Deliverable T2.1.1 «Stakeholders and citizens engagement»

FINAL REPORT

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Inter-Connect project Doc. TYPE/No/Title	T2.1.1/ Stakeholders and citizens engagement
WP	WPT2: Cases examination towards better interconnection of ADRION Region
Authors	CERTH/HIT
Contribution	All

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Introduction

1.1 Work package 2; "Cases examination towards better interconnection of ADRION Region"

Inter-Connect project follows a bottom-up approach for making proof of actors cooperation for overcoming (legal, infrastructure and operational) barriers & providing improved rail-maritime based passengers intermodality.

This bottom – up approach is achieved through WPT2. WPT2 approaches the transport system from the regional/local perspective; Inter-Connect examines intermodality promotion potentials in 8 regional cases, Igoumentisa (GR), Region Emilia Romagna (IT), FVG (IT), Ljubljana (SL), Zagreb (CR), Bar (ME), Durres (AL) and Belgrade (RS), aiming to extract valuable information (effective measures, necessary cooperation schemes to support interventions implementation, transferability potentials, funding schemes for actions' realization) able to be used in other areas too and to be generalized so as to enhance ADRION's connectivity as a whole.

Figure 1: Inter-Connect cases

The measures to be studied and analysed through WP2 are mainly soft interventions; ICT, timetables harmonization for seamless travels, combined services (e.g. maritime-rail, bus-rail), integrated ticketing, intermodal hubs improvement.

Through its 8 test cases, the project aims at:

* Increasing efficiency and reduce environmental impact of transport systems, notably by providing alternative, sustainable and environmentally friendly, combined solutions
* Improving public transport competitive profile
* Facilitating the creation of synergies among transport operators
* Creating more and better integrated rail services at local and transnational level
* Reducing the declining modal share of railways
* Supporting port – hinterland connections by rail

The mainstreaming of the cases at policy level, is assured by the Inter-Connect cooperation platform activities (Act 1.3) and their replicability is possible in the ADRION and EUSAIR areas thanks to the visibility given by the platform to all the stakeholders directly and indirectly involved in it. Cases approach has a potential of replicability in other territories at regional and transnational level which are currently suffering of poor levels of accessibility to main corridors, starting from common data collection and processing methodologies defined at project level, analyze transport and accessibility conditions, optimize current services and upgrade existing facilities in poorly connected areas. Cases generalized messages will feed and strengthen Roadmap's content (Act. 3.1).

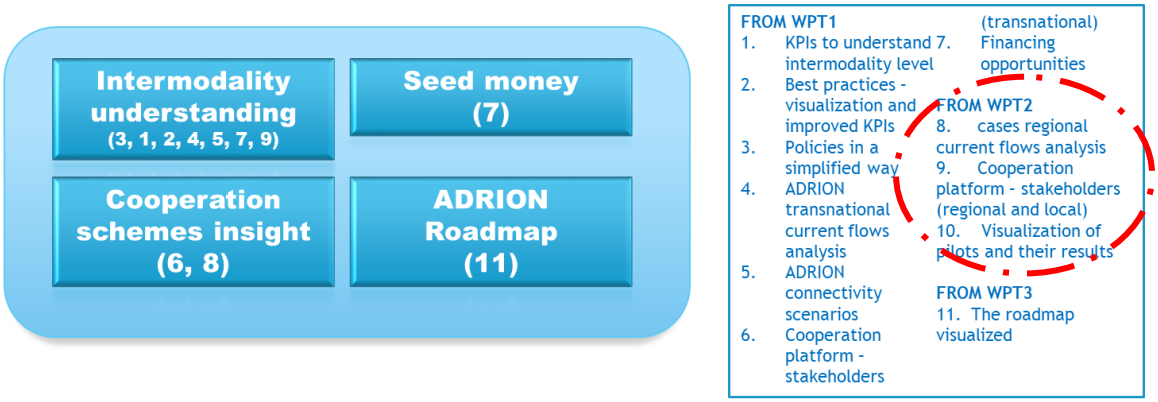


Figure 2: Inter-Connect toolkit and the feeding from the technical WPs

WPT2 will also give input to the 4 tools of project's capacity building toolkit (Act. 3.3; Intermodality understanding, seed money, interventions, cooperation schemes insight tools).

The work flow in WPT2 follows its 4 activities:

1. A deep understanding of the real users' needs (travellers) from the outputs of surveys at local people and tourists along with the analysis of the current situation (transport supply and demand data) will reveal the desired path towards intermodality promotion interventions
2. A detailed case-tailored plan will be developed
3. The cases examination will last 15 months, period within which the evaluation will also take place
4. Transferability analysis will be undertaken in order to give value to the results and give also advice to other interested cases with an ultimate scope to multiply effects and achieve sustainability in the region as a whole

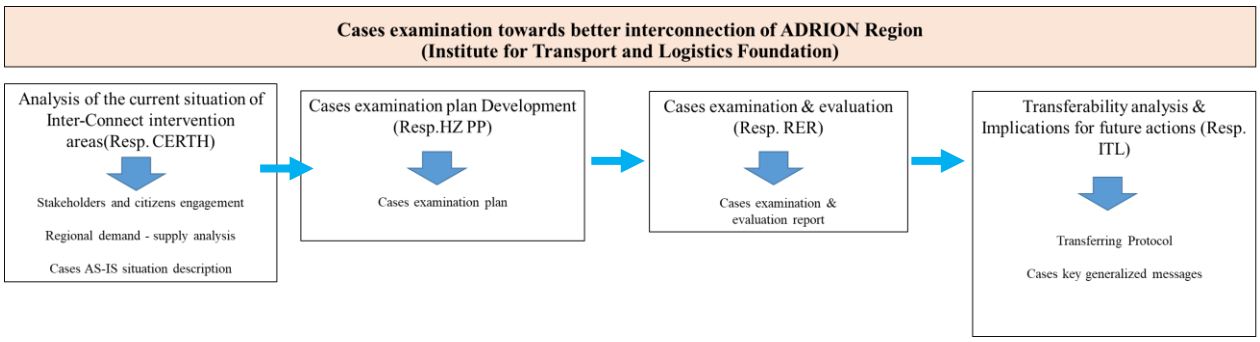


Figure 3: WPT2 activities

The two main outputs of WP2 are:

- T2.1: Inter-Connect's transnational network formulation (Cooperation Platform), an active network of organizations, authorities, transport providers and other stakeholders in transport planning and operation that join their forces in order to promote rail and maritime based public transport in the area;
    - Primary stakeholders, directly benefited from the results of the interventions (beneficiaries)
    - Responsible parties for planning, implementing, monitoring interventions
    - Facilitators; organizations that can provide technical support in the implementation, evaluation and transferability analysis phases
    - Strategy formulation insiders; experts on the field of passengers' intermodal and rail transportation
- T2.1: Detailed Action Plan for intermodal passenger transport promotion that will contain all the wisdom (operational plan, risks, risks' mitigation, obstacles faced, outputs, feedback and corrective actions, cooperation schemes established or at least necessary)

Taking in mind that the successful studying of the cases in Inter-Connect project requires the active involvement of the Cooperation Platform (different mixture of regional, national, transnational per case) in all stages of the examination, the partnership will hardly invest towards achieving this goal. The stakeholders identified by each case will be involved at the case's examination and evaluation phase. Their participation, adding accuracy and acceptance to key findings, will be achieved through the use of 3 out of the 4 involvement steps presented in the report "Engaging Stakeholders for Project Success" (Project Management Institute, Inc., 2015), suitable adapted in Inter-Connect's nature;

- Engagement through the development of the feeling that stakeholders are appropriate parts of project's implementation possibly influencing future decision making procedures
- Benefits presentation (and repetition)
- Further incentives' provision (e.g. publicity of their role and activities at a transnational level)

1.2Activity 2.1; "Analysis of the current situation of Inter-Connect intervention areas"

The first activity of WPT2 is entitled "Analysis of the current situation of Inter-Connect intervention areas". AT2.1 continues the development of the Cooperation Platform of the project with engaging local/regional/national stakeholders in sustainable mobility decision making and implementation. The MoU drafted in DT1.3.4 is enhanced in the current activity with strongly committed local stakeholders, necessary for Inter-Connect cases examination and proposed interventions realization/implementation. The activity deals also with the wider audience engagement, thus the citizens that will be informed for the project through the local events (liaison with WPC). The activity answers also to the need for a clear quantitative and qualitative picture of passengers flows and provisions in the 8 regional cases of Inter-Connect project (focusing on the present situation). Based on the identified national and regional bodies to be involved in the Cooperation Platform, at this stage of the project partners will try to engage them (if they are not already involved from the proposal phase with letters of support). Data collection will be based on an extended desktop research (existing data from various private and public databases, existing methodologies to collect data) and stakeholders' surveys. Data collected along with passengers' needs' identified (online or on the spot surveys), stakeholders' business plans and authorities agendas review (face to face meetings/interviews) will form the current profile of Inter-Connect's cases to be further examined at the next activities.

Summing up, the goals of T2.1 activity are (grouped per deliverable):

- Deliverable 2.1.1 "Stakeholders and citizens engagement" goals

- Regional stakeholders engagement – face to face meetings/interviews
- Inter-Connect's Cooperation Platform enhancement

- Deliverable 2.1.2 "Regional demand - supply analysis" goals
  - Transport system operation at local level understanding
- Deliverable 2.1.3 "Cases AS-IS situation description" goals
  - Cases SWOT's analysis
  - Cases initial formulation, case's catchment areas identification
  - Local needs identification – guidance for surveys organization for cases examination

1.3Deliverable T2.1.1; "Stakeholders and citizens engagement"

The first deliverable of WPT2 that is devoted in cases' examination, describes the engagement procedure followed by each case in order to involve in a participatory approach both stakeholders and citizens for reaching Inter-Connect goals.

For stakeholders' engagement, Round Tables and unofficial meetings took part. For citizens' engagement, communication activities and local dissemination events are used in order to reach the wider audience (liaison with WPC). Del. T2.1.1, summarizes the outcomes of stakeholders' interviews (during the round tables as well as from face-to-face interviews) and citizens' and local communities' needs (captured during the Round Tables). The passengers/citizens surveys for identifying local needs, either on spot survey or through online channels for the majority of cases were conducted in parallel with the survey for passengers' needs at transnational level (DT1.3.2) - the reason for this is twofold; to slightly show them that transnational – regional needs are/can be linked (sustainability as a way of life refers to all levels) and not to repeatedly bother them with questionnaires that are not so highly-accepted in passengers' perception.

2. Stakeholders' wisdom; considerations on connectivity and sustainability at case level

2.1The case of Igoumenitsa, GR

LP, Municipality of Igoumenitsa with the technical support of PP1, CERTH/HIT, organized and conducted the 1st RT for the case of Igoumenitsa on September 21st, 2018. In total 15 participants (4 members of Inter-Connect core team), representing Igoumenitsa's city, Port, Ioannina Airport, ferry companies, traffic police and interurban bus operators, were brought together and opened a wide dialogue on city's opportunities, potentials and needs.

Key takeaways from the RT regarding local and regional mobility are:

- Private cars are the dominant mode of transport for the city and also at regional level
- At regional level the influence area of Igoumenitsa, therefore case's catchment area, can be defined as the whole Region of Epirus – Igoumenitsa's beaches and port are main attraction poles

- Around 12-15euro/hour is the average estimation from the participants, stating however, that trip purpose (e.g. leisure, vacation, work) leads to large fluctuations of the abovementioned value.
- There is a high need to connect the port of Igoumenitsa to city center – currently, under any weather conditions, the tourists are walking to the city center since there is no other service serving this connection (taxis are serving the connection but cannot be considered as a cost-efficient option).
- The city should invest on its "brand" promotion – it should make actions that will support serving the tourists arriving at the port (hotels, café, restaurants, public transport services). As stated by the Traffic Police, also the current road network of the city is not able to serve mass tourism.
- Meteora (UNESCO), Vikos-Athos Geopark (UNESCO), Kalampaka, Ioannina, Syvota, Parga, Drepanos (wetland) are main attraction poles
- Wider cooperation schemes among the Greek Municipalities and private sector (tourist agencies, companies, maritime operators etc) are required
- Integrated information provision is a prerequisite for the tourist – currently low level of information provision
- Cruise tourism is a big opportunity for the area
- On demand public transport services can be further examined

Figure 4 presents the ranking of Public Transport attributes according to the stakeholders.

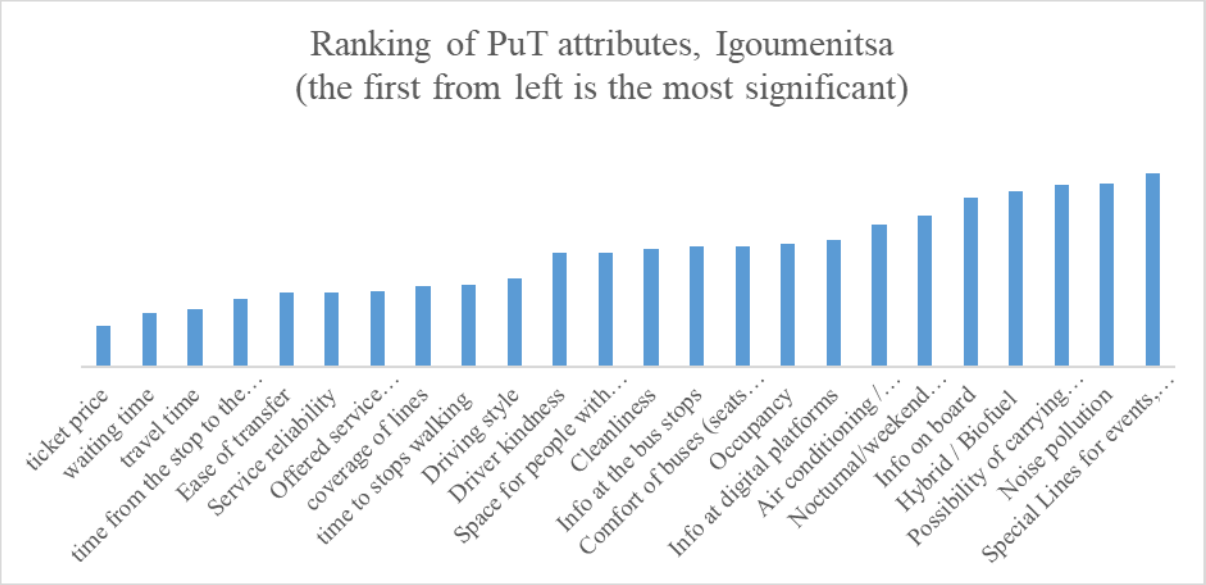


Figure 4: Ranking of PuT attributes, Igoumenitsa

Ticket price seems to be the most significant characteristic of public transport that can attract users from private cars. All attributes that are on the 5-top as depicted from Figure 4 refer to level of service components. Ranked as less significant are sustainability related characteristics (biofuel/noise pollution) and special events lines, fact that is not peculiar if we consider that the current level of basic line services at the city is poor.

2.2The case of Bologna and Region Emilia Romagna, IT

The first Inter-Connect's Round Table for the case of Region Emilia Romagna, was split into two separate sub-meetings in order to facilitate the discussion on each of the 2 RER sub-cases. On Thursday March 22nd 2018 Case Study B was discussed while on Monday March 26nd 2018 the opinions on the case Study A were exchanged.

During the discussion for the first case study with the scope of improving the passenger rail service between Ravenna, Rimini and Bologna reducing the time to reach the final destinations, PP3 (ITL) and PP4 (RER) representatives came in touch with:

- Rete Ferroviaria Italiana (RFI), the Italian railway infrastructure manager
- Trenitalia, the primary train operator in Italy and
- Commuter Committee of Romagna RomBo

After project approval, PPs Emilia-Romagna and ITL gathered to discuss about how to revitalize the railway line Ravenna-Rimini (along the Adriatic coast) and how to reduce the travel time between Bologna, Rimini and Ravenna. Given the touristic vocation of such places, in recent years local authorities communicated the need to promote better public transport for tourists as a measure to reduce negative externalities (e.g. congestion, environmental impact, road safety, etc.). Trenitalia and RFI declared to be aware of the need to work on these topics, looking for "soft solutions" allowing to act in short time. In fact the train lines connecting Rimini with Ravenna and Ravenna with Castel Bolognese are single track lines. The infrastructural improvement of these lines require big investments and long times, so it is more helpful that Inter-Connect project focussing more on defining and testing soft solutions able to reduce the train travel times. More details will be shared in future technical meetings and in the next Inter-Connect Round Table.

For the second case referring to the extension of the current bus "Romagna smart pass" tourists' tickets to rail along the Romagna attractive cities, to promote intermodality and public transport in Romagna, the participants came from:

- Start Romagna, public transport operator in Romagna and
- Trenitalia

During the meeting, the first round of questions involved START Romagna which was asked about the existing 3 and 7 days bus transit tickets ("Romagna Smart Pass"). The whole discussion was then briefly approached from a technological standpoint, i.e. how to deal with the Mi Muovo (Emilia Romagna transit card) and UNICA card (Trenitalia transit card) that are being fully implemented and adopted. Such transit cards are being implemented so to have a fully integrated ticketing system. UNICA is compatible with Mi Muovo and therefore the new "tourist transit pass" should be able to be loaded on the card, or card with pre-loaded tourist transit pass should be sold. Trenitalia, that seemed not reluctant about the idea of a rail-extended Romagna Smart Pass, concluded that before thinking about technological aspects, the team should focus on commercial aspect, particularly on gathering more insight about demand for such service. All the attendees therefore agreed to start drafting a survey for tourists to assess their willingness to pay for such service and their travel behaviours as tourists in Romagna region.

For both case studies, the discussions revealed that catchment area are the Provinces (NUTS 2 level) of Bologna, Ravenna, Rimini and Forlì-Cesena while the VoT seems to be around 15€/hour according to stakeholders' knowledge and intuition.

All involved stakeholders declared their support to the project and to the case studies as well as their willingness to participate in Inter-Connect Cooperation Platform.

Figure 5 presents the ranking of Public Transport attributes according to the stakeholders.

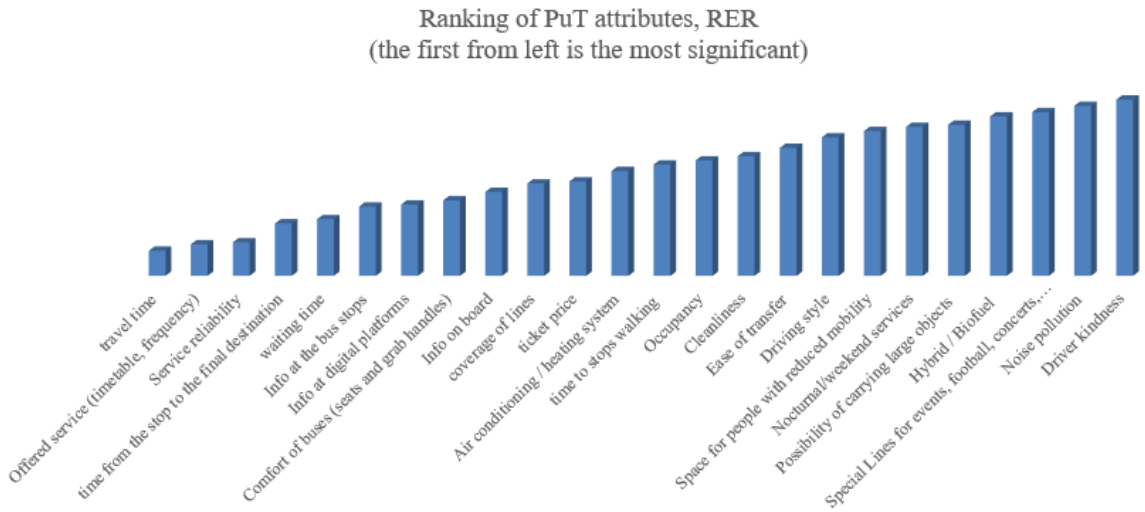


Figure 5: Ranking of PuT attributes, RER

3 out of the 5 top-ranked attributes refer to level of service (travel time, time to final destination, waiting time at stops) while the other two to supply characteristics (offered services and reliability).

2.3The case of Trieste and Friuli-Venezia Giulia, IT

On July 30th, 2018 PP5 (CEI) conducted the 1st Round table for Friuli-Venezia Giulia case. Representatives from the following bodies came together for discussing needs regarding interconnectivity and sustainable mobility promotion with particular reference to the Trieste area:

- Autonomous Region Friuli Venezia Giulia
- Trieste Municipality
- Koper Municipality
- Samer & Co. Shipping Company and
- Trieste Trasporti S.p.A.

The two sub-cases of FVG were discussed during the meeting:

- SUB CASE A – focusing on the existing cross-border maritime service and aiming to enhance its accessibility and (land-side) interconnection with public transport services as well as its usability;
- SUB CASE B – addressing the assessment of the potential and development of a new maritime service linking (Trieste-) Muggia-Koper

Following this first step, in addition to keeping contacts with the aforementioned stakeholders, the Municipality of Muggia was involved as well with particular reference to paving the way to the Sub-Case B implementation.
For both sub cases, the catchment area consists of the provinces of Trieste and Gorizia while potentially it could be extended.

The following main points were highlighted:

- Information provision for facilitating maritime travellers is a major requirement among other interventions that facilitate mobility, accessibility and safety of pedestrians

- The strategically positioned maritime station (close to the city center as well as to the main intermodal nodes) is further benefited by a general reorganisation of the urban context where it is located
- Upgrade of access routes to the maritime station (esp. paths) and provision of bike sharing systems can also support city's connectivity
- ICT tools (e.g. information totems, smartphone apps etc.) as well as other initiatives and materials enhancing effective information provision for tourists (joining points of interest routes) can upgrade city's and region's profiles
- Dissemination campaigns (to be timely organised) are estimated to support maritime services selection from travellers
- Stakeholders' engagement is a basic prerequisite towards achieving the purposes of cases
- Synergies among Inter-Connect project and cases' examination with approved and/or ongoing projects, including the strategic project CROSSMOBY (Italy-Slovenia Programme), whose beginning is expected in the coming months should be searched in order to multiply the effects. The need for a smooth coordination was highlighted as to avoid duplicating efforts, given the numerous initiatives under way (especially in the ICT thematic area).
- Regarding the connection Trieste-Muggia, the good results of previous and similar initiatives in terms of demand encourages new investments towards supporting maritime services viability
- The extension of the existing maritime service to Muggia seems as a good opportunity according to the participants while finding market interest could be possible
- Memorandum Of Understanding (MoU) has been recognized as a suitable means to set the basis of a future concrete implementation of the solutions identified

Table 1: SUB CASE A measures and relevant stakeholders, FVG case

Identified/shared measure	Involved stakeholders
MEASURE A.1) Promoting interventions to improve **infrastructure** accessibility from/to the Pier IV passenger terminal (with particular reference to path linking the Railway Station - Via Cavour - Via Porto Vecchio - Passenger Terminal - Pier IV)	Municipality of Trieste Autonomous Region FVG
MEASURE A.2) Promoting initiatives concerning information provision in the terminal to passengers both of a touristic nature (routes, areas of interest, existing applications, ...) and with reference to the usability of the local public transport	Municipality of Trieste Trieste Trasporti Autonomous Region FVG
MEASURE A.3) Promoting the centralization of maritime LPT services at the Molo IV Passenger Terminal	Autonomous Region FVG (and Trieste Port Authority?)
MEASURE A.4) Promoting, in synergy with the ongoing initiatives, sustainable mobility solutions (e.g. bike sharing) at the Pier IV Passenger Terminal	Municipality of Trieste

Table 2: SUB CASE B measures and relevant stakeholders, FVG case

Identified/shared measure	Involved stakeholders
MEASURE B.1) Promoting maritime LPT initiatives (for tourists/commuters/residents) through the extension of existing services	Autonomous Region FVG Municipality of Koper Municipality of Muggia

MEASURE B.2) Promoting an integrated approach to the cross-border mobility based on LPT (rail/road/waterborne services) also encompassing other sustainable transport solutions (e.g. bike sharing at cross-border level)	Autonomous Region FVG Municipality of Koper Municipality of Muggia

Figure 6 presents the ranking of Public Transport attributes according to the stakeholders.

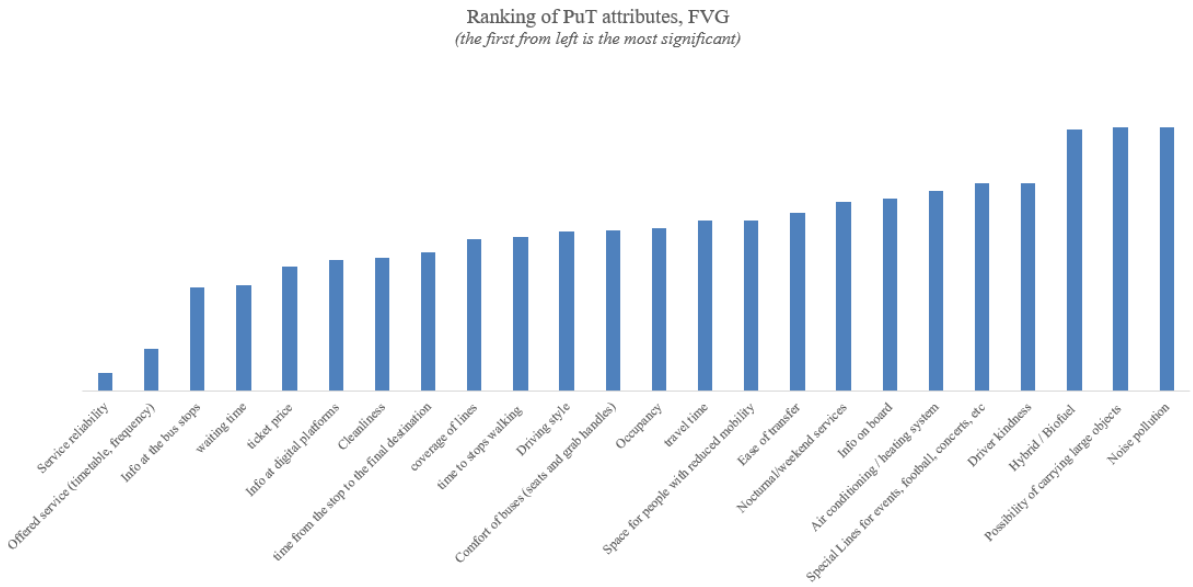


Figure 6: Ranking of PuT attributes, FVG

For FVG stakeholders the situation regarding PuT attributes ranking is somehow different from the previous two cases; we see that information provision ranks 3rd (info at bus stops) while the first two positions refer to supply characteristics, thus reliability and frequency. Ticket price is of course inside the top-5 list (5th) as well as waiting time (4th) seems to play major role for selecting public transport services.

