

M1: User needs

Question 1: How does the local authority find out what needs are of cyclists?

1	The needs of users are sought and found-out when a problem needs to be solved .	
	Existing information on user needs (design manuals, guidelines...) is drawn on incidentally	
2	Local user needs are examined occasionally when specific projects have to be carried out. <i>E.g. few self-conducted inquiries</i>	
	The analysis of user needs follows the steps that are proposed in existing design manuals or guidelines .	
3	Inquiries of (potential) target users are carried out regularly to give cycling policy a solid grounding. <i>E.g. testing the cycle-friendliness once in 5 year</i>	
	General knowledge of user needs is enriched by the needs of local users taken from a local database of complaints and proposals.	
4	Meetings with representatives from specific target user groups are held on a regular basis to determine their needs. <i>E.g. people who cycle to school, to work, people who park their bicycles at railway stations, elderly cyclists.</i>	
	New methods are developed to find out the needs of particular target users. <i>E.g. teachers let pupils fill in questionnaires about their school travel in the classroom; data is put into a database by the school secretary via the internet and is made directly available to the municipal traffic planners.</i>	
	Membership in networks of local authorities is an important source of information on user needs and methods of analysis and ascertainment.	
	Experiments, studies and pilot projects are carried out and evaluated to obtain valuable information on user needs in specific fields. <i>E.g. in co-operation with universities or research institutions.</i>	

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Possible improvements:	
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M1: User needs

Question 2: How are users involved in the cycling policy?

1	User groups are involved if they put enough pressure on officials and / or politicians.	
2	User groups involved occasionally when concrete projects are planned.	
3	There is a dialogue on user needs between officials, politicians, experts and user groups on a regular basis.	
	User groups can make proposals for new projects on their own. And these initiatives are examined seriously.	
4	User groups are involved from the start (from project idea to execution).	
	Policy decisions are always preceded by a consultation with the user(group)s.	

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Possible improvements:	
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M2: Leadership and co-ordination

Question 3: What impact do key individuals (both officials as politicians) have in the decision-making process concerning cycling?

1	Random and limited impact, because no one individual has a vision or sets goals even whenever a specific problem occurs.	
2	Individuals (officials and/or politicians) do pioneering work by making the cycling policy.	
	Politicians and officials are supporting cycling measures as long as no other interests are at stake . <i>e.g. providing bicycle parking places is easy when no car parking places need to be taken away</i>	
	Cycling is still seen as of secondary importance .	
3	The interests of cycling are always recognised by officials and politicians when talking about mobility .	
	Politicians in charge/ officials have succeeded in seeing cycling as a co-equal mode of transport and weighted it systematically against other modes of transport.	
4	Politicians in charge/ officials dealing with cycling issues have achieved that cycling policy is used as a public relations theme for characterising the city.	
	The interests of cycling are always recognised when talking about local policy in general.	
	The key officials have proven themselves to have vision and be goal-driven, skilful and well prepared regarding cycling policy. Therefore, they are taken very seriously at the political level .	

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Possible improvements:	
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M2: Leadership and co-ordination

Question 4: How is co-operation with external organisations organised ? (I.e. with public transport operators, higher authorities, ...)

1	Sporadically , there is a consultation with external partners (higher authorities, ...)	
2	Occasionally , there are working groups (other authorities, external partners, other departments...) to deal with specific problems for cyclists.	
3	There is regular networking with authorities on higher levels and / or other municipalities who deal with the cycling policy . <i>E.g. A network of cycle-friendly cities gives input to innovative cycling measures</i>	
4	There is a permanent steering platform , which prepares and advises policy decisions on transport policy. This platform is composed of different authorities and external partners.	
	There is active co-operation with the higher authorities for setting up strategies on cycling policy and implementing cycling measures. <i>E.g. The town is member of a working group for devising a manual on technical standards for cycling infrastructure.</i>	

Comment:

Possible improvements:

M3: Policy on paper

Question 5: What is the content of the local cycling policy and how is the implementation of an action plan guaranteed?

1	There is a strong focus on traffic safety and car traffic flow . Cycling is considered as a secondary element in these projects.	
	If a sample cycling plan from a higher authority exists (e.g. National Cycling Strategy), it is adopted without adaptation to the specific local situation.	
2	There is a cycling plan , which focuses mainly on infrastructure measures. However there is no link to other transport modes or other policy domains.	
	There is a policy plan with a list of cycling measures , but only for the short term.	
3	The cycling strategy is an essential part of the sustainable urban transport plan including the relation between the different transport modes.	
	There is an action programme (timing, financing, actors) with binding arrangements for the town.	
4	There is consistency between the objectives and programmes from the Planning field and those from other policy fields (health, environment, education, spatial planning, tourism..... <i>E.g. The recommendations/arguments of (inter)national health authorities (WHO Charter on Health, Environment and Transport (London 99), European networks) concerning physical activity and cycling are applied in the local cycling policy.</i>	
	The cycling strategy has measurable objectives and a clear time horizon. <i>E.g. increase of the modal share of cycling by 10% within 10 years.</i>	
	The authority uses an action programme (timing, financing, actors) with attention to external partnerships and with obligatory arrangements between different partners. <i>E.g. agreement between the municipality and the schools concerning construction of cycle paths and the developing of school travel plans.</i>	

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Possible improvements:	
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M4: Personnel and means

Question 6: How is the financing of the cycling policy safeguarded?

