning), and feedback are given, in written text or in meetings. The communication is good between the two sectors, and if there are disagreements one usually tries to solve them early in the process.

In Akershus county there is much of the same division of tasks, only the land use authority lies with the municipality. There is formalized communication with the municipalities.

The regional land use and transport plan is a step towards a better and more formalized cooperation in strategic planning and cooperation between The city of Oslo and Akershus county. There is however a formal cooperation



between Oslo and Akershus in the development and financing of regional roads and a joint ownership of the public transport provider Ruter.



B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsible, targets (in 5 sentences):

Name of the plan: Regional Plan for Land Use and Transport in Oslo and Akershus

Goals: (regarding transportation) The transport system will, in a rational way, connect the multi nodal region together, with the rest of the country and other countries. The transport system will be efficient, environmental friendly, with accessibility for all people, and with the need for car transport at a minimum.

Time frame: 2015–2030 (with a perspective towards 2050).

Responsibles: Authorities at all levels must facilitate the desirable development by supporting the principles of the plan.

Targets: The growth in transport of people should be by public transport, walking and cycling.

1. Process

Inclusivity:

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

The project had three stages. The first stage was very much focused on information. There were a number of news stories in local media and the project was presented to elected politicians in the municipalities. Some municipalities also had public meetings on their own initiative where the project management were invited.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

In all three stages in the development of the plan the elected politicians were informed about the project on 69 meetings in the municipalities throughout the entire process. Mayors were also invited to a reference group; on the workshops, the mayors were organized by the region and sat together drawing on maps the growth areas and the main public transport corridors. Afterwards, there were workshops for professional planners from the municipalities, organized in the same way. This was a basis for what later became the final plan.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

Organizations for people with disabilities were invited to stakeholder conferences. Some of the municipalities and the county of Akershus also presented the plan to advisory political groups representing the interests of disabled and elderly in all three stages of the project. The organizations also made their statement in the period of scrutiny for the plan. Some of these were negative, and pointed out that reduction of car mobility would especially impact disabled. The response to this was that there would still be possible for disabled to access all facilities by special rules and regulations.

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

Intermediate versions and drafts of documents were presented to the public online (web site) and through workshops. All municipalities were involved and informed through meetings in phase two, the conclusion phase, and the media were informed throughout the process.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

Some municipalities held public meetings. There is not much of a tradition to hold public meetings on a regional level, this is something that the municipalities do.



- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

There was no feedback to each proposal in the scrutiny phase of the project. The plan itself was seen to be the answer. Only a general comment on the web page was made.

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues:

- Number of public meetings (workshops, seminars...): 66
- Press-releases: 0 (however, there was extensive contact with key journalists and invitations to local media for meetings with the municipalities)
- Exhibitions: 0
- Opinion polls, questionnaires: 0
- Survey on satisfaction, complaints/suggestions surveys: 0
- Web-sites (interactive): 0
- Citizens panels: 0
- Focus groups: 2
- Other: please specify: 0

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

The plan generated a lot of press coverage in local newspapers; it was also even debated in national media.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

There has not been any evaluation of the process or the participation. However, there has been identified a need for evaluation without any follow up.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

- **the overall shape of the transport plan:**

The workshop participation – both with politicians from the municipalities and professionals from the municipalities and transport providers – laid the foundation for the final plan.

- **specific transport areas within the plan:**

In the workshops, the professionals and politicians worked on maps and identified growth areas and main public transport corridors.

- **identifying problems and in formulating objectives:**

An issue identified in the process was the need to have maintenance growth in areas not meant for growth. This is to support existing infrastructure, schools and nurseries, and to maintain the overall habitation structure in the areas, not prioritized in the plan. The cooperation with the municipalities was crucial in identifying this need.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car**



use and improving children's safety on the journey to school (the range of groups involved and evidence of influence):

This level of participation was not a part of the project plan due to the scope of the plan.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

In the workshops, the professionals and politicians worked on maps and identified growth areas and main public transport corridors. There was identified that the municipalities had a lack in understanding that not all journeys with public transport are commuter journeys.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**

NGOs that represented disabled people were involved in one or two workshops with stakeholders. They also gave their response in the period of public scrutiny. The advisory board for disabled, young and elderly in many municipalities and Akershus County also participated in all stages in the process.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

There was no additional involvement of disadvantage groups.

- **Evidence of 'public involvement' in the production of a walking or cycle strategy:**

The plan (and other factors such as national goals for transport development) has identified the need for strategies for walking and cycling, both at the municipality and the county level. At this level, participation of the general public is easier as it involves a specific and relevant subject.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Land use and transport plan for Oslo and Akershus</p>	<p>Name: Land use and transport plan for Oslo and Akershus</p>
<p>Context: The regional plan for land use and transport required the participation and involvement of 23 municipalities and two counties. In addition it was necessary to involve transport providers from local, regional and national level in the development of the plan.</p>	<p>Context: The regional plan for land use and transport required the participation and involvement of 23 municipalities and two counties. In addition it was necessary to involve transport providers from local, regional and national level in the development of the plan.</p>
<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - Regional level og Akershus County and the city of Oslo - The municipalities in Akershus (22) - Public transport provider Ruter - National rail company - National rail directorate 	<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - Regional level og Akershus County and the city of Oslo - The municipalities in Akershus (22) - Public transport provider Ruter - National rail company - National rail directorate
<p>Web links: www.plansamarbeidet.no</p>	<p>Web links: www.plansamarbeidet.no</p>
<p>Why is the practice considered as 'good'? The municipalities both on a political and professional level were involved in developing the plan from the beginning. This has shown to be an asset for the outcome of the plan and the municipalities have ownership to the plan. This is considered a good practice because the plans success is depending on the municipalities good will in following the overall plan when they lay out their municipality plan for land use.</p>	<p>Why is the practice considered as 'bad'? The project revealed the complexity of participation for plans on a regional level. The participation was narrowed to elected politicians, mayors, and professionals. The participation form NGO's and other groups was limited. The sosio-economical aspects of such a plan were not addressed. As the municipalities have control of housing politics this aspect was not lifted in this plan.</p> <p>In the time of public scrutiny there were many written responses to the plan from municipalities, NGO's and neighbor counties etc. There was not given a written response to these individually, just a short summery on the web page and the plan itself when it was put to desisionin the city of Oslo and The county Council of Akershus. This may for some groups have seemed like they were not heard in the proses.</p>

D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

In the development of the Regional land use and transport plan the transport providers were represented in the different work groups that participated in the plans development. They also gave their statements in the time of public scrutiny.

The Agency of Urban Environment in Oslo has organized planning processes in a few local plans. This is during the early phase of planning, before The Planning and Building Act has any impact. But in this phase Oslo uses a method for their investment projects where it is mandatory to do an analysis of different needs that a project should or should not fulfil. Different stakeholders are identified, meetings are held, and their expressed needs are used as a basis for further planning.

2. Have you facilitated the participatory process on your own or have you engaged an external facilitator?

In the development of the Regional land use and transport plan there was established a project group consisting of employees from Oslo County and the Agency of urban environment in Oslo. The project manager was hired externally. They had their office for most of the process at the public transport provider Ruter that is co owned by Oslo and Akershus.

The agency facilitates their own participatory processes with some help from external professionals within transportation planning.

3. Which kind of methodology have you used?

The method depends on the planning context and what stakeholders that are identified. We have used workshop with stakeholders, open meetings with the public, newsletters, social media, website, questionnaires.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

In Norway we have long planning processes, usually over many years, and the public and other stakeholders often feel that they give their views time after time without anything happening. This can make them lose interest, and not give their views. Is there such a thing as too much participation?



GÖTEBORG

A) OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

The Swedish Planning and Building Act (PBL) places the main responsibility for the planning of land and water as well as building on the municipalities, providing them with general directions only. According to PBL all municipalities must have a comprehensive plan (*översiktsplan*) which covers the entire municipality and has to indicate the ways in which land and water areas are to be utilized and how development should take place (not legally binding, but advisory) and a detailed development plan (*detaljplan*) that regulates development projects (legally binding).

During the process of developing these plans, the municipality must repeatedly consult the County Administrative Board, neighboring municipalities, regional cooperation bodies, organizations, stakeholders, as well as others concerned parties through public consultation (*samråd*). The purpose is to collect information and views from different perspectives and give to those affected by the plan, the opportunity to influence the outcome. However, the consultation procedures regulated by the Planning and Building Act is very brief and constitutes a minimum level of citizen participation. Therefore, many municipalities choose to use different types of public participation as addition to the consultation provided by PBL. This is very common though when it comes to how land is being affected, rather than processes linked to infrastructure.

Public participation is in general terms divided into two categories. Firstly, the public is involved as stakeholders when they are directly affected by a plan. Such as being a neighbour or by being affected by visual issues, noise etc. from a planned activity such as building road, housing etc. These stakeholders will be informed by mail/letter about what is planned to happen and invited to comment the plan. These comments will be included in the plan and will be considered in the further planning process. The second category is including public participation in a broader sense. When the neighbourhood is being affected by a more general planning activity the planning authorities will then call for a public hearing where the plan will be on display and explained including questions and answers.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

The cooperation and collaboration in the process of developing the policy document” Sustainable growth – goals and strategies focusing on regional structure” was strictly on a political level and did not involve the public.

A traditional regional planning process would have included a long procedure involving stakeholders in various forms and actions including referrals. Probably also public participation. By only involving the representatively elected political level of the society a more straightforward process was developed that we call the consultation round or multi-level governance or regional governance. See the CATCH_MR documentation for a more elaborate description.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

We consider that it is of a great importance to involve the Swedish Transport Administration, as it is responsible for long-term planning of the transport system for all types of traffic, as well as for building, operating and maintaining public roads and railways. While the Swedish Transport Administration is responsible for the national road network, the municipalities are responsible for the local road network and Västtrafik for providing the public transportation services in all Västra Götaland.

It is also necessary to include Region Västra Götaland Region (VGR) and Region Halland as they are in charge of the regional development, infrastructure planning and public transportation. VGR comprises 49 municipalities from



which our association include 12 of these. Another key stakeholder to be included is the Swedish Agency for economic and regional growth (Tillväxtverket) which is a national government agency and has the role of promoting, coordinating and strengthening local and regional development by monitoring the results and sharing expertise gained from the projects carried out within the Territorial Cooperation.

Kungälv Municipality is the spatial planning authority at the pilot area and so will be included in the transport planning process.

4. In your experience are there certain types of stakeholders that stand out as ‘opinion leaders’ that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

The political representatives usually are the ones that the strongest impact in the decision-making process, but there are also informal stakeholders which have a great influence, such as media (e.g. Göteborgs Posten – major daily newspaper in Gothenburg, every 7 out of 10 Gothenburgers reading it every day), academia, and non-governmental organisations, single issues/grass root movements.

It is also important to add that GR, through its Structural Illustration, influence the local municipality comprehensive plans.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

We are planning to engage the stakeholders in the elaboration of the Transit-oriented development (TOD) in Ytterby, Kungälv municipality through cross-sector collaboration. GR has well established networks which will be involved in.

The Kungälv municipality and GR are at the present working on a model for stakeholder involvement. The ambition is to involve stakeholders such as VGR, the transport authorities and the county administration in workshops regarding the development of the Ytterby community.

6. Please describe how you communicate with the NGO’s and other interest organisations involved in the planning process? Are there formalised ways for the NGO’s to propose actions, planning changes, incentives, complaints, etc.?

GR usually communicates with the NGO’s through both referrals and consultation as formal procedures, but also through developing projects in collaboration with them.

Besides the above mentioned ways of communication, our organization uses furthermore informative videos such as “An introduction to regional planning” (*En introduktion till regional Planering*, link on <https://www.youtube.com/watch?v=FvkXfpCsit4>)

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

Yes, for example, in order to develop Lerum community, dialogue with the public was needed.

Therefore, Mistra Urban Futures as an international research and knowledge centre has and still is addressing one of the key societal challenges today. “How can sustainable urbanization be achieved within the constraints of our planetary boundaries?” One of the projects, “Planning in dialogue – dialogue in planning” was based on a great need for knowledge and new methods to conduct dialogues with citizens regarding different aspects of urban development. The project was designed as collaboration between academia (it is mainly a PhD project conducted at Chalmers University, Faculty of Architecture) and Lerum municipality. Through formative assessment, the researcher has followed and observed different organizational changes in the municipality and has also been both able to report back about common misunderstandings and successes, as well as generic findings that has



reshaped Lerum's way of working with participation. Link is available at:
<http://www.mistraurbanfutures.org/en/project/phd-project-planning-dialogue-%E2%80%93-dialogue-planning>

- 8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city–region relation? Is the planning process and communication among those actors formalised or not? Please explain.**

According with the above mentioned PBL the detailed plans is sent for referrals to different organizations, so as for that matters much of the communication between different organizations and experts within organization is taking place is formalized. Mistra Urban Futures offers an arena for the development and transmission of knowledge, in which cooperation with business, interest groups and the general public is developed. We consider that more informal ways like that are needed.



B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsables, targets (in 5 sentences):

The West Swedish Agreement (WSA) is a series of infrastructure initiatives for trains, busses, trams, bicycles and cars which will stretch until 2028. The agreement comprises a number of major projects which have as goal the contribution to a better and more attractive public transport, more reliable transport for business and industry and expanded commuting services for everyone living, working or studying throughout West Sweden.

<https://www.youtube.com/watch?v=ktShqkMiw8Q&list=PL0D26CCF30BCFA619&index=3>

Goals: 1) Greater labour market regions: the sustainable regional expansion results in increased growth opportunities and in consolidated stability in the labour market. Western Sweden will be developed with enlarged, dense and reinforced local labour markets. For instance, the local labour market in 2020 includes nearly 1.5 million inhabitants; 2) An attractive centre and development along the main string: The Gothenburg region will be developed both with a strong and attractive regional core and along clear strings having a number of strong and attractive region centres. The core will be strengthened further by with 40.000 jobs and 30.000 residents by 2020; 3) A competitive public transportation: In order to create an attractive region and sustainable growth it is required to have a competitive public transportation services that can take care of 40 percent of all trips in the Gothenburg region, compared with the current 25 percent; 4) A good living environment: West Sweden will offer a good living environment with fresh air and clean water, little noise and a rich urban, outdoor and everyday life; 5) The quality of commercial transport improves and strengthens the international competitiveness: the business sector is dependent on efficient transportation for both people and goods. Since Gothenburg is an important hub for commercial transport, there is a particular focus on the long-distance transport of goods with both national and international orientation. The vulnerability of transport systems with the passages over the Göta River will be reduced.

Time frame: 2010–2028

Responsibilities: Göteborg Region Association of Local Authorities (GR), the City of Gothenburg, the Swedish Transport Administration, Region Halland and Region Västra Götaland

Targets: construction of 55km of new bus lanes, 2 new commuter station, more bicycle paths and parking, more commuter car parks, the construction of a new bridge over Göta river, 1 new road tunnel (Marieholm Tunnel), the construction of 8 km long double railway track (The West Link), reduced emissions and noise, platform addition for using longer train sets.