2.4The case of Zagreb, HR

On December 20th, 2018 PP7 (HZ PP) organized the 1st Round Table for the Croatian case in Split (consisting one major pole for the case examination – representing coastal area of Croatia). 10 participants (4 from the core Inter-Connect team) entered the discussion for the provision of upgraded integrated rail services connecting hinterland parts of Croatia to the coastal areas. The bodies represented in the RT were:

- Mobilita Evolva- External experts
- Regional unit Split - HŽ PP – Passenger Transport operator
- Regional unit Split - HŽ PP – Passenger Transport operator
- Transport regulation – South sector – HŽ Infrastructure
- Technical services Split
- Tourist Board Split

Given the nature of the case context, as catchment area of the Croatian case is defined Major hub HR041 City of Zagreb and the coastal areas HR 031, HR 034, HR 035 and HR 037.

Figure 7: Zagreb catchment area (c.a.) as co-agreed with stakeholders during the RT

In accordance with the primary objective of the study (aiming to enable connection of the continental part of Croatia, in this case Zagreb, by creating its own reliable system, railway time schedule, its accuracy and connectivity with the cities of Rijeka, Zadar, Šibenik, Split and Dubrovnik on the Adriatic coast) it was defined as necessary to analyse the total transport demand on these specific routes.

Main outcomes of the fruitful discussion among stakeholders of the Croatian case are:

- City of Split has great potential for tourist service expansion therefore Tourist board as well as other transport operators has stressed out bottleneck of this harbour (hub where all means of transport are integrated). Therefore, interventions towards renewal and area's upgrade are necessary
- Total trip duration connecting port – hinterland has to be decreased (reduction)
- Roads and tracks are in poor condition and needs modernization and upgrading to give better transport conditions
- Intermodality is perceived as prerequisite to enhance supply of service, particularly to ease the transfer for users between two or more transport modes

Based on the above, Croatian case study will show what steps needs to be undertaken to have seamless transportation offer, how to attract more tourist and improve economic situation of public operators. Introducing new metro train and new bus services within ferry port and second major hub in Croatia will provide possibility of more passenger transit services. This is estimated also to influence on attribute such as comfort which is very important for passengers and service sustainability.

Figure 8 presents the ranking of Public Transport attributes according to the stakeholders.

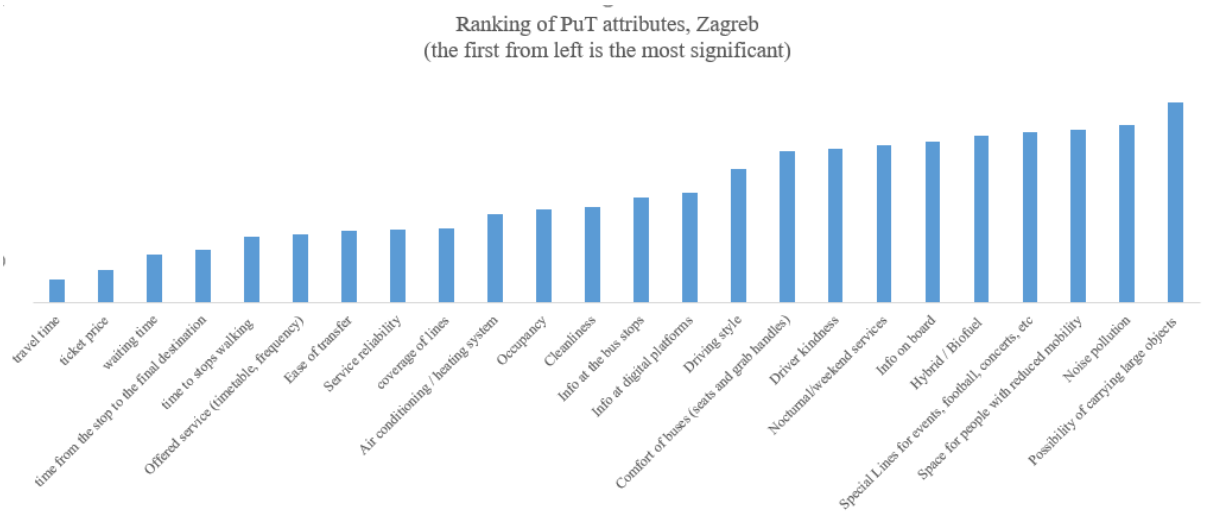


Figure 8: Ranking of PuT attributes, Zagreb

All attributes consisting the 5-top list refer to level of services – duration, ticket cost, waiting time at stops and time to and from the stop. Each participant has different opinion on attributes ranking but most of them consider Traveling time as most important. Waiting time for train/bus is also within Level service category but largely depends on available rolling stock and also time table created in advance. Second attribute that is important for PT is Supply i.e. Service reliability and Ease of transfer. Considering that most of passengers needs to switch between two means of transport during their journey, this is logical choice. Third on scale is Information. Most of PT users rely on prompt information about their transport which goes along with Comfort where cleanliness is most important factor. Driver behaviour and Sustainability as parameters are not priority.

2.5The case of Ljubljana, SI

1st stakeholder consultation and Round Table for Slovenian case of Inter-Connect project took place in Ljubljana (Ljubljana city hall) on 12th of October 2018 jointly with SMART-MR project (Sustainable Measures for Achieving Resilient Transportation in Metropolitan Regions) financed under INTERREG Europe programme. In total 38 professionals in the fields of mobility, regional development, public infrastructure and NGO's participated representing the following bodies:

- DRI Investment Management Ltd, the largest consulting and engineering company in Slovenia **(sectoral agency):** DRI Investment Management Ltd is a national management structure that operates and performs projects on national scale (rail infrastructure, road infrastructure, cycling infrastructure, public transport). They participated at the round table and will follow the project activities.
- FOCUS, Focus Association for Sustainable Development: **interest groups including NGOs**
- Fraport Slovenija (**infrastructure and service provider**) – Operator of Ljubljana Airport
- Ljubljana urban transport (LPP) (**infrastructure and service provider)**: Ljubljana urban transport (bus operator in Ljubljana urban area) – assistance within the pilot activities.
- MOP: Ministry of the environment and spatial planning of Republic of Slovenia (**national public authority**): will be informed about pilot actions and policy recommendations from Inter-Connect project
- Ministry of infrastructure of Republic of Slovenia – STMPP (**national public authority**): will be informed about pilot actions and policy recommendations from Inter-Connect project
- NIJZ OE Ljubljana: National institute for Public health: (**sectoral agency)** participated a round table and expressed to follow Inter-Connect project activities.

- RA-SINERGIJA (**regional public authority)** - Slovenia officially does not have regional structures, but it implements regional development agencies/centres that are taking over regional activities and promote regional development. Within Inter-Connect project the main stakeholder that will participate at project implementation are Regional development centre Koper and Regional development agency Sinergia, which participate as project promotors and
- Slovenian infrastructure agency (DRSI) **infrastructure and (public) service provider**
- SŽ – infrastruktura: **infrastructure and (public) service provider**
- SŽ - Potniški promet **infrastructure and (public) service provider** - operator of railway passenger transport between coastal areas and Ljubljana area
- ARRIVA SLOVENIA: **infrastructure and (public) service provider**

Since Inter-Connect project with its pilot focuses on public transport connections from maritime areas of Slovenia to hinterland and since the case study area focuses on Koper cruise terminal and also Ljubljana Airport (both international hubs), regional catchment area Gorenjska region (Ljubljana Airport), Ljubljana urban region – Osrednjeslovenska statistical region (Ljubljana hub), Primorsko-Notranjska statistical region (Postojna with surrounding areas) and Obalno-kraška statistical region (Port of Koper). Incorporating also the transnational dimension the influence area involves also (or could involve):

- Italy: Friuli-Venezia Giulia region
- Croatia: Zagrebačka županija, Splitsko-dalmatinska županija and Dubrovačko-neretvanska županija,
- Bosnia and Herzegovina: Central Bosnia
- Serbia: Beograd
- Albania: Tirana
- Greece: Thessaloniki and Athens
- Montenegro (coastal area and hinterland)

Main outputs of the discussion are:

- Participants expressed concerns regarding PuT attractiveness; PuT use (also for touristic purposes) was declining, and inhabitants of the regions had no alternative than to use personal motorised transport, therefore private car use remains high
- Ljubljana airport, lacking a connection to rail network, should be better connected to the city of Ljubljana and other areas of interest in the region via PuT. Connections with bus PuT to Aiport are established, but the adequate service is lagging behind (e.g. no fast connections to Ljubljana, long travel times, insufficient frequency) and should be improved.
- Low PuT services quality is also obvious from Koper cruise terminal Port to Koper railway station and from Ljubljana main train/bus station to Ljubljana Airport. Long travel times and low coverage of public transport options from port of Koper to Ljubljana are main drawbacks. Since majority of rail connections from City of Koper to Ljubljana are made with bus transport to Divača (35 km from Koper) and than having a transfer in Divača in order to reach Ljubljana. . Riding times and reliability of PuT are also impaired for this reason, which is a drawback for major improvements of its usage from tourists.
- Possible implementation of ‘Modernisation of the railway infrastructure’ is an important national project that would significantly improve provision of public transport in the region within the framework of ensuring normal long-term development also in area of sustainable tourism in Slovenia. Another important project that was largely discussed among the participants is further development and spreading of “Integrated ticketing system of public transport” in Slovenia that is expected to be widely accepted in the following years but does not have a great impact on tourists.

- Interventions to improve PuT connections from ports to hinterland should be proposed after surveys and examination finalization and after the analysis of potential PuT improvement within the case study area.

Figure 9 presents the ranking of Public Transport attributes according to the stakeholders.

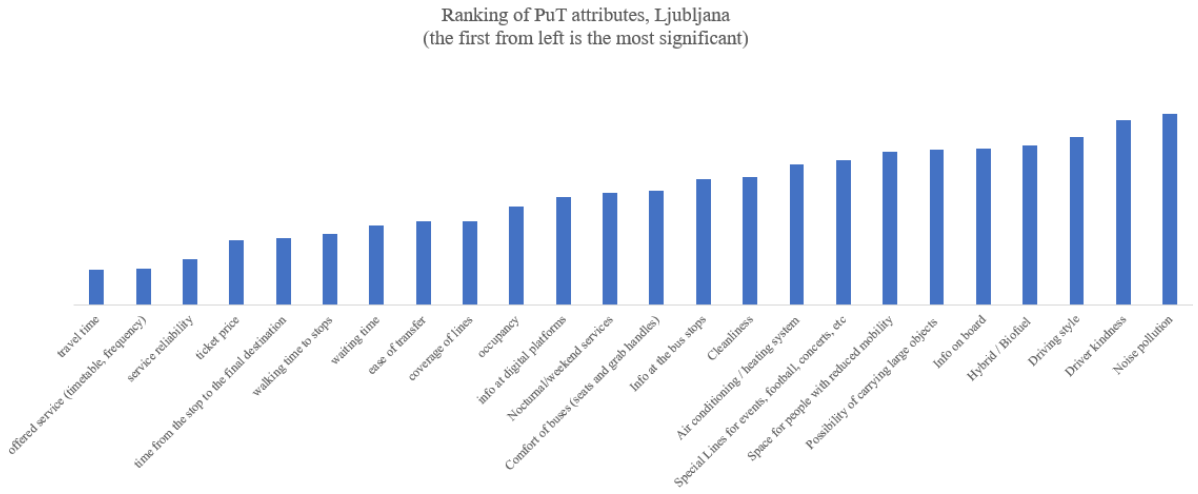


Figure 9: Ranking of PuT attributes, Ljubljana

15 participants of Round Table stated their preferences on public transport attributes. As it can be seen from the graph above (lowest average number indicates higher priority in the ranking of attributes) travel time and offered service (both in 5-top) are the most important attributes of PuT followed by service reliability (1x first place). Ticket price, walking times (to/from PT) and waiting time are also found to be important attributes. Among the least important attributes were the ones related to PuT noise pollution, driver behaviour and type of PuT fuel.

2.6The case of Bar, ME

The 1st round table for Port of Bar took place on 08/02/2019 at Port of Bar Headquarters with the participation of 10 people coming from:

- Port of Bar
- Interlog doo (General agent of Grimaldi and Maersk Line, company has been continually developing, following world recognized standards in shipping business. The services offered by Interlog Bar include: port agency, commercial and sales, ships supply etc.) and
- Logicar doo.

Within the discussion, all participants have discussed the current situation of public transport (PT) use, its infrastructure, possible challenges and shortcomings:

- lack of adequate infrastructure which would provide safer and more reliable transport for passengers and cargo as well;
- removing technical and administrative barriers to avoid unnecessary bottlenecks and congestion;

- PT is at long distance from the passenger terminal in the Port of Bar (about 400 m);
- rail transport volumes remain low each year since other modes of transport offer more quicker and more reliable services which are performed in more transparent way;
- increase in mobility must be accompanied by appropriate modes of transport, between the port of Bar and hinterland;
- use of improved technology which would avoid traffic jams and reduce fuel consumption; small draft on which smaller ships can be moored;
- numerous delays in railway transport system which affect the passengers, making them choose more convenient and reliable modes of PT;
- slow trains whose speed does not exceed more than 64 km/h negatively reflects on passenger transport and cargo delivery;
- passenger terminal in the Port of Bar is a Ro-Pax terminal, meaning it does not serve the passengers only, but it also involves distribution of vehicles, contributing to congestion of traffic, especially in summer days and during the peak of tourist season;
- throughput on the Passenger terminal in Port of Bar is constantly decreasing in the last years, maximum was reached in 2008 when we had 87761 passengers and only 22073 passengers in 2018;
- although Passenger terminal in Port of Bar is officially classified as a passenger terminal, it is in fact a ferry terminal or a ro-pax terminal.
- new parking for trucks and trailers new parking for trucks and trailers (at the moment, trucks and trailers do not have dedicated parking space and when we have loading/unloading activities trucks are on the link road. As this road is near the main promenade and near the city center, sometimes we have
- problems with congestion on the road);
- services for truck drivers (welcome services)
- long travel times and poor quality connections between public transport options;
- PT use is in decline, and both locals and tourists visiting Bar have no alternative but to use personal motorised transport or taxis in order to reach the desired destination, because PT vehicles are unreliable and obsolete.

2.7The case of Durres, AL

The 1st round table for the Albanian case was held on 26.11.2018, in the premises of Ministry of Infrastructure and Energy, Tirana. Relevant stakeholders participated, namely representatives from:

- the Ministry of Infrastructure and Energy
- experts from railway sector
- expert from maritime transport sector
- Institute of Transport Albania University of Tirana and
- local tourist operators

During the discussion the main identified problems and opinions were discussed:

- As regard info mobility, the participant highlighted that lack of information is a main problem for travellers
- Improvement of interactive information display for tourist and passenger at the railway station and in ferry terminal is necessary
- Due to recently changes on the location of the of Tirana city train station to fit with the new urban regulatory plan of the city, the information about rail lines is missing for tourists.
- During the meeting was also suggested to collaborate with other EU project with the theme of transport connections and intermodality
- Improved connections between the port and hinterland is an urgent need

- There is a need for data processing for all mode of transport and presenting them for tourist and passengers through info point established at ports, rail station and airport
- Improvement of special passengers services as embarking/disembarking comfort & security, improvement of Parking area offers in port of Durres
- Improvement of information for passengers mobility and intermodal solution

Figure 10 presents the ranking of Public Transport attributes according to the stakeholders.

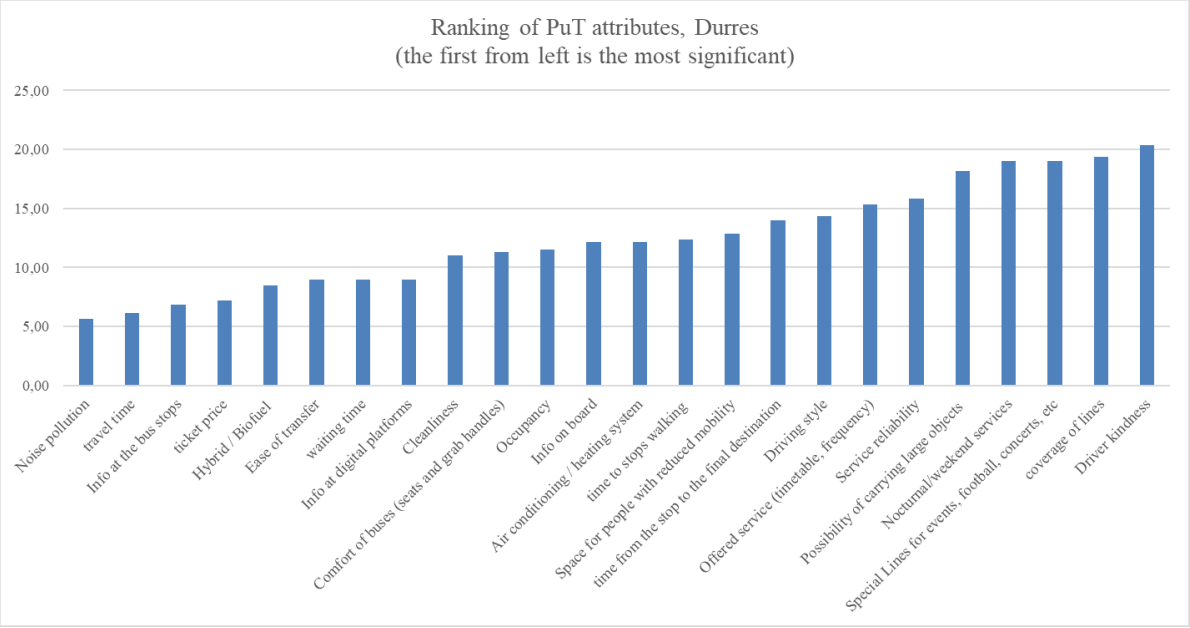


Figure 10: Ranking of PuT attributes, Durres

The ranking of the attributes for Durres case is very interesting; Albania is one of the countries with the highest air pollution in Europe as a result of the increase in motor transport and the use of old cars. Because of the Durres Port and the main rail station transport, located in Durres, the city has a large influx of ship, trains and vehicles during the tourist season and on weekends. Noise pollution in the city has become a major concern for citizens and tourists. In addition, in the major cities of Albania such as Tirana, Elbasan and Fier, along with industrial pollution, road transport remains one of the largest sources of pollution, contributing significantly to the reduction of air quality and the increase in acoustic pollution. For this reason, the use of Hybrid / Biofuel transport has been seen as a positive solution for improving the quality of life in Albania. Regarding the price of transport tickets, their value does not appear very high for transport within Albania (for example, the price of the urban transport ticket within the city of Tirana is about 0.32 Euros), however, the experts have been assessed as important to improve, including it in the top 5.

2.8The case of Belgrade, SB

The first Round Table for the Serbian case was held in Belgrade at the premises of the Chamber of Commerce and Industry of Serbia at 31.01.2019 where PP10 (CCIS) discussed with Transportlog association (associated partner), Intico doo (mobility expert), the city of Belgrade, the main transport operators (Lasta AD – bus operator) and the railway infrastructure company (Beogradčvor – ŽS) about the relocation of the railway station and the intermodality boost opportunities for Belgrade.

Highlights from the discussion are presented in the list below:

- Traffic data unavailability is a problem for further traffic analysis

- There is an interest among all stakeholders for intermodal and rail transport improvement since all the structure of the city operation currently relies on private cars. As one of the main problems, stakeholders cite seamless and integrated planning based on PuT.
- The connection of the rail transport terminal(s) with public urban transport seems impelling for the sustainability and the future of Serbia.
- Latent demand for PuT should be further examined
- Harmonization of city authorities legal and planning documents and provision of high quality PuT are the main needs towards shift from private cars use
- The participants agreed that the biggest bottleneck is the low levels of connectivity and complementarity among PuT modes; rail and bus. The bottlenecks are reflected in the partial development of infrastructure, the lack of financial resources, both for the improvement of infrastructure, as well as extensive research that would indicate the real needs of passengers and accompany the development of the city in its spatial expansion. It was pointed to the unsuitable quality and reliability of the supply of transport services, especially subsistence based on rail traffic. Also, the lack of information for users, that is, the low level of integration of information systems, remains one of the main obstacles. Moreover, in terms of information available for passengers, except of lack of platforms and on-board information it is important to deliver multilanguage information. Language barriers are identified as one of obstacles for international travelers who facing with three different alphabets and several languages on journeys through ADRION region.
- Further ideas for improving PuT profile are Railway connection to Belgrade airport and Park'n'Ride possibilities in the city of Belgrade.

Regarding the catchment area of the regional case examination, it includes the following areas: Novi Sad, Zrenjanin, Sremska Mitrovica, Pančevo, Šabac, Valjevo, Užice, Čačak, Kragujevac, Jagodina, Smederevo and Požarevac.

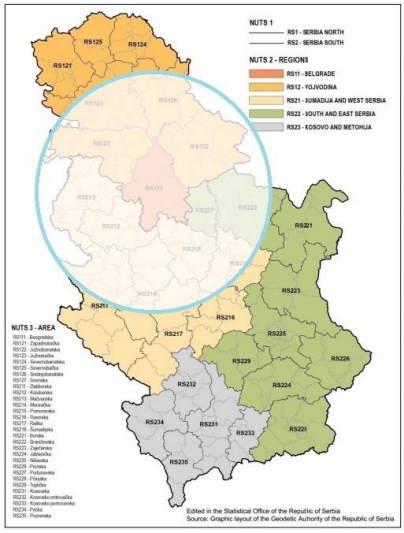


Figure 11: Belgrade catchment area (c.a.) as co-agreed and verified by stakeholders

Further conclusions are:

- Serbia should urgently create and adopt National Transport Strategy, where intermodal transport of passengers have to be included as one of important topics
- Lack of reliable data on passenger transport (demand at first place) prevent deeper and more qualitative analysis aiming to point on directions of future development

- Different local interests in terms of development and investments should be better harmonized aiming to eliminate partial and ineffective solutions and enable development of current and future potentials of intermodal and railway passenger transport
- Faster development of detailed plans and Infrastructure development in general is crucial for future development of sustainable and environmentally friendly transport solutions in the city of Belgrade

During Round table, short discussion was started on this topic, but the estimation of non-work related value of time spent in transportation and lack of reliable data prevented further discussion. It was stated that value of time cannot be much different from other countries in the region.

Very interesting comparison has been undertaken by the Serbian partners with rankings of PuT attributes both from stakeholders and from real travellers (Figure 12)Figure 8.

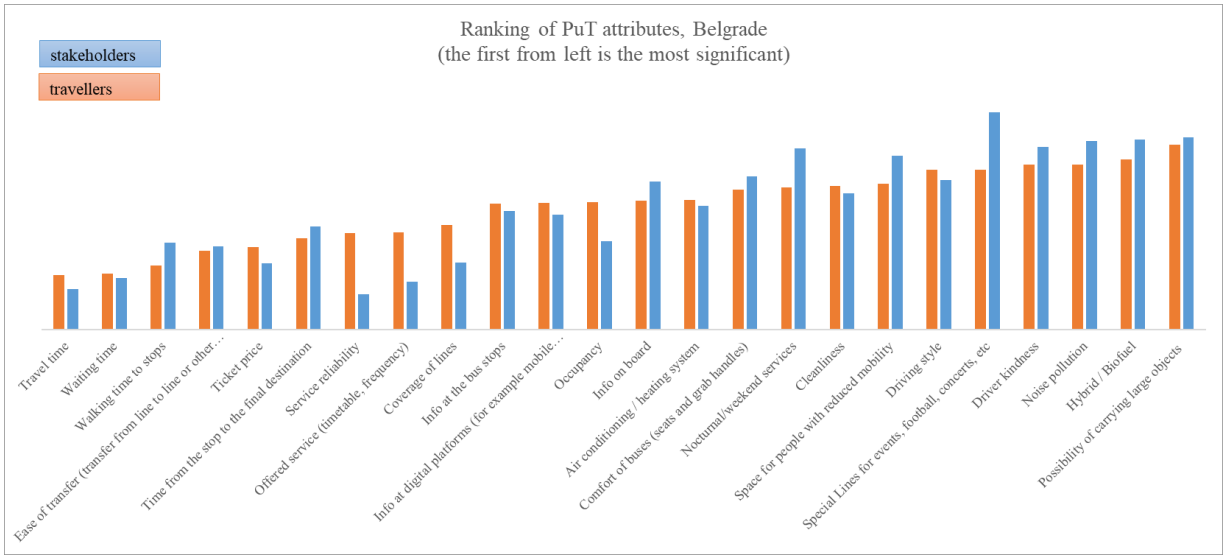


Figure 12: Ranking of PuT attributes, Belgrade

Also for the Serbian case, supply and service related attributes are ranked inside the 5-top more significant characteristics that PuT services should have as to attract users. Service reliability is the first requirement according to stakeholders (for the travellers travel time seems the most important however). Travel time, waiting time and ticket price rank at the 5-top from both sides (stakeholders and travellers).

3. Travellers' perception; users' needs and expectations

The current chapter presents the technical related highlights of the 1st dissemination event and the local part of the surveys referring to case examination.

The purpose of the 1st local dissemination event was to present the project objectives, the case studies and the first results to the wide public at regional/local level and also to collect valuable information regarding regional and local travellers' mobility needs.

The local part of the surveys consists of the questions that were selected by each case in order to serve the development of the final plan for their case examination. In the majority of cases, the local surveys

were jointly organized and conducted with the transnational questionnaire (1.3.1) so as not to repeatedly bother citizens for data collection purposes (component of a successful dissemination campaign). The current deliverable is presenting in brief the main results of the analysis of the questionnaires however, a higher level of details serve cases examination and therefore will consist part of the reports in Act. 2.3.

