



European Union  
European Regional  
Development Fund

## **TRAM Project**

*Towards new Regional Action plans for sustainable urban  
Mobility*

**Index Number: PGI00208**

# **Methodological guidelines Selection of the good and best practices by ITRE PANEL**

**Final document June 2017**

## Table of contents

<b>1</b>	<b>Preface.....</b>	<b>3</b>
<b>2</b>	<b>Introduction.....</b>	<b>4</b>
2.1	Acronyms.....	4
2.2	ITRE Panel.....	4
2.3	Methodological guidelines.....	5
<b>3</b>	<b>Guidelines on progressing activities.....</b>	<b>7</b>
3.1	Remarks on definitions for sustainable urban mobility practice.....	7
3.2	Step 1 : establishing the local stakeholder groups.....	7
3.3	Step 2: listing good practice cases.....	8
3.4	Step 3: validating good practice cases.....	9
3.4.1	Basic questions.....	9
3.4.2	Complex questions.....	10
3.4.3	GP to evaluate by each ITRE expert.....	10
3.5	Step 4: Profiling the presentations of good practice cases.....	11
3.6	Step 5: Presenting and evaluating good practice cases at the tram exchange activities.....	11
3.7	Step 6: Assessing the usefulness of presented good practice in the other practice in the other partner areas.....	12
3.8	Step 7: selecting Best Practice cases.....	13
3.8.1	Aim.....	13
3.8.2	Principles and definitions.....	13
3.8.3	Best Practices criteria for evaluation.....	14
3.8.4	The integrative approach.....	14
3.8.5	Criteria for overall assessment.....	14
3.8.6	The operational approach.....	16
3.8.7	Operational aspects.....	17
<b>4</b>	<b>ANNEXES.....</b>	<b>19</b>
4.1	GOOD PRACTICE CASE TEMPLATE.....	19
4.2	ITW EVALUATION QUESTIONNAIRE.....	21
4.3	STUDY VISIT QUESTIONNAIRE - GUEST.....	23
4.4	STUDY VISIT QUESTIONNAIRE - HOST.....	26

## 1 Preface

The TRAM project fosters the development of a competitive, resource-efficient and low carbon-oriented European transport system by improving the efficacy of regional and local policies on urban mobility in five geographical areas of the European Union. The strengthened urban dimension of regional and local policymaking is expected to facilitate the shift to low carbon economy – in line with the guidelines set out in the EU Transport White Paper, the Urban Agenda and the EU 2020 strategy.

In that regard, the project has initiated an interregional learning process in the five partner organisations of: Marche Region (Italy), the Public Works Agency of the Andalusia Regional Government (Spain), Region Blekinge (Sweden), North-West Regional Development Agency (Romania) and the Municipality of Miskolc City of County Rank (Hungary) and their local/regional stakeholders, with the purpose to identify accumulated practice within the three thematic areas of sustainable urban mobility:

- **Transport policies:** measures/actions and plan aiming at reducing demand for emission intensive transport modes in urban areas, thus allowing a shift from more energy intensive and environmentally harmful to less polluting and more efficient modes of transport. This includes the shift toward the use of public and alternative transport modes and environmentally friendly distribution of freights.
- **Intelligent Transport Systems for urban area:** technical solutions aiming at exploiting smart technologies and ITS as key enabler for urban mobility planning to create new opportunities for sustainable mobility by harnessing the intelligence of urban mobility system.
- **Low emission and green transport** (improved vehicles and fuels): projects and technologies for the introduction of new types of zero and low emission public and private transport; renewable fuels; electric vehicles; eco – friendly passengers and freights transport modes.

Through the interregional learning process the best reckoning cases of the good practice are to be selected and then directed for adaptation in the developmental contexts of the other project partners.

TRAM project is structured in two main phases; the first is related to the *Interregional Learning Process* (from April 2016 to March 2019), the second to monitoring the implementation of the Action Plans of each Partner (from April 2019 to March 2021).

The *Methodological guidelines for selection of the good and best practices* is a product of the first phase related to the *exchange of the experiences* activity, while the methodological aspects of the last two years (action plans) will be presented in a future document.

## 2 Introduction

### 2.1 Acronyms

- **WG:** working groups
- **SV:** study visit
- **ITRE:** International Team of Regional Experts
- **PP:** Project Partner
- **LP:** Lead Partner
- **LSG:** Local stakeholder group
- **GP:** good practice
- **BP:** best practice

### 2.2 ITRE Panel

Name	Organisation	Project partner represented
Simone Franceschini	ISFORT	Marche Region, Italy
Rafael Sánchez	Independent Consultant	Agencia de Andalucía, Spain
Henrik Ny	Blekinge Institute of Technology	Region Blekinge, Sweden
Endre Kapitány	Közlekedés C. Engineers Ltd.	Municipality of Miskolc, Hungary
Nikolett Szalai	Közlekedés C. Engineers Ltd.	Municipality of Miskolc, Hungary
Ioana Ivanov	Gea Strategy & Consulting	North-West RDA, Romania
Reinhold Stadler	CIVITTA	North-West RDA, Romania

### 2.3 Methodological guidelines

The *Methodological guidelines for selection of the good and best practices* has been elaborated by three Working Groups of the Interregional Team of Regional Experts (ITRE) PANEL with the following goals:

- To identify the flow of the *Methodological guidelines* outcomes from the discussion of TRAM project experts started in the Blekinge ITRE meeting in Karlskrona (Blekinge Region). It shall be interpreted as an internal and flexible support tool for the partnership in fulfilling the obligations resulting from the project application. Its content is adaptable to any new circumstances faced by the project partners in the project implementation of conceptual activities.
- To define when a good practice template is properly filled and can be accepted for scientific revision by ITRE panel.
- To evaluate the transferability of a good practice to another partner, in order to understand how a good practice can become a best practice.