Behind the West Swedish Agreement stands Göteborg Region Association of Local Authorities (GR), the City of Gothenburg, the Swedish Transport Administration, Region Halland and Region Västra Götaland and is financed by the state together with Region Västra Götaland, Region Halland, the city of Gothenburg along with the congestion tax in Gothenburg. The congestion tax was introduced on 1st of January 2013 and is part of the agreement, having the purpose to give better accessibility on the roads, improve the environment and to partially finance the infrastructure projects running under the agreement.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

No, not for the entire plan.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

No, there were no opportunities for the public to present their views to the plan.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

There were no mechanisms involved for that matter.



Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

There were no results communicated to the public. The deal was made between the governmental authorities and the local partners for example Gothenburg, VGR, region Halland and GR.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

No, the general public was only informed within different part of the project, but there was no open opportunity for communication.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

There was information only after the agreement was made. The public reacted which opened the doors for a referendum and appeal.

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues

- Number of public meetings (workshops, seminars...): 20
- Press-releases: 10
- Exhibitions: 4
- Opinion polls, questionnaires: 2 (1 for opinions and 1 for the view on the process)
- Survey on satisfaction, complaints/suggestions surveys: 0
- Web-sites (interactive): 1
- Citizens panels: 0
- Focus groups: 0
- Other: please specify: open meeting between politicians and the public

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

The public was involved in the development of the final decision in what concerns the Backa neighbourhood, but only after the decision was made. The people living and working in Backa neighbourhood in Gothenburg, which was divided by **the congestion tax** zone, felt that they were unfairly affected by the pay station placement. In April 2013 the Steering Committee of West Swedish Agreement decided to examine the design of the congestion tax system in Backa. Extensive work was developed under the name of **Backa inquiry** (Trängsel i Backa) by a team in which GR was involved. The work consisted in mailings, meetings and telephone surveys that led to the receiving of 1300 proposals. Of these, the inquiry team eventually forwarded four proposals. The steering committee, as well as the contracting parties, advocated an exemption from the tax which would have meant that the car owners in the area would avoid paying the congestion tax when passing through certain pay stations.

- **Has there been an evaluation of the final plan regarding public participation?**

There is a final report on the congestion tax inquiry that includes a description of the dialogue process.

- **Is there any document, questionnaire?**

http://www2.trafikkontoret.goteborg.se/resourcelibrary/Backa_slutrapport_TRYCKDOK_print_140217.pdf



2. Outcome

- **Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:**

No specific points of public interest were addressed from the inquiry team, but all perspectives that came up in the process were considered and implemented.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Backa inquiry - WSA</p>	<p>Name: Backa inquiry - WSA</p>
<p>Context: We have chosen to use the same example for both good and bad practice, as it shows the changes that came throughout the entire process.</p> <p>The Backa inquiry (Trängsel i Backa) was designed as a participatory action related to the congestion tax. The initial decision was though only to <i>inform</i> the public of a study that would investigate possible alternatives to the original design of the congestion tax geographical outline in this neighborhood. The feeling of the team of the inquiry was however that if the result would be accepted both by the individuals of the neighborhood and the political decision-makers, another method was considered to be necessary. Therefore a perspective oriented methodology was developed. What different perspectives are present when looking at the impact of the congestion tax in this area? Through interviews with stakeholder, local citizens, tradesmen, shopkeepers etc these different proposals were collected. There were used several advanced methods in order to verify and describe these proposals, both quantitatively and qualitatively. The outcome was repeatedly communicated with all stakeholders and altered after comments gained in this mutually learning process. Finally a solution that was commonly accepted was reached and communicated to the political level for final decision.</p>	
<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - The Swedish Parliament (Sveriges Riksdag) - City of Gothenburg - Swedish Transport Administration - Swedish Transport Agency - Västtrafik - Göteborg Region Association of Local Authorities (GR) - Region Västra Götaland - Region Halland 	
<p>Web links: http://trangselkattibacka.se/</p>	
<p>Why is the practice considered as ‘good’? On one hand, the practice is considered as good, because different perspectives were taken into consideration and moreover, it was a giving learning process for all involved.</p>	<p>Why is the practice considered as ‘bad’? On the other hand, the process can be also considered bad, mainly because the final decision taken was different from the commonly accepted one, and was taken above the opinions of the other stakeholders. Furthermore the process after the local decision lacked transparency and gave birth to mistrust in these kind of processes.</p>

D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

Our organization has not yet organized a participatory planning process.

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

No, we didn't.

3. Which kind of methodology have you used?

Not applicable.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

We are interested to discuss a challenge related to gaining the support of the public. Therefore we want to know how can we gain and keep the credibility and legitimacy of the public when we cannot keep the promises due to the changes that might appear in the process and which are outside of our control? How can we handle these kind of situations?



HELSINKI

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

In Finland, the Land Use and Building Act steers land-use planning. The Act requires interaction between planners, other public authorities and the general public during the planning process. Impact assessment is closely linked into the process of interaction. In the early stages of preparation of land-use plan, a participation and evaluation plan should be prepared. The participation plan outlines the objectives of the land use plan and describes the interaction and assessment process and also the schedule of the planning process. During the planning process, official negotiations will be held with all relevant authorities, in purpose to reconcile the views and interests of different sectors of the public authorities. Other authorities are able to give statements. According the law, every plan has to be set officially available for comments and opinions.

In addition, there are two relevant laws in Finland: the law of environmental impact assessment and the law of the assessment of the impacts of plans and programs (SEA). The aim of the assessment according to both of these laws is to promote the integration of environmental aspects in planning and decision-making, increase interaction and participation, as well as to assess the environmental impacts of plans. The public are able to get information and give opinions on a plan or program and the environmental report, its goals and preparation. The responsible authority will ask statements at least from the ELY Centre (The Centres for Economic Development, Transport and the Environment) and, where appropriate, the municipal health and environmental authorities and other authorities. According to the SEA Act, Helsinki Region Transport System Plan (HLJ) is a plan, which requires this impact assessment and participation process.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

According to the Regional Development Act, transport system planning is the responsibility of the Regional Councils, with the exception of Helsinki region where the task is assigned to HSL. The preparation of the Helsinki Region Transport System Plan is based on the Act on Cooperation Between Municipalities in the Helsinki Metropolitan Area in Waste Management and Public Transport (829/2009). According to the Act, the municipalities in the metropolitan area collaborate on transport system and public transport planning. According to HSL-agreement, the tasks of the authority has to be organized and managed productively, economically and cost-effectively so that the set of values are customer orientation and interaction with users and municipalities. In HSL-agreement, forms and procedures of public participation has not been defined.

According to the SEA Act, Helsinki Region Transport System Plan (HLJ) is a plan, which requires impact assessment and participation process. According to the SEA Act an authority has to organize a public hearing, i.e. provide to general public access to the draft plan/program and the environmental report (for example in internet and paper versions in named places) minimum 30 days and also to give opinion of the plan in that time. According to the Act an authority has to request statements from other authorities. The transport system plan (HLJ) is prepared every fourth year for 14 municipalities on the Helsinki region in a wide and formal participation process on different levels.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

On the upper level, the main stakeholders are the Helsinki Metropolitan Region Advisory Board for Land use, Housing and Transportation (MAL Advisory Board) and the HLJ-committee. The MAL Advisory Board prepares the joint regional strategy for land use, housing and transport strategy and is responsible for monitoring and reporting on its implementation in the metropolitan region. HLJ-committee steers the preparation of the Helsinki System

Transport Plan. HLJ-committee consists of the representatives of the seven member municipalities of HSL and representatives (2 members and 2 experts) of KUUMA-region (Central-Uusimaa region, 7 municipalities) and representatives of state level transport and environmental authorities. It is essential that transport, housing and land-use planners of these municipalities are strongly involved in the process to ensure an unbiased plan. Municipalities also fund the major public transport projects. The Finnish Transport Agency, Helsinki-Uusimaa Regional Council (HURC) and the Centre for Economic Development, Transport and the Environment in Uusimaa (ELY-Centre) are also represented in the HLJ-committee. The Helsinki-Uusimaa Regional Council is a key member, as it coordinates the Helsinki region and the Uusimaa region (26 municipalities) broader transport planning.

The Ministry of Transport and Communications and the Ministry of Environment, which outlines land-use planning, are strongly involved in every transport system plan of the major cities. The MAL Agreement on Land use, housing and transport based on these plans is signed with the partners involved in the process. State contributes funding of large transportation projects under these agreements.

The different departments of HSL are key partners in transport system planning. HSL comprises of six departments: Transport System, Public Transport Planning, Transport Services, Passenger Services, Marketing and Communications, and Finance and Administration. For example, the department of Public Transport Planning is a strong actor and feeds the residents' response into the process. The department of Marketing and Communications organizes mobility management and also participates in projects which promote walking and cycling.

The business sector has been involved in the planning process, but it's participation could be stronger.

4. In your experience are there certain types of stakeholders that stand out as 'opinion leaders' that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

Generally, the HLJ-committee tries to reach a regional compromise of the order of implementation in major transport projects. HLJ-committee has worked very cooperatively. Also regional land use plan and housing strategy forms a regional compromise in which the municipalities are committed to.

The strongest external actors in the process are the MPs and the government. In long-term strategic transport planning, for the target years 2025 and 2050, the most significant changes come from the government, which term is four years. E.g. the Pisara-railway track was added to the HLJ-plan by prime minister Stubb's Transitional Government, which governed only for a year. Also strong regional politicians and political groups can influence the planning process.

Also media is having a strong role in creating public opinion.

Some stronger NGO's like Cyclist associations are participating the process, at least in Helsinki.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

Our SMART-MR workshop theme is "Shaping low carbon areas" and our stakeholder group is very wide, including in addition to transport sector, also land use and energy sectors and other authorities. We will use the existing regional cooperation groups on different levels of administration and different sectors. For SME's and other business sector we will cooperate with Helsinki Business Hub and Green Net Finland and regional chamber of commerce. We will also arrange cross sectoral seminars and workshops with wide distribution of invitation. General public will be difficult to involve, but we could for example make use of residents associations on station areas. We could also utilize our Climate info, which target group is general public.

In regional transport system planning a new HLJ-round is being launched and the interaction process will be planned during autumn 2016. Partly the same activities are used as previous round. Project information could probably be distributed partly in this process. The new HLJ-plan will be taken through in close cooperation with the land use plan and housing strategy process of the metropolitan region. The land use and housing sector will be



committed to the plan this way. The preparation of the plan will be directed by the HLJ-committee, comprising of representatives of the municipalities and the state, i.e. the main financiers. An official hearing will be arranged and statements will be asked from the municipalities, joint local authorities, the state and other authorities, stakeholders and interested groups.

The challenge for the planning is that the long-term planning at the strategic level is very difficult to get people interested in. The right level of discussion is hard to find. The residential area is large, the target group is 1.4 million people, and arranging their participation in the process comprehensively is problematic.

The challenge with the representatives of the municipalities is that they have two roles, i.e. representatives of their own municipalities but also of the region. Regional perspective is understood, but often they act on behalf of their own municipality.

6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

In practice, there is a normal public consultation procedure where NGOs and other interested parties are able to submit a statement or an opinion as part of the planning process. Official consultation is an established way to give a statement on the different plans of authorities in Finland. SEA announcement will be published in local newspapers and websites, and the hearings and public events are also informed in websites in which NGOs are able to participate.

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

During the last HLJ-2015-process there was in use the HSL-Barometer, a survey, which was used to get the residents' views of the goals of the plan. Involving the general public took place through the website. HLJ-2015 draft plan was opened for the comments on the website for a certain period, and the general public was able to comment it.

A new, innovative method in the HLJ-2015 process were the travel profiles and daily travelers roles. These imaginary travelers were used as a tool in participation of general public to illustrate the effects of the plan and also encourage people to give their opinions of the transport system plan and their needs for development. The general public was able to explore these stories in web pages of the plan during the draft phase and also within the final plan. Travel profiles were also utilized to describe the impacts of the plan in the impact assessment process and report.

Travel profiles were created so that they concretized a variety of travel forms, lifestyles and mobility challenges in the Helsinki metropolitan region. There were imaginary characters representing different population groups and travelers, such as inhabitants on station areas, cyclists, motorists and car-free residents. Stories of the travelling habits of residents brought up many different aspects and elements related to movement, such as the functionality of travel chains and fluency of cycling, which can be influenced by strategic planning. Each character had a statistical background and it told how large group of people the character represented. These travel profiles were also used to demonstrate the views of business community. This business and enterprise perspective was represented by an imaginary person, which demonstrated wishes of freight and logistics operator.

The travel profiles aided to get feedback from residents for transport and land use planning process. Most of the feedback related to public transport. In addition, feedback was received for cycling and walking, as well as car traffic. In addition, feedback was given also from working and studying, living and services. The amount of feedback was lower than expected, specially communication and dissemination should be improved.

Travel profiles brought a new dimension to the impact assessment process of the strategic plan and diversified the big picture of allocation and the impact of measures on different groups of residents. This process brings a strategic plan closer to the residents' experience of the world. It also creates the base for other forms of interaction.



With the concrete effects the plan will be more easily accessible and the acceptability of the measures will likely improve.

Another new method in participation was the accessibility studies, which described regional accessibility by public transport, walking and cycling. The accessibility was shown as a pair of maps, showing the present stage and target year 2025. The studies allow planners to identify the best land use development areas in terms of sustainable modes of transport.

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city–region relation? Is the planning process and communication among those actors formalised or not? Please explain.

In the Helsinki region cooperation between land use, housing and transport sectors has been confirmed on many levels, as well as policy-makers and officials concerned. The highest body is the Helsinki Region Cooperation Assembly (HSYK), which is the cooperation body of the leading elected officials (the chairmen of local councils and governments) of fourteen municipalities in the Helsinki region. Regional cooperation focuses particularly on land use, housing and transport issues as well as regional services. HSYK has a meeting approximately twice a year.

HSYK has been nominated the Helsinki Metropolitan Region Advisory Board for Land use, Housing and Transportation (MAL Advisory Board), which includes the leading officials on transport, land use and housing from every municipality. MAL Advisory Board prepares for HSYK the regional land use, housing and transport strategy and is responsible for monitoring and reporting on its implementation. MAL Advisory Board meets about four times a year.

For the preparation of the Helsinki Region Transport System Plan has been nominated the HLJ-committee, comprising the leading officials in land use and transport from the HSL member municipalities and a couple of representatives from Central-Uusimaa region (KUUMA), as well as state representation, ie all who are funding transport projects. HLJ-committee meets four times a year guiding the planning process and taking a stand on current issues. As mentioned earlier, HLJ-2015 preparation was programmed and accomplished in close cooperation with the land-use and housing strategy of the region. In all strategies the same set of the municipalities were involved and it was possible to commit the key sectors to planning, in addition to transport sector also land use and housing sectors. From KUUMA-municipalities not every municipality had a representative. Participation was ensured so that the KUUMA-municipalities transport group, including a representative of every municipality, prediscussed the issues and forwarded opinions to the HLJ-committee via 1-2 selected representatives.