3.1 The case of Igoumenitsa, GR

3.1.1 1st dissemination event for the Greek case

The 1st Dissemination event for the Greek case took place at Igoumenitsa on the 22nd September 2018, during the European Mobility Week 2018 in the Pedestrian Road of Igoumenitsa, in the center of the city. More than 100 participants took part in the dissemination event which was jointly organized and conducted by LP and PP1 (being the technical project manager of the project and the technical consultant for the Greek case). Except of project presentation covering dissemination purposes, an online questionnaire (https://ec.europa.eu/eusurvey/runner/Igoumenitsa_in_Inter-ConnectProject?startQuiz=true&surveylanguage=EL) for receiving valuable, community arisen, technical input for project's development was developed and completed by participants (real time).

Through the discussion with the citizens and the input they provided at the questionnaire, a frequent public transport serving the whole Municipality would be an answer to the traffic problems faced in the city. Furthermore, parking enforcement policy should take place along with necessary reformations at the coastal front (pedestrianization, cycling paths). Therefore, citizens' vision is a vision for a more human centric transport planning approach. As for the transnational connectivity, citizens will be interested in new maritime connections.

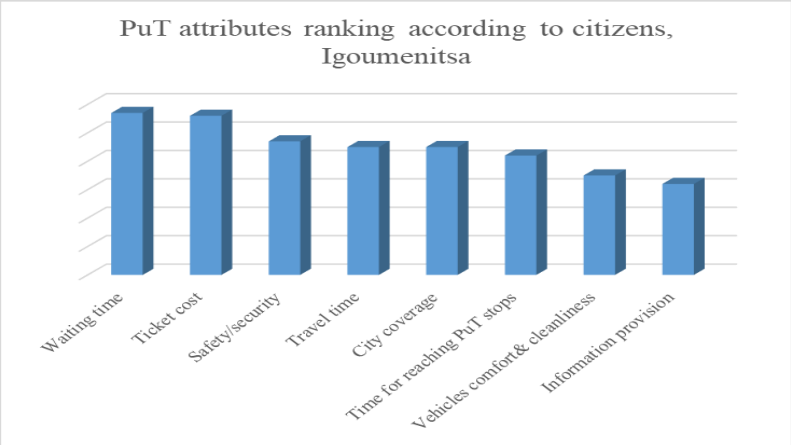


Figure 13: PuT attributes ranking by citizens of Igoumenitsa

Public Transport attributes as ranked by citizens (Figure 13) revealed that waiting time and ticket cost are very significant characteristics of a bus service, fact that can be assigned to short distances for intra-city trips that have favoured the private car use during the previous years when sustainability was not the main target in cities' agendas.

3.1.2 Local part of the surveys for the Greek case

The city of Igoumenitsa although being a small city of 10.000 inhabitants, has some important characteristics that someone should take into account:

- It serves the third port in passenger traffic at national level, serving as a gateway port for countries like Italy and Albania with several shipping lines connecting to Trieste, Venice, Ancona, Bari and Brindisi and SSS connections to various Ionian islands
- It has very good connections with the existing highway network of Greece (Egnatia Odos and Ionia Odos)
- The city has decided in their Sustainable Urban Mobility Plan for the future to become an attractive destination for tourists, yet to find ways to improve the quality of life for its residents

The local part of the survey for Igoumenitsa was focused on DRT services (Demand Responsive Transport) for urban public transport evaluating inter-alia their willingness to change mode based on:

- Fares (in comparison to taxi and private car)
- Pre-Booking services
- Information sources for information and updates (pre-trip / on-trip)
- Added value services (e.g. navigation to the nearest bus stop, Points of Interest in the area, other transport options etc)
- Attributes of the journey related to safety and security, accommodation of special needs by elderly and disabled etc.

The survey was conducted in the period August-September 2019 through:

- A supplement to the main transnational questionnaire survey conducted in T1.3.2 to accommodate the needs of international travelers as per their mobility behaviors when arriving at Igoumenitsa (a total of ten travelers from Italy, Albania replied on site)
- An on-line survey where a special section was designed, focused on the needs of locals, in effect comprising the necessity for deploying a new urban public transport for the city. The total responses received by the local population sum up to 38.

The questionnaire study for the local pilot provided substantial information on its mobility profile as well as the necessity to identify what can be changed to which direction. For instance though having 47% of the participants being active (i.e. by foot) at least for daily commuting within the CBD area is very encouraging, almost the rest of the users are using either private car or taxi (32+13% respectively). It also seems that 8 out of 10 car users are in general terms satisfied by their less sustainable mode, which actually is a bit higher than the 72% of the "walkers". This gives substantial ground for improvement.

Those who declared they are using only their feet, are at the same time in 56% of the cases, in the lowest income category (0-10.000Euro) and have no car in their possession. On the other hand middle class participants having a salary between 10 and 20 thousand euro are almost equally split between car and on walking, with the next category of 20 to 40 thousand being almost 90% in private vehicle.

In terms of citizens' willingness to take advantage of the new DRT service, half of them would like to use it against their private car or taxi and another half for replacing their walking (somehow raising their comfort factor, still being sustainable). The promising outcome though is that middle class participants would decide to switch to the new service against their taxi or private car, had the fare was 75% less.

3.2 The case of Bologna and Region Emilia Romagna, IT

3.2.1 1st dissemination event for the RER case

The 1st dissemination event for the case of Region Emilia Romagna took place at RER premises on 17th December, 2018. In order to reach the widest audience, Emilia-Romagna Region invited all the signatories of the Pact for the regional and local public transport (Patto per il Trasporto Pubblico Regionale e Locale in Emilia-Romagna) for the period 2018-2020 as adopted on 29/11/2017. This agreement is very important as it includes commitments and investments of the most important regional transport stakeholders in terms of redesign of both the train and urban buses sectors in the Emilia-Romagna Region. The signatories of the Pact are:

- Emilia-Romagna Region
- 8 Provinces (Piacenza, Parma, Reggio Emilia, Modena, Ferrara, Ravenna, Forlì-Cesena, Rimini)
- Metropolitan Region of Bologna
- 13 municipalities (Piacenza, Parma, Reggio Emilia, Modena, Carpi, Bologna, Imola, Ferrara, Ravenna, Faenza, Forlì, Cesena, Rimini)
- Associations of local public authorities (UPI Emilia-Romagna, ANCI Emilia-Romagna)
- Mobility local agencies (Alma, Tempi S.r.l. di Piacenza, SMTP Spa di Parma, Agenzia Mobilità S.r.l. di Reggio Emilia, AMO Spa di Modena, SRM S.r.l. di Bologna, AMI S.r.l. di Ferrara, AMR S.r.l. Consortile di Cesena)
- Regional and local managers of public transport services (Consorzio Trasporti Integrati, FER S.r.l, SETA S.p.A. di Modena, TEP S.p.A. di Parma, TPER S.p.A. di Bologna, START Romagna Spa di Cesena)
- Enterprises associations (CNA Emilia Romagna, CONFARTIGIANATO, LEGACOOP SERVIZI COMITATO REGIONALE Emilia Romagna, FEDERLAVORO E SERVIZI-CONFCOOPERATIVE Emilia Romagna, ANAV regionale, CAIPET Emilia-Romagna, CONFEDERAZIONI SINDACALI REGIONALI, CGIL, CISL, UIL, UGL, CISAL, USB, CONFSAL)
- Regional transport labor unions (FILT/CGIL, FIT/CISL, UIL Trasporti, FAISA/CISAL, FAST/CONFSAL, UGL TRASPORTI USB Lavoro Privato)
- Regional Public transport users associations (CRUFER).

There was 46 participants to this first Inter-Connect local dissemination event, 11 women and 35 male.

The event was organized as a “question and answer” event, with an initial technical presentation of all the transport projects implemented in the Region conducted by the Emilia-Romagna Region Transport Deputy Raffaele Donini, followed by the interventions of the participants which asked for more information and presented their impressions and opinions. Finally there were another session with Raffaele Donini who answered to the specific questions emerged during the event.

This kind of local dissemination event was thought in order to raise awareness and promote a change of behaviours of main stakeholders, not single stakeholders but the associations and the organizations representing several and different regional transport users’ categories (commuters, tourists, labours, etc.). This involvement of associations and organization allowed to reach a wider audience and to collected more representative information on the Inter-Connect case studies.

The main lessons learnt are:

- An improvement of the trains services quality and frequency is considered as fundamental in order to guarantee a relevant and enduring modal shift from private cars to public transports (mainly train), primarily for people travelling for commuting reasons
    - The new train time table will be reviewed, where possible, in collaboration with the commuters' association in order to discuss how to further improve the new train time table.
    - Emilia-Romagna Region needs and will work on assess the available solutions for restore all/part of the train stops in the Godo train station and provide integrative bus services in selected part of the day;
    - Emilia-Romagna Region needs and will improve their collaboration with the national train operator (Trenitalia) in order to inform in a better way the final users on the new train time table and services
- The importance of a ticketing integration was highlighted as one of the most important measures to promote and support the increase of the transport intermodality and sustainability in the Emilia-Romagna Region
- The importance of citizens' participation processes in mobility interventions is high when designing and implementing interventions. It is very important to dedicate economic and human resources in defining an efficient communication strategy considering the different typologies of stakeholders
- There is a high importance to coordinate all the technical, administrative and economic steps in order to guarantee the start-up of a new initiative with no/few problems or drawbacks.

3.2.2 Local part of the surveys for RER case

PP3 and PP4 organized a survey for collecting information regarding the possibility and opportunities of extending the current bus Romagna Smart Pass tourists' tickets to rail along the Romagna attractive cities, to promote intermodality and public transport in Romagna. Survey main objectives were:

* Definition of the as-is scenario in relation to intermodal public transports in Romagna;
* Collection of data related to the travel experience of Italians and foreigners tourists;
* SmartPass knowledge and interest in its integration with the rail transport mode.

The timeplan and the collected questionnaires are revealed in the following table:

Site	Date	N° Interviews
Rimini station and surroundings	7/08/2018	44
Rimini station and surroundings	8/08/2018	37
Rimini station and surroundings	9/08/2018	39
Rimini Airport	5/09/2018	43
Total	-	163

Figure 14: Days and No of interviews for the local case of RER

Data analysis revealed the following:

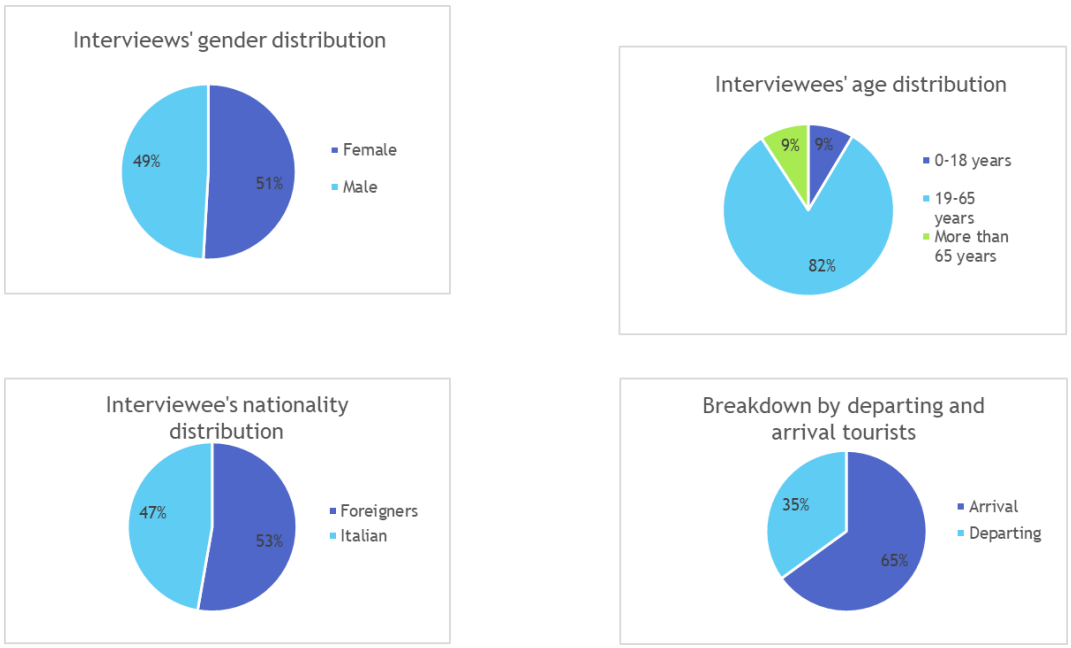


Figure 15: Basic data for interviewed travellers, RER case

Sampling basic requirements (Figure 15) are fulfilled – answers received from both men and women, age group frequencies are equal, foreign and domestic tourists are taken into the analysis.

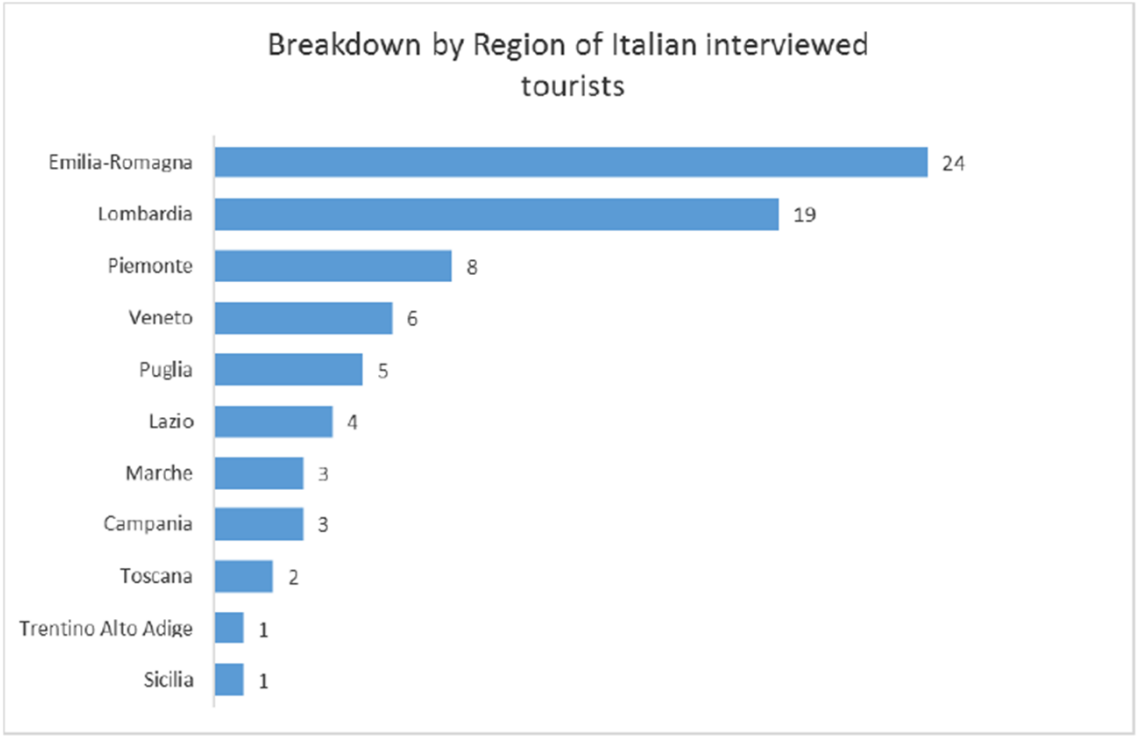


Figure 16: Domestic tourists interviewed, RER case

The majority of domestic travellers come from the region itself (RER) and also Lombardy and Piemonte, thus neighbouring regions.

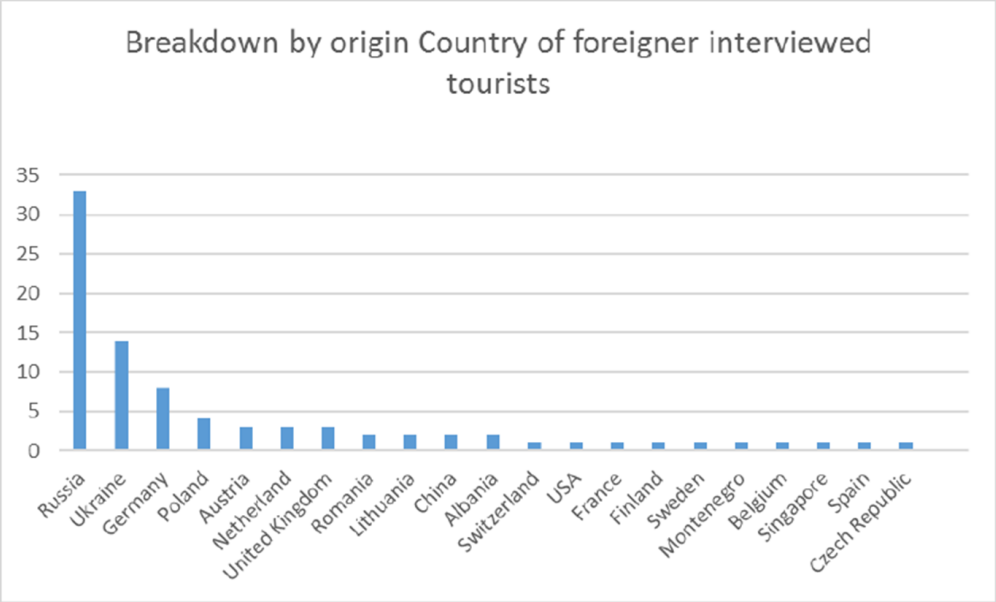


Figure 17: Foreign tourists interviewed, RER case

Vast majority of foreign travellers come from Russia (Figure 17).

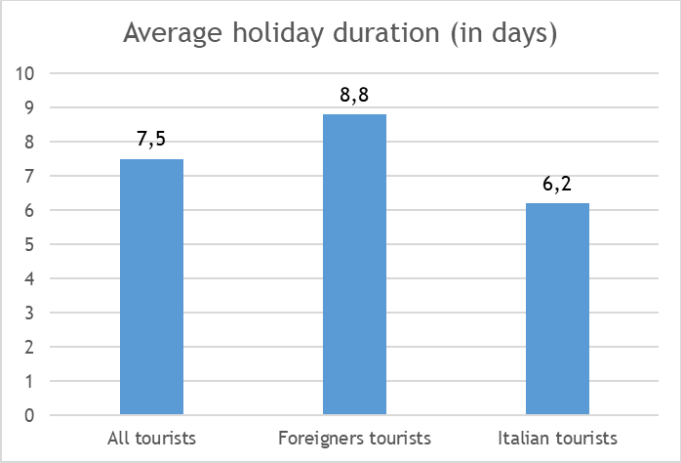


Figure 18: Average holiday duration, RER case

Average duration of holidays rank among 6 days for domestic travellers and 9 for foreign. The average number of people in holiday with the interviewed person is 2,3 with no difference among domestic and foreign tourists.

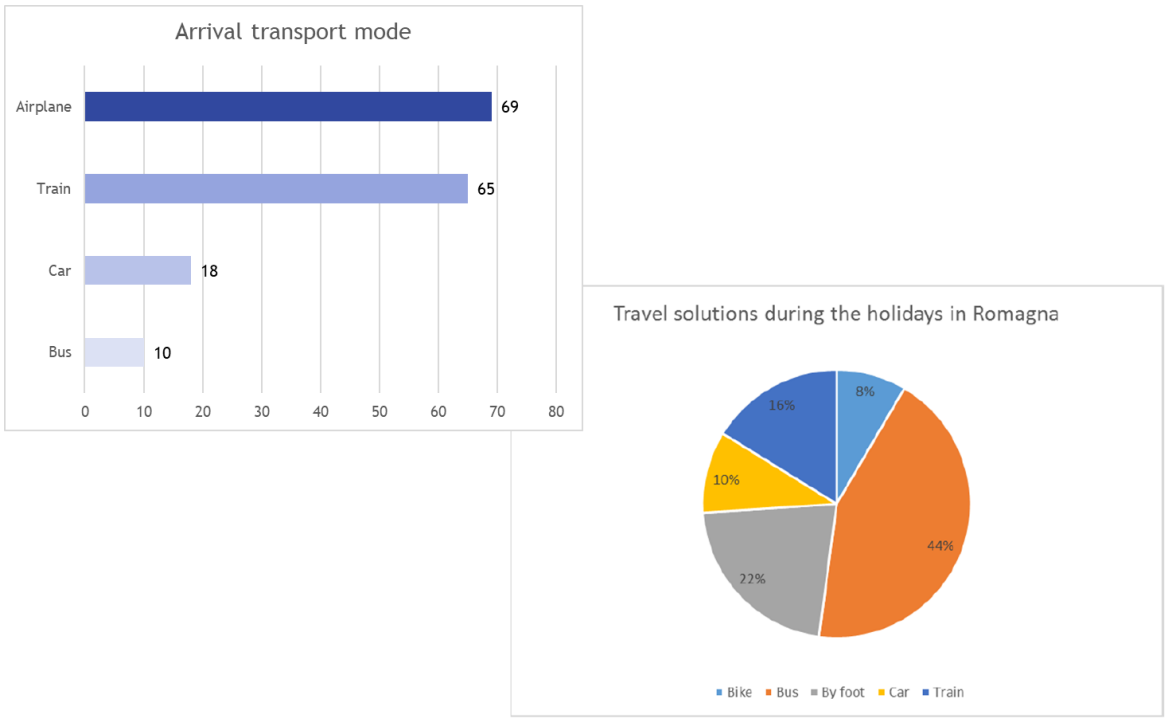


Figure 19: Transport modes used, RER case

The majority of travellers arrive (all tourists taken into the analysis) arrive by air and rail modes while the sustainability profile of tourists is high enough (using buses and foot for their regional and local trips respectively).

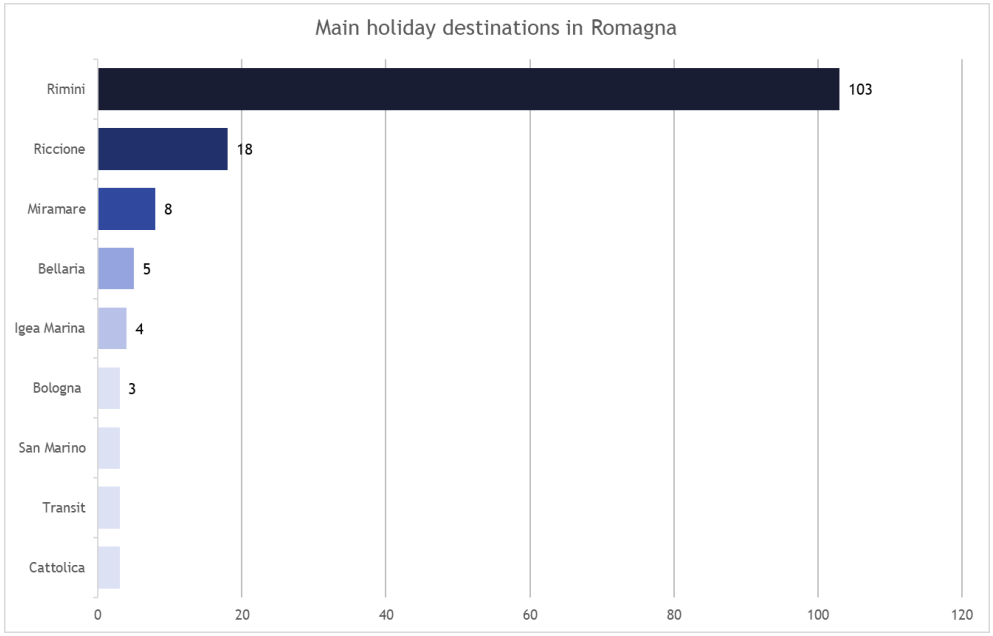


Figure 20: Main destination city, RER case

Rimini seems to attract the majority of travellers – however the result is biased since the survey was conducted in Rimini therefore it was an expected result.

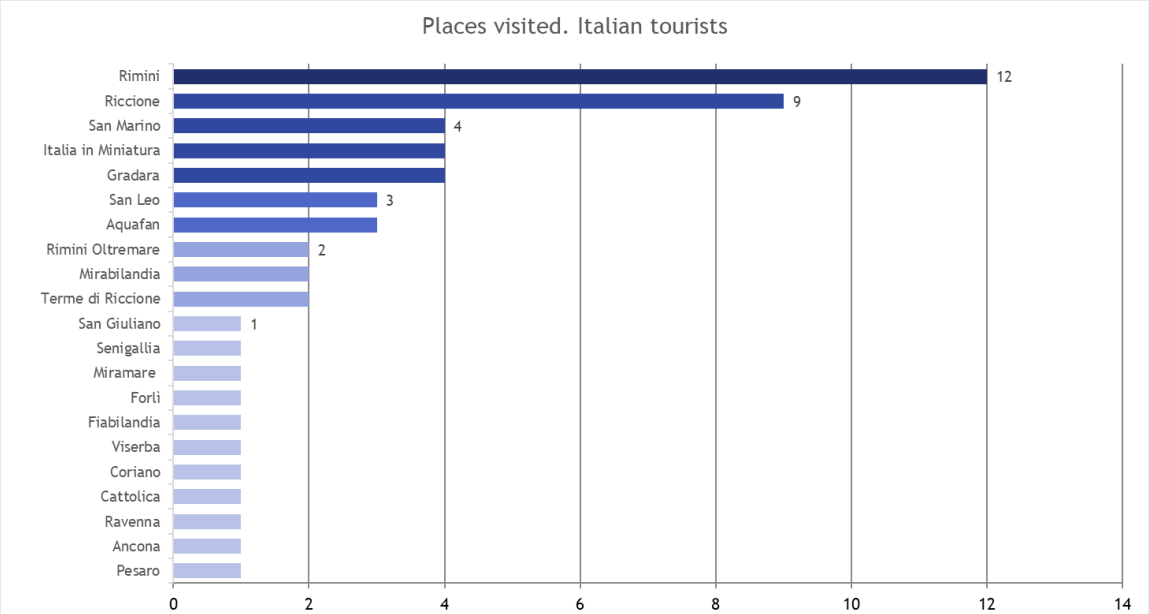


Figure 21: Cities and areas visited for domestic tourists, RER case

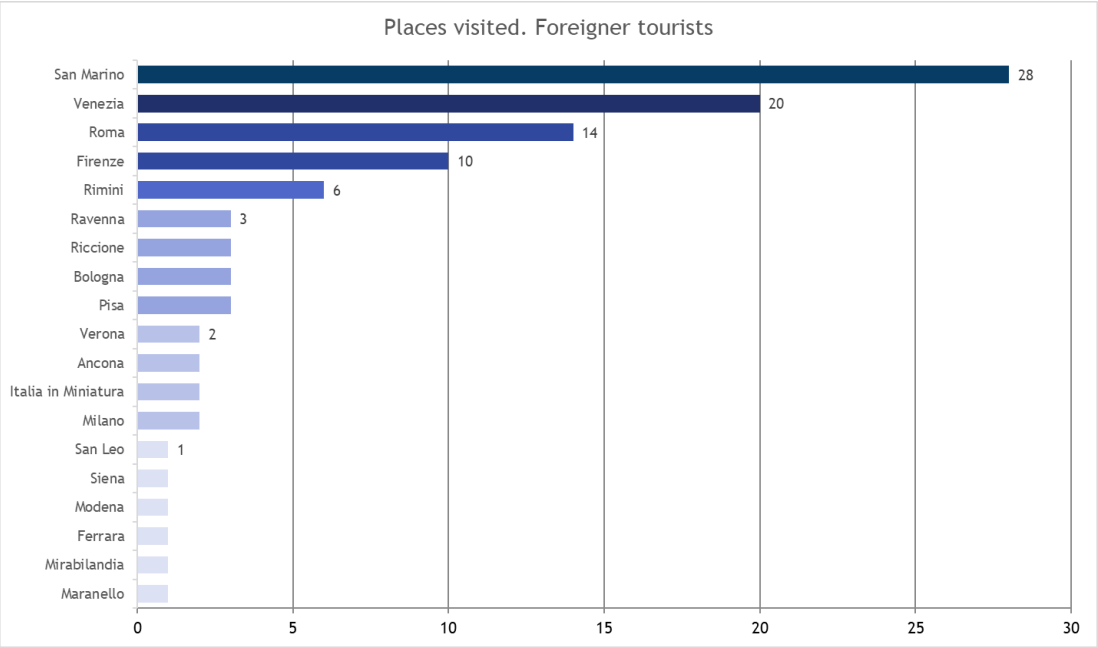


Figure 22: Cities and areas visited for foreign tourists, RER case

The survey results on the places visited and the points of interest revealed the potential implementation area for the integrated ticket (Figure 21, Figure 22).