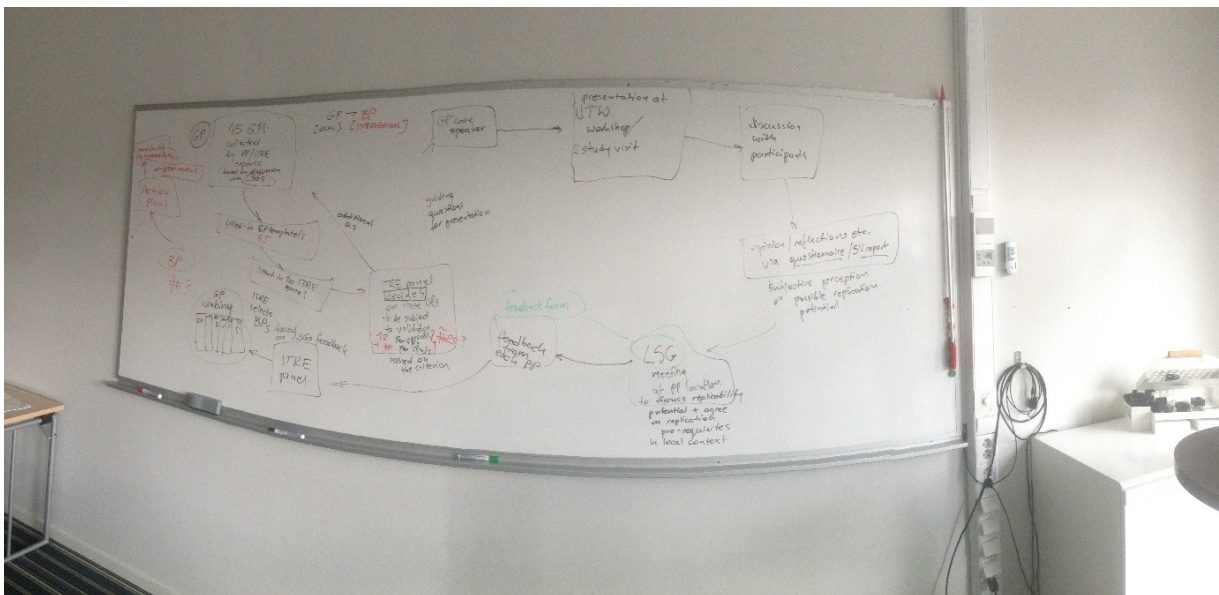


Figure 1 ITRE-panel brainstorming session (Karlskrona, 2017 march 17th)

The entire process of selection of the practices involves ITRE Panel, Project Partners (PPs), and Local Stakeholder Groups (LSGs) of TRAM project. All these bodies have a specific knowledge which is worth to be included in the identification of a best practice process:

- **ITRE Panel** is the scientific committee which has an overall knowledge about the different practices and their potential impacts.
- **PPs** are the responsible of the policy instruments which will integrate the best practices.
- **LSGs** know the local/regional transport and policy contexts and demands.

The following Figure 2 shows the logical process of the *Methodological guidelines*:

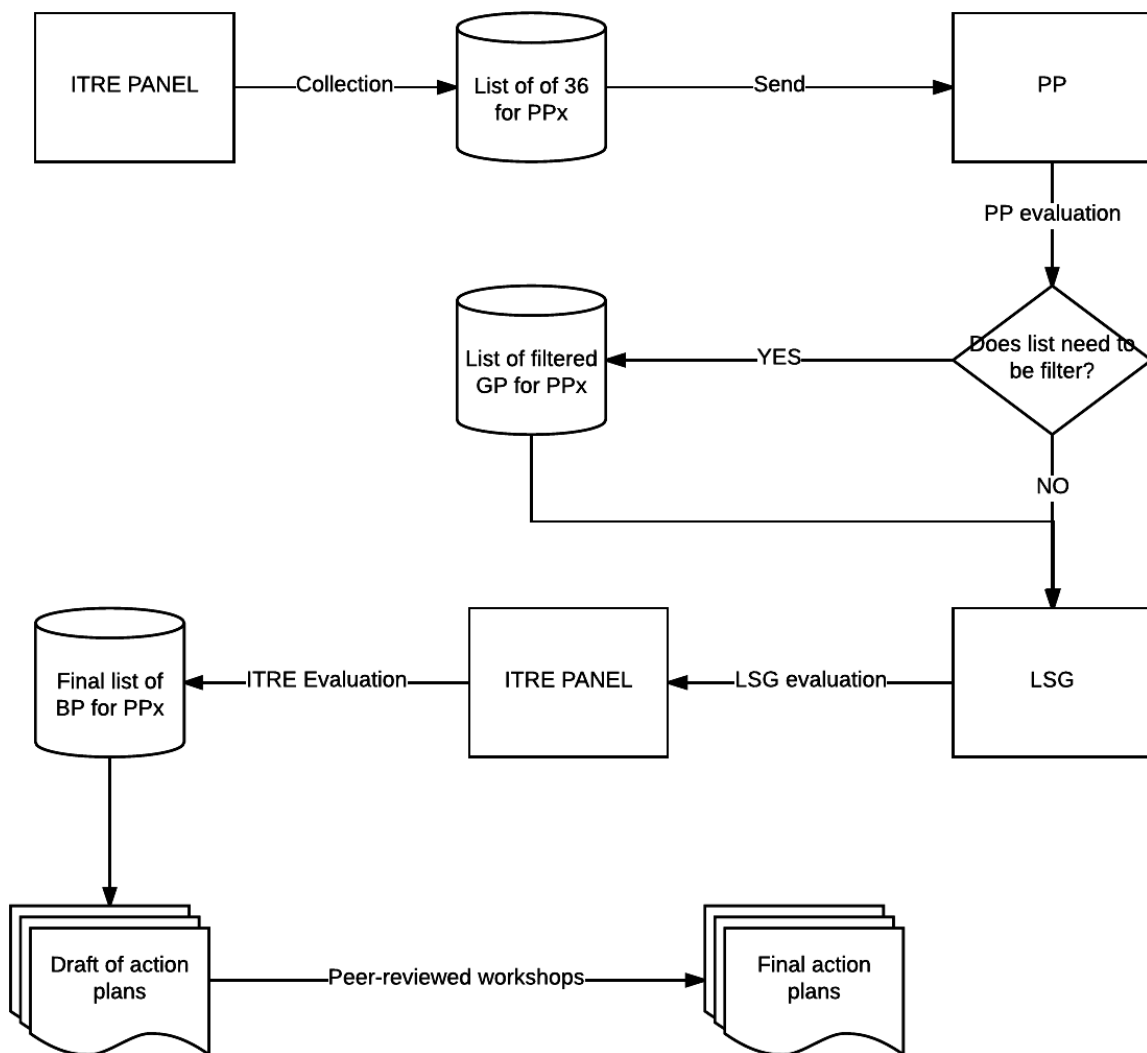


Figure 2 The process of selecting BP's

### 3 Guidelines on progressing activities

The purpose of this document is to guide the partnership through the process of: (1) negotiating the list of good practices from the respective geographical areas; (2) validating the common interest in their popularisation through the TRAM exchange activities; and (3) arriving at the ultimate list of practices to be then embedded in the existing local/regional policy instruments steering the sustainable urban mobility in the partner areas.

#### 3.1 Remarks on definitions for sustainable urban mobility practice

When submitting the application, the project partnership used to changeably operate with two terms denoting the experience in sustainable urban mobility accumulated in the partner areas, namely: *good practice and best practice*.

This document presents the clarified understanding of these two definitions:

**Good practice (GP)** stands for the approaches, routines, methods and policies developed and tested WITHIN the partner area or THROUGH the know-how obtained by the project partner in some past thematic activities (e.g. exceeding the geographical area of the partner). Such practice has proved to be durable in the LOCAL AND/OR REGIONAL CONTEXT and beneficial for the sustainable urban mobility work of the local/regional stakeholders. It does not imply that the specific practice is durable and beneficial for the other partner areas.

**Best practice (BP)** stands for the subset of the GPs that demonstrate the highest potential to improve the sustainable urban mobility policy making dimension of a specific project partner. A good practice can be best for no-one, one, or more project partners. Therefore, “best” is not an absolute attribute of the practice, but it is the evaluation of its contribution to the specific needs of each project partner, assessed through four pre-identified criteria (sustainability, transferability, effectiveness, innovation).

#### 3.2 Step 1 : establishing the local stakeholder groups

As laid down in the application, each project partner is obliged to set up the so-called Stakeholder Group (SG) as a local dialogue platform for the interregional learning process. The SG members are expected to provide inspiration and feedback to the partnership throughout the project implementation, with the focus on:

- Identification and compilation of good practice cases;
- Prioritisation of good practice cases to be presented for the other project partners and their experts through the exchange activities;
- Assessing of the replicability/adaptability potential of the presented good practice cases through participation in the selected exchange activities;
- Supporting the project partners in designing and implementing action plans to implant the best practice in the local/regional policy instruments on sustainable urban mobility;
- Assisting the project partners with the dissemination of project findings and results to ensure their impact on the shift to low carbon urban mobility systems.

Recruitment of members to the SG should ensure the acquisition of local/regional competence in the three pre-selected thematic fields of sustainable urban mobility:

- **Transport policies:** measures/actions and plan aiming at reducing demand for emission intensive transport modes in urban areas, thus allowing a shift from more energy intensive and environmentally harmful to less polluting and more efficient modes of transport. This includes the shift toward the use of public and alternative transport modes and environmentally friendly distribution of freights.
- **Intelligent Transport Systems for urban area:** technical solutions aiming at exploiting smart technologies and ITS as key enabler for urban mobility planning to create new opportunities for sustainable mobility by harnessing the intelligence of urban mobility system.
- **Low emission and green transport** (improved vehicles and fuels): projects and technologies for the introduction of new types of zero and low emission public and private transport; renewable fuels; electric vehicles; eco – friendly passengers and freights transport modes.