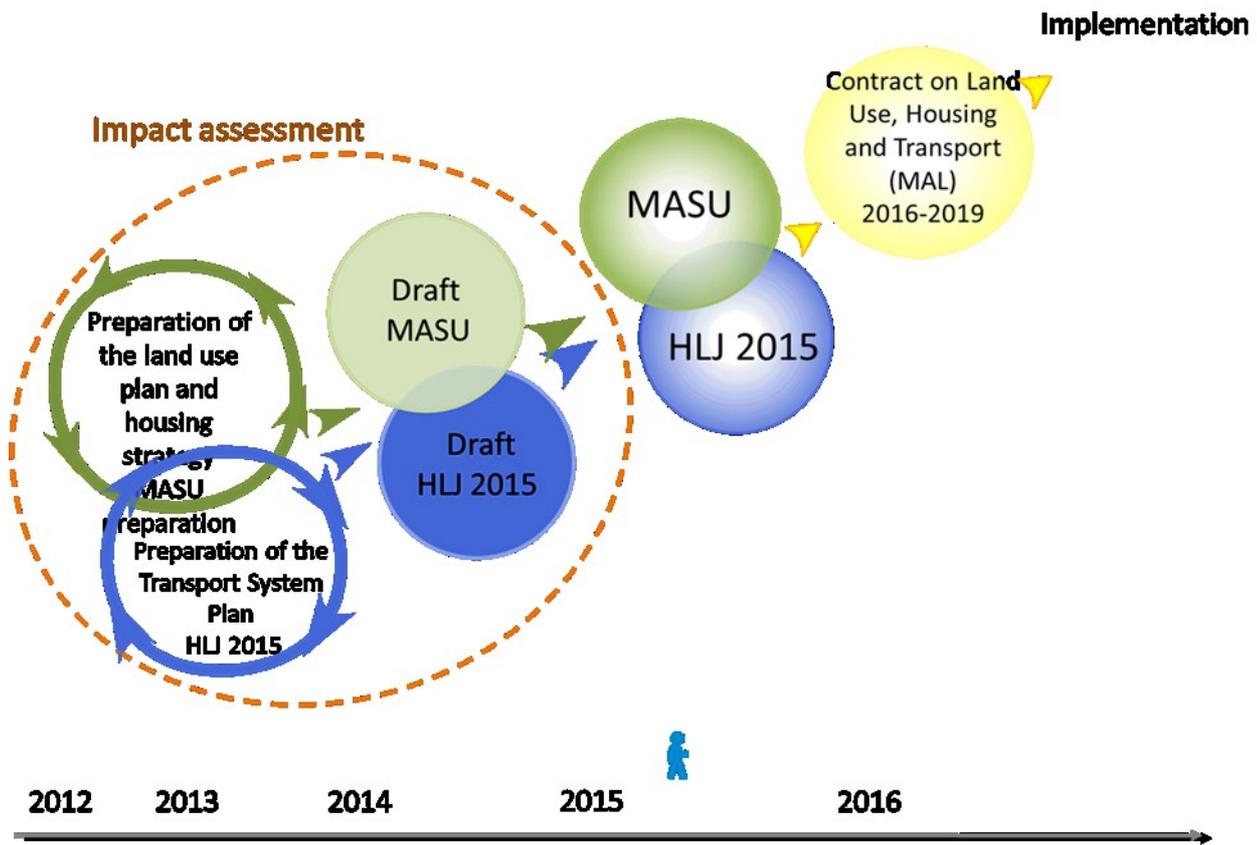
From the Board of HSL, there was formed a small group of members to monitor the preparation of HLJ-2015 plan. In addition, the HLJ-2015 plan was prepared in regional theme-specific cooperative groups, which operate on a regular basis. There are representatives from the municipalities and the state: planners and experts. Themes of these working groups are: walking and cycling, public transport, park and ride facilities and parking, small and cost-effective projects (KUHA), the coordination of the traffic census, traffic forecast models and traffic studies. The groups discussed topical issues, exchanged information and made development work. Groups as well as fed material for the planning process and conveyed information to the municipalities from the progress of the plan.

The participation of the all politicians in the region was ensured by arranging two large seminars, one in the preparation stage for setting the goals and objectives, and another one in the draft stage.

The official commenting were held and the statements were requested from the HLJ2015 draft plan and the draft of the assessment report at the same time with the land-use plan and housing strategy. Statements were asked from the municipalities in the regions, federations of municipalities and other joint authorities, the state and other stakeholders and interested parties. The HLJ2015 plan was finalized based on the statements and comments received on the draft. Thus, the process is formal and is based on the normal interaction procedure under the Act.

After the plans and strategies the regional contract/agreement on land use, housing and transport was signed by municipalities and state for period 2016-2019 (see picture below).





Picture: Integrated planning process of land use plan, housing strategy and transport system plan.



B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsables, targets (in 5 sentences):

Name of the plan: Helsinki Region Transport System Plan 2015 (HLJ2015)

Goals: HLJ2015 is a long-term strategic plan describing the region's strategic intent of the future's transport system, its use and development. Goals and development needs related to the transport system are defined in the plan. The most important development measures and transport projects are also framed, evaluated and prioritized. Development measures are based on the needs and wishes of the users, as well as the constraints imposed by the environment.

MAL-vision (MAL=land use, housing and transport), MAL-goals and the specific objectives for transport are all incorporated in the HLJ-goals. For example, in accordance with the MAL-vision, Helsinki region is developed as a unified and attractive metropolitan area. The compact urban structure of the Metropolitan area is eco-efficient and provides wide-ranging functions and facilities. Sustainable mobility mode-based transport system increases accessibility and economic competitiveness of the region. The specific objectives for transport emphasize the accessibility of the region, flow of traffic as well as social, economic and ecological sustainability.

Time-frame: 2015–2050

Responsibles: HSL (Helsinki Region Transport) is responsible for preparing HLJ-plan. The work is steered by a HLJ-committee including representatives from the state and each of HSL's 7 member municipalities and municipalities from Central-Uusimaa Region (KUUMA-region).

Targets: Strengthening the funding base of the transport system, raising the service level in sustainable transport modes, using information and steering instruments effectively, taking care of the needs related to logistics and road transport functionality, achieving results with effective approaches.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

The standard consultation procedure was followed in informing the citizens. According to SEA-act an announcement about the kick-off of the plan and about public events/opportunities to issue a statement was published in local newspapers and on websites.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

General public and interest groups had an opportunity to give effective guidance regarding the preparation of the plan in two open-access events arranged in 2014. Both events took place in well-known, easily accessible locations in different parts of the region. The aim of the public events was to inform the citizens and all parties interested in the matter about the preparation of the land-use and transport system plan, and to provide them with the opportunity to give effective guidance. The sessions were live-streamed and available on the web pages, also afterwards. The so-called travel profiles, through which all interested parties had an opportunity to submit effective guidance for one month, were presented in the first event. With the help of these travel profiles, the needs of different user groups were drafted using a fictional example person from each user group. Separate seminars were organized for local politicians. Special interest groups or NGOs were not accounted for separately, but the sample of HSL-Barometer (survey) was planned accurately to describe the various inhabitants of the region.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

A traditional consultation/referral procedure was used and every group was able to give a statement. Two open-access hearings were organized and live-streamed. All materials were also available in Swedish (which is the second official language in Finland).



Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

The draft of the plan was published on a website and the public was able to comment on it. Using the travel profiles and daily travelers' roles, the draft was presented in recorded public events, especially organized for this purpose. In addition, a youtube video, "MAL-animation" (land use, housing and transport) was prepared in Finnish, Swedish and English (<https://www.youtube.com/watch?v=BfjYDGCbEVo>).

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

The amount of feedback from the general public received through the consultation process was meager. The plan is based on transport studies and knowledge on passenger behavior. A HLJ-barometer, studying citizens' reactions to development priorities, was used. All the citizen feedback what was got from Department of Public Transport Planning and from planners of municipalities was used in planning process.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

The planners-public interaction has been assessed afterwards and a report has been drawn on the matter. Clarification of the core messages and better use of social media, for example, were presented as an improvement proposal. The travel profiles were criticized, as some did not identify themselves in them. Considering the costs, the benefits gained from the public events were scarce.

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues

- Number of public meetings (workshops, seminars...): 2 for public and 3 for politicians
- Press-releases: 4
- Exhibitions: 2 (in connection with the public events)
- Opinion polls, questionnaires: 2 (travel profiles and HLJ-barometer)
- Survey on satisfaction, complaints/suggestions surveys: 1 (a questionnaire on citizen satisfaction regarding the transport system by Finnish Transport Agency)
- Web-sites (interactive): 2 (www.hsl.fi and www.helsinginseutu.fi; not interactive)
- Citizens panels: 0
- Focus groups: 7 groups on different themes, see question 8, and 4–5 groups on different level of administration
- Other: please specify: 1) The Extensive Traffic Survey conducted in 2007–2008 produced basic data on the movement of people in the Helsinki region commuting area. The data was used for producing the key figures and forecasts needed. In 2012–2013, the traffic survey dealing with passenger transport was updated in the 14 Helsinki region municipalities, and representative data was collected on logistics and goods transport. The most geographically central parts of the traffic forecast models were updated on the basis of the new data. 2) Animation to [Youtube](#) after the HLJ2015-plan was completed.

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

When the plan was completed, the second consultation procedure and public event were organized in accordance with the SEA-Act. There was some discussion about road tolls (e.g.) in local newspapers.



- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

The entire HLJ-plan has been assessed afterwards, and a report including a section about inclusion and interaction has been drawn. There were only few individuals who submitted a statement / opinion.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

- **the overall shape of the transport plan:**

The plan is based on transport studies carried out in the region. Feedback regarding route network planning received through Department of Public Transport Planning has also been taken into account. Feedback was also received from residents through the planners from municipalities. For example in cycling and park and ride planning, the local feedback was taken into account in planning process. A minor amount of feedback was given in the public events organized, and no significant initiatives were presented, with the exception of state policy-level initiatives.

- **specific transport areas within the plan:**

Studies on different themes have been carried out and feedback from different theme groups was given. For example the logistics planning is based on research and operator interviews.

- **identifying problems and in formulating objectives:**

Targets were set on a high level (HSYK, MAL-advisory board, HLJ-committee) and were based on studies and an analysis of the current situation. HSL-barometer was used to map the views of the general public on the challenges and problems in the early stages of planning.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car use and improving children's safety on the journey to school (the range of groups involved and evidence of influence):**

Information and feedback on transport system level is produced in HSL's mobility management work.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

A lot of feedback on bus lines is received through the feedback system (phone and web) of the Public Transport Planning department.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**

Accessibility aspect is incorporated to the plan by mobility management and public transport planning. Disability organizations are not actively involved in the planning as separate interest groups. Accessibility for disabled is a basic planning principle, but as a general level plan, HLJ-plan, is not so concrete. It is more accurate in implementation.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

The social aspect is included on a transport system level through a regional housing strategy: it outlines the interlinkages between transport and housing, and aims to prevent social segregation.

- **Evidence of 'public involvement' in the production of a walking or cycle strategy.**



Public surveys were conducted in the strategic work related to walking and cycling. Also in HLJ-barometer included questions concerning walking and cycling.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Integrated planning process of land use plan, housing strategy and transport system plan</p>	<p>Name: Challenges of public interaction during the planning process.</p>
<p>Context: The preparation of HLJ-2015 was conducted in close collaboration with the drafting of the regional land-use plan and housing strategy. This way land-use and housing sectors got closely committed to the work.</p>	<p>Context: In the preparation of the plan information has been fairly limited, and people find it difficult to get access to this plan. The challenge is the extent of the planning area and it is the long-term plan.</p> <p>Challenges of public interaction</p> <ol style="list-style-type: none"> 1. How to get people interested in long-range strategic planning? 2. Once you've got their interest, how to make them talk about the right subjects? 3. How to use the results achieved by public involvement? 4. How to show those results have been used in the making of the plan (give "feedback on the feedback")?
<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - HSYK - MAL-advisory board - HLJ-committee (the representatives of the municipalities of the region, politicians and officials from different sectors) 	<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - general public
<p>Web links:</p>	<p>Web links:</p>
<p>Why is the practice considered as 'good'? Transport planning has traditionally been separated from land-use planning and housing strategy work in Finland. Now the process combined the needs of different sectors and municipalities in region level. Representatives of different sectors and levels were successfully committed to the planning and results. A fairly good and comprehensive cooperation between municipalities was created. The process included also the presentations and hearing events for officials in every municipality. Their views and proposals were collected for the plan. The events had a very positive atmosphere.</p>	<p>Why is the practice considered as 'bad'? Participation of general public was very minor in the events, consultation and public discussion. The right level of discussion was hard to find in a long-term plan. Traveler profiles were not heterogeneous enough, so that everybody could find their own profile to identify. Also HSL-barometer, despite of good response rate, was hard to target to every municipality and get answers from the general public. The trend is that response rate of surveys is getting lower.</p>

D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

HSY Regional Information (previous YTV) has organized a planning process for climate mitigation and adaptation strategies in 2007 and 2011. The official hearings were organized and discussion forum was opened for public in mitigation strategy process. Regional climate targets were revised in 2012 in participatory process with two workshops and regional meetings.

In HSL transport system planning department has a long tradition in organizing participatory planning process. The preparation of regional transport system plan, HLJ-2015, was programmed and taken through in close cooperation with the land use plan and housing strategy process of the metropolitan region. The preparation of the plan was directed by the HLJ-committee and indirectly by the MAL Advisory Board. Two official hearings were arranged and statements were asked from the municipalities, joint local authorities, the state and other authorities, stakeholders and interested groups, also general public.

The views and opinions of the residents on planning questions were scanned with the so-called HLJ-barometer in which more than 4,500 questionnaires were sent to residents. As part of the interaction between the residents, so-called travel profiles and daily travellers roles were developed to provide points of view for residents in the planning process. A new HLJ-round is being launched and the interaction process will be planned during autumn 2016. The same elements and working groups will be made use of.

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

Our own experts and also external facilitators (e.g transport consultant) were used in the project.

3. Which kind of methodology have you used?

Workshops (many different methods, such as learning cafes), traditional questions and answers in public meetings, the also so called response system, in which people are given a remote-looking gadget and asked questions in public meetings and people can vote with the remote and the results are shown instantly.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

Good/bad experiences in involving public in long-range strategic planning, how to get people involved and how to use the results. What to expect from public? How to respond to public expectations?



BUDAPEST

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

The Hungarian Building Act is regulating public consultation on municipal urban development tools. Urban development tools are usually published on the homepage of the relevant municipality. The plans themselves are either put onto the webpage in electronic format or are made visible in paper form in the municipality building. Comments should be made always in written form addressing the chief architect's office. They gather the comments, which are then forwarded to the respective city planners to answer them in written format.

Public involvement process in our regional policy instrument (which is in our case IKOP, the Integrated Transport Operational Program) is regulated by the 96. Paragraph of the 1303/2013/EU regulation and the Government Decree 272/2014.

The Government Decree 2/2005 (I.11.) on Environmental Assessment, sets a requirement for strategic environmental assessment (SEA) for transport development plans.