Interest and knowledge of Romagna SmartPass

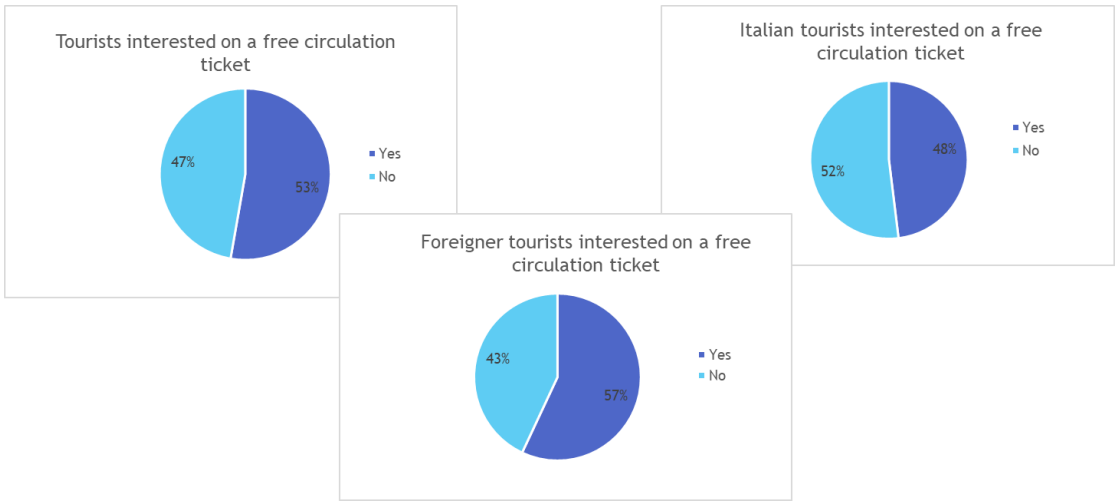


Figure 23: Interest for a free circulation ticket, RER case

The interest for a free circulation ticket is seems not high enough, a fact that poses questions on the understanding of benefits from travellers' side.

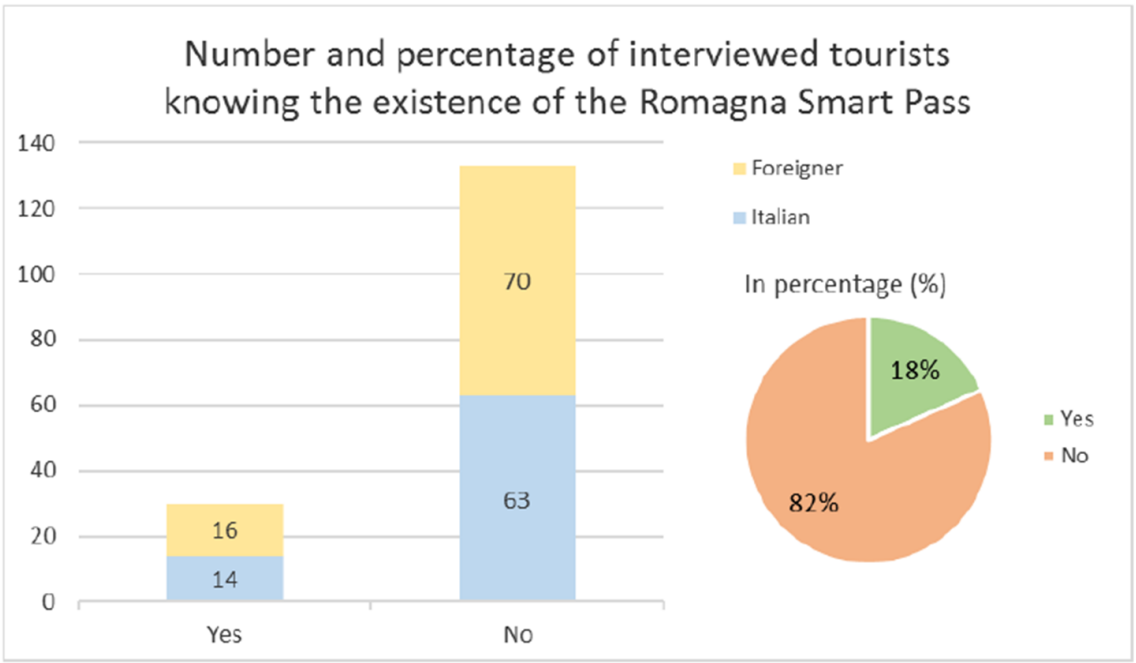


Figure 24: Awareness of the existence of Romagna Smart Pass, RER case

Figure 24 shows a limited knowledge for the existence of Romagna Smart Pass which is a clear drawback for the promotion of the scheme.

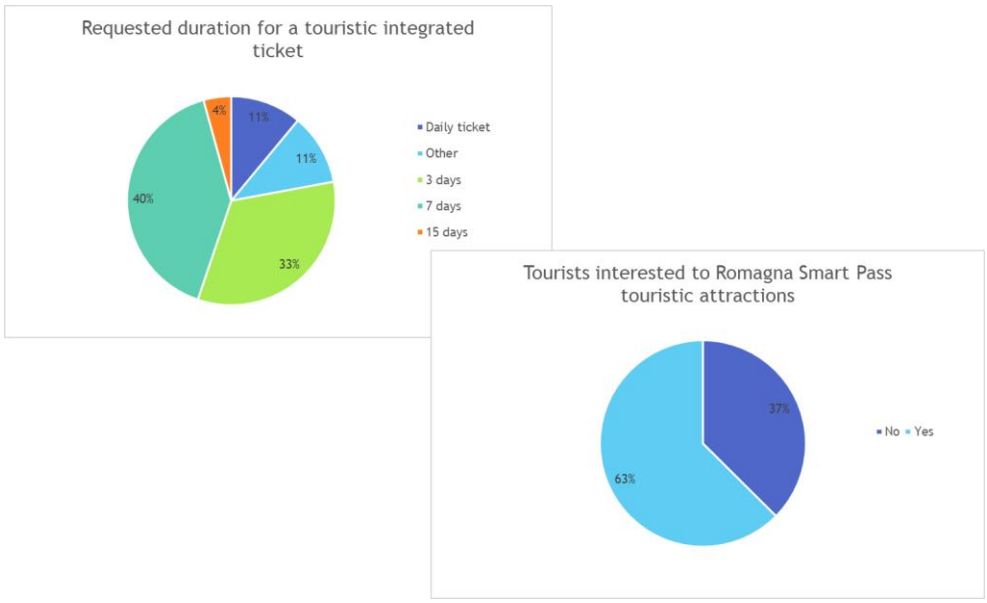


Figure 25: Interest for integrated ticket, RER case

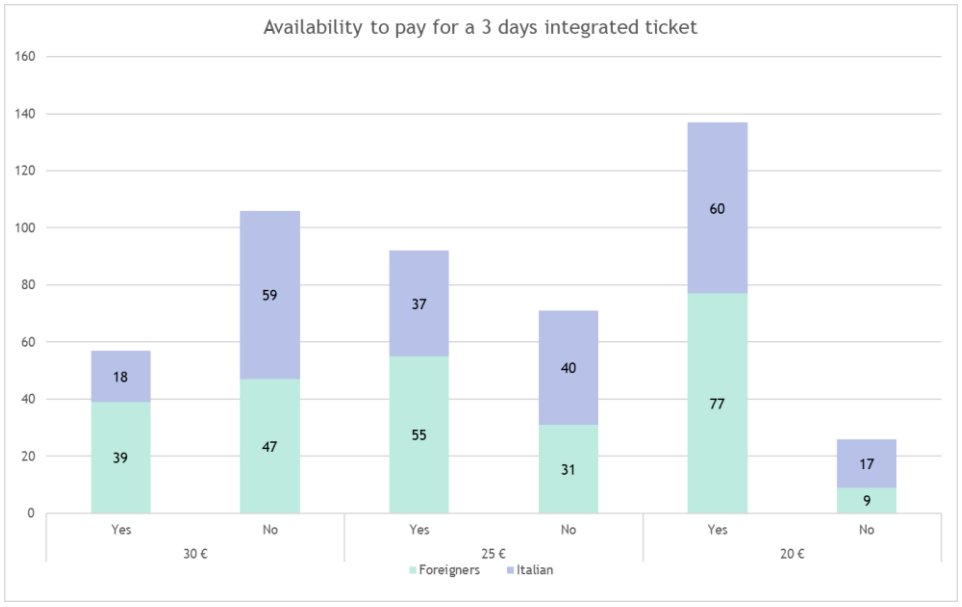


Figure 26: Willingness to pay for a 3-days integrated ticket, RER case

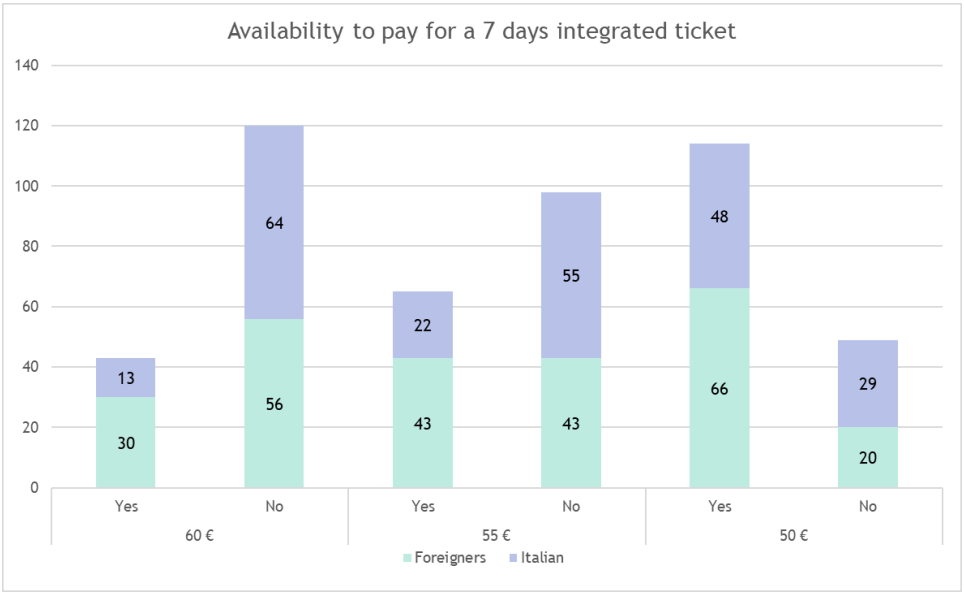


Figure 27: Willingness to pay for a 7-days integrated ticket, RER case

Figure 28: Comparison of willingness to pay for a 3-days and a 7-days integrated ticket, RER case

The willingness to pay for a 3-days and a 7-days ticket gives also indication for the affordable pricing policy.

Figure 29: Interesting statements during the interviews describing the current situation and hidden opportunities, RER case

Finally, free format opinions from tourists collected through the survey reveal the dynamic of the implementation of integrated ticket.

3.3The case of Trieste and Friuli-Venezia Giulia, IT

3.3.1 1st dissemination event for the FVG case

PP5 (CEI) organized the 1st dissemination event for the case of Friuli-Venezia Giulia at 12/11/2018. The main axis of the event regarding Inter-Connect case specific scopes was the discussion on the improvement of accessibility and interconnectivity of the maritime station located at Pier IV as to fully exploit its strategic positioning. In total 22 participants were involved in the 1st local event for FVG case.

During the meeting a specific deal has been repeatedly paid to elaborating on the concept of intermodality together related key drivers for ensuring its choice instead of the currently prevailing car-based alternative. In this purpose, it is to recall how the choice of an intermodal solution implies carrying out a whole chain of trips. Hence, its acceptability and appeal is maximised when all the related activities (starting from the gathering information and acquiring tickets to performing the actual sequence of steps when travelling) can be easily and seamlessly carried out.

This general consideration is particularly relevant at cross-border level, where often limited gaps at local level are hampering connectivity at wider geographical scope (also along relevant transnational corridors). Hence, different projects activities (especially the ones presented during the event) in the FVG context are tackling such kind of shortcomings.

Another relevant issue is related to the need of ensuring an adequate threshold of demand for facilitating the economic sustainability of services. Also in this case the cross-border dimension proves to be particularly challenging. In this purpose, a relevant opportunity is provided by the possibility of increasing the number of users for tourism purposes (thus also synergically contributing to the territorial marketing of various areas in the regional context).

A key message emerged from the meeting is how relevant margin of improvements, likely to leverage the choice of intermodal solutions especially by tourist, are related to information provision and communication to the passengers and potential users.

Furthermore, it is to underline how different interventions (including urban-planning related aspects) are taking place in the Trieste area. They are providing further opportunities in a context where local and cross-border dimension are naturally interweaved for geographical reasons.

As a general remark, it is to underline the need of cooperating and coordinating among different projects being carried out in the same territorial context and addressing specific goals closely related together. In this purpose, the organisation of a joint event represents a first step of a synergic approach aiming to exploit the possibilities arising from the many synergies ascertained. Hence, cross-fertilization between different activities will be a guiding principle of the following implementation steps.

Furthermore, a positive outcome is also provided by the participation in the event of representative of the Municipality of Muggia. Their involvement is a relevant step in the development of the Sub-Case B addressing the assessment of the potential and development of a new maritime service linking (Trieste-) Muggia-Koper.

3.3.2 Local part of the surveys for FVG case

The users' survey encompassed on-the-field surveys carried out by submitting a questionnaire to users (including potential ones) of multimodal transport service in Trieste.

Since the surveys were jointly addressing the assessment of the ADRION area connectivity and the local case analysis the objective of the questionnaire was two-folded. Therefore it was based on the general format shared at project level and mainly targeting users from other ADRION countries. However, it was also provided with additional specific questions tailored on specific aspects related to Trieste case study, which is addressing a particular connection provided by the cross-border maritime services operating during summertime. In particular the survey was carried out by directly

interviewing users of the service in correspondence to the maritime station at Pier IV ("MOLO IV") in Trieste.

In this purpose it is to mention that the interviewed provided synergic support to other surveys carried out within the ITA-CRO MOSES project (i.e. specifically addressing passengers of the services linking to Losinj).

MOLO IV SURVEY KEY DATA

- Location: Trieste Maritime station Molo IV (Pier IV)
- Period 3 August – 9 September
- 307 surveys carried out

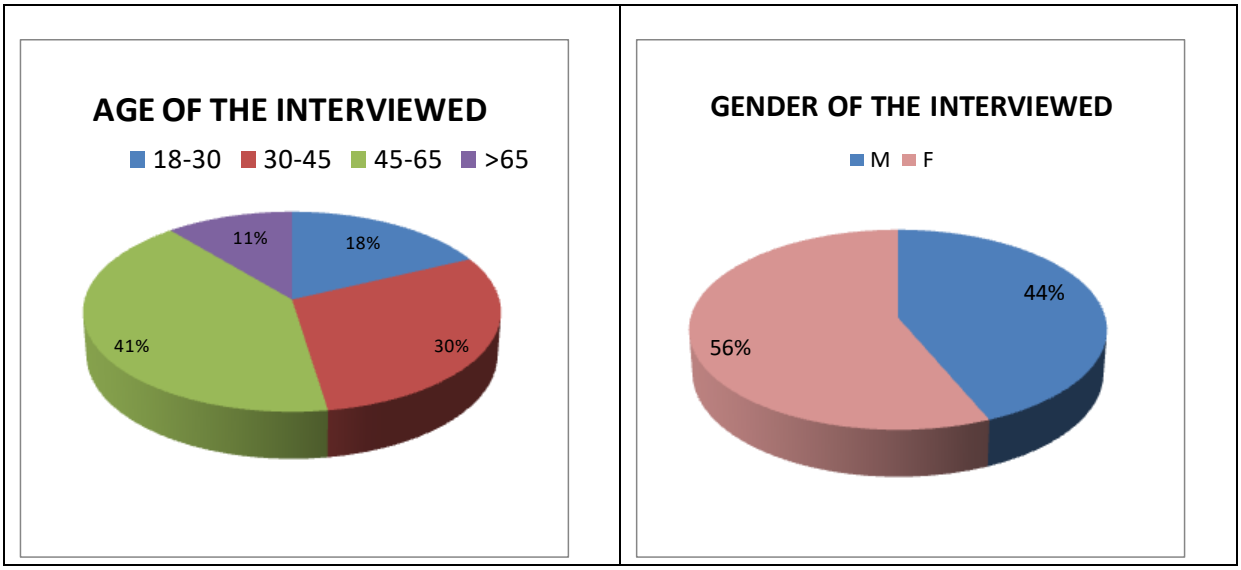


Figure 30: Characteristics of the interviewed at Pier IV, FVG case

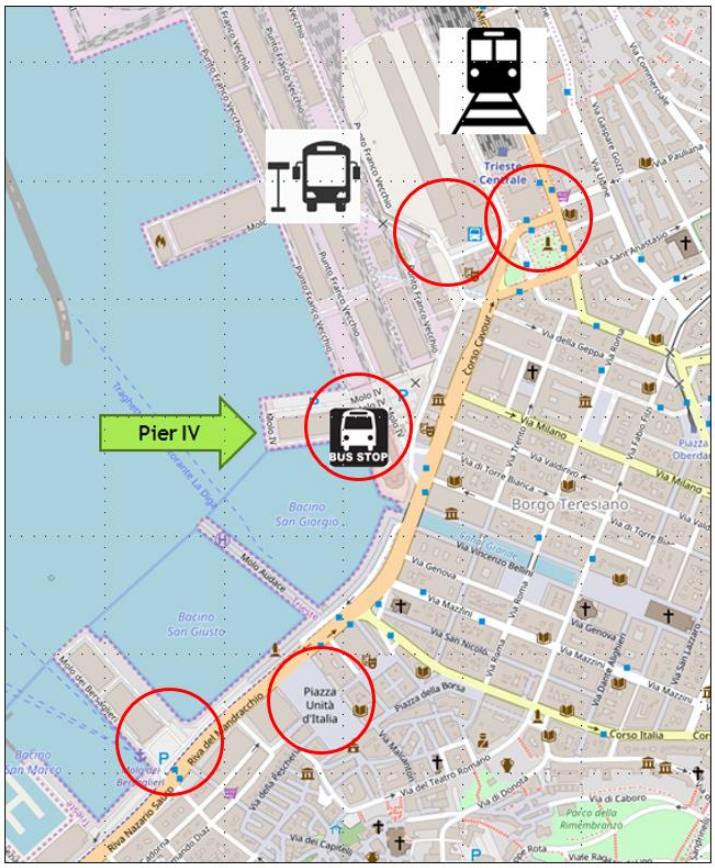


Figure 31: Main locations of the survey, FVG case

In particular, with reference to the interviews carried out at Pier IV to the users of the cross-border maritime service, it is to report in general high level of satisfaction with reference to the main attributes of the maritime transport.

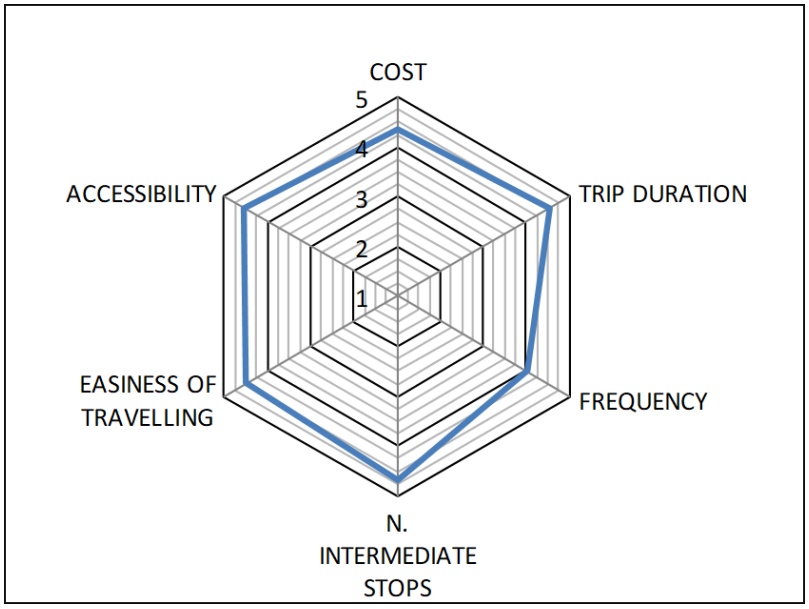


Figure 32: Level of satisfaction with reference to specific attributes of the transnational maritime service, FVG case

Furthermore, the answers to the additional questions specifically related to the Trieste case study, allow to assessing the need of improvement related to specific aspects in order to increase and usage and appeal of Public Transport for land-side accessibility from/to the Maritime Terminal (Molo IV)

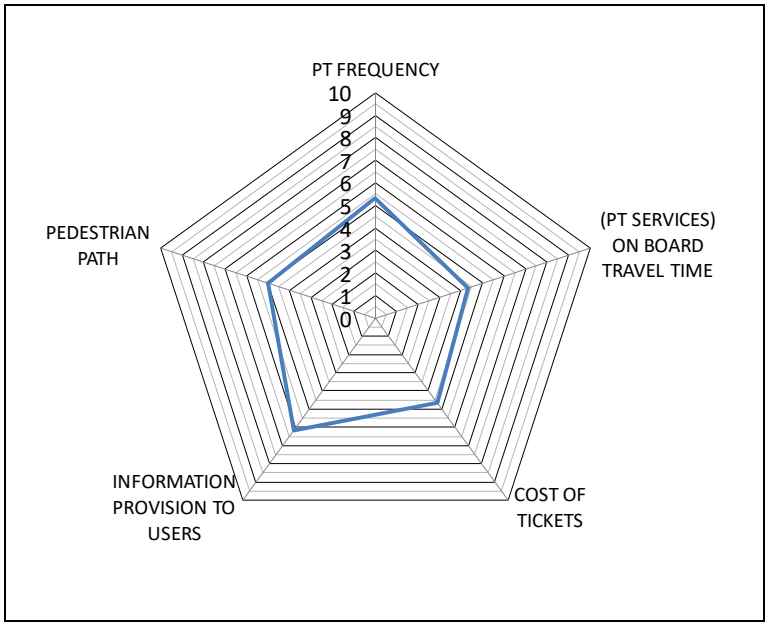


Figure 33: Need of improvement related to specific aspects in order to increase and usage and appeal of Public Transport for land-side accessibility from/to the Maritime Terminal (Molo IV)

When looking at specific answers (both with reference to the shared part of the questionnaires and to those specifically related to the local cases) a high heterogeneity is characterising the sample also with reference to perception of relevant aspects, acceptability thresholds and specific needs.

In general terms it is to report that the CB maritime service is providing an appealing and satisfying connection esp. for touristic purposes. In particular, it is to underline that:

- The location of the Maritime Station (Molo IV) is ensuring high potentials and attractiveness to the users; some specific issues related to accessibility and interconnectivity are reported by some interviewed (e.g. pedestrians coming from the railway station);
- for occasional users limited perceived shortcomings are not hampering the choice and general evaluations of the service in case of a single touristic trip (more than 2/3 of the interviewed were first-time users);
- Information provision could be improved with reference to different aspects -> possibly leveraging the usage by non residents and foreigners (more than 1/3 of the interviewed is made-up by residents in Trieste).

3.4The case of Zagreb, HR

3.4.1 1st dissemination event for the Croatian case

PP7 (HZ PP) organized and implemented the 1st dissemination event for the Croatian case. In total 29 participants were informed for the project and exchanges knowledge and ideas. Participants were

invited in the occasion of celebration of Engineers day during which they were also informed about Inter-connect project. After a short presentation of the project and of the up to now results with focus on the Croatian case, a panel discussion with participants was held and different opinions were gathered. Briefly, the main obstacles hindering rail market share increase are linked to:

- High maintenance costs of vehicles
- Time-table harmonization necessary
- Not sufficient IT information solutions
- Mobile app missing
- Media coverage weak – promotion of new services lacking

while major needs and requirements are related to:

- Better interchanges - stations
- Frequent connections of various transport modes – lack of intermodality
- Improved transport service
- Possibility of combining tickets

3.4.2 Local part of the surveys for the Croatian case

Questionnaire survey was conducted in September, 2018, at the bus stations, railway stations and in seaports in the cities: Zagreb, Rijeka, Split, Zadar, Šibenik and Dubrovnik during which 600 questionnaires were collected. A first analysis of the data is presented below:

Gender
Almost equal number of men and women took part in the survey.