Although the SG has an informal and non-binding character, each project partner should draw a written agreement with the interested stakeholders (**Memorandum of Understanding**). Such an agreement sets a cooperation framework and encourages the members to a joint action to tackle the urban mobility challenges and to work out solutions improving sustainable urban mobility policies in the partner areas. The MoU document may be regularly updated (e.g. via further signatories) should new stakeholders be recruited to the SG.

The SG meetings are scheduled every half a year (semester).

#### OUTPUT: Signed MoU document in each partner area

### 3.3 Step 2: listing good practice cases

Early in the project implementation (semester 2), each project partner delivers a listing of 9 GP cases, whereof 7 come from the respective region/municipalities, and 2 represent the European level following the partner involvement in the past initiatives. Ideally, the collected GPs fall into the three pre-determined categories: (1) transport policies; (2) ITS for urban areas; (3) low emission and green transport.

The compilation of 9 GPs from each partner areas is a joint process engaging the project partners, owners/promoters of ideas for GPs, the ITRE experts and the SG. In that respect:

- An owner/promoter of an idea for the GP fills in a dedicated GP template (annexed), to present, among all, the addressed urban mobility challenge/s, expected and achieved outcomes, encountered difficulties, lessons learned and key success factors. The latter are of key importance to judge on the transferability potential of the idea in question.
- The collected ideas for the GPs are presented for and discussed in the SG meeting.
- The project partner, assisted by the SG, chooses the 9 GP cases to be further processed by the ITRE experts and the project partners.

#### OUTPUT: 45 filled-in templates for GP cases (9 per project partner)



### 3.4 Step 3: validating good practice cases

The collected 45 GP cases are forwarded to the ITRE panel for validation. Based on the filled-in GP templates, the panel of ITRE experts assess their usefulness for the interregional learning process by analysing the provided information, especially in such aspects as: lessons learned and key success factors. In that respect, the experts apply the common selection criteria. The evaluation of good practice templates relies on two types of evaluation which differ by the complexity of the questions asked:

#### 3.4.1 Basic questions

Basic questions that just need a simple answer like project title, costs or time scale will not be evaluated on a quality base. They just must be in the template to consider it eligible. If, however answers for this information are missing, the good practice is not considered eligible.

*Table 1. Basic questions*

Good practice ID	Filled in: Yes/No
Title Of Practice	Filled in: Yes/No
Does this practice come from EU project?	Filled in: Yes/No
Which improvement area(s) does the practice refer to?	Filled in: Yes/No
Project Acronym	Filled in: Yes/No
Main promoter	Filled in: Yes/No
Geographic Coverage of the practice	Filled in: Yes/No
Resources Needed	Filled in: Yes/No
Time scale	Filled in: Yes/No

### 3.4.2 Complex questions

Complex questions will be evaluated considering the quality of the answer and the information presented. The grading will be from 1 to 4 points, where 4 is the maximum (very good), 3 points is good and 2 points is an intermediate level; 1 point is a poor qualification and it would need to be completed.

Because some questions are more important than others, the weight of marks will be different: it must to be considered more relevant aspects related to objectives and evidence of success, sustainability assessment, lessons learned and key success factors.

Table 2. Complex questions

Questions	scale	weight	Máximo score
Detailed Information on the practice	Grades 0-4	1	4
Objectives and evidence of success	Grades 0-4	2	8
Sustainability assessment	Grades 0-4	2	8
Difficulties encountered	Grades 0-4	1	4
lessons learned	Grades 0-4	2	8
Key success factors	Grades 0-4	2	8
Relevant stakeholders	Grades 0-4	1	4
			44

For a project to be eligible as a BP it have to score all mandatory questions answered and obtain a minimum of 20 points from the average evaluation of the 2 or 3 ITRE Experts. Furthermore, the four core fields: objectives, sustainability, lessons learned, key factors cannot be evaluated with zero points.

### 3.4.3 GP to evaluate by each ITRE expert

Each practice must be evaluated by 2 ITRE experts (the internal one and one more) or 3 ITRE experts if there are some kind of disagreement. So it means that there will be, at least, 90 evaluations (18 by each ITRE expert).

In order to assign a GP template to each ITRE expert, a doodle has been made where each ITRE expert selects some GP preferred for evaluating, apart the 9 local ones. In any case, a random selection will be needed in order to guarantee that evaluation of each GP template by, at least, two ITRE experts.

If this minimum score is not reached, the ITRE panel will send a communication to the promoting PP in order to update the template in a two weeks deadline. A second and final evaluation will be made by ITRE panel.

As a result of the evaluation, the ITRE panel selects a limited number of GP cases to be subject to validation through exchange activities – study visits - in the specific partner areas. This number should exceed the pre-

determined sample of 12 cases in the TRAM application, to secure a sufficient pool of cases should any of them be no longer available for in-depth presentation.