Regarding changes in public transport network, a municipal regulation (20/2012.) is dealing with public involvement. Changes in public transport are published on BKK's webpage in advance, where comments and suggestions can be made in electronic form. These are then collected and evaluated. The planned changes can be modified upon the received feedbacks and comments.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

As stated in the previous answer, public involvement process in our regional policy instrument (which is in our case IKOP, the Integrated Transport Operational Program) is regulated by the 96. Paragraph of the 1303/2013/EU regulation, the Government Decree 272/2014. and the Government Decree 2/2005., which is dealing with strategic environmental assessment.

IKOP was put onto the webpage for Hungarian operational programs and the public had three weeks to make comments or suggestions in electronic form, which were then assessed. Based on the evaluated remarks, the document was modified accordingly.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

There is no regional institution level, therefore regional transport issues are being handled on the national level. Key public institutional stakeholders includes:

- the Ministry of National Development, who is responsible for the regional transport,
- the National Infrastructure-Development company (NIF), who is realizing infrastructure-developments in the region,
- the Municipality of the City of Budapest,
- local municipalities in the region,
- BKK Centre for Budapest Transport, as the integrated transport organizing authority of Budapest,
- Hungarian State Railways (MÁV-Start),
- regional bus operator (Volánbusz),
- local public transport operator in Budapest (BKV),
- local road operator in Budapest (Budapest Közút).

Furthermore, design companies and NGOs are active in Budapest, who represent large groups of citizens. BKK has existing good practices in collaboration with NGOs that will be detailed at point 6.

4. In your experience are there certain types of stakeholders that stand out as ‘opinion leaders’ that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

There are different types of opinion leaders, who influence decision-making processes in transport planning:

- Major design and constructor companies,
- Public operators (Road maintenance company of Budapest (Budapest Közút), local transport operator (BKV), Taxi companies),
- NGOs representing different transport sectors (Hungarian Cycling Club, Clean Air Action Group, Hungarian Motorist Club, Urban and Suburban Transport Association).

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

BKK has great experiences with public consultation processes. Balázs Mór Plan (BMT), the first SUMP based transport development strategy of Budapest went through a large scale public consultation process involving institutional actors, non-governmental organizations and citizens. The goal of the consultation process was to work out a socially and politically well accepted and supported plan while institutional cooperation helped in setting clear directions for affected stakeholders which results in better work efficiency and supports the seamless pursuit of objectives. Based on existing SUMP best practices, BKK developed a detailed communication strategy for the consultation process in 2014, which facilitated the use of various communication channels to address the largest possible number of target groups. BKK has further good experiences in consultation processes related to public transport projects as well. Contracting external expertise will help for BKK to develop and implement new communication methodology, including new web 2.0 and mobile application based ICT communication tools as part of the project. This action aims to engage citizens, stakeholders, institutional actors, investors, etc. in participative decision-making processes related to projects funded by IKOP's 3rd priority. This includes new interactive map applications, online user preference surveys supported by data evaluation and assessment tools. Furthermore, BKK will organize interactive stakeholder meetings to engage key opinion leaders and institutional actors for consultation.

Through new innovative consultation methodology and tools BKK will be able to collect large amount of data directly from infrastructure users, economic stakeholders, local and regional investors. With more information collected about citizens', stakeholders' and investors' needs, BKK will be able to deliver higher quality projects and produce an efficient action plan for the improvement of IKOP and ensure its implementation. The main challenge regarding the implementation is the expected lengthy procedure of changing or modifying traditional consultation processes that will need significantly more time compared to the development of new communication methodology and tools.

6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

Our communication with different stakeholders is based on BMT's public consultation communication plan which was worked out for the SUMP public consultation process in 2014. The NGOs were asked to give their opinion on the public discussion version of the plan and they were also involved in forum discussions. Based on the intensive collaboration, BKK signed a cooperation agreement with the Hungarian Cyclists' Club in 2016 that ensures the solid basis for collaboration and the cooperation meeting being held biweekly. BKK also communicates with other NGOs related to various occasions and project specific or thematic meetings. NGOs will be invited to test the new communication channels which will be developed as part of the project and they will be invited to the interactive stakeholder meetings as well.



7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

During the public consultation process of the draft version of BMT, BKK developed a detailed communication plan to have an organized strategy for reaching out to politicians, institutional actors, professional and non-governmental stakeholders and to citizens. To foster understanding of different interests, BKK offered a wide range of communication platforms for discussions and for sharing ideas and opinions, such as web page for the consultation, online questionnaires, a dedicated email address, public fora and face to face consultations. With the purpose of facilitating public participation in planning, BMT was made in an innovative easy-to-read format, thus it is more comprehensible for non-professionals too and supports people in getting engaged. Various forums, an online survey and the possibility for individuals and institutions to deliver their comments enabled BKK to gather a large amount of feedback which was thoroughly evaluated by a group of appointed experts.



Picture: The open public forum as part of BMT's public consultation process.



Picture: BMT webpage design containing the Hungarian and the English version of the plan, furthermore links to the questionnaire and other relevant documents:

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city–region relation? Is the planning process and communication among those actors formalised or not? Please explain.

During the planning process of BMT, the different stakeholders have been asked formally by mail to give comments on the plan. The communication between city and regional (national) level is formalized by regulations set in different urban and regional development plans. Strategic transport planning process adopts these communication channels. The communication among the different actors is formalized, in some cases there are special cooperation agreements between BKK and the stakeholders. During the preparation of BMT, which has regional outreach as well, consultations have taken place with regional transport stakeholders, such as the Hungarian State Railways (MÁV), the passenger rail company (MÁV-START) and the National Development Company (NIF). Regular meetings are organized to discuss city development plans between the urban development department of the Municipality of the City of Budapest and BKK Strategy.

B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsables, targets (in 5 sentences):

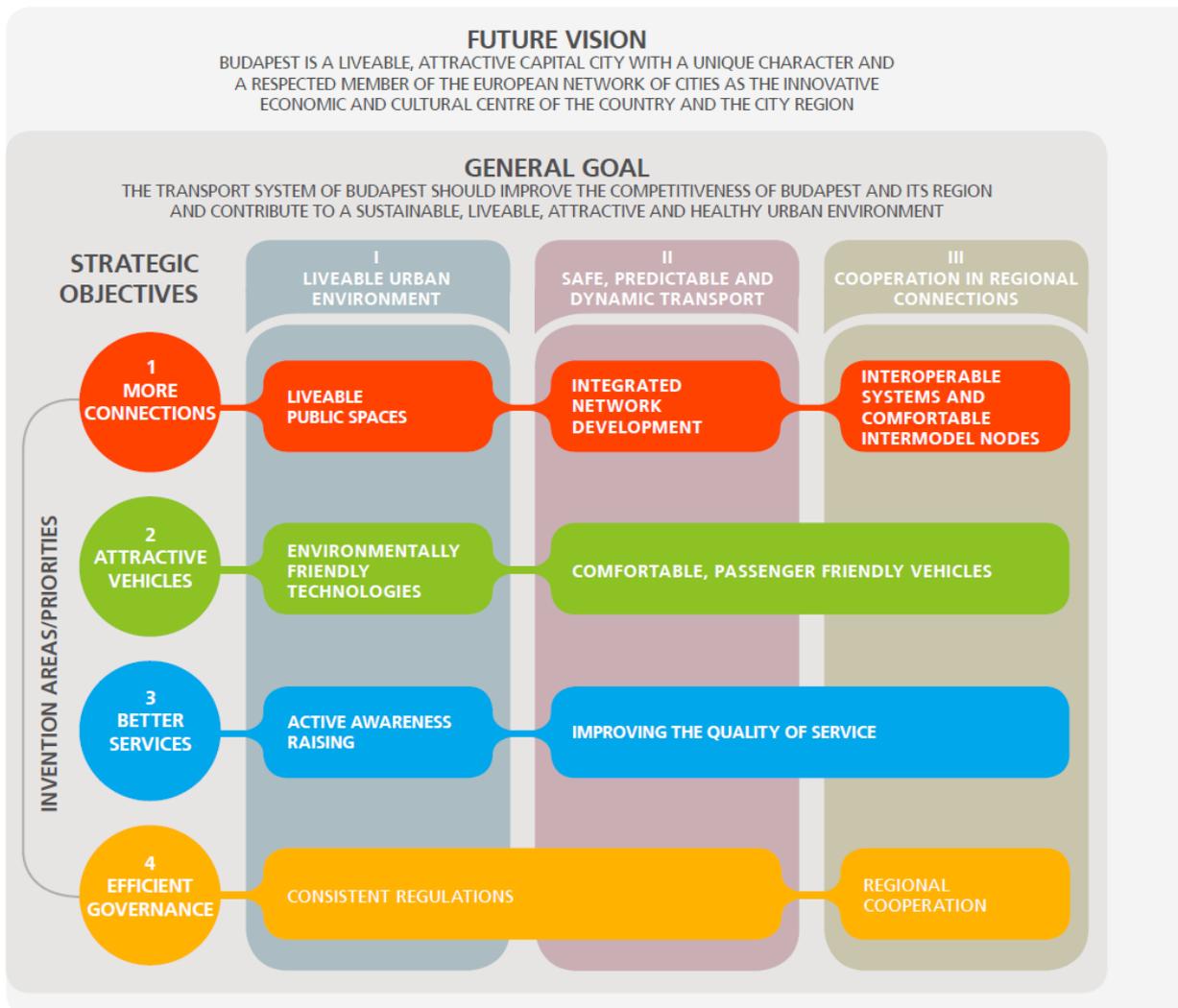
Name of the plan: Balázs Mór Plan (BMT)

Goals: to improve the competitiveness of Budapest and its region and contribute to a sustainable, liveable, attractive and healthy urban environment

Time-frame: 2014–2030

Responsibles: professionals, supported by the inputs of public consultation, while the members of the General Assembly of Budapest make the final decisions

Targets: 1) liveable urban environment, 2) safe, predictable and dynamic transport, 3) cooperation in regional connections.



1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**



During the preparation of the strategic environmental assessment, stakeholders listed in the appropriate state regulation were informed beforehand about the planned activities regarding BMT.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

A hard copy of the draft version of BMT together with a request for review and comments were posted to the professionals of 70 institutional actors and 56 stakeholders. Furthermore citizens were informed about the consultation via press releases and Facebook messages. The 2 months long public consultation procedure of BMT and the effective dialogues among BKK and other institutions as well as companies contributed to the elaboration of the socially and professionally well accepted BMT. Through public participation a wide range of non-professionals were addressed: 272 letters containing 1281 comments were gathered and 516 valid responses to the online questionnaire were registered which were all considered at the finalization of BMT. Overall 85% of the comments were positive or gave constructive positive feedback. It was the first time to apply wide range of communication platforms during the development of a strategic transport document and the consideration of public voices in the development procedure were widely welcomed. Asking feedback from various institutional stakeholders created a cooperative atmosphere which is a basis for successful future interaction, thus BKK continues the work to complete the SUMP process in Budapest with a five years period to ensure the quality and sustainability of BMT.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

There were no special consultations with non-traditional audiences, however their opinions were welcome via the general consultation process.

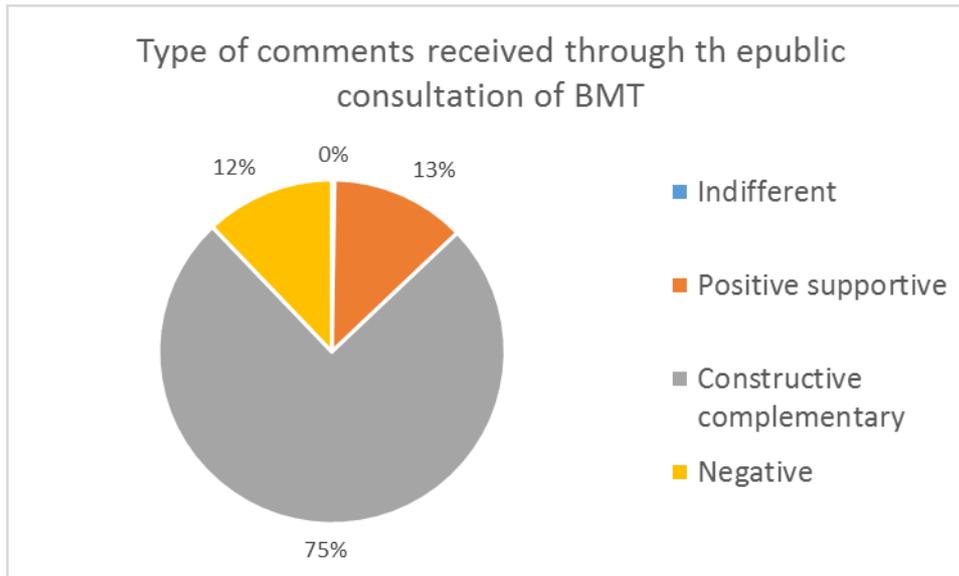
Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

We published the whole intermediate documentation on the BMT webpage within streaming news.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

Public involvement was provided through a webpage and an electronic questionnaire, as well as via a separate e-mail address. An open public discussion forum was also organized during the consultation period. Overall 360 non-professional citizens participated in the consultation process. After the evaluation of comments, which were received through different channels of public discussion, proposals were formulated and built in the mobility plan. There were 16 measures in the plan, which have been modified, and further 3 measures have been newly included. 85% of the comments were positive or gave constructive positive feedback, while almost 88% of the respondents agree that the modal share of environmentally friendly transport modes should be significantly increased.



- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

Between 2013 and 2015, BKK prepared the goal system and the set of interventions that is contained by the 1st volume of BMT. The draft version for public consultation was approved by the General Assembly of Budapest, while the public consultation process was carried out in autumn 2014. After the evaluation of the feedback and comments received, BKK modified 16 measures and added 3 new measures to the plan, while the General Assembly was informed about the modifications. Currently the 2nd volume of BMT is under preparation, containing the review of interventions and programming of projects. At the end of this stage, the first half of the SUMP circle (consisting of 4 phases in total) will be completed, thus the SUMP base of the projects of our operational program (IKOP) will be finalized. Regarding the responsibilities, professionals are preparing the overall plan supported by the inputs of public consultation, while the members of the General Assembly of Budapest make the final decisions.

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues:

- Number of public meetings (workshops, seminars...): 3
- Press-releases: between 50 and 100
- Exhibitions: 0
- Opinion polls, questionnaires: 1
- Survey on satisfaction, complaints/suggestions surveys: 0
- Web-sites (interactive): 1
- Citizens panels: 0
- Focus groups: 2
- Other: please specify:
 - Number of cooperation meetings with institutional partners: 6
 - Number of stakeholder meetings/workshops: 3

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**



The plan is not yet finalized. After taking the decision on the projects and rankings, the first half of the SUMP circle will be finished by the end of 2016. External experts will support this procedure and prepare a communication strategy and facilitate communication on the final plan, which will be published as well.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

The plan is not yet finalized. After taking the decision on the projects and rankings, the first half of the SUMP circle will be finished by the end of 2016. External experts will support this procedure, who will prepare a communication strategy and facilitate communication on the final plan, which will be published.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

- **the overall shape of the transport plan:**

The professional decision was taken not to modify the overall shape of the transport plan.