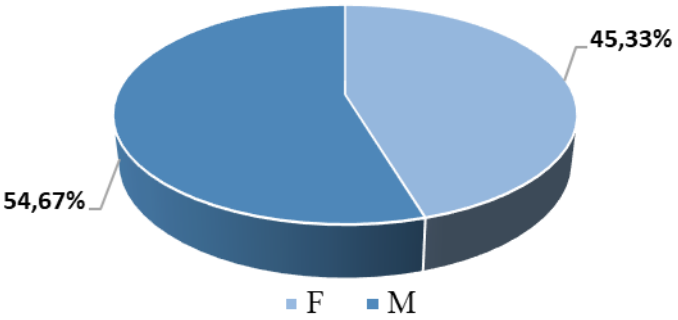


Figure 34: Population by gander, HR case

Age
Young people consist the majority of tourists that took part in the survey.

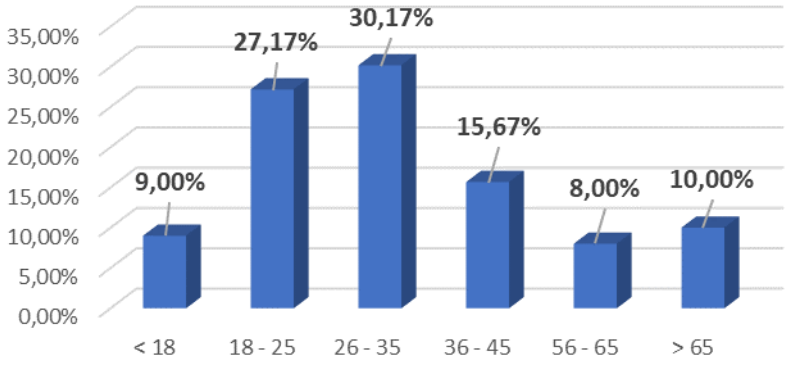


Figure 35: Population by age, HR case

Income per year

The majority of tourists clamed income of max. 10.000euro.

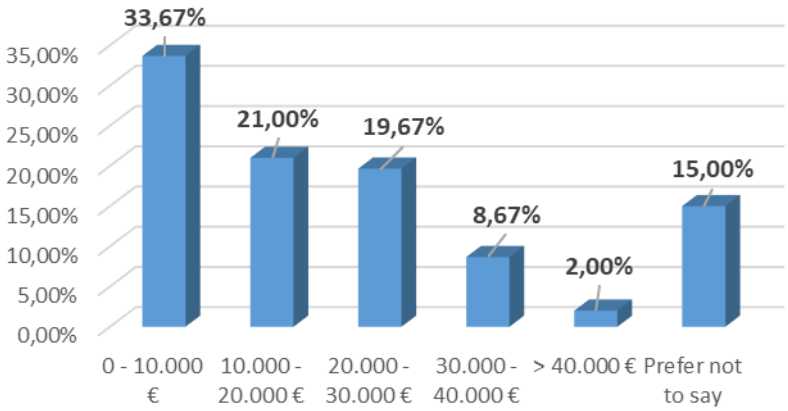


Figure 36: Average population incomes per year, HR case

Employment status

Considerable high proportion of tourists are full-time employees (60%) while 1/5 is a student.

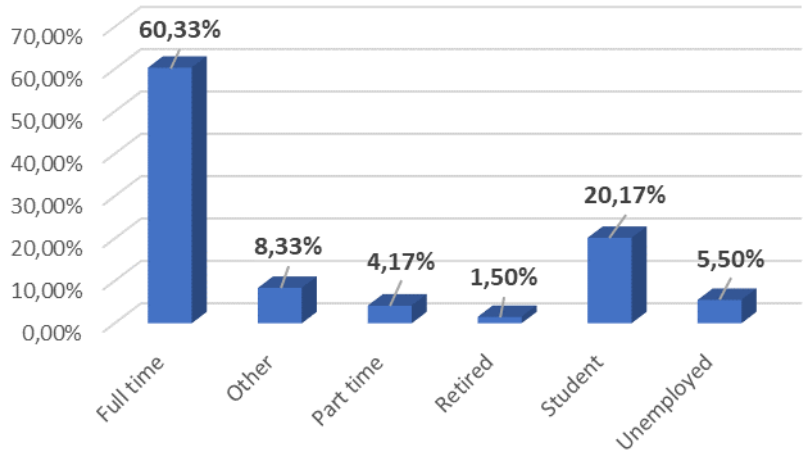


Figure 37: Employment status, HR case

Education level

Educational level of tourists vary a lot as depicted in Figure 38.

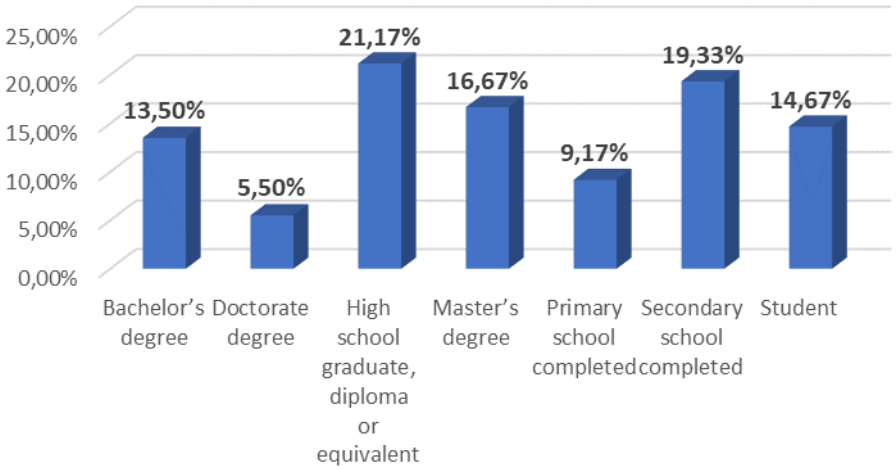


Figure 38: Education level, HR case

Travel purpose

Travel purposes vary among tourists as depicted in Figure 39.

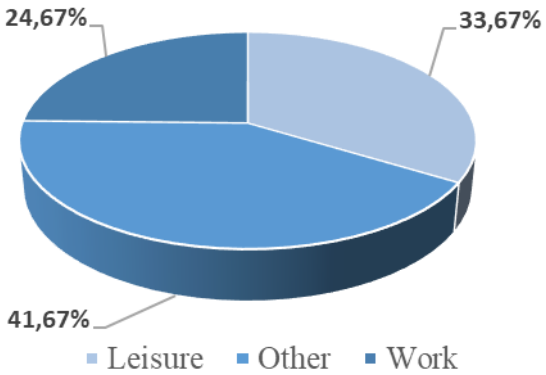


Figure 39: Travel purpose, HR case

Sea – rail integrated ticket

As can be seen from graph, 74,28% of interviewed people conclude that integrated ticket constitutes a good idea because it facilitates the trip conduction.

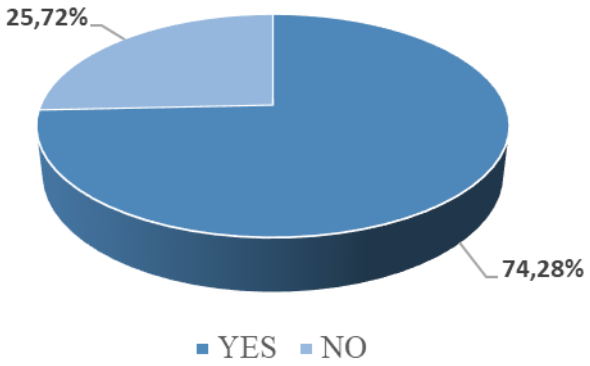


Figure 40: Proposal of a common ticket, HR case

Trip number according to nationality

As can be seen from table, from all 600 interviewed people 89 of them were Italian, 24 Greek, 100 of each are Montenegrin, Slovenian and Serbian and 48 Albanian. Rest of interviewed people, 139 of them, were Croatian who were answered the question for all scenarios. Members of nationality answered only for scenarios from their nationality areas.

Table 3: Nationality of surveyed people and location where the question took place, HR case

Nationality of surveyed people and location where the question took place	Italian	Greek	Montenegro	Slovenian	Serbian	Albanian	Croatian answers on all scenarios questions
Split ferry port	33	12	0	12	0	0	29
Zagreb railway main station	0	2	17	19	29	13	16
Zagreb main bus station	0	0	0	0	19	11	17
Rijeka ferry port	25	1	0	60	35	0	22
Web	4	2	0	1	0	0	0
Split main bus station	9	0	0	4	3	0	23
Zadar main bus station	0	4	0	4	0	0	14
Dubrovnik main bus station	0	0	83	0	9	24	0
Šibenik railway main station	0	3	0	0	0	0	5
Ferry port of Dubrovnik	18	0	0	0	5	0	13
TOTAL	89	24	100	100	100	48	139

OD matrix

In this part of chapter table show origin destination matrix of trip for all 600 interviewed people. Most of travel, 53 of them, had been from Rijeka to island Cres, 43 of them on location Rijeka to Zagreb

and 41 from Split to Dubrovnik. All trips are show in table. All trip origin has been present in column and all destination has been present in rows of table.

Table 4: Origin - Destination matrix of trip, HR case

OD matrix												
O/D	Bari	Budimpešta	Domžale	Dubrovnik	Jelsa	Labin	Rijeka	Sarajevo	Split	Šibenik	Zadar	Zagreb
Ancona	0	0	0	0	0	0	0	0	26	0	0	0
Bari	0	0	0	16	0	0	0	0	0	0	0	0
Beograd	0	0	0	0	0	0	0	0	0	0	0	34
Biograd na moru	0	0	0	0	0	0	0	0	0	0	4	0
Bjelovar	0	0	0	0	0	0	0	0	0	0	0	3
Brač	0	0	0	0	0	0	0	0	4	0	0	0
Budimpešta	0	0	0	0	0	0	0	0	0	0	0	23
Budva	0	0	0	24	0	0	0	0	0	0	0	0
Cres	0	0	0	0	0	0	53	0	0	0	0	0
Čakovec	0	0	0	0	0	0	0	0	0	0	0	1
Dubrovnik	6	2	0	0	0	0	0	0	0	0	0	0
Frankfurt	0	0	0	0	0	0	0	3	0	0	0	0
Gomilica	0	0	0	0	0	0	0	0	9	0	0	0
Hvar	0	0	0	0	0	0	0	0	15	0	0	0
Ilirska Bistrica	0	0	1	0	0	0	3	0	0	0	0	0
Koper	0	0	0	0	0	0	2	0	0	0	0	0
Koprivnica	0	0	0	0	0	0	0	0	0	0	0	3
Križevci	0	0	0	0	0	0	0	0	0	0	0	8
Ljubljana	0	2	0	0	0	0	9	0	4	0	0	3
Mali Lošnj	0	0	0	0	0	0	28	0	0	0	0	0
Maribor	0	0	0	0	0	0	1	0	0	0	0	0
Mostar	0	0	0	5	0	0	0	0	0	0	0	2
Motovun	0	4	0	0	0	0	0	0	0	0	0	0
Munchen	0	0	0	0	0	0	0	0	3	0	0	0
Niš	0	0	0	0	0	0	0	0	0	0	0	8
Novalja	0	0	0	0	0	0	8	0	0	0	0	0
Novi Sad	0	0	0	0	0	0	0	0	0	0	0	10
Osijek	0	0	0	0	0	0	0	0	0	0	0	4
Podgorica	0	0	0	12	0	0	0	0	0	0	0	0
Požega	0	0	0	0	0	0	0	0	0	0	0	7
Pula	0	0	0	0	0	0	17	0	0	0	0	0
Rab	0	0	0	0	0	0	4	0	0	0	0	0
Rijeka	0	0	0	6	0	4	0	0	0	3	0	43
Sarajevo	0	0	0	0	0	0	0	0	0	0	0	4
Savudrija	0	0	0	0	0	0	1	0	0	0	0	0
Slavonski brod	0	0	0	0	0	0	0	0	0	0	0	2
Split	0	9	0	41	1	0	0	0	0	0	3	3
Supetar	0	0	0	0	0	0	0	0	7	0	0	0
Tirana	0	0	0	12	0	0	0	0	0	0	0	0
Trieste	0	0	0	0	0	0	4	0	0	0	0	0
Velika Gorica	0	0	0	0	0	0	0	0	0	0	0	1
Zadar	0	0	0	20	0	0	0	0	8	3	0	3
Zagreb	0	23	0	0	0	0	15	0	7	2	0	0
Zemunik	0	0	0	0	0	0	4	0	0	0	0	0
TOTAL	6	40	1	136	1	4	149	3	83	8	7	162

Main mode of transport used
The mostly used transport mode from tourists side is car and secondly bus.

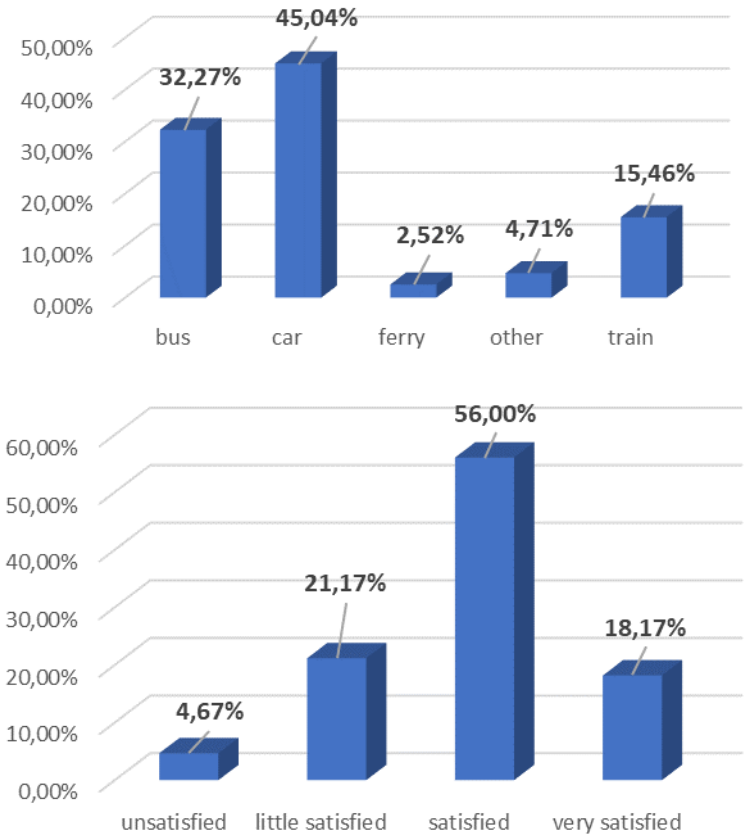


Figure 41: a) Main mode of transport used & b) satisfaction, HR case

As main mode of transport at interview quest had been offered bus, car, ferry, train and other. Looking at the graphic approach, 45,04% of people declared that they choose car as their main mode of transport. Also the large number, 32,27% of interviewed people declared that their main mode of transport is bus. Then, 15,46 % use train and just 2,52% said that they use ferry as main mode.
Level of satisfaction using main mode of transport, in this interview, has been classified on 4 levels:

- 56,0% of people declared that they are satisfied with using their main mode of transport;
- 21,17% declared that they are little satisfied with that level of service;
- 18,17% of interviewed people declared that they are very satisfied with using their main mode of transport, while just
- 4,67% of people declared that they are unsatisfied with service quality level.

Ranking criteria for the used mode
Rating from 1 to 5 (which 1 representing worst grade and 5 best grade), nine criteria has been evaluated for the used mode of transport.

As can be seen from the graph the represent people gave the best average rate to criterion „Number of intermediate stops“. They rated this criterion with 4,18. It can be related with small number of stops.

This average grow with users of car and ferry because they don`t have obligation for stops. The worst rate has been assigned for criterion „Safety“ which is most important thing in passengers transport.

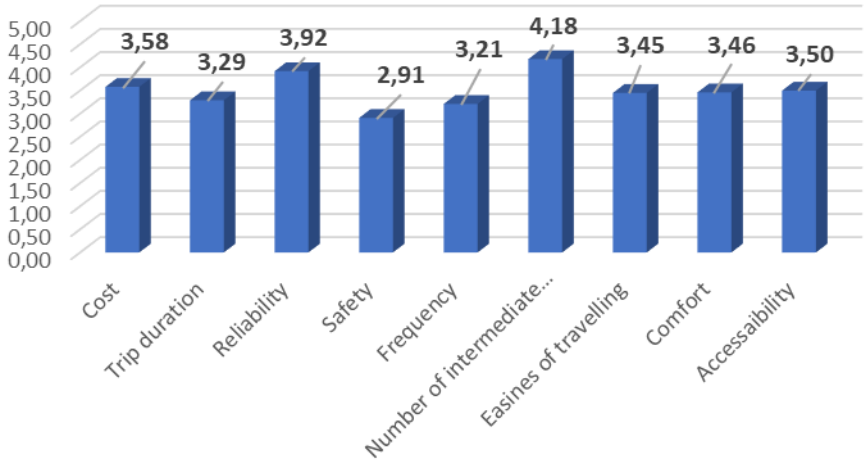


Figure 42: Grade of satisfaction using last transport mode, HR case

The passenger attach best importance for category „Trip duration“ which is related by average rating 4,18. Worst related significant criteria has been related by average rating 3,63 and those are „Easiness of traveling“ and „Accessibility“. As can be seen all criteria are so close and they had been great ranged.

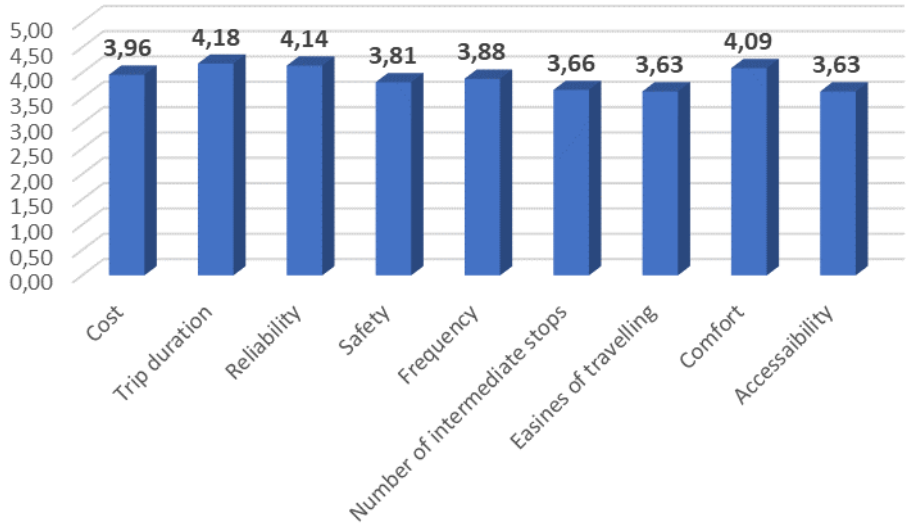


Figure 43: Grade of significant using last transport mode, HR case

Stated Preference (SP) Survey

Given the nature of the case examination under development for the Croatian case – tourist packages combining sea – rail modes at national and transnational level – and the interest for the Greek tourism product, the SP survey regarding the connectivity of Croatian – Greek cases is of main importance.

Trip Split-Igoumenitsa (Greece)

Figure 44: Mode of transport for Split - Igoumenitas trip, HR case

Currently road transport is the most preferred transport solution for Split – Igoumenitsa connectivity.

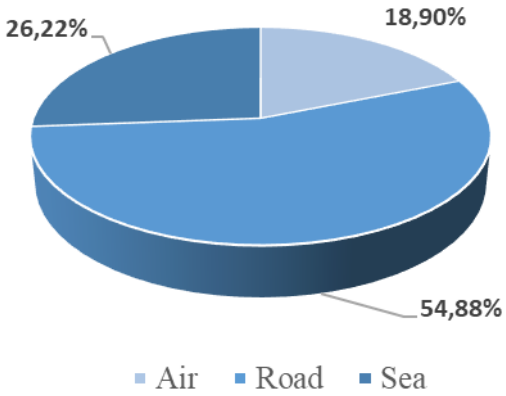


Figure 45: Percentage of chosen mode, HR case

The alternative scenarios presented to the tourists in order to check the probability of shifting to more sustainable modes are presented in Table 5.

Table 5: Scenarios description of Split – Igoumenitsa trip

	Trip duration	Cost	Offers
Reference scenario	23h 38min	264€	No
Scenario 1	21h 15min	264€	No
Scenario 2	20h	264€	No
Scenario 3	23h 38min	238€	No
Scenario 4	23h 38min	224€	No
Scenario 5	23h 38min	264€	50% discount on public transport and museums
Scenario 6	21h 15min	238€	20% discount on public transport and museums

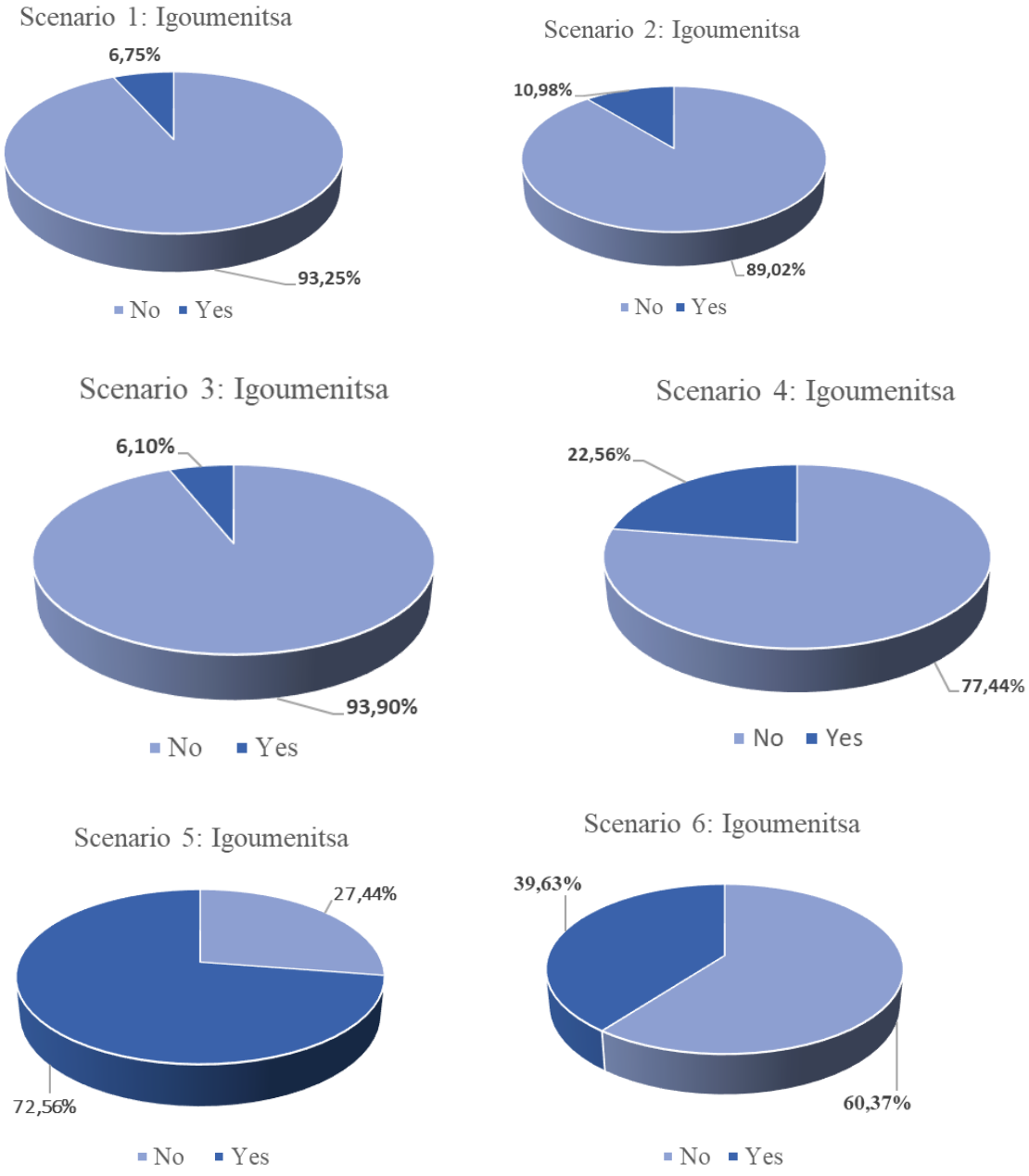


Figure 46: Answers for potential shift to more sustainable modes, HR case

3.5 The case of Ljubljana, SI

3.5.1 1st dissemination event for the Slovenian case

The 1st dissemination event for the Slovenian case was organised by PP6 (RDA LUR) in Ljubljana (Ljubljana city hall) on 12th October, 2018. In total 38 participants, professional and also citizens, were informed and exchanged opinions on Ljubljana's connectivity to main national terminals (airport, ports at the coastal area of Slovenia). The event was organised in cooperation with SMART-MR project (Sustainable Measures for Achieving Resilient Transportation in Metropolitan Regions).

On general the discussion about potential PuT improvement in the area were quite constructive and positive with ideas what could be improved and what should main priority of the PuT development in connecting Slovenian maritime area to hinterland (Ljubljana region, Ljubljana airport, Ljubljana hub). At first participants mostly expressed main problems that should be given a priority and their improvement would have significant effect on the PuT improvement in region:

- Not the best harmonisation of timetables between transport modes in the area. Communication among transport operators should take place. General national operator should be implemented who would have the power and would give first incentive to promote better PuT connectivity;
- Long travel times and insufficient coverage of public transport options from maritime are to Ljubljana urban area and even wider. There are not enough train connections during weekends and you can not transport a bike on train during weekends since some rides are partly performed by bus PuT. Majority of trains from Luka Koper are cargo trains and passenger trains are using same infrastructure, thus do not have the best "train path" reservations. Some rail connections (on 4 per day of 6 connections) from Koper to Divača are made with the bus transport from where transfer on train is needed in order to reach Ljubljana hub.
- Stakeholders expressed concern that despite all efforts and studies made in the past decade Ljubljana Airport is still not connected with rail transport to Ljubljana. There should be a general national agreement on this issue and begin economic appraisal of measures once again.
- Favourable private vehicles infrastructure (e.g. many options for parking places, quality highway from Koper to Ljubljana hub) which promotes usage of private modes of transport. Since travel times of PuT on this relation is to long and there is poor coverage of public transport options from port of Koper to Ljubljana, rail PuT has no general attraction to be used in sufficient manner.
- Since main target point of Inter-Connect project are tourists, participants of dissemination event expressed poor coverage of public transport outside peak hours and weekends where provision for tourists travel should the more frequent. Some pilot actions could be implemented in this area.