If needed, the ITRE panel may contact the GP case owners/promoters for further clarification before the validation procedure is completed.

**OUTPUT: ca 20 GP cases selected for validation through TRAM exchange activities in the partner areas**

### 3.5 Step 4: Profiling the presentations of good practice cases

Having selected the GP cases for in-depth presentation, before each coming exchange activity (see step 5) the ITRE panel analyses the description given in the GP template and approach its owner/promoter with some guiding questions. These are aimed to inform the presenters on the issue of interest for the project to help them profile the interventions.

The hosting partner for the exchange activity should see to it that the presentation slides are available to the project partnership prior to the events, to offer opportunity for the project partner representatives and the ITRE experts to prepare discussion questions.

The local SGs are involved in the profiling of presentations. The ITRE Panel collects feedback and comments coming from PPs and SGs (through the project partners) before sending guidelines to promoters.

**OUTPUT: collection of profiled presentations of the GP cases for the TRAM exchange activities**

### 3.6 Step 5: Presenting and evaluating good practice cases at the tram exchange activities

Following the guidance received, the owners/promoters of the selected GP cases present them in TRAM exchange activities serving the purpose of interregional learning process. These are:

- Study visits (SVs).
- Interregional thematic workshops (ITWs),

The SVs are arranged first and foremost for the representatives of the project partners, their ITRE experts and cooperating stakeholders (from the local SGs) to illustrate the scale of the issue addressed and the solutions worked out for the selected GP cases. The SVs should enable an in-depth insight in the selected GPs and – through direct interaction with the owner/promoter – help assess their effectiveness for the local development context as well as its transferability potential to the other partner areas. Each study visit should see a summary discussion to gather spontaneous reaction from the participants on the information received.

The SVs are supported by a preparation phase (see step 4) and followed by a documentation and monitoring phase to ensure the best learning effects. The latter phase is supported by the following tools:

- Study visit questionnaire template,
- Study visit report form.

The SV questionnaire template is thought to collect post-event feedback on highlights, learning, GP transferability potential etc. For each of the guest partner area its ITRE expert coordinates the collection of opinions, statements and reflections from the study visit participants representing this specific area, fills in the form and sends to the hosting project partner.

The hosting partner uses the post-event feedback to prepare a study visit report based on the available form. A draft version is circulated for comments and then completed in a final study visit report.

The ITWs are linked to the study visits and aim to share the GPs, thus allowing the learning process to move from the project's partnership to the external level. The ITW are organised in a goal-oriented style and include: a series of GP presentations on the chosen thematic fields of sustainable urban mobility (transport policies or intelligent transport systems for the urban areas or low emission and green transport), panel discussion and interactive joint in-depth work in smaller group settings. The latter shall be composed of the project partners, the representatives of their respective SGs and the local urban mobility actors invited by the hosting project partner. It is expected to mobilise them for reflections and opinions on the presented GP cases.

Each of the working groups is coordinated by ITRE experts in order to ensure the GPs usability and transferability to the policy instruments in the project partner areas.

The ITWs are supported by a preparation phase (see step 4) and followed by a documentation and monitoring phase to ensure the best learning effects. The latter phase is supported by the following tools:

- ITW questionnaire template,
- ITW report form.

The ITW questionnaire template is thought to collect individual feedback from the participants on their perception of the event at large, and help evaluate the usefulness of its individual parts. Prior to filling in the forms by the participants, the moderator or chair of the workshop should clearly explain the goals and expectations for the evaluation.

The hosting partner collects the ITW questionnaires and prepares a study visit report based on the available form. A draft version is circulated for comments and then completed in a final ITW report.

One of the main purposes for the GP evaluation through the TRAM exchange activities is to judge to usefulness of the practice in the corresponding partner areas through subjective perception of its transferability potential. For that reason, the forms contain questions related to the similarity of difficulties encountered and solutions applied in the practice area and the partner territories, the ability to identify key success factors which could determine the possible successful replication/adaptation of the practice to the development contexts of the other partner areas etc.

#### **OUTPUT:**

- 1) **filled-in evaluation forms from the interregional thematic workshops and study visits**
- 2) **produced reports from the study visits and interregional thematic workshops**

### 3.7 Step 6: Assessing the usefulness of presented good practice in the other practice in the other partner areas

The project partners and their ITRE experts are expected to hold a SG meeting after the events (Interregional thematic workshops and study visits) to share event impressions with the cooperating stakeholders and discuss the replicability/adaptability potential of the presented GP cases.

One of the issues to be raised in the SG meeting is to define pre-requisites for the successful adaptation of the GP in question in the local development context. Outcomes of the meeting should be written down by the respective ITRE expert in a brief note and circulated in the ITRE panel and the project partnership.

**OUTPUT: collected SGs' feedbacks on the replicability/adaptability potential of the presented GPs**

### 3.8 Step 7: selecting Best Practice cases

The feedback received from the SG meetings in the partner areas is processed by the ITRE panel. The gathered experts formulate a ranking list of GP cases with the best potential for replication/adaptation in the partner areas concerned. The best-reckoning GPs in that specific perspective are then suggested by the ITRE panel to become the project's best practices (BPs).