- **specific transport areas within the plan:**

There were two transport areas, which were already included in the original version of the transport plan, but which received a higher ranking through public consultation, and which have been worked out more in detail as a consequence. These two areas were Park & Ride and city logistics.

- **identifying problems and in formulating objectives:**

The public found the lack of cleanliness in the transportation system an important issue, so this was worked out more in the modifications.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car use and improving children's safety on the journey to school (the range of groups involved and evidence of influence):**

Remarks and suggestions have been made from the local community as well, modifications were made accordingly.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

There were no major remarks made on public transport strategy, so the plan was basically not modified in public transport aspect.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**

There were no special actions taken to involve disabled groups into public consultation, however their opinions were also welcome via the normal consultation process. Nevertheless the mobility plan deals a lot with accessibility questions.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

There were no dialogs undertaken with disadvantaged groups, however their opinions were welcome via the normal consultation process.

- **Evidence of 'public involvement' in the production of a walking or cycle strategy:**

Walking and cycling are two key fields of the sustainable mobility plan. There is a strategic partnership between BKK and the Hungarian Cycling Club, there were regular discussions about cycling in the preparation of BMT



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Public discussion on the surface network changes after opening the new metro line M4</p>	<p>Name: József nádor square undersurface garage</p>
<p>Context: After opening the new M4 metro line, the surface transportation (mainly bus lines, but also tram and trolley lines) had to undergo major changes in order to reduce double capacities and to save on running cost of the public transport system. Transport experts put up a plan how to alter the different public transport lines on the surface, which was then published on the website of BKK in order to gain public opinion on the planned changes. This change in surface transport was done in two phases: one directly after opening the metro line and another two years later as the transport habits changed from bus towards metro. Both were widely undertaken to public consultation.</p>	<p>Context: A 3 storey, 525 car big undersurface garage is being built in the heart of Budapest under a nice square in a historic neighbourhood. The project is mainly financed by private investors, the surface refurbishment is managed by the local district municipality.</p>
<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - Municipality of the City of Budapest - BKK - local municipalities - professional institutions - wide public 	<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - private investors - local district municipality
<p>Web links: www.bkk.hu/m4 Phase 1: http://www.bkk.hu/2014/02/lezarult-a-tarsadalmi-egyertetes-veglegesitjuk-az-m4-es-metro-atadasa-utani-felszini-halozatot/?s=m4 Phase 2: http://www.bkk.hu/2016/05/lezarult-az-m4-es-metrohoz-kapcsolodo-autobusz-halozatrol-szolo-tarsadalmi-egyertetes/</p>	<p>Web links: http://epiteszforum.hu/megkezdik-a-jozsef-nador-teri-melygarazs-epiteset</p>
<p>Why is the practice considered as ‘good’? Similar large scale changes in the public transport system were not consulted in the wide public this way before. A dynamic map was put on the website, where changes in surface transport could be checked via every single line selected. People were very active in the consultation process, in the first phase more than 7000, in the second phase more than 4000 remarks or suggestions were made in electronic form via e-mail or on the response panel of the website. Municipalities were informed by mail in advance and personal discussions took place in the two most important municipalities affected by the changes as well as some NGOs.</p>	<p>Why is the practice considered as ‘bad’? Increasing the parking capacity in the city centre is against the goal of reducing car traffic and air pollution in the city. It not only makes private transport easier and more attractive, it generates additional traffic and GHG emission in the city. The project – though it is a transportation project – was not discussed with BKK, the mobility manager of the city and is fairly supported by locals as well. This is one of the bad examples, where state, municipal or private transport related projects are not negotiated with BKK, and do not match the goals set in the transport strategy of the city.</p>

<p>Changes were also introduced in the committee responsible for transportation of the Municipality of the City of Budapest, where all district mayors were invited to give their comments on the plan.</p>	
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D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

BKK developed a general participatory planning process regarding changes in the public transport network, mainly applying electronic interface. Suggestions are being continuously evaluated and built in into the final plans. The participatory planning process of BMT included the development of a communication plan based on the SUMP principles stated in the Guidelines for developing and implementing a sustainable urban mobility plan.

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

The general participatory planning process was prepared by BKK on SUMP basis. Smaller projects are consulted with the public by BKK itself, bigger strategic consultations are facilitated by external experts in preparing communication plans and evaluating public suggestions and remarks.

3. Which kind of methodology have you used?

In smaller planning processes plans were put onto the BKK web page with the possibility of commenting. Afterwards comments were synthesized and evaluated. For BMT the sustainable urban mobility planning (SUMP) methodology was used.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

We are very much interested in map based online consultations and involving special groups into discussions, such as elderly people, children, low income residents, disabled, etc., which groups are usually more difficult to contact and get their feedback.

BKK would be also interested in different process models applied in the different cities for online consultation, including the necessary institutional capacity, timeframes and costs.

How did the cities build feedback into the plans and how do they use public opinion for monitoring and evaluation?



ROME

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

There are several possibilities for public involvement.

Participation in the planning and organization of transport (Lazio Regional Law no. 30/1998):

The Region promotes consultations with the public in order to provide and gather information on the organization of transport services. To this end, the competent Regional Department in the field of transport shall convene, at least once a year, a special conference as a tool to check the progress of the services and to identify any action to improve performance. On that occasion, the Department shall submit a report on the status of citizens' rights and the quality of public transport services. The Region, in collaboration with the representative associations of users and citizens and the organizations for protecting those rights, also identifies how we collect and analyze poor signals.

Regional Transport Plan (Lazio Regional Law no. 30/1998):

All interested parties may submit written comments to the Region within thirty days of the publication of the plan diagram in the Regional Official Gazette (BUR). After this deadline, the President of the Region will see to calling a special regional conference for a joint examination of the PRT scheme. The Regional Council, after examining the proposals and observations arising during the participatory phase, adopts the draft plan and submits it to the Regional Council for adoption. The Regional Transport Plan adopted by the Regional Council is published in BUR and takes effect from the day following that of its publication.

Urban Mobility Plans (PUM) and Sustainable Urban Mobility Plans (PUMS) (Law no. 340 of 21/11/2000):

The Urban Mobility Plan (PUM) is the planning tool for mobility and transport. The plan, which is not mandatory and is medium- to long-term (ten years), is for municipalities or groups of municipalities with more than 100,000 inhabitants. The Ministry of Infrastructure and Transport has published brief guidelines for PUM. These do not, however, address the participation of citizens in the planning process. At the European level, the Sustainable Urban Mobility Plan (PUMS) is promoted as a useful instrument to achieve the climate and energy targets set by the Commission. The Guidelines for the development and implementation of the PUMS consider stakeholders' participation a key element for the preparation of a "strategic plan to meet the demand for mobility of people and businesses in urban and peri-urban areas and to improve the quality of life". The involvement of all types of stakeholders throughout the planning process helps to confer legitimacy on the ground and to improve the quality of decision making.

General Urban Traffic Plan (PGTU):

According to the "Guidelines for the preparation, adoption and implementation of the Urban Traffic Plan" of the Ministry of Transport, after being adopted by the City Council of Capital Rome, the PGTU must be available to the public for thirty days so that even individual citizens can submit comments. Subsequently, the municipal council of Capital Rome the proposed plan with the comments or postpones the PGTU until the necessary changes have been made. The last step is to adopt the final version. According to the guidelines, the municipal traffic office must have a section "Secretariat and public relations", principally to provide information to the public. One of this section's roles is to organize appropriate information campaigns "to achieve public consensus on the PGTU" and thus focusses not only on informing about the technical contents of the Plan but also about the aims and motivations that underlie the choices. The section should also hold press conferences for the various phases of implementation of the Plan, illustrating the individual measures. This type of activity presupposes, therefore, the existence of specific employees for the preparation of "documentation on urban traffic" (publication of studies and plans of the city, with public transport routes, timetables and fares, general and specific schemes for vehicular traffic, location of parking areas and related fees, pedestrian areas, etc.), also to be distributed directly to the public. The internet is used both to provide information and to collect comments from the citizens.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

The Lazio Region is preparing a new Mobility, Transport and Logistics Plan (PRMTL). The plan has a large participation of institutions, facilities, associations, companies and citizens with the help of an interactive website.

Lazio Regional Law no. 30/1998 about the Regional Transport Plan states that all interested parties may submit written comments to the Region within thirty (30) days of the publication of the plan diagram in the Regional Official Gazette (BUR). The Law does not specify forms and detailed procedure for the participation. The Lazio Region is preparing a new Mobility, Transport and Logistics Plan (PRMTL). With the help of an interactive website, institutions, facilities, associations, companies and citizens are able to participate in the plan. Through the web portal tools, citizens can make themselves heard and express their needs in order to achieve an efficient transport network and lower the environmental impact. There are different procedures for their participation.

Comments on the individual pages of the portal: By accessing the various pages of the website the user can leave a comment on the different themes proposed with just a click.

Planned measures: In this section, by accessing the map of measures proposed in the Plan and clicking on the specific measure, the user can leave a comment or suggestion.

Proposals and ideas: In this section the user can indicate actual local needs and suggest ideas and improvements.

Blog: The blog contains all published articles. The user can comment, express opinions, make suggestions, and participate in discussions on specific thematic areas.

Popularity questions on current initiatives: By accessing the portal, it is possible to agree or disagree, with a simple yes or no, with specific measures under the Plan.

Sharing on social networks: Through social networks and the related Plan of pages on Facebook, Twitter and Google+ the user can share, publish and comment on the content and posts on the website.

The website has a section dedicated to inquiries. Users can answer questions on individual areas of the Plan (e.g. Road, Rail, Public Transport) and can indicate how much they like or dislike the objectives of the Plan.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

Stakeholders are groups who have an interest in the activity, e.g. shareholders, managers, employees, suppliers, customers, government and local communities.

They are:

- Passengers or freight users who want low prices/costs and reliable safe, predictable journeys,
- Employees who seek high wages and good working conditions,
- Employers (i.e. Operators) who want minimum costs and maximum profits while meeting government targets,
- Managers who seek bonuses and promotion,
- Owners (i.e. shareholders) who want maximum profits, dividends and growth,
- Local communities who want excellent transport infrastructure and services with minimal negative externalities.

4. In your experience are there certain types of stakeholders that stand out as ‘opinion leaders’ that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

While in our experience there are no specific types that stand out as opinion leaders, some groups do have more influence than others, notably politicians of the governing parties.



5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

The stakeholders are invited to participate and are kept updated in all the main phases of the Plan process. Specifically, they are invited to:

- Advise and approve vision and goals,
- Provide input, direction and feedback, including support or opposition, to the transport deficiencies, financial assumptions, strategies and scenarios,
- Approve informally the preferred plan scenario and measures.

They do not have the authority to block the process. The stakeholders involved are the same as those listed in our reply to question 3.

Although not formal decision makers, stakeholders have a large role in transport decision making; they can propel a project forward or stop it dead in its tracks. Champions often arise from stakeholder groups which not only represent the interests of local citizens but also provide decision makers with a point of contact that can be depended upon to stay engaged. Stakeholders who are angry with the direction a project is taking or frustrated at not being heard can create roadblocks to project completion. Because they cannot directly make project decisions, stakeholders often resort to their power to halt progress, using their voice to delay improvements that are strongly needed.

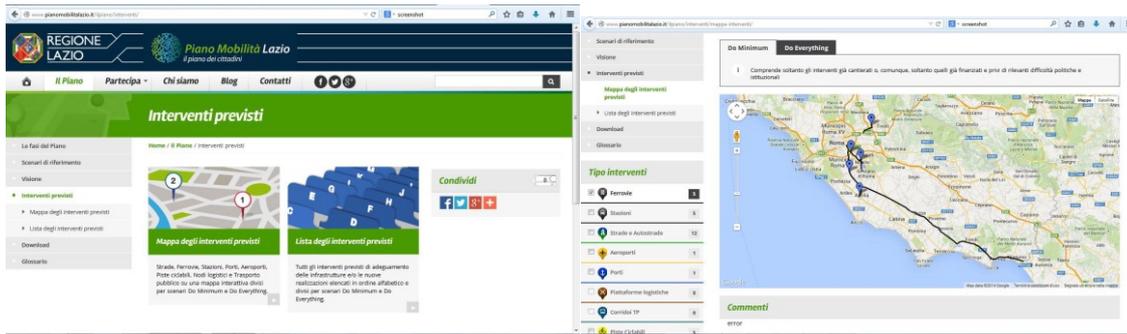
6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

The main media we use to communicate are newspapers, television and our website. One-to-one communication is through e-mail and telephone and face-to-face with specific workshops, meetings or seminars to address problems. NGO's can use the website, e-mails and meetings.

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

The PRMTL has a website (www.pianomobilitazio.it) dedicated to supplying information from the plan and to receiving information, inputs, suggestions and comments from stakeholders and citizens. **Figure 1** illustrates some pages of the website. Figure 2 shows the brochure used to give information about the plan during workshops, meetings and seminars. Figure 3 shows the flyer used for the dissemination on board of buses and trains.





Picture: The website www. pianomobitalazio.it

CENTRO DI RICERCA PER IL TRASPORTO E LA LOGISTICA Il CTL (Centro di Ricerca per il Trasporto e la Logistica), istituito nel 2003 con il titolo di Centro Universitario di Eccellenza, è un Centro di Ricerca interdipartimentale dell'Università "Sapienza" di Roma fondato e diretto dal prof. Francesco Filippi. La missione del Centro è contribuire allo sviluppo della ricerca e della formazione nel campo dei trasporti e della logistica con applicazioni delle ICT e promuovere la cooperazione tra mondo accademico, imprese e istituzioni pubbliche.

REGIONE LAZIO La Regione Lazio è il soggetto attivo prevalente sulla base del nuovo ruolo affidatole dal decentramento amministrativo richiesto dal Titolo V° della Costituzione Italiana; per adeguarsi agli adempimenti previsti dalla nuova Normativa Europea in termini di trasporto e che impongono la separazione tra proprietà e gestione delle reti di trasporto; per garantire all'utenza una gestione in sicurezza delle reti dotandole di tutti gli strumenti necessari a gestire il controllo del sistema terra-treno.



www.pianomobitalazio.it



Picture: The brochure.



Figure. The flyer.

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city–region relation? Is the planning process and communication among those actors formalised or not? Please explain.

The communication depends on the role of each sectors and experts and the role can change from one key decision to another. Understanding the roles and how they change throughout the process is essential to successful collaboration. The main phases in the planning process are:

1. Vision and goals,
2. Evaluation criteria, methods and measures,
3. Identification of transport bottlenecks and needs,

4. Financial assumptions,
5. Strategies and scenarios,
6. Short and long term Plan.

The sectors involved are transport, infrastructure, land use, economic development and environment. The plan process, during the technical work before the final approval by the government, is managed by a group of experts with three possible roles at each key decision are: Decision Maker, Advisor and Observer.

The communication is mainly transmission of reports, meeting to discuss and to approve the reports.

The relation between region and city is based on a relative autonomy, the region gives the directives and the city has to follow them and apply them to local level discretionally. Sharing between the Regions and local authorities is a key element of the method chosen: it must be translated, according to an established tradition regarding the relationship between such institutions, in a special agreement between the regional government and those entities in the Conference – Region Local Authorities.