Main concerns of participants were mostly oriented to the fact that there are not many PuT offers from Koper cruise terminal to Koper railway station (urban transport) and from Ljubljana main train/bus station to Ljubljana Airport and that this should be improved. Moreover, lack of harmonised timetables and poor coverage of PuT outside peak hours/ weekends (where PuT offers for tourist's travel should be more frequent) is the main reason why more and more tourist are renting cars or using shuttle or other organised transport connections to/from port of Koper and to/from Ljubljana Airport.

3.5.2 Local part of the surveys for the Slovenian case

Given the transnational character of the Slovenian case needs – better connecting Ljubljana to Ljubljana's Airport and to coastal areas with the scope to promote PuT for both domestic and international tourists, the transnational connectivity survey of activity 1.3.1 was used for serving case's scopes too while additional questions dedicated to cruise travellers were added for serving case examination needs. A brief overview of the survey's results are presented in the following:

The survey (done for the activity of pilot actions in WP T2) was done between October 26th and October 27th when cruise ships were present in the coastal city of Koper. External partner of PP6 managed to acquire 100 samples on a questionnaire that were further elaborated. Questionnaire asked tourists general socio-economic questions, questions from modal split, their trip organisation, and frequency of using public transport at home, preferences about transportation modes, and finally a hypothetical question about a rail trip to Ljubljana during their cruise stop in Slovenia. Interviewer's origin countries are presented in figure below.

The goal of the research was to acquire information about travel habits of passengers, about their choice of choosing transportation modes, and influences of factors that determine their trips. The possibilities and options about using public transportation and more sustainable ways of commuting, especially railways and waterways, and how the factors like travel time, price, and other benefits effect one's travel choice were also checked.

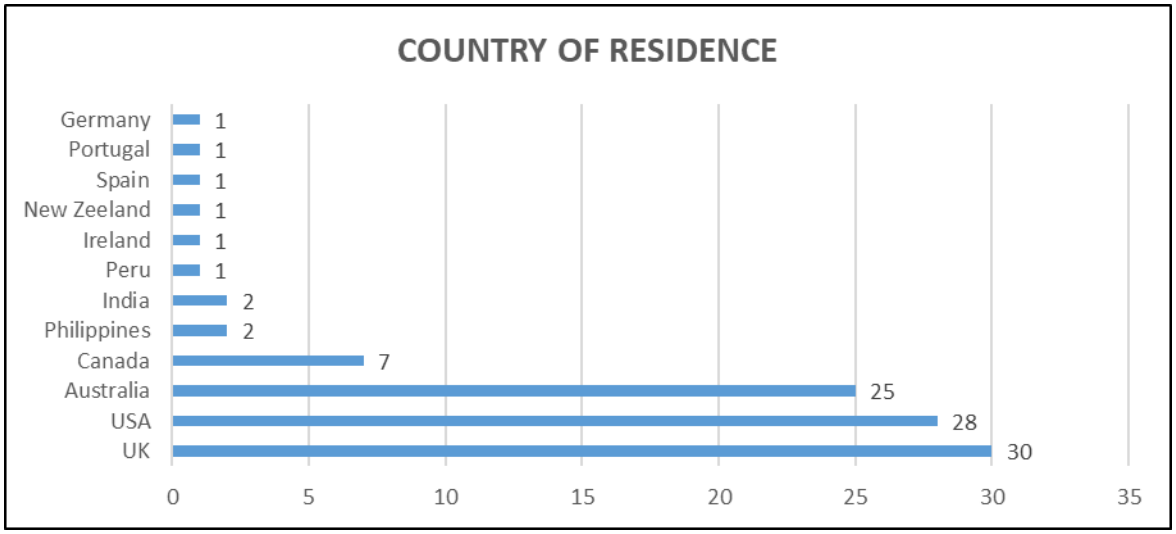


Figure 47: Country of residence of surveyed passengers on cruise ships in Port of Koper, SL case

The first analysis is presented below:

- In the survey participated 55 % of women and 45 % of men.

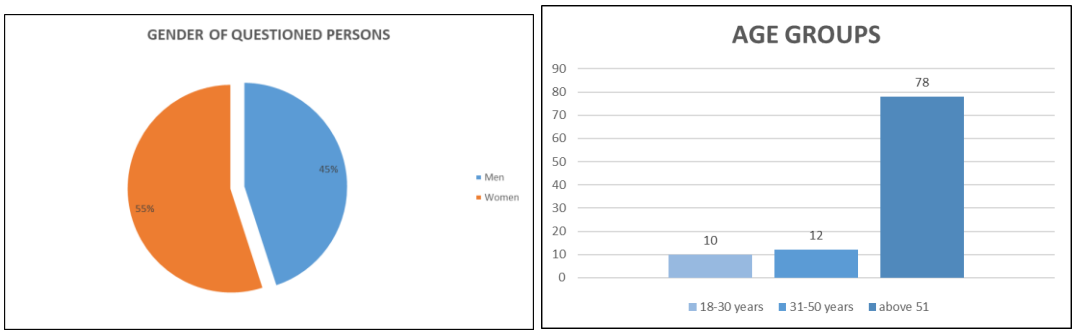


Figure 48: Basic information of the interviewed people, SL case

- The data show that the most numerous group of cruise market encompasses cruise passengers aged 51 or over (78 %). They are followed by passengers aged 31-50 years (12 %), and passengers aged between 18 and 30 (10 %)
- Figure 48 shows origin country of the tourists. One third of surveyed visitors are visitors from UK. Similar share represent visitors from the USA (28 %) and Australia (25 %). 7 % were visitors from Canada, and there were two from Philippines, and India, and one from Peru, Ireland, New Zeeland, Spain, Portugal, and Germany. It is worth noting however, that this cannot be considered as the representative profile of cruise passengers since the survey was limited to specific cruises.

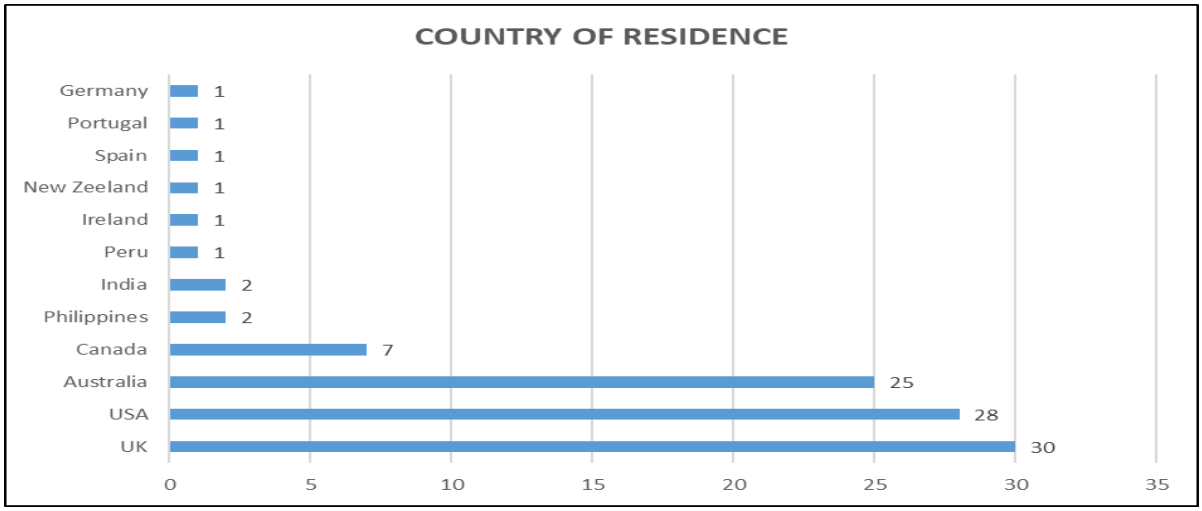


Figure 49: Country of residence of surveys tourists, SL case

- More than half of surveyed visitors travelled with their partners (62 %), 19 % were travelling with friends and 14 % with family. Two were travelling alone, and three other in a different way (no answers given).

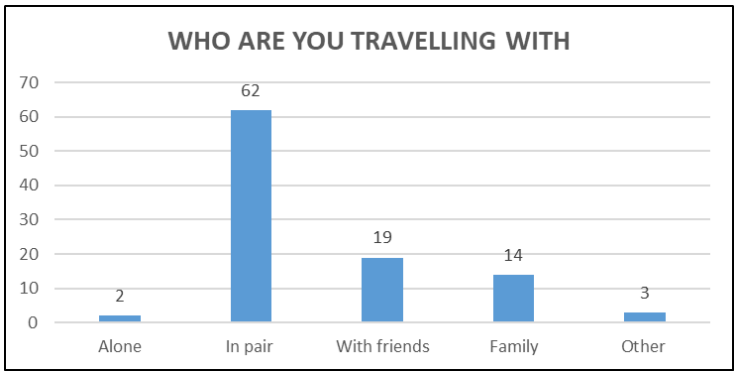
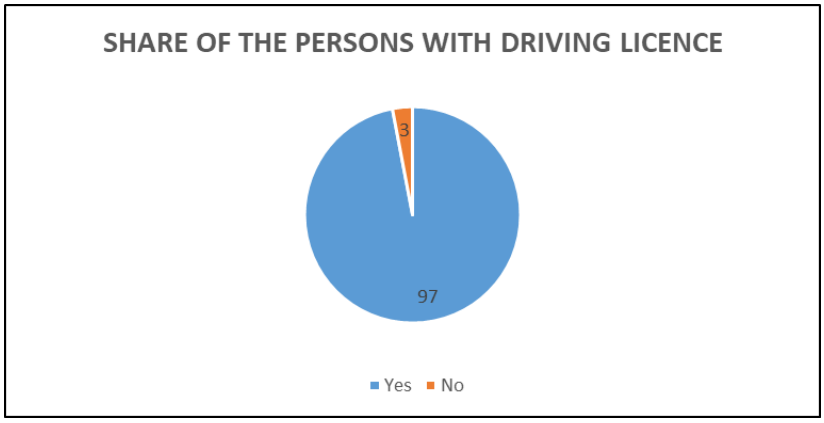


Figure 50:Co-travellers, SL case

- Figure 51 represents the total number of licensed drivers; there were 97 % of the surveyed people. 90 % of people have their own car. Results reveal that car users do not prefer public transport obviously, because 77 % of responded, said that they rarely, or never use public transport. 3 % of the surveyed people are using public transport on a daily basis. 20 % are using it more often.



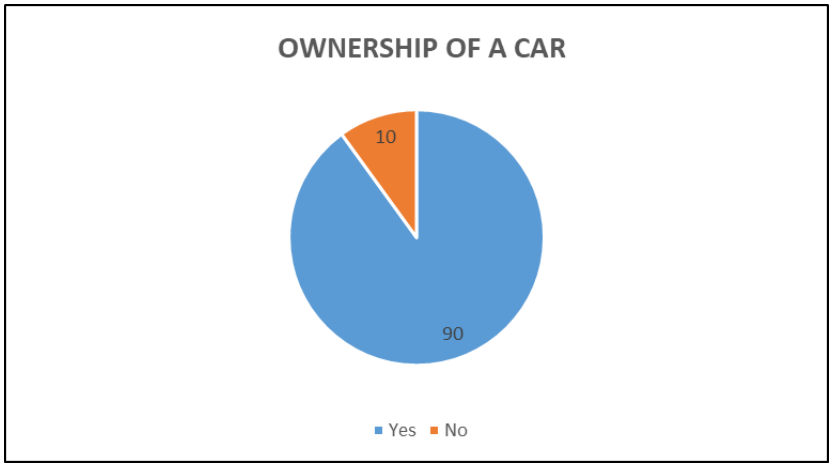


Figure 51: Driving licence holders and car owners, SL case

- 77 % of responded rarely or never use public transport. 3 % of the surveyed people are using public transport on a daily basis. 20 % are using it more often.

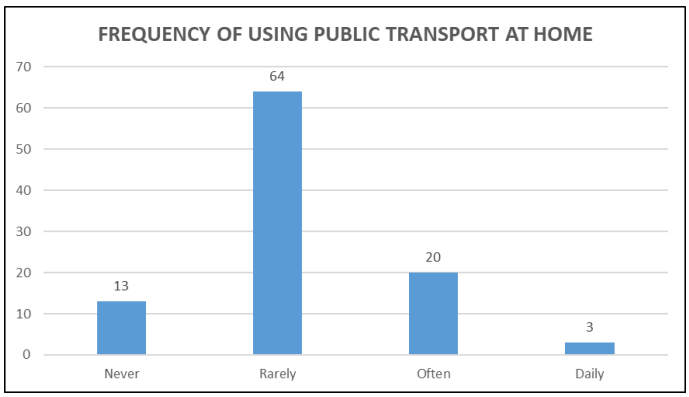


Figure 52: PuT use, SL case

- People were asked how many times they travelled with a cruise ship. More than half (51 %) of the respondents travelled more than five times. For nine people this was their first travel by a cruise ship.

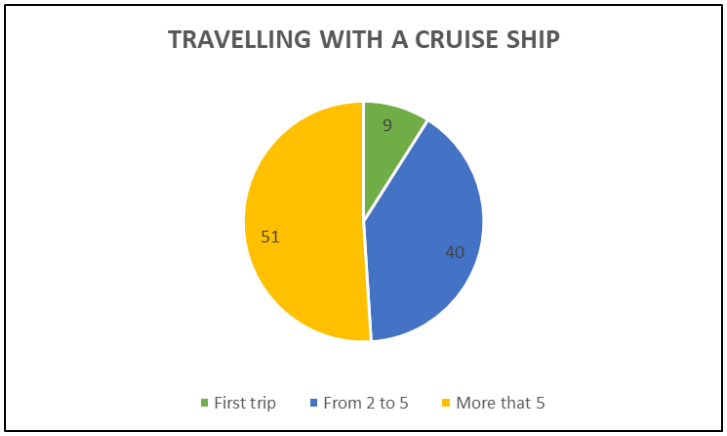


Figure 53: Cruise experience information, SL case

- Questioned passengers tended to have a good knowledge of the destination. 59 % of them had high interest in on-shore excursions and 35 % medium. 6 of the tourists have low interest in exploring destination port cities.

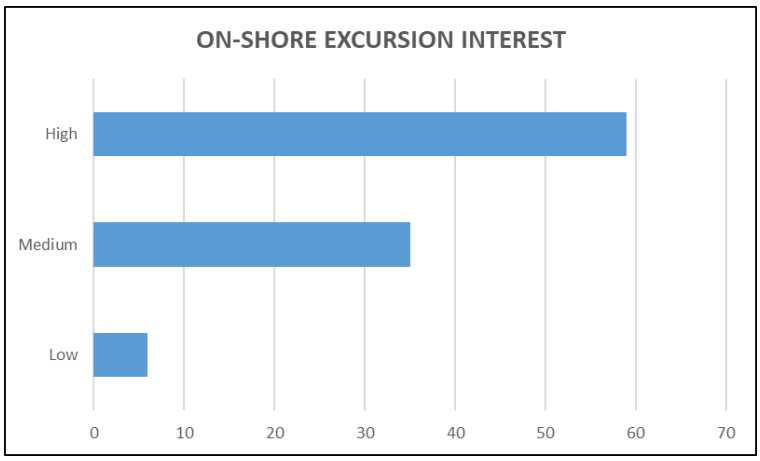


Figure 54: on-shore excursion interest, SL case

- 44 % of passengers combined onshore excursions with individual excursions and organised excursions by travel agency. Just 22 % decided to book onshore excursion by the travel agency.

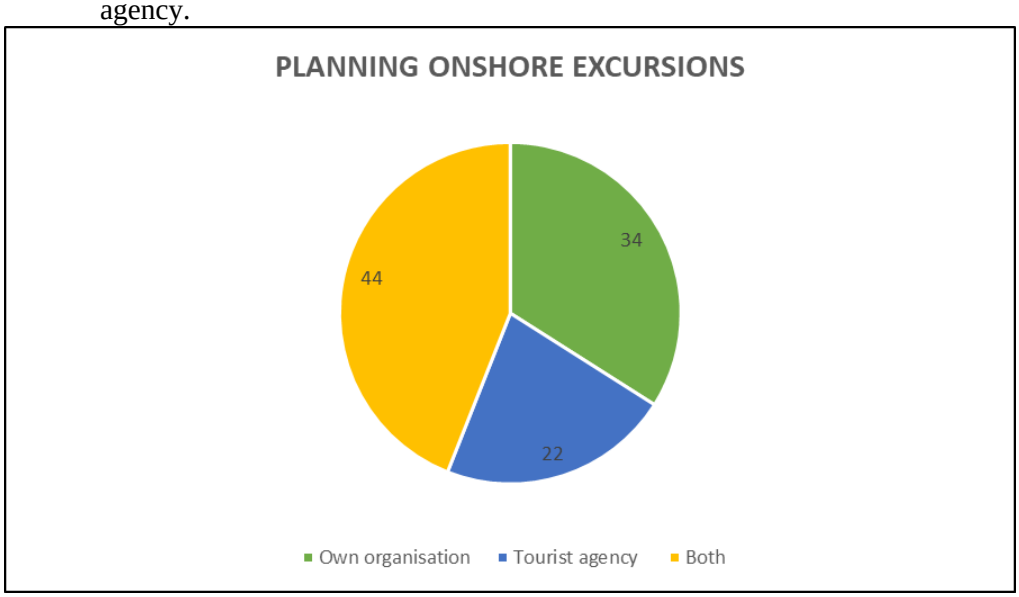


Figure 55: Ways of planning the onshore excursions, SL case

- The majority of travellers decide for trips before cruising (travel agency, cruise operator, website search), according to the survey that is 55 % of the interviewed. Other 45 % decide about travelling on-shore during cruise (23 %) or at location itself (22 %), probably depending on the offer by local operators. Based on answers from question number 16 we assess that 30 % of tourists explore the destination by themselves without any guide.

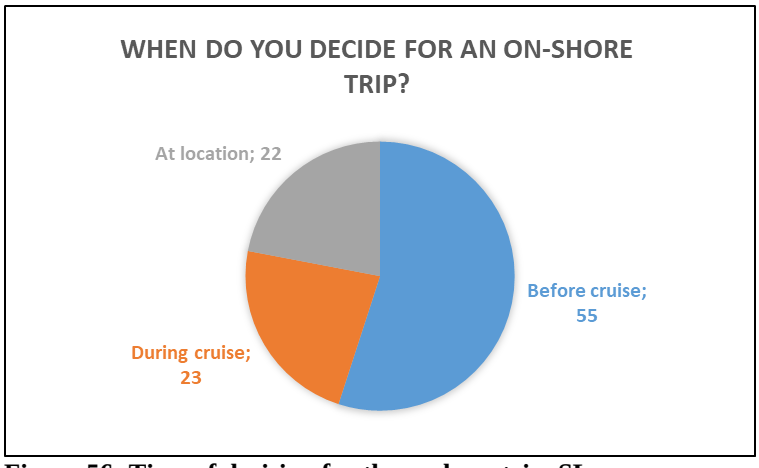


Figure 56: Time of decision for the onshore trip, SL case

- Time that tourists are willing to spend travelling on-shore is relatively equally split into three categories, from which all are above 15 minutes. Nobody answered he or she is willing to travel less than 15 minutes on any on-shore destination. Since the train journey to the capital or further, takes more than 3 hours, the tourists are expected to use such a connection in 33 % of cases.

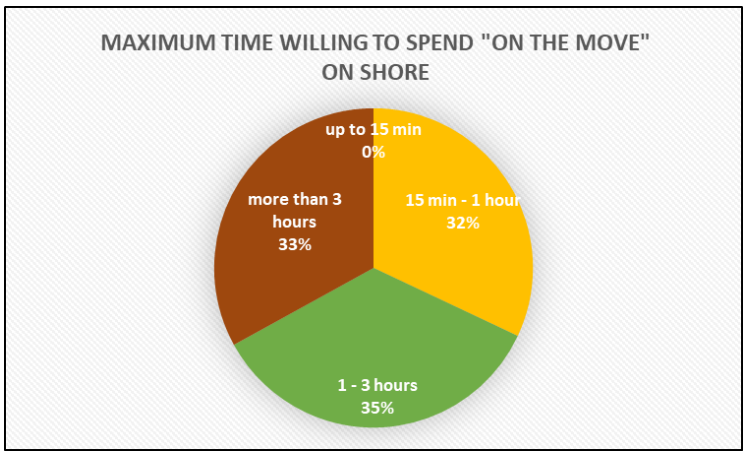


Figure 57: Max acceptable duration of 'on the move' shore, SL case

- Most preferred mode of transport for on-shore excursions is walking, as 54 % of tourists ranked it as most preferred (one means the mode is mostly preferred, while six is least preferred mode to travel on-shore destination - Figure 58). Secondly, they prefer organised trip, which is followed by rent a car, cycling, and taxi. Public transport ranks last place in modes preferred – nine tourists marked it as number one.

  Within least preferred modes cycling ranks highest, meaning tourists are unable or unwilling to explore the destination by bicycle (not ask whether it is about organised trip or biking on their own). Tourists also do not prefer renting a car or take a private tour with taxi. Seven tourists selected public transport as least preferred mode, while eight tourists selected organised trip as least preferred mode. We can say that PuT presents a good dynamic.

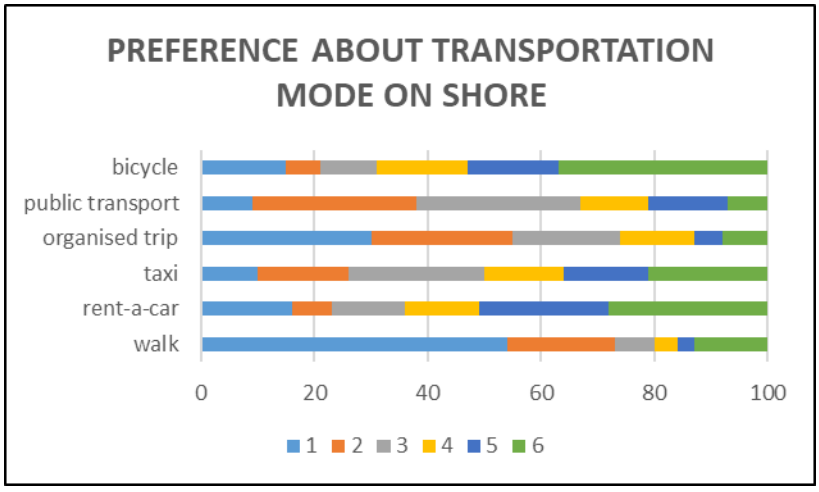


Figure 58: Transport mode preference, SL case

- Only 4 % of tourists selected the answer as completely not interested in using public transportation. 80 % of tourists perceive local public transportation as an interesting mode, but only three of them actually used it in this specific trip. Other 20 % of tourists are not interested into public transportation.

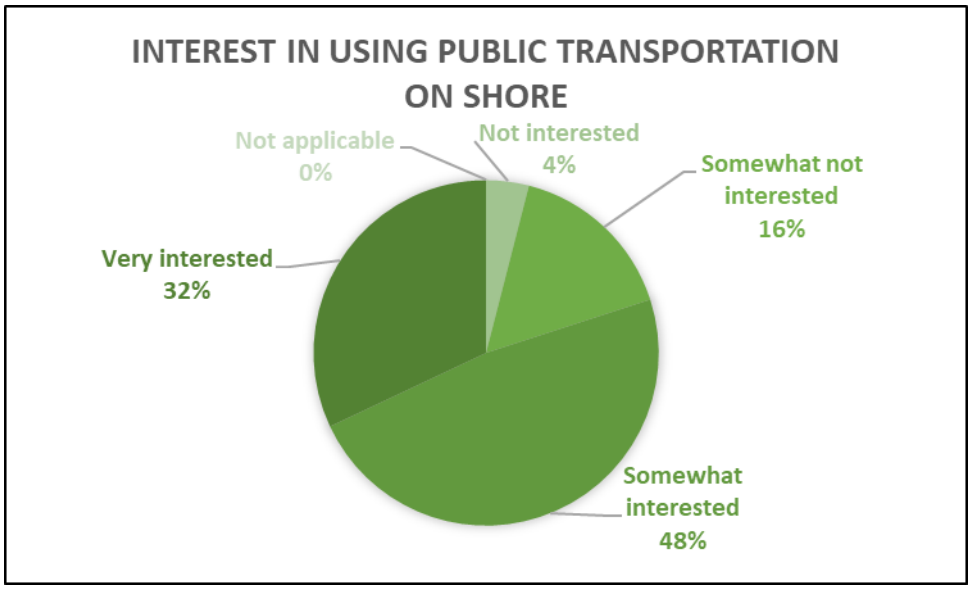


Figure 59: Interest for PuT use on shore, SL case

- Regarding importance of PuT attributes, majority of attributes, except cost, rank as very important. Because in this case the tourists are bound to the departure time of their cruise, the reliable time of departure/return parameter scores the highest number of answers as very important. According to the answers, the price is not as important as accessibility, travel time or number of changes between modes.