#### 3.8.1 Aim

To identify how good practices become best practices for each PP in their future action plans.

#### 3.8.2 Principles and definitions

- A **good practice** is a practice which is proposed by a PP.
- The **good practice template** is the template which summarizes essential information and evaluation about a good practice
- The **good practice database** is the database of 45 good practices (9 practices for each of the five PPs)
- Interesting good practices are selected to be part of SVs or part of ITW presentations
- A **best practice** is a good practice which is evaluated to be very relevant for a specific PP
- A best practice is always and only evaluated using the information used in the Good Practice template:
  - No further analyses are expected to be performed
  - If more information are required, the good practice form is updated
- **A good practice can be:**
  - not selected as best practice by anyone
  - selected as "best" for one or more PPs
- **A best practice:**
  - must be selected among the 45 good practices
  - ought to include the ones investigated through 12 SVs
  - is always linked to the specific PP (is a best practice for PPx)

### 3.8.3 Best Practices criteria for evaluation

ITRE panel identified to following approach to identify a best practice:

- to follow an integrative approach, that is to keep in considerations the evaluations coming from:
  - ITRE Panel,
  - Each PP,
  - Each PPs LSG;
- to include these criteria in the integrative approach:
  - sustainability,
  - transferability,
  - effectiveness,
  - innovation.

### 3.8.4 The integrative approach

ITRE panel identified to following approach to identify a best practice:

The proposed methodology includes an overall assessment of the evaluations coming from the following three bodies ITRE Panel, Project Partners (PPs), and Local Stakeholder Groups (LSGs).

The combination of the different knowledge coming from the three above-mentioned bodies allows to formulate a reasoned opinion about the potential impact of a practice in the specific context of each PP.

### 3.8.5 Criteria for overall assessment

The three above-mentioned bodies shall follow four criteria when they evaluate which good practices become best ones for their context. The four criteria are:

- **Sustainability.** The criterion follows the traditional division of sustainability in:
  - **economic sustainability** refers to the expected impacts that a practice might have on the operating costs and revenues, required investment, and/or overall impacts on economic development
  - **Environmental sustainability** refers to the expected direct impacts of the practice on the usage of renewable and nonrenewable resources, including, for example local/global pollution, waste generation. Evaluation shall also take in account the impacts on other transport trends and dynamics which may impact the environmental dimension (e.g. urban sprawl, driving time)

- **Social sustainability** refers to the fulfillment of human needs. This includes, among other things, health and the equity dimension. The latter considers how costs and benefits are distributed in society, especially considering weaker social groups.

*To take in account that a practice might have both negative and positive impacts at the same time, within and between the different dimensions. It is therefore essential that the evaluating bodies identify and describe the specific expected dynamics*

- **Transferability.** The criterion focuses on the likelihood that a good practice can be transferred to the context of the PP. The evaluation shall start from the identified key success factors, encountered difficulties, and learnt lessons which are reported in the good practice template. Transferability may also consider the possibility to replicate or to adapt a practice, whether it improves the transferability rate of success
- **Effectiveness.** The criterion identifies “the capability of producing the wanted result”. In TRAM context, it is proposed to understand effectiveness as the overall combination of sustainability and transferability, which is a measure to identify the likelihood that a practice will influence the context. Likelihood depends on: 1. the expected sustainability potential impacts; 2. the expected capability to transfer the practice (i.e. the transferability criterion).
- **Innovation.** The criterion refers to the policy learning dimension related to the adoption of the best practice in a given context. A practice may need changes to the institutional level, which may refer to new objectives, practices, routines, strategies and organizational structures.

### 3.8.6 The operational approach

The proposal is to use a simplified table, based on a *likert-scale*, which enables comparison and synthesis of different positions between the different bodies. Each table represents the evaluation of a specific good practice for a specific PP.

Table 3. Matrix of evaluations

Dimensions	Bodies			Overall
	PP	LSG	ITRE Panel	
<b>sustainability</b>	likert value	likert value	likert value	likert value
<i>economic</i>	likert value	likert value	likert value	likert value
<i>environmental</i>	likert value	likert value	likert value	likert value
<i>social</i>	likert value	likert value	likert value	likert value
<b>transferability</b>	likert value	likert value	likert value	likert value
<b>effectiveness</b>	likert value	likert value	likert value	likert value
<b>Policy and institutional innovation</b>	likert value	likert value	likert value	likert value

NOTE: Sustainability likert value is the median value of the values of the three dimensions of sustainability



The following *likert scales* are used:

Table 4. Likert values for evaluation

Dimensions	likert values			
	4	3	2	1
<b>sustainability</b>	very positive	positive	neutral	negative
<b>transferability</b>	-	with no changes	with minor changes	with major changes
<b>effectiveness</b>	-	relevant impact	fair impact	limited impact
<b>Policy and institutional innovation</b>	within current framework	limited institutional changes	Important institutional changes	complex institutional changes

Each body presents its own evaluation about the practice for that context. Overall value is defined as the median value of the three different evaluations coming from PP, LSG, and ITRE Panel. When a clear value does not arise, ITRE Panel decides the final decision.

The overall value of the practice is the median value of the overall value of each dimension.