The planning process and communication among those actors is formalised by central or regional laws. The conference service is an institute of the Italian legislation. Its purpose is to facilitate the acquisition by the public administration, of authorizations, permits and go-ahead or other elements, however denominated, through the convening of special board meetings the so-called Conference. The Lazio Regional Law n.30/1998 has the objective to promote the communication of the plan through a dedicated conference.



B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Three transport plans are described:

- Regional Plan for Mobility, Transport and Logistics,
- PGTU – Piano Generale del Traffico Urbano (General Plan of Urban Traffic),
- Regional Plan of Cycling.

B1) Name of the plan, goals, time-frame, responsible, targets (in 5 sentences):

Name of the plan: Regional Plan for Mobility, Transport and Logistics

Goals: Improvement of the environmental and economic efficiency of the Regional Transport System

Time frame: 2016–2044

Responsible: Lazio Region

Targets: Enhancement of the role of rail in the Local Public Transport; increased modal share for public and soft modes; increased sustainability of freight distribution; rail for urban distribution; transit-oriented development.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan would be made and how (please explain/ give evidence)?**

When the new regional government was elected, there was the announcement of a new plan in their political programme.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

The main stakeholders participated in seminars for the presentation of specific phases of the Plan. Others who asked specific questions had meetings with the Plan team.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

Involvement of non-traditional or disadvantaged audiences was not specifically defined.

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

Intermediate versions and drafts of documents were presented to the public online (website) and through seminars.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

All the inputs sent were collected by sector and have an annex in the Plan report. The inputs were discussed by the Plan team and some were integrated into the Plan. An interesting case has been a local railway with a single track. The nine interested municipalities sent a document, asking for measures to improve the service in the short and long term. The Plan team held a seminar in one of the municipalities and the Plan team, despite the opposition of the National Rail Network (RFI), decided to insert the measures and to change the train service.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

There was continuous feedback through the website and by e-mail. All website visitors can read the inputs and the answers.



Interactivity

- Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues
- Number of workshops, seminars ...: 20
- Press-releases: 5
- Opinion polls, questionnaires: 3
- Surveys on satisfaction, complaints/suggestions surveys: 2
- Websites (interactive): 1
- Numbers of website visitors: 16,000
- 80,000 pages visited
- 500 proposals
- 1200 comments
- 2,000 followers on social networks (Facebook, Twitter)
- 4,000 connections with Google+

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

The Plan is in the final phase, and the public is involved. The final Plan will be presented and discussed publicly.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

Participation has been evaluated phase by phase through the Google Analytics system linked to the Plan website. The analytical data were reported in a document titled "Methodology of the OCC (Office for Coordination and Communication) and analysis of citizen participation through the web portal of PRMTL" for the period from 1 October 2014 to 31 January 2016.

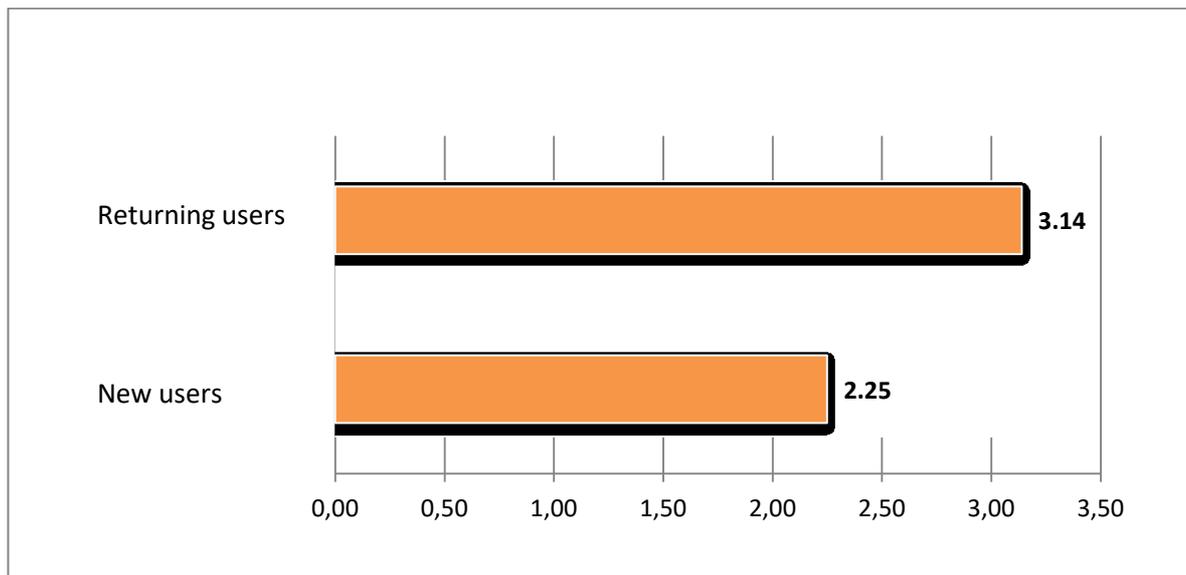
The data were monitored daily considering geographical data, user behaviour, access channels to the site, and access devices to the site.

User behaviour was monitored in relation to the number of sessions, number of users, average session duration, number of pages visited, average number of pages visited per session (pages/session), user behaviour (new and returning).



Behaviour	Total
Sessions of new users	44,452
Sessions of returning users	17,609
Average session duration (minutes)	2:28
Number of visited pages	155,373
Average number of pages visited per session	2.50

Table: User Behaviour



Picture: Average number of pages per session.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

Each report has an initial chapter dedicated to the main results of the participation and how the Plan team took into account some opinions, suggestions, proposals and studies made by stakeholders during the process.

- **the overall shape of the transport plan:**

There are no impacts.

- **specific transport areas within the plan:**

In many parts the Plan measures are more customer-oriented and less prone to the wishes of the big actors (railway and road Managers, airport and port Managers).



- **identifying problems and in formulating objectives:**

The main inputs of participation regarded identifying problems and formulating objectives.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car use and improving children’s safety on the journey to school (the range of groups involved and evidence of influence):**

Associations of commuters and cyclists provided significant input.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

The bus system is very poor and inefficient. Public attention was very weak because few people expect anything from the bus system.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**

The Plan has given great attention to people with disabilities, but involvement of organizations representing the disabled in the process has not been specifically defined.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

There is no specific involvement of disadvantaged groups.

- **Evidence of ‘public involvement’ in the production of a walking or cycle strategy:**

Cycling and walking are important elements of the plan. A special report is dedicated to the issues of bicycles, and several measures to improve the system are defined with the involvement of the association. Another special report is dedicated to the urban issues and the walking has a big relevance. With the help of individual citizens, we collected information on an enormous number of problems for pedestrians in Rome.

B2) Name of the plan, goals, time-frame, responsible, targets (in 5 sentences):

Contribution provided by the Mobility Agency of Capital Roma and ATAC – State-owned Company for Bus, Train and Tram Transports of Capital Rome

Name of the plan: PGU – Piano Generale del Traffico Urbano (General Plan of Urban Traffic)

Goals: Strengthening and rationalization of the public transport network; Implementation of the Railway Ring; Private traffic system regulation: stricter limitations to pollutant vehicles; a rewarding system for no-pollutant drivers using a congestion charging concept (mobility bonuses with revenues used to fund PT investments); First phase of the cyclability measures (public transport/bicycle intermodality, bike sharing scheme, cyclability network); Revision of the current parking tariff system to restrict the rules implemented in 2007, in order to limit private traffic; Creation of Low or Zero Emissions Zones.

Time frame: 2012–2020

Responsible: Capital Rome

Targets: Reduction of CO2 emissions; Reach 2% of bicycle daily use in 2 years (currently 0,6%); Reach 4% in town and 10% in the city centre in 5 years; Increase by 20% public transport speed through the deployment of new reserved lanes and priority traffic light path; Increase by 20% public transport users; 50% reduction of road kills by 2020 to comply with the EU directives; 30 km/h zones in each municipality in the next two years; Progressively expand the “environmental islands” zone outside the city center allowing only the circulation of low emission vehicles.



1. Process

Inclusivity

- **Was the public informed beforehand that the plan would be made and how (please explain/ give evidence)?**

No, the public was not informed before the plan development

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

All the documents are on the website of Capital Rome and of Mobility Agency.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

In the III Municipality of Rome, a user support has been opened to give information to the citizens and to gather feedback on a new bus line. It was gathered also feedbacks about new metro line B1, *ante* and *post operam*.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

There was feedback through periodical meeting in the Municipalities.

Interactivity

- **Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues**
 - Number of workshops, seminars...: Yes
 - Press-releases: Yes
 - Opinion polls, questionnaires: Yes
 - Surveys on satisfaction, complaints/suggestions surveys: Yes
 - Websites (interactive): Yes

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

The final plan was displayed during the Official Presentation Day of the PGU with the Mobility Assessor, RSM, Municipalities' Presidents, citizens and some Associations.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan.

The PGU of Capital Rome is achieved by the local Administration in collaboration with the Mobility Agency every 10-15 years.

The citizens may participate on specific themes. For instance, in the production of PPTU (*Piano Particolareggiato del Traffico Urbano* - Detailed Urban Traffic Plan). In some cases, the schools were involved, with the Ministry of Education, developing information campaigns about road safety.

Every year the Mobility Services Agency of Rome realizes surveys of Customer Satisfaction on a cross-section of citizens regarding the satisfaction about mobility services provided.

B3) Name of the plan, goals, time-frame, responsible, targets (in 5 sentences):

Contribution provided by INU – City Planning National Institute



Name: Regional Plan of cycling, that is a Sectorial Plan of the Mobility, Transport and Logistic Plan of the Lazio Region

Goals: realizing a widespread network, mainly composed of existing roads, to make available urban places and areas of high landscape and naturalist quality to cycling; supporting sustainable commuting through bike-train intermodality

Time frame: the approval of the Plan is expected by the end of 2016 and it will have a multi-year implementation (5-10 years)

Responsible: Lazio Region

Targets: Cycling and commuting

1. Process

Inclusivity

- **Was the public informed beforehand that the plan would be made and how (please explain/ give evidence)?**

The public was informed by a dedicated web site.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

Three formal meetings involving bike mobility stakeholders, the Mobility Councilor and specialists were held at the Lazio Region. In addition to this, many informal meetings between the technical manager and the associations were also held.

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

Intermediate results have not been disclosed to the public yet, since they are still nearing completion. Anyway the results are known by the association representatives and activists.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

Associations played a crucial role in the process of bringing information on many tested tracks and showing the black spots and the possible inspection-verified solutions.

Interactivity

- **Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues**

Informal meeting between the associations and the people in charge for the Mobility Plan.

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

No, it was not. The Regional Plan of cycling and Sectorial Mobility has not been completed yet, waiting for the approval of Mobility, Transport and Logistic Plan of the Lazio Region.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

No, there has not been/there is not.

2. Outcome



Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan.

Issues and goals have been widely shared with the stakeholders since before the Plan started. This activity was crucial. Local communities involvement was inadequate instead: it was postponed to a later stage, unclear in the commitments, methods and timing of consultation.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Regional Plan for Mobility, Transport and Logistics</p>	
<p>Context: Local authorities and the Region interact in the development of the RPMTL as described above: the Region gives the directives and the local authorities apply them to their level discretionally. The main stakeholders are involved mainly through the participation to the seminars for the presentation of specific phases of the plan, while the citizens may give their contribution using the website and by e-mail in the way we see in the answer.</p>	
<p>Main stakeholders involved: - Lazio Region - Metropolitan City of Capital Rome - Ministry of Transport</p>	
<p>Web links: www.pianomobilitalazio.it</p>	
<p>Why is the practice considered as 'good'? The project is considered as a good practice because it is an improvement of the environmental and economic efficiency of the Regional Transport System. The participation of the stakeholders effectively influenced the final version of the plan as illustrated previously.</p>	

Lazio Regional Law no. 30/1998, in accordance with the general objectives of socio-economic and territorial planning, adopts the PRMTL for the integration of the various modes of transport in a coordinated transport system functional to the socio-economic development forecast and the territorial balance of the region. The objectives are related to the sustainability of mobility. Specifically, the Plan will reduce greenhouse gas emissions and the dependence of mobility on oil and will limit the growth of congestion without reducing the number of displacements. The main quantitative goals are to cut the use of "traditionally fuelled" cars in urban transport in half by 2030 and to eliminate them completely by 2050; to eliminate CO2 emissions in cities completely by 2030; and to reduce the number of victims of road accidents by half by 2020, with the ultimate goal of zero victims in 2050.

The methods for participation of citizens and stakeholders are both conventional (meetings, presentations, workshops, conferences) and web-based (described extensively above).
Two examples of successful participation have been (1) the upgrading of an old single-track railway connecting an area of about 250,000 people with Rome and (2) the use of HSR for local Services.

The first brought important suggestions and requirements from citizens' associations in the area. They asked for a second track to improve capacity and service. Since the cost was prohibitive, the Plan's team sought a less-expensive alternative by which increasing the number of intersection points along the line. The team was able to convince the citizens and the railway network operator. The latter was much more difficult.

The second alternative was again proposed by an association of citizens in an area between Rome and Naples (200 km) in which the main city is Frosinone (population about 60,000). The area is served by two lines, a traditional one and another one for high-speed trains. The idea was to use the HSR for some local services. The Plan accepted the measure, but due to its complexity and cost, it has been postponed to long term.

The Plan's main measures for efficiency and sustainability are, on the passenger side, the integration between rail and bus services with appropriate intermodal centres and, on the freight side, the use of rail for urban distribution.

The bus system in the Lazio Region is serving the population outside Rome with a slow service subject to constant delays. The bus routes are up to 80 km long and arrive inside Rome. There are few connections with the rail



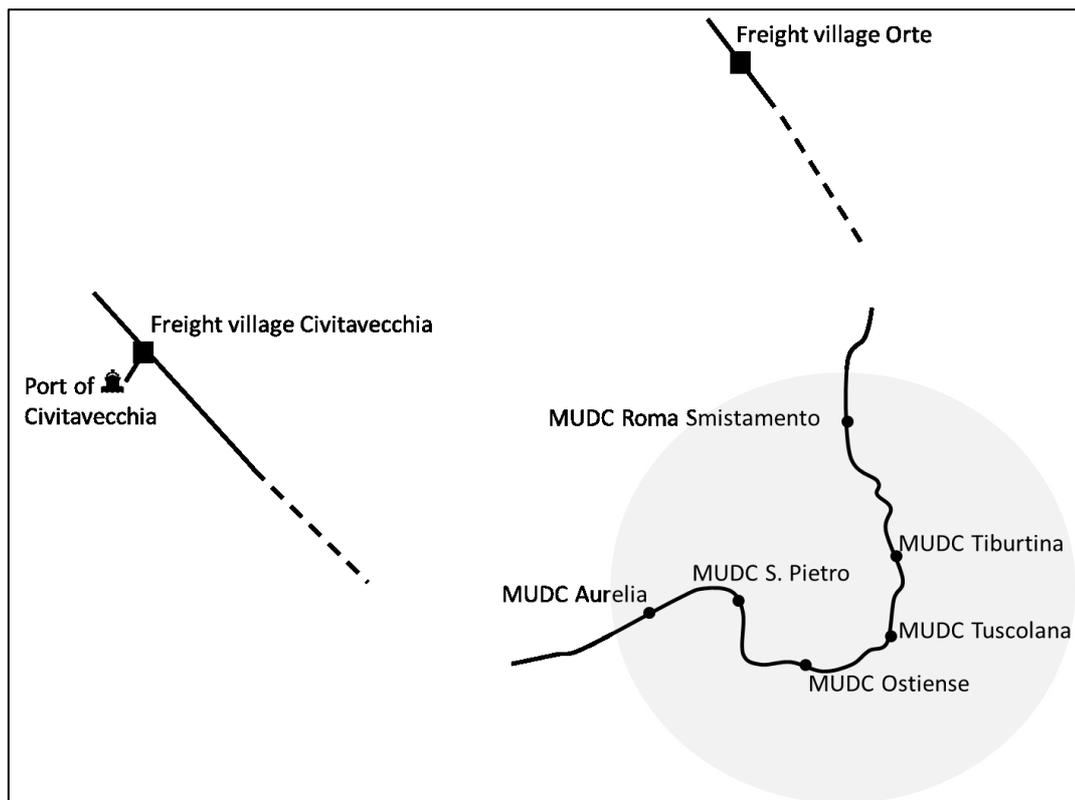
services. Intermodal transfer is only between car and train where there are large parking lots. The new integrated system should improve the modal split in favour of public transport.