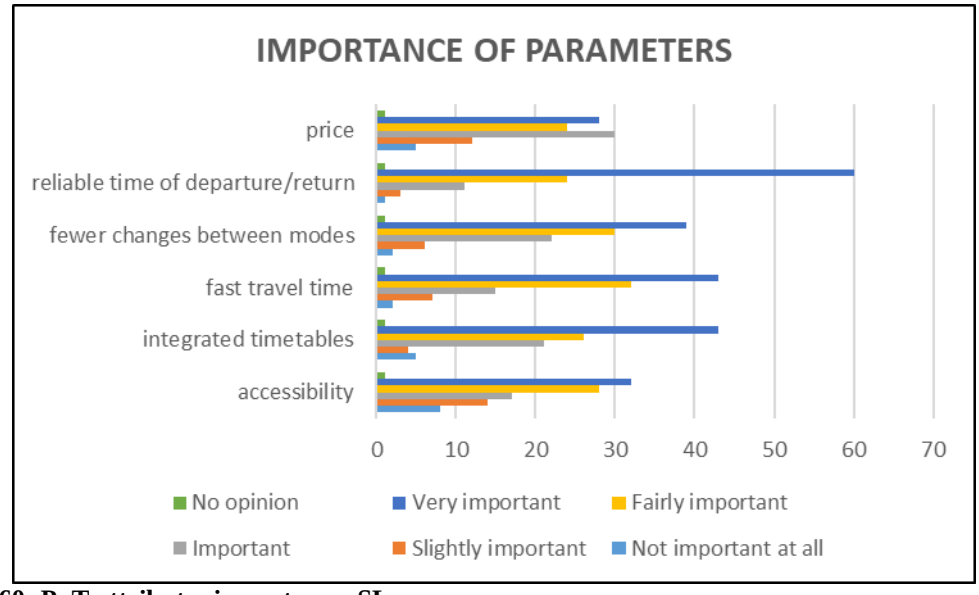


Figure 60: PuT attributes importance, SL case

- 90 % walked, while 62 % of all interviewed used other transportation modes in combination with walking. Most attended were organised trips by international and local providers (49), five rented and rode a bicycle, while four used taxi service for a private trip. One rented a car and drove by himself/herself.

- Within the questionnaire there was a section which presented the current state of the art on railway return connection to Ljubljana and back (5 hours return trip, 20 EUR) and asked if the tourist would have use it, had they known it existed. Seven tourists answered they would not use the connection in any case, as the train connection is not reliable, and too far from the cruise terminal. Because the tourists could make a choice between several answers, we present absolute values. Most popular answers were the choice of choosing it as tourist package, if they knew about it, if it was closer or a direct transfer to it, and if faster. Price is again not one of the main conditions and parameters when tourists decide about travelling mode.

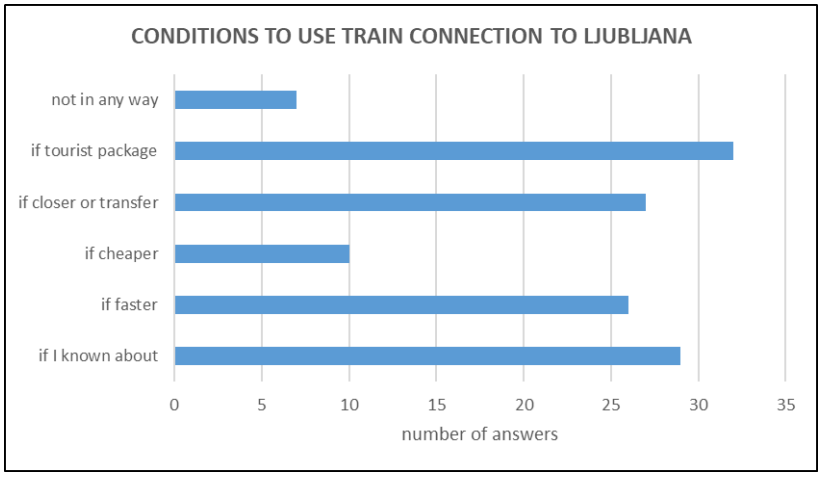


Figure 61: Preconditions for using rail, SL case

- Tourists perceive the terminal and services of Port of Koper as good enough. 76 % of tourists ranked the Port services as somewhat good or better. 7 % of tourists think that the services are bad, while 17 % rank it as less satisfactory. General impression was that the tourists enjoyed the area, they did not hesitate to explore other places, and helpfully answered to our survey.

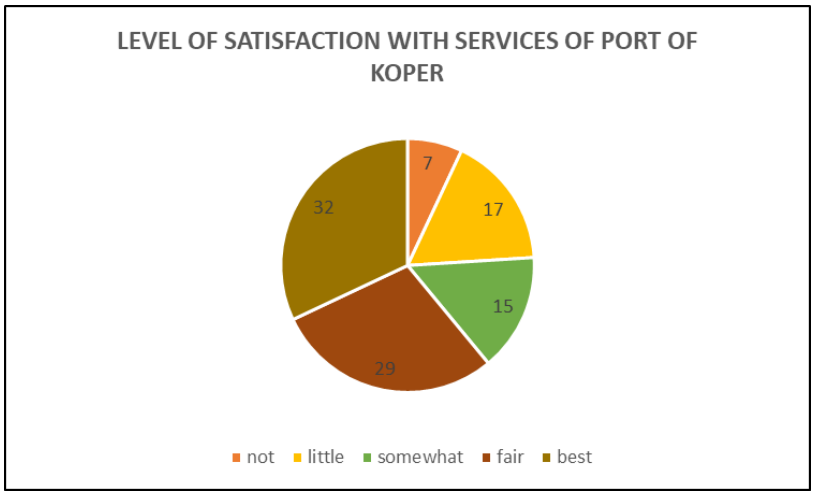


Figure 62: Level of satisfaction from Koper Port services, SL case

3.6The case of Bar, ME

3.6.1 1st dissemination event for the Montenegrin case

The first dissemination event for the Montenegrin case in Inter-Connect project was a **success story** for the project 'hitting' directly the heart of the future; young people, graduates enrolled in a final year of High school for Customs Administration/forwarders/agents (future port stakeholders). The event was held at 12/04/2019 at Port of Bar headquarters with the participation of 24 young people.

Figure 63: Young people in Bar are informed for Inter-Connect's objectives and discuss for intermodality promotion in Montenegro

The students noted that main obstacles hindering public transport involve:

- poor transport connections in the region (Montenegro is only connected to Serbia by passenger railway transport, there is connection with Albania but the passenger transport is not established)
- occasional delays (even in short distance transport such as Bar – Podgorica ~50km, railway passenger transport is not reliable, there are significant delays or cancellation of train departure, etc.)
- poor maintenance of public transport vehicles (wagons are outdated in most of the cases)
- insufficient investments in transport infrastructure and in new, modern trains (railway infrastructure is, in general, in poor condition compared to transit times of modern trains in Europe)

Although, in the past decade, about 125 million euros from bank proceeds and IPA funds and 39 million euros from the state budget have been allocated to the reconstruction of the railway infrastructure of Montenegro, it is still an ongoing process. Rehabilitation includes part of the main track Bar-Vrbnica (part of Bar-Belgrade railway line in Montenegro) and railway line Nikšić-Podgorica (56,4km reconstruction was finished in 2012 - 70mil.€). Rehabilitation of railway line Bar-Vrbnica is still ongoing. It will improve rail connections of the Port of Bar with its hinterland and contribute to intermodality. All this rehabilitation will improve the state of the infrastructure (the

speed will be 100km/h) but it still will not be so attractive for passenger transport in comparison to car travels for shorter distances or low cost air transport for long distance travels.

The participants - students agreed that intermodality vision could be achieved only with strong and dedicated actions. In addition, it was noted that habit of using private cars could be changed, but such activity takes long time and lot of investments in railway infrastructure and also in modern trains to support this modal shift.

3.6.2 Local part of the surveys for the Montenegrin case

The local survey for needs identification for Bar case aimed to collect useful insight regarding the level of service and quality of service of Public Transportation. In total 25 questionnaires (13 from men, 12 from women) were collected while first results are presented in the following.

With regard to overall mobility of respondents, the great majority (23 people) of them have a driving licence (92%). This leads to an obvious conclusion that majority of respondents (16 of them) have their own car (64%). With regard to local public transport, 19 respondents said that they do not use local public transport (76%). Only six left said that they use public transport (24%). Those 24% said that they use it for various purposes, most frequently for: going out to town, going to work and returning from work, other reasons. Local public transport is not sufficiently developed, according to opinion of 19 respondents (76%). Other 6 respondents think that it is or that they are not sure about it. The reasons for that which were mentioned are: public transport does not cover enough territory or not enough settlements, there are no many bus lines, the busses are usually late, they are obsolete and deteriorate over time, their hygiene is not at satisfactory level, local public transport covers only city center and particular touristic locations, there is no connection between the passenger terminal and the Old town of Bar, low frequency of buses, road infrastructure is in bad condition and public transportation is not frequent enough. 13 of respondents (52%) answered that they do not think that public transport is expensive in Bar; 7 of them (28%) said that they are not sure, and only 5 of them (20%) answered that they think that the local public transport in Bar is expensive.

With regard to intercity bus and rail services, majority of respondents (17 people (68%)) said that they use intercity services; whereas 8 of them (32%) said the opposite. Those who answered with yes, usually use it for job, excursions, shopping, visiting friends and relatives, visiting other cities, occasional travels, etc. Among the two options provided, 15 respondents (60%) said they use rail services the most, then the rest 11 respondents (44%) said they use bus services.

Intercity bus and rail services are not sufficiently developed: 17 respondents (68%) think that, while only 9 respondents (36%) think the opposite. Reasons for that are: old and obsolete railway infrastructure, low conection among cities, old, uncomfortable and old mini buses, delays and unreliability of trains, not sufficient number of trains, etc. Only 12 of respondents (48%) consider that intercity bus and rail services are not expensive; 9 of them (36%) think it is expensive, and the rest are not sure.

The number of those who used or are using ferry Bar-Bari is almost the same as the number of those who did not or are not: 14 of them (56%) travelled by ferry, while the rest 11 people (44%) did not. All 25 respondents used railway transport by now or they are still using it.

With regard to whether there is harmonization between different means of transport in Bar, 14 of all respondents (56%) were not sure, 9 of them (36%) said there is no harmonization between different means of transport in Bar, and 2 persons (8%) said there is.

When given several proposals, the respondents answered as follows: for a combination of two transport means as a tourist, for the purpose of promotional travel, 22 respondents (88%) answered that they would use it, and only 3 of them (12%) were not sure; for a combination of two transport means (railway and ferry) with the aim of reduction of environmental pollution, the answers were the same: 22 respondents (88%) answered that they would use it, and only 3 of them (12%) were not sure; for a combination of air transport with public transport (railway transport/ferry) with the aim of reduction of environmental pollution, 22 respondents (88%) answered that they would use it, and only 3 of them (12%) were not sure; all 25 respondents agreed they would use a single card which would include two or more means of transport. Finally, when they were asked on their thoughts about whether by developing numerous passenger connections with Bari and opening new lines by sea with Italy and other countries in the region, the town of Bar would be more developed than before, all 25 respondents agreed on it that it would.

3.7The case of Durres, AL

3.7.1 1st dissemination event for the Albanian case

The 1st dissemination event for the Albanian case in Inter-Connect project was held on 29.03.2019, in the premises of the General Directorate of Railway in Durres and involved stakeholders that are able to represent also citizens' voice. In total 31 representatives from involved (directly and indirectly) bodies and organizations in upgrading Durres profile as main maritime entrance and better connecting it with the hinterland, participated in the meeting; experts from railway, experts from Durres port Authority experts from Institute of Transport in Albania; University of Durres and Vlore, experts from Durres county; experts from private companies' experts from Ministry of Infrastructure and Energy and local tourist operators.

After presenting the scope of the project as well as the first technical steps, an open discussion section followed were intermodality promotion in Albania was highlighted as a main key for unlocking tourism and mobility opportunities. Participants' views are consistent on the following points:

- The need of an integrated information provision system inside the Durres port
- There is a need for data processing for all modes of transport (harmonization) and presenting them for tourist and passengers through info point established at ports, rail station and airport;
- Improvement of special passengers' services as embarking/disembarking comfort & security, improvement of Parking area offers in port of Durres;
- Provision of high reliability information for passengers' mobility and intermodal solution (emphasis on rail services promotion – rail has a low market share currently)

3.7.2 Local part of the surveys for the Albanian case

The local part of the surveys for Durres case refers to the Expectations and Appreciation for Transport Services of Albanian and Foreign Visitors of the City of Durres. The interview was held on March 29, 2019 between 09:00 and 16:30. During this time, the interviewers obtained 60 responses to a questionnaire on the travel habits of travelers who visited Durres during their trip. The results of the analysis of the questionnaires collected is presented below:

- The participants in the survey were 63 % women and 37 % men
- The age group of the participants in the survey was principally between 30-45 years (45%), followed by persons aged between 20-30 years (32%), and persons aged above 45 years (23%).

- 58% of surveyed visitors are from Albania, while 42% of visitors are foreign, mostly from countries such as Italy, Germany, Greece, Montenegro or Kosovo.
- 38% of surveyed visitors travelled with their family, 22% were travelling with friends, 20% were travelling in pair and 20% were travelling alone.
- 77% of surveyed visitors are licensed drivers and 23% don`t own a driving licence. 57% of the surveyed visitors have their own car and 43% don`t own a car.
- Results reveal that car users dislike public transport obviously, because 55% responded that they rarely (50%), or never (5%) use public transport. 25% of the surveyed persons are using public transport more often and 20% are using it on a daily basis.
- 38% of surveyed visitors had high interest in on-shore excursions, 49% medium, and 13% of them have low interest in exploring the destination.
- 25% of visitors combined individual excursions and organised excursions by travel agency, 40% of them decided to book on-shore excursion by the travel agency and 35% on their own.
- The majority of travellers already decided for their trips before cruising (travel agency, cruise operator, website search), according to the survey that is 63% of the interviewed. The other 20% decided about travelling on-shore during the cruise or at the location itself (17 %), probably depending on the offer by local operators.
- The time that 52% of surveyed visitors are willing to spend travelling "on the move" is more than 3 hours, for 32% of them is 1 – 3 hours and 16% of the visitors are willing to spend all day "on the move" during their trip.
- Half of the travellers got the information about the available transport modes to reach the destination in other ways, mostly by internet; according to the survey that is 50% of the interviewed. Another 23% got the information at the Tourist Info Point, 17% at Port of Durres, 8% at the Bus Station and 2% at the Train Station.
- The ranking of the transport modes (preference) is

Nr.	14. Rank transportation modes	1 (most)	2	3	4	5	6 (least)
1	Bicycle	15%	15%	12%	13%	**23%**	22%
2	Public Transport	17%	18%	13%	**23%**	20%	8%
3	Organized trip	**32%**	13%	27%	15%	5%	8%
4	Taxi	7%	17%	**30%**	20%	18%	8%
5	Rent a car	18%	**22%**	12%	17%	13%	18%
6	Rail	12%	15%	7%	12%	20%	**35%**

- 67% of all interviewed visitors used public transport to reach their destination, 63% used taxi service, 40% attended organised trip, 37% rented a car, 32% rented and rode a bicycle, and 8% used rail.

15. Mark transport modes used in Albania						
Nr.	**Bicycle**	**Public Transport**	**Organized trip**	**Taxi**	**Rent a car**	**Rail**
No.	**19**	**40**	**24**	**38**	**22**	**5**
%	**32%**	**67%**	**40%**	**63%**	**37%**	**8%**

- Regarding the importance of the parameters when using public transport, the majority of them rank them as important and very important. According to the answers, the ticket price (32%) and the fast travel time (42%) are the most important parameters, following by reliable time of departure/return (35%) and fewer changes between modes (35%).

Nr.	16. Rate parameters	1 (not at all important)	2	3	4 (very important)
1	Ticket price	23%	18%	27%	**32%**
2	Reliable time of departure/return	18%	32%	**35%**	15%
3	Fewer changes between modes	28%	**35%**	25%	12%
4	Fast travel time	30%	15%	13%	**42%**

- 47% of surveyed visitors perceive the travel transport services regarding the integrated time table and the accessibility of different modes of transport in Albania as somewhat, 26% of the visitors ranked the transport services as good, 15% of the visitors ranked them as little, 7% think that the services are bad and only 5% ranked them as best.

Key outcomes and feeling received from the surveys in Durres are:

- Albania has still a lot to do in transport area.
- Transport mode information needed.
- More organized information points are needed in Albania about the transport modes to reach destination.
- The information on timetable of different mode of transport is missing on Albania. Tourist get confused once they are at Port of Durres. Some intervention is needed.
- This is very important to have integrated timetable. Actually if you ask in the travel agencies you cannot have the information you need.
- To improve public transport to reduce the personal use of cars.

3.8The case of Belgrade, SB

3.8.1 1st dissemination event for the Serbian case

For serving the purposes of the 1st dissemination event of Inter-Connect project for the case of Belgrade, a two-day plan was organized by PP10 (CCIS) aiming to have better visibility and more efficient dissemination of Inter-Connect project, dissemination event was divided into a two days aiming to use the opportunity of joint events of Round Table no1 of Inter-Connect project and EUMedRail/IPA workshop on SMS and Railway safety culture, where PP10 – CCIS was a host of both events:

- on January 31st 2019, before the Inter-Connect Round Table no1 meeting with stakeholders as a joint event held in PP10-CCIS premises (Belgrade, str. Resavska 15, floor II, room 4), and
- on February 12th 2019 at the beginning of EUMedRail/IPA workshop on SMS and Railway Safety culture as a joint event held on PP10-CCIS premises (Belgrade, str. Terazije 23, first floor, main conference room)

During Q&A session and further discussion, the presented results of surveys conducted and general issues of intermodality were confirmed and most of participants agreed that intensive development of intermodality and transport shift from private cars to greener modes in existing modal-split is needed. In order to enable such positive change, at first place railway offer and service level should be increased and better connections with public transit system established (constructed). Furthermore, promotion and information services should be improved, regarding that number of users are not familiar with existing railway services.

As main obstacles in further railway and intermodal transport development, participants recognized low level of cooperation between different authorities, non-completed infrastructure due to lack of funds, not existing or pure transfer points, lack of information or low information availability through different platforms and communication channels.

At transnational level, one of the recognized obstacles in use of different modes of transport is language barrier. Namely, in the Adriatic-Ionian region, not only different languages are present, but

variety of alphabets is huge (e.g. Latin, Cyrillic and Greek letters are very different and even prevent use of information published on internet).
-

3.8.2 Local part of the surveys for the Serbian case

An online survey was disseminated via various channels for the Serbian case consisting of socioeconomic questions, PuT attributes ranking, and the following additional questions that serve the better understanding of intermodality level in Belgrade;

- If you are planning a plane trip, how usually do you buy a plane ticket?
- If you plan to travel by train, how usually do you buy a ticket?
- If you are planning a bus trip, how usually do you buy a bus ticket?
- If you have planned to travel by plane, how usually do you get to the airport?
- If you have planned to travel by train, how usually do you get to the train station?
- If you have planned to travel by bus, how usually do you get to the bus station?
- If you would travel by train from Belgrade to Ljubljana or Zagreb, from which railway station would you start a trip?
- If you would travel by train from Belgrade to Bar or Podgorica, from which railway station would you start a trip?
- If you would travel by train from Belgrade to Thessaloniki, from which railway station would you start a trip?
- Evaluate the importance of characteristics for improving intermodal passenger transport in Belgrade:
    - Improvement of infrastructure connectivity (modes for changing the mode of transport - public transport lines, construction of facilities, accessibility of the station, parking, etc.)
    - Integration of the ticket system (for example, the purchased air, rail or bus tickets are valid for public transport)
    - Integration with the parking system (for example, the purchased ticket is also valid for parking around the trainstation, bas station or airport)
    - Integration of information systems (for example, in the vehicle or at the station, I can get information about the arrival/departure of another mode of transport)
- It is planned to relocate the main bus station from current location in city center to New Belgrade where it will be built a passenger terminal for bus and rail transport. What, in your opinion, need to be introduced in order to improve the functioning of intermodal transport

The analysis of the collected input is presented below:

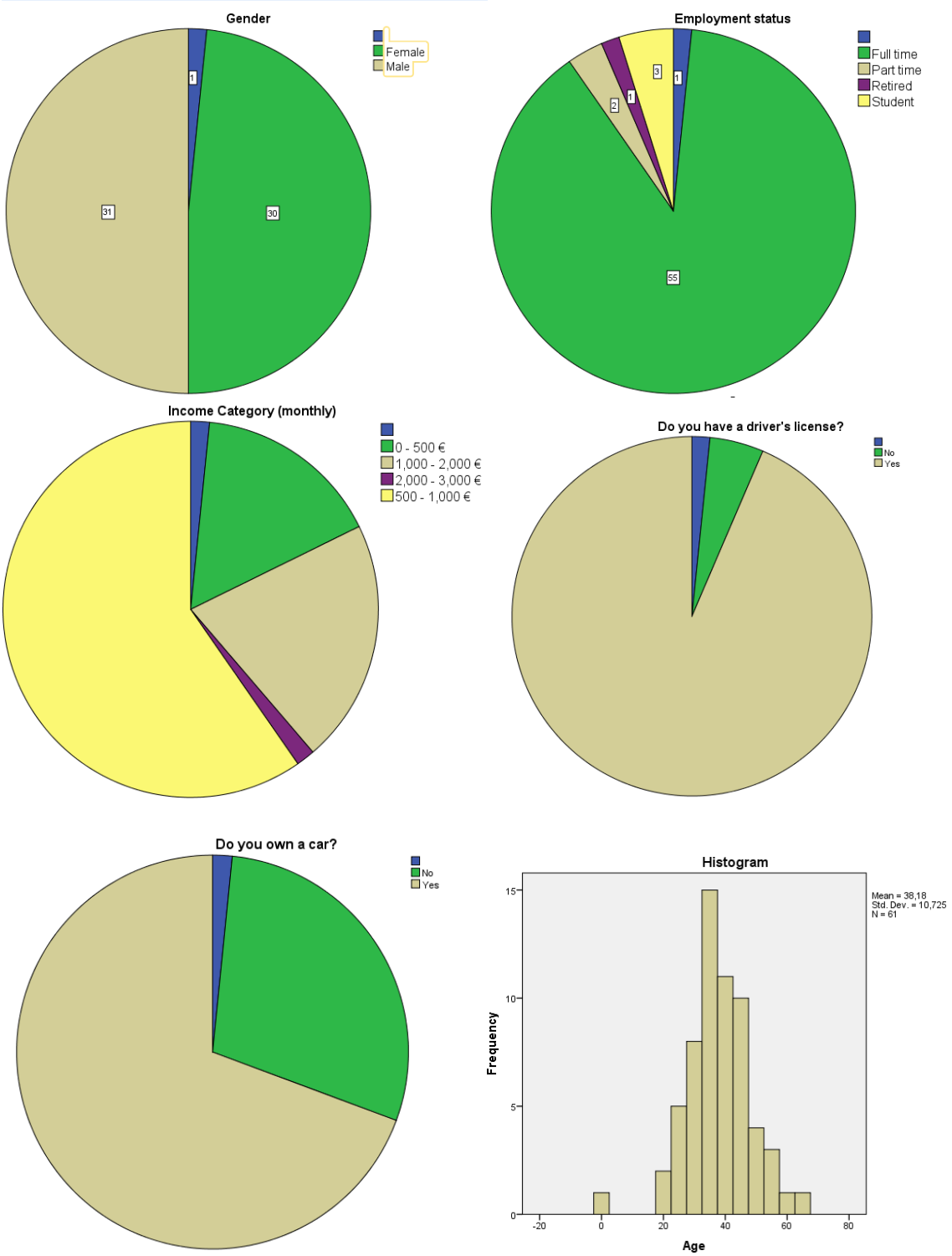
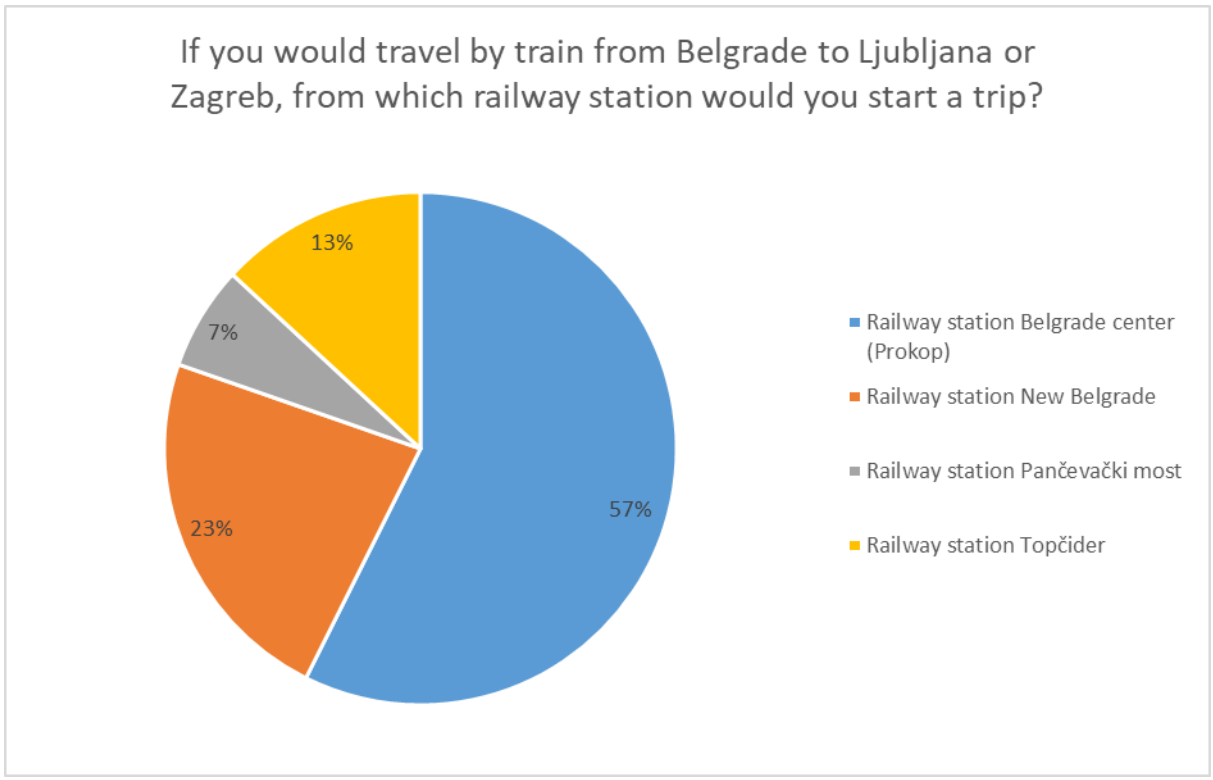
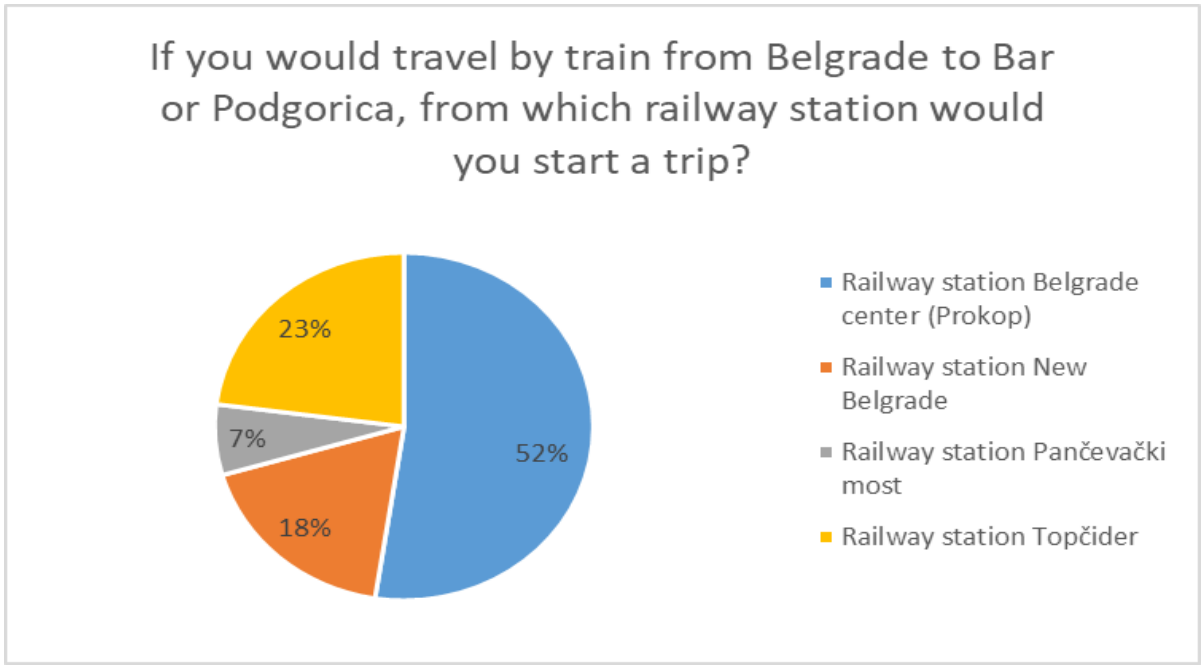