### 3.8.7 Operational aspects

For each PP, the database includes 36 practices to be evaluated (45 minus the 9 of the partner itself). The decisional flow runs as follows:

1. ITRE Panel sends the list of 36 practices to each PP, including the form for the evaluation;
2. Each PP - helped by its own expert - evaluates the practices and indicates whether or not a practice seems worth to be transferred to LSG for further evaluations;
3. PP makes sure that LSG evaluates the interesting practices. Each PP will decide, in autonomy, how to involve the LSG, and it will inform ITRE Panel;
4. PP sends to ITRE Panel the evaluations coming from LSG;
5. ITRE Panel evaluates and indicates the overall value of the practice for each PP.

The selected BPs are then referred to in the Action Plans which shall transform the lessons learnt into specific measures to improve partners' policy instruments for sustainable urban mobility.

**OUTPUT: list of BPs approved by the project partners**

## 4 ANNEXES

### 4.1 GOOD PRACTICE CASE TEMPLATE

<b>General Information</b>	
Good practice ID	<i>[Technical: to be filled in by ITRE]</i>
Title of practice	
Does this practice come from an EU project?	YES/NO
Which improvement area(s) does the practice refer to?	<input type="checkbox"/> Transport policies (reducing demand for transport, promoting modal shifts) <input type="checkbox"/> ITS (Information Technology System) <input type="checkbox"/> Green/low carbon transport (improved vehicles and fuels)
Project acronym	
Main promoter	
Geographic coverage of the practice	European
	National
	Regional
	Other
Detailed information on the practice	<i>[1000 characters]</i>  - What is the problem addressed and the context which triggered the introduction of the practice? - How was the practice implemented?
Resources needed	<i>[300 characters]</i>  Please specify the amount of funding/financial resources used and/or the human resources required to set up and to run the practice.
Time scale	e.g. June 2012 – May 2014/ongoing
Objectives and evidence of success	<i>[500 characters]</i>  - What were the expected objectives? - What were the achieved objectives? - Were there any unexpected outcomes?

	<i>Please provide factual evidence (e.g. measurable outputs/results). If not possible, please identify indicators - even without figures - which might have been used to track the achieved objectives.</i>
Sustainability assessment	<i>Please, can you indicate the impacts of the practice on each of the following dimensions using the scale (4-very positive; 3-positive; 2-neutral; 1-negative):</i>  <i>social dimension: ____</i> <i>Please, motivate your answer:</i>
	<i>- environmental dimension: ____</i> <i>Please, motivate your answer:</i>
	<i>- economic dimension: ____</i> <i>Please, motivate your answer:</i>
Difficulties encountered	<i>[500 characters]</i>  <i>Can you identify relevant difficulties which could slow down the implementation and/or the success of the practice?</i>
Lessons learned	<i>[500 characters]</i>  <i>Please provide information on how the above-mentioned difficulties were overcome and which the learned lessons are. This can be done e.g. through information on new objectives, strategies, practices, routines, and structures.</i>
Key success factors	<i>[1000 characters]</i>  <i>-Which are the success factors that, in your view, were essential to guarantee a successful implementation of the practice? Such factors might be considered by other interested partners that want to replicate/adapt this practice.</i>
Relevant stakeholders	<i>[500 characters]</i>  <i>-Who are the main beneficiaries of the practice?</i>  <i>- What was the role and importance of other relevant stakeholders to explain evidence of success or encountered difficulties? Other relevant stakeholders may be, among others, institutions, firms, NGOs.</i>
Further information	<i>Link to where further information on the good practice can be found</i>
Expert opinion	<i>[Technical: to be filled in by ITRE]</i>
<b>Contact details</b>	
Name	
Organisation	
E-mail	

## 4.2 ITW EVALUATION QUESTIONNAIRE

**INTERNATIONAL THEMATIC WORKSHOP (ITW)  
EVALUATION QUESTIONNAIRE**

YOUR NAME:	
YOUR ORGANIZATION:	
ITW TOPIC:	
LOCATION AND DATE:	
GOALS:	

**01. OVERALL EVALUATION**

**To what extent do you agree with these statements? (Rate from 5 (very agree) to 1 (disagree)).**

- The ITW was well organized.
- The stakeholders actively participated the programs during the ITW.
- The aims set out for this ITW were reached.

Do you have any suggestions for the further ITWs?

Please, briefly report your answers on page 2.

**02.. EVALUATION OF THE PRESENTATIONS**

**To what extent do you agree with these statements? (Rate from 5 (very agree) to 1 (disagree)).**

Statements / Questions	1 <sup>st</sup> pres.	2 <sup>nd</sup> pres.	3 <sup>rd</sup> pres.	4 <sup>th</sup> pres.	5 <sup>th</sup> pres.
Suggested good practices are actual					
The practice is useful to be implemented in your region.					
The expected objectives have been achieved.					
Rate the impacts of the practice on each the following dimensions!	<b>In this case, please use the following scale: 4 (very positive) to 1 (negative)!</b>				
- social dimension					
- environmental dimension					
- economic dimension					
You can identify the key success factors which can explain the successful replicability to other contexts.					
The difficulties that you would encounter are similar to the ones that have been studied.					