Picture: the 42 intermodal centres in the Lazio Region.

The Lazio Region's Plan has the objective of reducing congestion and pollution in Rome. One of the worst polluters is freight distribution with diesel trucks. A strategic measure of the Plan is the use of the several rail stations inside the urban area of Rome as distribution centres. The project is called Roma Rail Logistics (RRL). The project foresees using the rail network rather than trucks to transport freight within the city of Rome to multimodal urban distribution centres (MUDC) and thence by low-to-zero emission vehicles. It foresees the use of rail for the urban distribution of freight in Rome. Several MUDC will be served by train from two freight villages north of Rome, one near the port of Civitavecchia and the other one at Orte, an important transport hub. The MUDC will work as cross-docking distribution centres with minimum space. They will receive the freight from trains and will distribute it on low or zero impact vehicles. This will facilitate night distribution. The rail line, the two freight village terminals, and the six MUDCs are shown on the map in the picture. The catchment area is the entire urban area of Rome inside the outer ring road, with a population of 2 million people.





Picture: The freight villages and multimodal urban distribution centres (MUDC).

The implications in terms of environmental impacts of PRMTL are estimated in respect of the measures for Public Transport and Logistics, distinguishing between what is expected in the short to medium term (2017–2023) and the medium to long term (2023–2040). In particular, the environmental impacts are estimated based on the change in road vehicle-km. For the short to medium term, measures on logistics nodes and the integration of bus with rail services are being considered. Table shows the estimated annual change in road vehicle-km produced by the two interventions.

Measures	Change in road vehicle-km per year
Logistics	81,669,000
Public Transport	13,195,728

Table: Change in road vehicle-km in the short to medium term.

In the medium to long term, in addition to measures for Public Transport and the logistics system, are proposed governance policies to discourage the use of private vehicles in Rome. Table shows the estimated annual change of road vehicle-km produced by the different types of intervention.

Measures	Change in road vehicle-km per year
Public Transport	13,195,728
Logistics	103,989,713
Private Transport	212,382,429

Table: Change in road vehicle-km in the medium to long term.



D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

The Metropolitan City of Capital Rome has led a process of participated planning to approve the PTPG – the Urbanistic Plan of the Metropolitan Area. Lazio Region is now working on the RPMTL – the Regional Plan for Mobility, Transport and Logistics.

INU Lazio often contributed to widespread participatory activities, mainly the development of neighbourhood workshops in Rome. It also compiled the Social Quality Charter, helped drafting the General Town Plan in the sense of extending participatory activities in urban projects to the subjects of social and environmental sustainability.

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

The approval of the PTPG is a complex path that involves many institutional authorities. The participation process is required by law.

The participation process to the Regional Plan for Mobility, Transport and Logistics is managed by the same team involved in the plan development. INU Lazio has numerous internal professional skills about participation.

3. Which kind of methodology have you used?

Mainly the same methodology experimented in neighbourhood workshops. INU Lazio used District Laboratories.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

No.



PORTO

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

The various components of citizenship exercise have a legal framework, both in terms of general and specific legislation for the procedures related with the territory planning.

In terms of general legislation, we have The Portuguese Constitution; Code of Administrative Procedure; Law on Access to Administrative Documents.

In terms of specific legislation, we have the Law of Land Management bases; Legal system of territorial management instruments; Basic Law of the Environment; Legal Framework for Evaluation of Environmental Impact; Ratifying the Aarhus Convention.

The municipalities have to have a Master Plan (PDM), which is the municipal plan of spatial planning, i.e. a regulatory planning document of a municipality in Portugal. The PDM is prepared by the City Council and approved by the municipal assembly.

This document is set to the municipal organization of the territory, which establishes the spatial referencing of uses and activities of municipal land by defining classes and categories of space, identifying the urban networks, road, transport and equipment, capture, telecommunications, treatment and water supply among others.

In elaboration of the PDM the public participation is compulsory.

In metropolitan area of Porto (AMP) we don't have a transport planning, yet. AMP became transport authority in August 2015 and we are working now in the diagnostic of transport situation to have a metropolitan transport planning until 2019.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

Our regional policy instrument is the Programme North 2020 (Regional Operational Programme North 2014-2020) which is a financial instrument to support regional development of northern Portugal, part of the Partnership Agreement PORTUGAL 2020 and in the current cycle of the structural funds of the European Union.

So our policy instrument follows the European policy documents and regulations in scope of Europe 2020 and the structural funds, where the public participation is required.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

- The municipalities – they are the ones that know better the territory and the necessities of their citizens and organizations and have competences in the territorial planning.
- Passengers transport operators – Provide information and report on the Public Transport System and they have an excellent knowledge of the passengers' necessities.
- Big organizations/enterprises as they represent several employees, that are or can be public transport passengers.
- CCDRN (North Regional Coordination and Development Committee) – Is the entity responsible for our policy instrument and is responsible for ensuring the coordination and articulation of different sectoral policies at regional level and to perform environmental policies, spatial planning and cities, and technical support to local authorities and their associations at the level of the North (NUTS II). Also is the entity responsible for the management of EU funds for our region.
- Campo Aberto – It's a ONG which has been developed an important role in public participation mainly in the exercise of citizenship on the environment issues.

4. In your experience are there certain types of stakeholders that stand out as ‘opinion leaders’ that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

In our experience there are stakeholders that sometimes stand out as “opinion leaders”, mainly the municipalities as many of them have an important institutional and political weight. We don’t have any experience with informal “opinion leaders”. Anyway the general public opinion is very important for us.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

We plan to involve the stakeholders that we mention in question 3 and the media.

AMP is already meeting with several stakeholders to involve them in different projects so it should be easier to involve great part of them in the SMART-MR.

To the drafting of the action plan we start to define our goals and aims, make a list of tasks, verified the budget that we pretend to spend and identified the organizations that we want to involve and what we pretend from them. We try to interest the organization on the highest level – top management and to identify who will be their interlocutor. We attempt to be as clear as possible about our expectations on their participation, including the meetings they are supposed to attend and the contributions that we expected them to give and what we can give in return.

The main obstacles that we identified are the following:

We will have municipal election in 2017 and possibly we will face some changes in our administration and in some stakeholders, namely in the municipalities; The Metropolitan Area of Porto has small experience as a transport authority and the legal framework of the transport system. Taking this in account we can say that it is possible that we will face some difficulties.

6. Please describe how you communicate with the NGO’s and other interest organisations involved in the planning process? Are there formalised ways for the NGO’s to propose actions, planning changes, incentives, complaints, etc.?

We communicate with the NGOs informally; we don’t have anything formalized related with the participation of NGOs.

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

We are developing our web-site also for that purpose: www.amp.pt

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city–region relation? Is the planning process and communication among those actors formalised or not? Please explain.

The communication process among the actors is formalised through the following instruments:

- Inter-administrative contract between the Porto Metropolitan Area and 17 municipalities - coordination, management and monitoring of the common issues related with the public transport in the metropolitan region.
- ANTROP/AMP Protocol – Protocol sign between the Association of the companies of public transport and AMP that will stimulate the development of a technical collaboration for cooperation in research and knowledge sharing in the planning of future mobility solutions.
- Mobility Metropolitan Council formed by the metropolitan area and the 17 municipalities. It is a space of reflection and action with the aim to develop inter-municipal cooperation projects to each the main stakeholders in the region are invited.



- Metropolitan Council – Formed by the Presidents of the 17 municipalities – political decision.



B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsables, targets (in 5 sentences):

Name of the plan: The Action Plan for Sustainable Urban Mobility in the Metropolitan region of Porto (PAMUS)

Goals: The PAMUS lists a series of measures and actions that will make it possible to promote more sustainable travel modes with effective impact on reducing emissions of polluting gases into the atmosphere.

Time-frame: It will be developed until 2020.

Responsibles: the plan is being developed by the Metropolitan Area of Porto in partnership with the 17 regional municipalities.

Targets: The PAMUS aims to promote the use of healthy and sustainable modes of travelling, like cycling and walking; improve the attractiveness of public transport and increase their utilization rates; balance the allocation of public space to various modes of transport; promote public transport as element of social cohesion; provide public space with accessibility; create passenger interfaces; use of ICT in logistics management and promote public participation.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

The PAMUS was developed in the scope of a call for proposals from the programme PORTUGAL 2020 and its regional operational program. The time-frame to prepare this action plan was initially four months and then the management authority gave two more months, which was insufficient to involve the public.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

The municipalities participate actively in PAMUS, they participated in the three meetings and the actions were mainly defined by them. There wasn't opportunity to involve the general public.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

None.

Transparency

There was no involvement of the public.

- **Were the intermediate (not final) results communicated to the public and how?**

Not yet.

- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

None.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

None.

Interactivity



- Number of consultative or deliberative methods and participatory methods used to engage the public on Transport plan issues
- Number of public meetings (workshops, seminars...): 0
- Press-releases: 0
- Exhibitions: 0
- Opinion polls, questionnaires: 0
- Survey on satisfaction, complaints/suggestions surveys: 0
- Web-sites (interactive): 0
- Citizens panels: 0
- Focus groups: 0
- Other: please specify: /

Continuity

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

None.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**

None.

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

No answers was given to this section of the questionnaire.



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: Analysis of the complains of the passengers of public transport</p>	<p>Name: U-Bike Portugal – IPP operation/Survey</p>
<p>Context: AMP received all the claims wrote in the complaint books of the transport operators of the metropolitan region. The general procedure from the extinguished Metropolitan Authority was to make quantitative analyses and produce a report. AMP decided that to use the complains as a tool for a better planning of the transport service was important to introduce a qualitative evaluation. So, all the complains were evaluated in terms of level of damage for the passenger and level of responsibility from the service operator.</p>	<p>Context: The U-Bike aims to promote soft mobility, in particular electric bicycle, in the academic communities. In the framework of the Portugal 2020 support, specifically in POSEUR - Operational Programme for Sustainability and Efficient Use of Resources - the project will support the purchase of bicycles by higher education institutions in the context of national integrated projects involving public institutions of higher education. To plan the project viability and to have information that would allow a better development of sustainable mobility programs aimed at a reduction of the carbon footprint was made a study about the mobility practices of the student population enrolled in various institutions in the Polytechnic Institute of Porto (IPP). The data was obtained thru a survey sent by mail to all students enrolled in the IPP schools in the academic year 2015/2016:</p> <ul style="list-style-type: none"> - Invitations sent (number of students): 18232 - Refusals to participate: 117 - Complete answers: 3229 - Incomplete answers: 121 - Sample representative of the universe for a margin of error of 2.5% and a confidence interval of 99%
<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - Passengers transport operators - Municipalities - TIP (ticket operator) 	<p>Main stakeholders involved:</p> <ul style="list-style-type: none"> - IPP (Polytechnic Institute of Porto) - IMT (Institute of mobility and transport) - Academic community (students and workers) - AMP (Metropolitan Area of Porto) - Municipality of Porto, Vila do Conde and Matosinhos - Tâmega e Sousa (Intermunicipal Community)
<p>Web links: No</p>	<p>Web links: No</p>
<p>Why is the practice considered as 'good'? We considered the evaluations of the complains a good practice as it enable AMP and all the stakeholders not only to understand better the gravity of the situation for the passenger but also the level of the responsibility of the transport operator. The final report was an important tool in process of evaluation of the public transport</p>	<p>Why is the practice considered as 'bad'? We considered that this practice could have been better. It's important to refer that we received important inputs from the public of the project in the diagnostic face. The survey allow, with few resources, to have data that</p>

<p>service for the provisional authorization to operate until December 2019 in the framework of the Regulation (EC) No 1370/2007.</p>	<p>enable the project team to:</p> <ul style="list-style-type: none"> - define the matrix of travel; - Acknowledge the transports modes used by the students commuting home / school; - Acknowledge the loyalty of students to mobility modes used; - Acknowledge the reasons for the modal choice; - knowing the experience of use of various modes of transport, in its main routes; - To describe the knowledge and use of students regarding car-pooling, bike sharing, car sharing, ICT (Information and communications technology) support for modes of transport. <p>But this survey, didn't allow us to know the availability and motivation of students to change their modal choice of transport, in other words if they are interest to change the use of the private car to an electric bike. So we made a survey, that allow us to have a good characterization of the use of transports by the students but it don't allow us to know if they are able to change for more sustainable choices to commute to the University.</p>
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D. CURRENT EXPERIENCES

- 1. Has your organization already organized a participatory planning process?**

Not really.

- 2. Have you facilitated the participatory process on your own or have you engage an external facilitator?**

No.

- 3. Which kind of methodology have you used?**

None.

- 4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?**

No.



BARCELONA

A. OPEN QUESTIONS ON PARTICIPATORY TRANSPORT PLANNING ON THE REGIONAL LEVEL

1. Are there relevant policy documents or legislative that ensures or regulates public involvement for transport planning or planning in general?

Yes, the two main laws governing the operation of public transport are:

- Mobility's law 9/2013 of Catalonia's parliament. The law defines four basic axes of articulation: planning, management, evaluation and monitoring, and participation,
- Law 21/2015, of 29 July, financing public transport system in Catalonia.

2. Are there relevant policy documents or legislation that ensures or regulates public involvement process in your specific regional policy instrument?

Yes, Mobility's law 9/2013 of Catalonia's parliament. That regional law establishes mechanisms for participation in the development and safeguarding of these instruments to ensure administrative coordination essential for effective planning. The law also contains a part devoted to establishing organizational management bodies and participation.

3. Which are the key public stakeholders that absolutely need to be included in the transport planning process from your perspective? Please describe why!