Figure 64: Basic information for interviewed people, SB case


If you would travel by train from Belgrade to Ljubljana or Zagreb, from which railway station would you start a trip?
13%
7%
23%
57%
Railway station Belgrade center (Prokop)
Railway station New Belgrade
Railway station Pančevački most
Railway station Topčider


If you would travel by train from Belgrade to Bar or Podgorica, from which railway station would you start a trip?
23%
7%
52%
18%
Railway station Belgrade center (Prokop)
Railway station New Belgrade
Railway station Pančevački most
Railway station Topčider

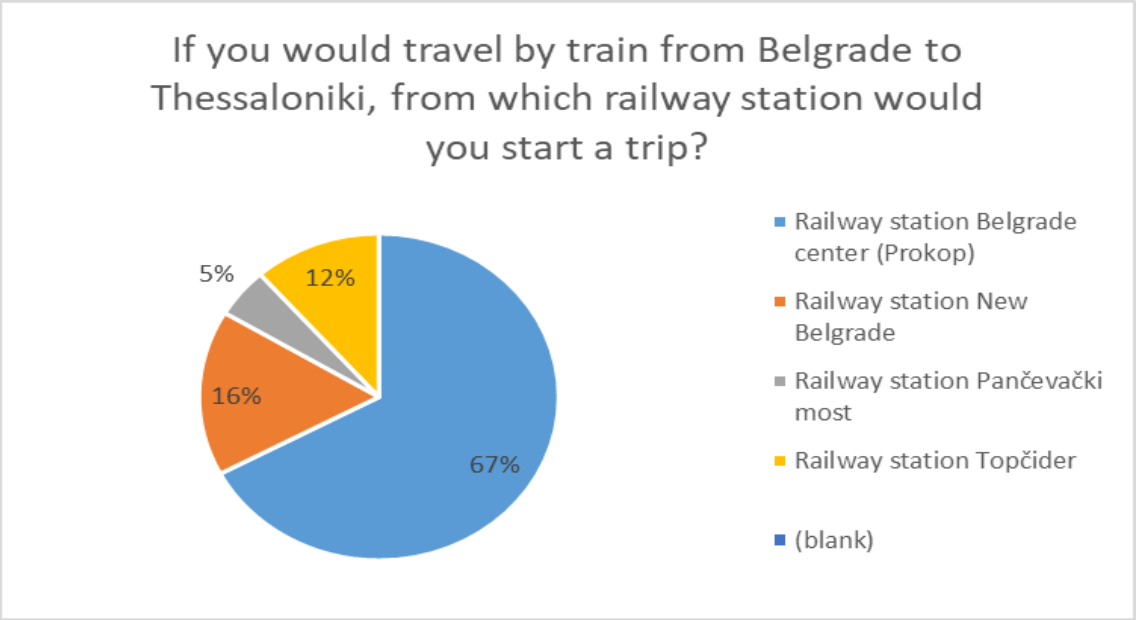


Figure 65 (i-iii): Railway stations preference, SB case

Regarding local survey, one of the goals was to examine the users' information about the places for purchasing tickets for different trips, as well as the points of departure of trains to different destinations, as there are different starting points, for example for Montenegro and for Zagreb. After the analysis it can be concluded that respondents mostly prefer departuring from the Prokop station (new central railway station in Belgrade).

Ranking of PuT attributes was also obtained. According to the data collected, the respondents pointed out that the most important characteristics are the level of service, while the characteristics of the category of sustainability and behavior of drivers are of the lowest importance.

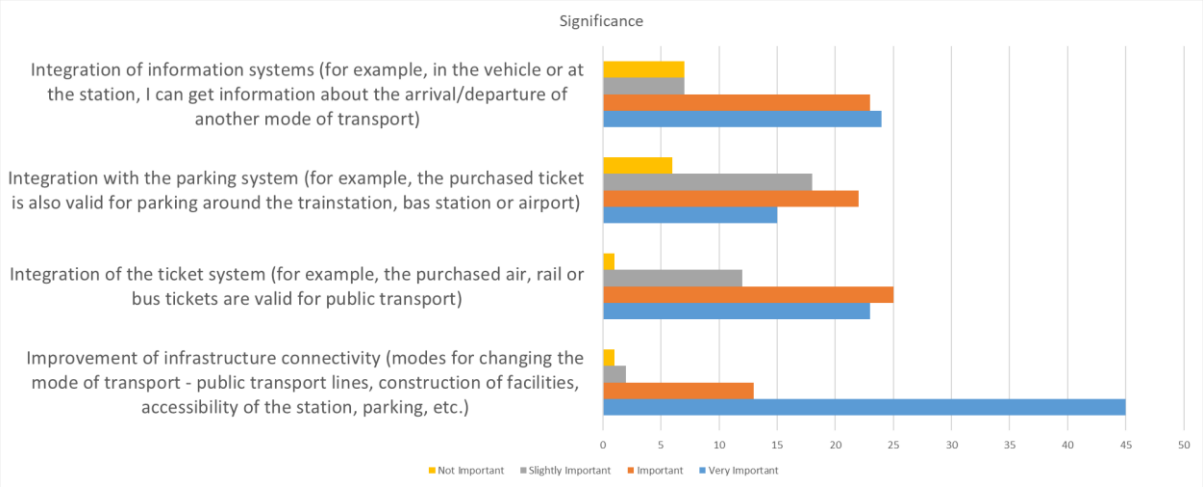


Figure 66: Significance of mobility upgrade interventions, SB case

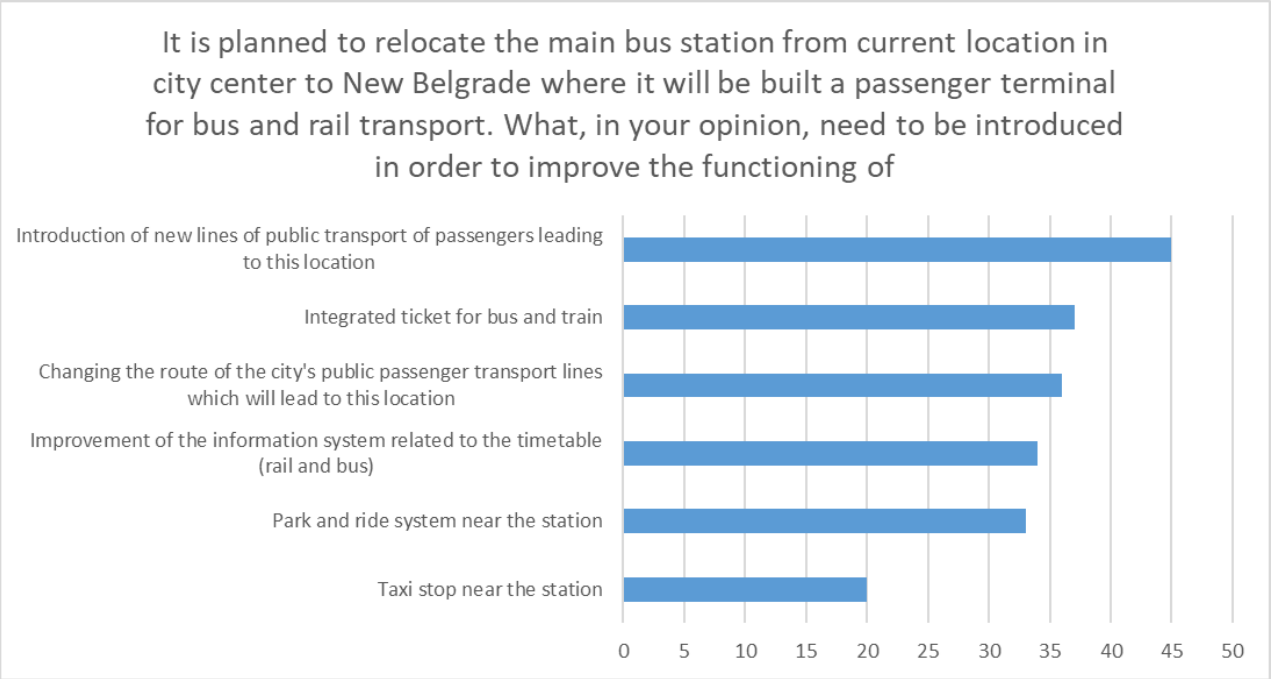


Figure 67: Ranking of interventions to accompany bus station relocation, SB case

Regarding the most important intervention to accompany the relocation of the main bus station to New Belgrade, public transport connectivity seems to be the mostly desired by travellers.

4. Key messages on Inter-Connect cases connectivity needs and challenges

4.1.1 Stakeholders' matrix – interest matrix

Inter-Connect's project power is built on stakeholders' participation in mobility interventions planned, piloted and proposed. The aim of Inter-Connect partnership is to augment 'Inter-Connect intelligence' that so far arises from 8 categories of representatives by augmenting the list of participants and even by adding new categories of stakeholders and actors that are mutually served and serving sustainability and connectivity goals.

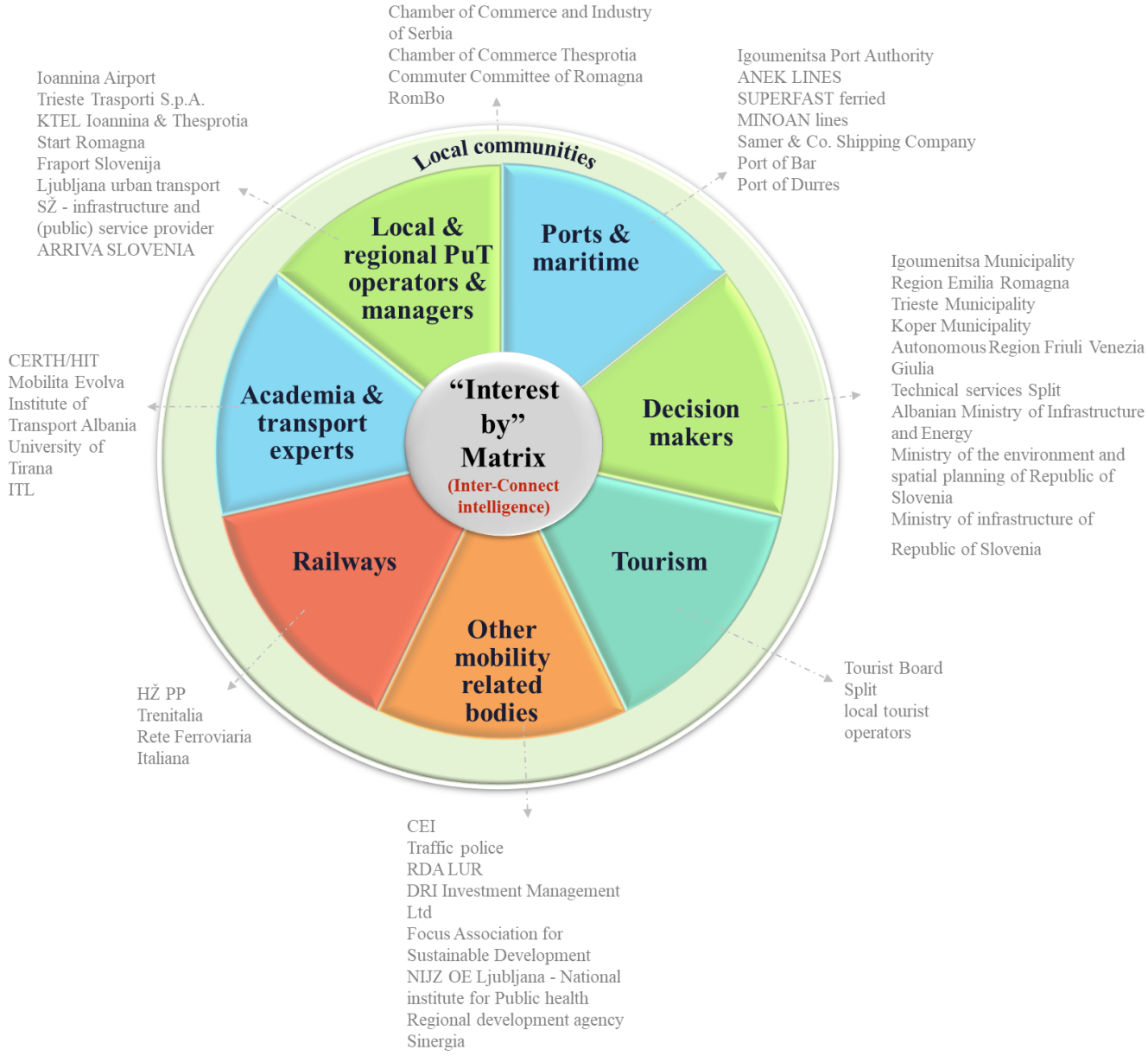


Figure 68: Inter-connect ''intelligence''

The (living) list of close stakeholders to Inter-Connect project has fed the functionality 'Cooperation' of the Inter-Connect toolkit (WPT Act.3.3) that is available on https://interconnect.imet.gr/Pages/Tool02 .

4.1.2 Needs of Inter-Connect cases for a better and more sustainable future of mobility

The high use of private cars in almost all Inter-Connect cases shows the way towards a potential recovery path; there is an impelling need to invest on public transport connectivity and in the promotion of sustainable ways of travel (i.e. integrated cycling – walking paths). For the cases that are more PuT oriented developed, e.g. RER, investments on more advanced services are considered as essential for attracting more travellers to PuT services whereas for cases that PuT services are almost missing, e.g. Igoumenitsa's case, a strong involvement of public and private sector in order to offer

frequent and of high coverage bus lanes are prerequisite for starting thinking of the era of change (behaviour change, shift in sustainable ways of transport). In all cases, information provision is becoming even more increasingly important for travellers since, beyond the fact that reliable information increases the likelihood that travellers reach their final destination on time, it also increases the good perception of travellers towards the PuT services. Intelligent Transport Systems is part of the future and therefore, local communities should gradually invest on them.

Port – hinterland and main transport hubs – hinterland (airports, rail stations) connectivity by PuT should be a targeted direction for increasing PuT modal share. In the same rational, given the character of ADRION and it's growing role as worldwide tourist attraction pole, urban - rural and urban - coastal connectivity seems also of vital importance for the future development of Inter-Connect regions for achieving Europe 2020 goals of smart, sustainable and inclusive growth. Per case it is recommended that innovative demand-response transport management systems should be further examined mainly when seasonality plays crucial role.

In every attempt to promote sustainability related goals like in Inter-Connect cases, stakeholders' engagement is (and should be) placed at the top of territorial agendas so as to unlock opportunities and achieve long-lasting changes. For Inter-Connect cases, as it seems from the 1st RTs and the dissemination events results, we are 'walking' on a good path having with our side the main involved actors in mobility interventions scheduled.

Finally, in almost all cases it is a common conclusion that complementarity among financial resources (national projects, cohesion policy funds, projects from the same or different programmes, private funds etc) should be achieved and synergies should be promoted for multiplying positive effects.

4.1.3 The top five Public Transport characteristics

According to the mapping of significant features of Public Transport that are able to contribute in modal shift towards more sustainable urban mobility are the cost, travel time and services quality (reliability, coverage and frequency). The figure below present the top five features per case.

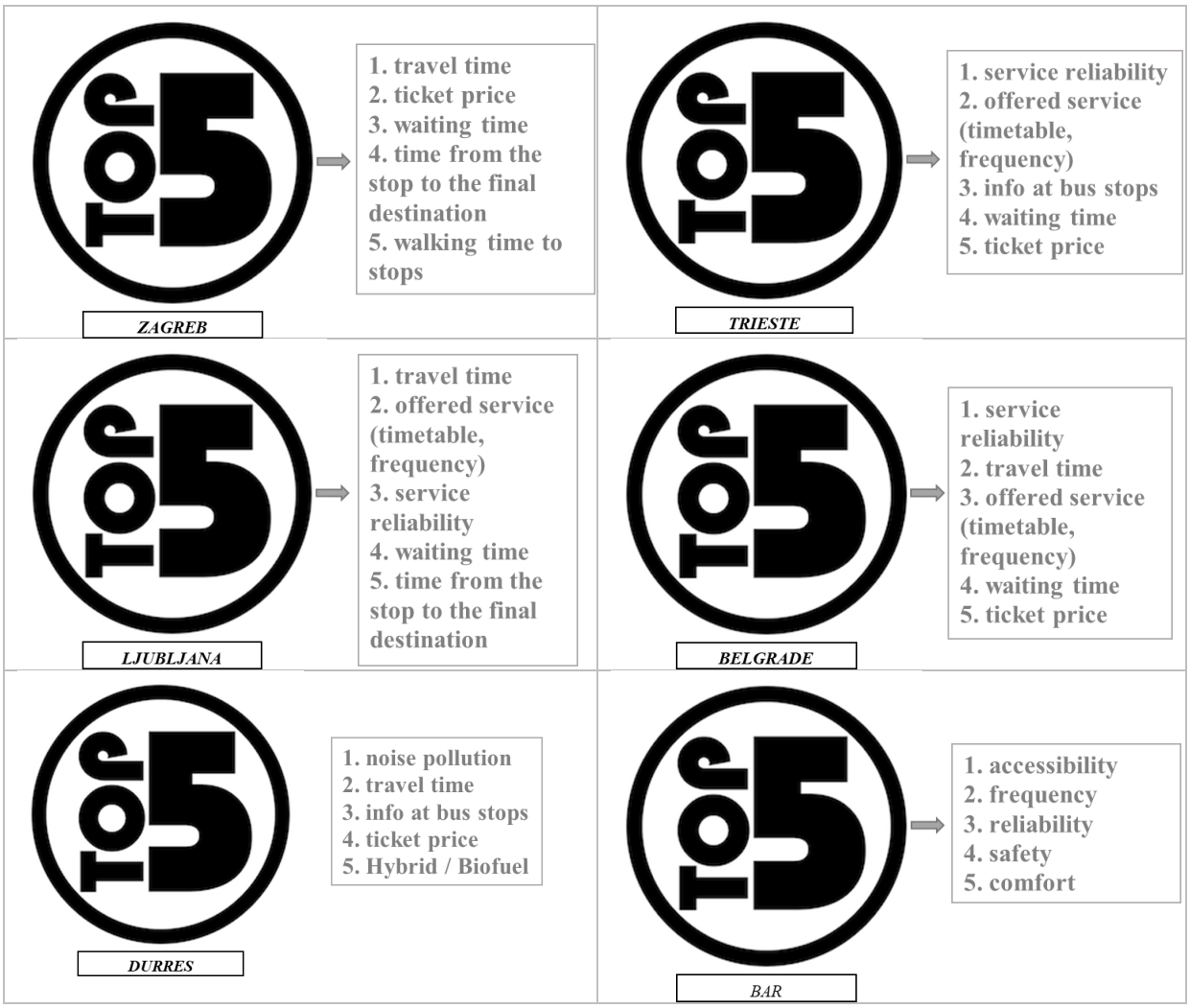


Figure 69: Top-5 public transport attributes, stakeholders' perception

We can say that areas that present stronger PuT profile are more willing to achieve services of better quality (i.e. frequency, reliability, reduced travel times) while others need to highlight the difference in cost of public and private transport. It is also important that for Durres, that is a port city with high private car and trucks use, they need also to invest on noise and pollution alleviation measures.

4.1.4 Citizens' engagement level and wisdom

The results of the dissemination events, therefore of the contact with the local communities revealed real needs on urban connectivity that will also support transnational tourism boost. The following figure concentrates the main outputs of this contact clustered in grand categories of necessary interventions.

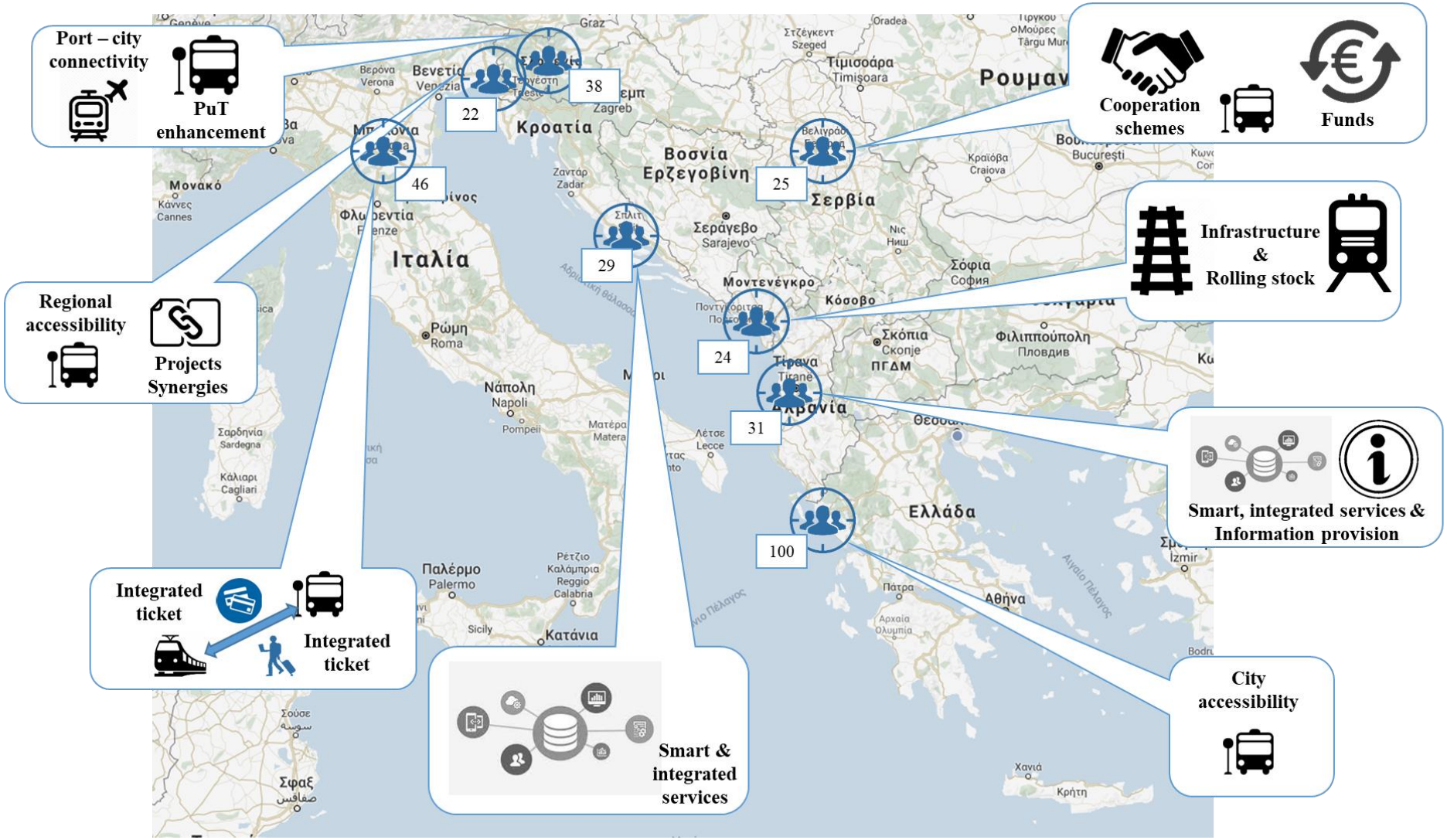


Figure 70: Citizens' engagement magnitude & ideas, data from the 1st dissemination event

Concluding, we can say that an integrated approach at urban level for achieving sustainability levels in mobility will promote the sustainable ADRION transnational profile. Primary needs are investments in integration of current sustainable modes and ICT integration in daily PuT operation. After that, linking urban services to interurban stations while also investing on joint promotional campaigns is estimated to contribute towards ADRION tourism increase.