May you suggest a different way to solve the difficulties, that hasn't already been mentioned?  
Please, briefly report your answers on page 2, and identify the presentation you are referring to.

### 03. GROUP WORK

**To what extent do you agree with these statements? (Rate from 5 (very agree) to 1 (disagree)).**

- People participated actively in the group work.
- The working groups were mixed with people from different locations.
- The experts facilitated the participation in the group work.

Other: Do you have any suggestion for the furthers ITWs group works?

Please, briefly report your answers on page 2.

### 04. PANEL DISCUSSION

**To what extent do you agree with these statements? (Rate from 5 (very agree) to 1 (disagree)).**

- People participated actively in the panel discussion.
- Suggested key success factors can be generally useful in the regions / cities
- Solutions have been found for the presented missing opportunities

Other: Do you have any suggestion for the furthers ITWs panel discussion?

Please, briefly report your answers on page 2.

**05. Please, briefly report your rates and include any comments and suggestions you may have.**

### 4.3 STUDY VISIT QUESTIONNAIRE - GUEST

#### STUDY VISITS REPORT FOR GUEST

YOUR NAME:	
YOUR ORGANIZATION:	
STUDY VISIT NAME:	
LOCATION AND DATE:	

**01. OVERALL EVALUATION**

**1. To what extent do you agree with these statements? (Rate from 5 (excellent) to 1 (very poor)) + Comments**

- The study visit was well organized.
- The organized activities reached the expectations.
- The analyzed outcomes/results are potentially able to be transferred to other organizations.
- The aims set out for this study visit were reached.

**Please, briefly explain your evaluation**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

02. RESULTS AND OUTCOME

- What are the expected outcomes/impacts? Where there any unexpected outcomes/impacts?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What are the evidence of success of the experience?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What was the importance and the role of other relevant stakeholders?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What internal/external dissemination was/is planned by the local promoter/hosting partner to create a multiplier effect?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Can you indicate the impacts of the practice on each the following dimensions? (Rate from 4 (very positive) to 1 (negative))
  - social dimension
  - environmental dimension
  - economic dimension
- What were the difficulties encountered in the effective implementation?  
\_\_\_\_\_  
\_\_\_\_\_

**Please, briefly report your comments**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



03. LEARNT LESSONS AND KEY SUCCESS FACTORS

- How was the local promoter/hosting partner affected on the difficulties? Which kind of changes occurred? Please mention any changes in practices, organizational aspects and policy awareness, aims and means

---

---

---

---

---

---

---

- Could you identify the key success factors which can explain the successful replicability to other contexts?

---

---

---

---

---

---

---

**Please, briefly report your comments**

---

---

---

---

---

---

---

---

---

---

---

---

#### 4.4 STUDY VISIT QUESTIONNAIRE - HOST

### STUDY VISITS

REPORT n. ( 1 to 5)

<p><b>Act. A) EXCHANGE OF EXPERIENCE</b></p> <p>THEME</p>	<p>01. LOCATION and DATE</p>
<p>02. HOSTING PP NAME</p>	
<p>03. GOOD PRACTICE ID</p>	
<p>04. PARTICIPANTS</p>	
<p>List</p> <ul style="list-style-type: none"> <li>- Please, highlight which stakeholders of PPs were involved directly and attended the visit</li> </ul>	
<p>05. PROGRAMME/DETAILED WORK PLAN</p>	
<p><b>1. Brief description on the objectives, programme, activities, host organization/s, networking, participating partners and logistical arrangements.</b></p> <ul style="list-style-type: none"> <li>- Please, highlight eventual deviation from the original plan and how they affected the expected activities and outcomes</li> </ul>	
<p>06. ACTIVITIES, RESULTS, AND OUTCOMES</p>	
<p><b>1. Please indicate which improvement areas the visit refers to</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Transport policies</li> <li><input type="checkbox"/> ITS (Information Technology Systems)</li> <li><input type="checkbox"/> Green transport</li> </ul>	
<p><b>2. Results, outcomes</b></p> <ul style="list-style-type: none"> <li>- What are the expected outcomes/impacts? Where there any unexpected outcomes/impacts?</li> <li>- What are the evidence of success of the experience?</li> <li>- What was the importance and the role of other relevant stakeholders?</li> <li>- What internal/external dissemination was/is planned by the local promoter/hosting partner to create a multiplier effect?</li> <li>- Can you indicate the impacts of the practice on each the following dimensions (social, environmental, economic)? (Rate from 4 (very positive) to 1 (negative))</li> <li>- What were the difficulties encountered in the effective implementation?</li> </ul>	
<p><b>3. Lessons learnt, key success factors for replicability</b></p> <ul style="list-style-type: none"> <li>- How was the local promoter/hosting partner affected? Which kind of changes occurred? Please mention any changes in practices, organizational aspects and policy awareness, aims and means</li> </ul>	

– Could you identify the key success factors which can explain the successful replicability to other contexts?

**07. DELIVERED MATERIALS**

List	<i>Delivered from</i>	<i>Delivered to</i>
		<b>All PPs</b>

**09. STUDY VISIT REPORT**

<i>Editing by</i>	<i>Finalized on</i>	<i>Forward to</i>
PP	Date	All PPs