- 36 municipalities: their (urban and interurban) needs must be taken into account, and sometimes they manage their own urban transport,
- Catalan Government - ATM: They manage some of the public transport services in the AMB region (bus, tram, railway), decide the public transport rates and also have the competence on main infrastructures planning (metro lines, bus lanes, roads, etc.),
- Spanish Government (Ministerio de Fomento): They manage and build some of the roads and railways in AMB region,
- Province Government (Diputació de Barcelona): They manage and build some of the roads in AMB region.

4. In your experience are there certain types of stakeholders that stand out as 'opinion leaders' that strongly influence decision-making process? Are those formal (institutional or political) stakeholders or informal (from the general public, local opinion-makers)?

Most opinion leaders are informal profile. Opinion leaders in AMB region are:

- RACC (automobile club),
- PTP (public transport association),
- La Fundació Cercle d'Infraestructures (business sector),
- Local media.

5. How do you envisage to involve stakeholders and the public into your project activities, in particular in drafting of the Action plan? What kind of stakeholders to involve? What obstacles do you expect?

For the next steps of the PMMU process there has been created the 'Mobility council', which includes all formal and informal stakeholders related to mobility in AMB region. Meets at least twice a year and presents various ways of working (sectoral working groups, seminars, conferences etc.). This council includes the main actors of civil society (professional associations, social and environmental associations, universities, etc.).

The following section (B) describes in detail the process of citizen participation. The process was organized by means of a number of on-site working sessions:

- Process presentation session and first approach to the challenges of the different transportation modes,
- Monographic workshop about mobility in public transportation (June 3rd 2014),



- Monographic workshop about mobility of pedestrians and bicycles (June 19th 2014),
- Monographic workshop about mobility in private vehicle and transport of goods (July 3rd 2014).

More than 100 people participated in each of these sessions, representing the institutions, services and associations.

6. Please describe how you communicate with the NGO's and other interest organisations involved in the planning process? Are there formalised ways for the NGO's to propose actions, planning changes, incentives, complaints, etc.?

NGOs are involved in the Mobility Council (for the PMMU).

7. Were there used or developed innovative methods or tools for communicating the planning process with the public (web-sites, awareness rising campaigns, social-networking ...)? Please describe (links, images are welcome).

In the diagnosis of PMMU we did not use an innovative method. However, we are currently using an interactive web platform (Zyncro platform) to facilitate the participation of municipal technicians in the Air Quality Council.

8. How do specific sectors and experts communicate (for instance transportation planners with urban planners, politicians ...)? How is the communication and planning process in respect to the city-region relation? Is the planning process and communication among those actors formalised or not? Please explain.

The metropolitan area is made up of representatives of municipalities. Therefore, the political dialogue is automatically between city and region. To formalize the communication channels, have several. It highlights the council of municipalities fight against air pollution. The most important channels of participation are:

- 'Mobility council', which includes all formal and informal stakeholders related to mobility in AMB region. Meets at least twice a year and presents various ways of working (sectoral working groups, seminars, conferences etc.). This council includes the main actors of civil society (professional associations, social and environmental associations, universities, etc.).

- Scientific council to help define planning. The council is composed of representatives of the universities, research centres and professionals renowned experts:

- Andrés Alastuey, Institut de Diagnosi Ambiental i Estudis de l'Aigua (CSIC),
- Josep Maria Armengol, Transports Metropolitans de Barcelona (TMB),
- Jose Maria Baldasano, Universitat Politècnica de Catalunya (UPC),
- Jaume Barceló, Universitat Politècnica de Catalunya (UPC),
- Eladio de Miguel, Transports Metropolitans de Barcelona (TMB),
- Iñaki Gili, Oficina Catalana del Canvi Climàtic,
- Marc Montlleó, Barcelona Regional,
- José Lao, Barcelona Regional,
- Teresa Moreno, Institut de Diagnosi Ambiental i Estudis de l'Aigua (CSIC),
- Maite Perez, Institut d'Estudis Regionals i Metropolitans de Barcelona,
- Xavier Querol, Institut de Diagnosi Ambiental i Estudis de l'Aigua (CSIC),
- Francesc Robusté, Universitat Politècnica de Catalunya,
- Rosa Maria Soler, Universitat de Barcelona - Departament d'Astronomia i Meteorologia,
- Andreu Ulied, MCRIT,
- Mar Viana, Institut de Diagnosi Ambiental i Estudis de l'Aigua (CSIC).

B. QUANTITATIVE AND QUALITATIVE ASSESSMENT OF AN ACTUAL TRANSPORT PLAN

Name of the plan, goals, time-frame, responsables, targets (in 5 sentences):

Name of the plan: Participation process to design the Urban Mobility Plan of the Metropolitan Area of Barcelona (diagnosis stage).

Goals: To share the results of the prediagnosis technique with the different agents involved and incorporate their vision of mobility into the diagnosis.

Time frame: The participative process' design started in December 2013 and ended in July 2014.

Responsible agents: The process was leaded by the Metropolitan Area of Barcelona.

Targets: The process was aimed at political and technical responsible agents of the autonomous government of the Generalitat de Catalunya, town and county councils of the Metropolitan Area of Barcelona, public services linked to mobility, social and economic agents, users' associations and other relevant agents in the mobility area.

1. Process

Inclusivity

- **Was the public informed beforehand that the plan will be made and how (please explain/ give evidence)?**

The participative process was made public through a public presentation where the Metropolitan Urban Mobility Plan (hereon PMMU) debate framework, work methodology, schedule and participation process were explained. This presentation took place in the Metropolitan Area of Barcelona (hereon AMB) headquarters and all the institutions and city councils involved in the mobility within the territory were called to participate. The meeting was held on March 4th 2014. The process was also released to the press through several media agents. Significant agents who had to be called into the participative process were identified and they were invited to participate in the process.

- **Were there opportunities for the general public and special interest representatives to input to the plan? In what way and how many meetings took place?**

The process was organized by means of a number of on-site working sessions:

- Process presentation session and first approach to the challenges of the different transportation modes
- Thematic workshop about mobility in public transportation (June 3rd 2014)
- Thematic workshop about mobility of pedestrians and bicycles (June 19th 2014)
- Thematic workshop about mobility in private vehicle and transport of goods (July 3rd 2014)

More than 100 people participated in each of these sessions, representing the institutions, services and associations.

- **What was the number of mechanisms (e.g. focus groups, community outreach) which seek the transport views and priorities of non-traditional or disadvantaged audiences (disabled, poor ...)?**

As part of the entities that collaborated in the participatory process, they represented the priorities of non-traditional and disadvantaged audiences. In Barcelona, federation's neighbors, environmental organizations, social organizations, experts in mobility have a special dedication to the neediest sectors.

Transparency

- **Were the intermediate (not final) results communicated to the public and how?**

The results of each of these sessions were gathered in a partial report that was uploaded to the Metropolitan Area of Barcelona's web page and was sent to the technical consulting companies in charge of the diagnosis of each transportation mode.



- **Did the general public have a role during the planning process? Please give evidence of how public involvement outputs were used to shape the transport plan (describe a case where the public changed the planning process).**

The participation of the different agents in the first presentation session and approaching the challenges of each area allowed us to make the right questions and debate axes that were later on used in the monographic workshops. Thus, debate axes were organized according to the contributions made in the first session.

- **Did the policy- and planning- makers give feedback on the public involvement. If yes, please describe in what way.**

Information on participation is channeled through the web site.

Interactivity

Number of consultative or deliberative methods and participatory methods used to engage the public on transport plan issues:

- Number of public meetings (workshops, seminars...): 4
- Press-releases: 4
- Exhibitions: 1
- Opinion polls, questionnaires: 1
- Survey on satisfaction, complaints/suggestions surveys: 1
- Web-sites (interactive): 1
- Citizens panels: 0
- Focus groups: 3
- Other: please specify: /

The process was organized through different on-site working sessions:

- Process presentation session and first approach to the challenges of the different transportation modes
- Thematic workshop about mobility in public transportation (June 3rd 2014)
- Thematic workshop about mobility of pedestrians and bicycles (June 19th 2014)
- Thematic workshop about mobility in private vehicle and transport of goods (July 3rd 2014).

Each session consisted on two parts. The first one was informative. In it, the technical consulting company in charge of the diagnosis provided specific technical data. The second one was deliberative: in it, the debate was facilitated among participants with the help of a consulting company specialized in citizen participation processes. Consultants gathered participants' contributions through key questions.

Besides, by means of a form, any participant could make his or her contribution to the diagnosis, thus enabling people and groups who have a hard time expressing themselves in public to participate in equal terms.

At the end of every session participants were delivered an evaluation sheet in which they could evaluate different aspects of the session (their interest in the topic of discussion, their chances to express themselves, results, debate facilitation, etc.).

- **Was the public engaged in the development of the final plan? Was the final plan discussed in the public?**

No, because the plan is still being drafted.

- **Has there been an evaluation of the final plan regarding public participation? Is there any document, questionnaire?**



The results of the diagnosis process have been continuously edited and uploaded to the AMB web page. Sessions have been evaluated through a specific questionnaire (table below).

Evaluation session

Indicates a satisfaction from 1 to 5 with respect to each of these items
(1 means dissatisfied and 5 very satisfied)

▪ RATING OF THE SESSION

Clarity of the information	1	2	3	4	5
Contents interest	1	2	3	4	5
Chance to express one's opinions	1	2	3	4	5
Results of the debate	1	2	3	4	5
Length of the session	1	2	3	4	5
Organization of the meeting	1	2	3	4	5
Place	1	2	3	4	5
Work dynamics used	1	2	3	4	5
Moderator's performance	1	2	3	4	5

- What I liked best of the session has been...
- What I liked the least has been...

2. Outcome

Please give evidence or examples how public participation or specific public initiatives impacted the final transport plan. Please be aware on the particular focus:

- **the overall shape of the transport plan:**

All sessions' reports contain a large amount of contributions and reflections that have been sent to the consulting companies in charge of the PMMU so that they can be taken into consideration along the process. These contributions have enriched the final diagnosis with the perspective of all the parties involved.

- **specific transport areas within the plan:**

Specific sessions for different areas were organized: logistics, public transport, private transport, bike and walk and smart mobility. Contributions were used in the PMMU redaction.

- **identifying problems and in formulating objectives:**

Most profitable participation is problem solving. The most relevant were low connectivity bike lanes, the specific needs of improving public transport, and the need to reduce externalities without slowing the economic development.

- **Evidence that the local community (parents, residents, schools, police, health authorities, business local groups, etc.) were involved in developing an integrated strategy for reducing car use and improving children's safety on the journey to school (the range of groups involved and evidence of influence):**

In the session dedicated to pedestrian transport, promoting safe school roads was one of the most outstanding contributions.

- **Bus strategy – evidence of public (stakeholders and the wider community) involvement in decision-making:**

The strategy of improving bus should highlight the contribution of PTP (promotion of public transport) association. Those contributions were instrumental in understanding the metropolitan public transport strategy.

- **Disability issues – evidence that disabled/organisations representing the disabled have been involved in participation activities:**



Various entities made contributions to eliminate architectural barriers.

- **Social exclusion – evidence of dialogue and partnership with disadvantaged groups (and influence on decision-making):**

Various entities made contributions to emphasize public transport as a key pillar of the welfare state.

- **Evidence of ‘public involvement’ in the production of a walking or cycle strategy:**

The cyclist metropolitan network is the most prominent evidence (the process is described in greater detail in the Section C).



C. GOOD AND BAD PRACTICE

Good practice	Bad practice
<p>Name: BiciVia</p>	<p>Name: Tramway connection</p>
<p>Context: During the PMMU process, the cycling network has been defined. This means around 400km connecting urban centres and industrial and economic areas. The process has taken around 6 months, since we started defining the routes until there was a signed political consensus.</p> <p>We have had 8 different meetings to start the discussion dividing the 36 municipalities into (technical) groups and making them discuss about the best routes to connect with each other. Other meetings came afterwards, to analyse different alternatives and to finally decide the metropolitan cycling map. There was also a meeting with all the politicians from the 36 municipalities. And also different meetings with the road owners (province, Catalan and Spanish government) to discuss and agree the cycling map. Finally there was also a presentation and discussion with cycling stakeholders (ngos etc) to explain also the characteristics of the cycling network. AMB is offering 50% of investment to build the bike network, municipalities have to pay the other 50%.</p>	<p>Context: The union of the tram network is one of the most important projects to improve public transport.</p> <p>In the metropolitan Infrastructure Master Plan (2001-2010) already appeared this project. In 2005 started the first technical studies. It is a 3.6 km long project through one of the main streets of the city (Diagonal Avenue) that will allow the union of the two tram networks (26km). The action will reduce private transport and increase sustainable mobility in the city and, at the same time, promote public transport and improve accessibility for pedestrians and cyclists.</p>  <p>In May 2010, a referendum was held on the reform of the whole street (Diagonal Avenue), in which citizens can choose to turn the street into a boulevard, an avenue or keep it as is.</p>
<p>Main stakeholders involved: 36 municipalities, road managers (Spanish, Catalan and Province governments), cyclists associations, Generally municipalities are building their own cycling network, without taking into account how to connect with neighbours. Discussions in small groups have been very positive. Some road owners (province) want to participate as well with the investment. A specific agreement will be signed.</p>	<p>Main stakeholders involved: Barcelona City Council, neighbourhood associations and Catalan Government</p>
<p>Web links: http://www.amb.cat/ca/web/mobilitat/actualitat/noticies/detall/-/noticia/mes-per-la-bicicleta/4716689/11704?detailBackURL=http%3A%2Fwww.amb.cat%2Fweb%2Fcercador%2Fcercador%3Fp_auth%3DFHNNgMS7%26p_p_id%3DPageSearchListPortlet_WAR_AMBSearchPortletportlet%26p_p_ifecycle%3D1%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolumn-1%26p_p_col_pos%3D1%26p_p_col_count%3D2%26pageNum%3D1%26queryText%3Dbicicleta</p>	<p>Web links: http://territori.scot.cat/cat/notices/2010/09/tramvia_i_reforma_de_l_rsquo_avinguda_diagonal_barcelona_2698.php</p>

<p>Why is the practice considered as 'good'?</p> <p>Coordination among 36 municipalities and other public bodies to create consensus. The final result is a map of 400 km of cycling network and its characteristics, that everyone agree to build in the next years.</p>	<p>Why is the practice considered as 'bad'?</p> <p>The participatory process (referendum) was a failure of participation (only 12.7 % of the census) and was characterized by technical problems. The results were unfavorable to the project and caused paralysis of one of the most important projects to improve metropolitan transport. Currently, the new city government is trying to turn the project because it is an essential action to combat air pollution.</p>
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D. CURRENT EXPERIENCES

1. Has your organization already organized a participatory planning process?

The AMB has created Municipalities Metropolitan Council for the Fight against Air Pollution.

2. Have you facilitated the participatory process on your own or have you engage an external facilitator?

We have an external facilitator.

3. Which kind of methodology have you used?

It has an interactive web platform (ZINCRO) and six working groups that meet regularly. In addition there is also a scientific council to help define planning.

4. Do you have any special question regarding the participatory planning and participatory processes, which should be explained in detail at the workshop?

Our question would be how to target unpopular measures in the open participatory processes?