1	Money from the transport budgets is used for cycling measures when 'black spots' get political attention.	
	Money from the transport budgets is sometimes used for cycling measures if by the end of the year the traffic budget shows a surplus .	
	Ideas submitted by third parties are subsidised if there is enough pressure	
2	There are, from time to time, budgets for specific cycling measures (mostly infrastructure).	
	A limited budget is available for one-off projects of third parties.	
3	There is an annual budget for cycling measures.	
	There is a structural investment in cycling policy . <i>E.g. Strategic expensive projects are not skipped, but implemented in phases in time. At the same time low-cost measures are taken which fit into the global mobility policy. (e.g. opening one-way streets for contra-flow cycling, zone 30,...)</i>	
4	The town fixes budgets for several years .	
	The legislative body decides, for the most part, upon investing in integrated projects in which cycling measures are an integral part.	
	Financial support for innovative projects is a normal and regular constituent of the budgets for the encouragement of cycle use and sustainable transport respectively.	
	Additional money for cycling policy is generated continuously by executing joint projects with other public and private partners. <i>E.g. school department, health department, Heart Foundation, public transport companies, tourism sector, local shop keepers, regional, (inter)national, EU programmes i.e. projects which could be a source of additional means for the local cycling policy.</i>	

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Possible improvements:	
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M4: Personnel and means

Question 7: By whom is the cycling policy prepared and implemented?

1	Staff responsible for implementation of infrastructural projects are also responsible for infrastructural bicycle projects.	
2	There is at least one official who has a job in traffic policy (preparatory to realisation) and this person also is responsible for bicycle policy .	
3	The official(s) of the transport department take cycling policy as one of their tasks. Cycling is integrated into a mobility department .	
4	Other departments (spatial planning, education, environment,...) are actively involved in the elaboration of the cycling policy.	
	The number of policy makers for cycling policy is related to the amount of work to be done. It is approximately proportionate to the number of staff responsible for car traffic, parking and public transport policy.	

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Possible improvements:	
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M5: Infrastructure and safety

Question 8: How extensive is the bicycle route network?

1	Some infrastructure measures are put into effect, mainly to resolve bottlenecks in cycle traffic (whenever accidents with cyclists occur).	
	Some infrastructure measures are put into effect; mainly where there are no conflicts of interests with other road users .	
2	Some main cycle routes are completed on the ground	
	A programme of immediate measures that are easy and fast to bring to fruition are put into effect. <i>E.g. solving 'black spots' for cyclists.</i>	
3	The main routes of the bicycle route network have been / are being completed on the ground .	
	Local design guidelines have been created, are made available to both public sector and private sector traffic engineering staff, and are enforced.	
4	A dense cycle route network is (being) completed , which covers the whole municipal area .	
	The cycle route network has been realised according to international design thinking / standards, to meet principal requirements such as coherence, directness, attractiveness, safety, and comfort. <i>E.g. According to the Dutch design manual 'Tekenen voor de fiets' / 'Sign up for the bike' / 'Radverkehrsplanung von A bis Z'</i>	

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Possible improvements:	
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M5: Infrastructure and safety

Question 9: How is the maintenance of the cycling infrastructure organised?

1	Infrastructure is maintained, when serious problems occur . <i>E.g. accidents caused by damage to cycling infrastructure.</i>	
	Infrastructure is maintained at locations which produce many complaints .	
2	Citizens are encouraged to report damages via a service hotline / via the internet.	
3	A maintenance service with standardised tasks safeguards problem-free cycling throughout the year. <i>E.g. clearing (glass, dirt), repairs, cutting back vegetation.</i> <i>E.g. there is a winter maintenance programme for making cycling possible during winter time</i>	
	In the case of road works , there is specific attention to signposting for cyclists .	
	The reporting of damage and complaints is standardised , and leads to repairs by fixed procedures based on a priority list.	
4	Cycling infrastructure has a high priority within the municipal maintenance service plan , because of the importance of maintenance for comfort and safety of cyclists.	
	Special technical equipment has been purchased for the maintenance of cycling facilities in order to comply with the town's high standards (quality, time).	

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Possible improvements:	
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M5: Infrastructure and safety

Question 10: What is being done to improve safety for bicycle users?

1	Some intersection-measures are put into effect, to resolve 'black spots' in cycle traffic.	
	An accident prevention programme has been drawn up only focussing on the behaviour of cyclists . <i>E.g.: use of bicycle helmets, reflecting clothing, bicycle lights. No attention to driving behaviour of car users.</i>	
2	There is an annual programme to improve bicycle safety .	
	There are municipal campaigns for awareness-raising measures on safety. <i>E.g. mobile speed displays, side safety distance if overtaking, the correct behaviour when opening vehicle doors, ...</i>	
3	A priority programme for improving cyclist safety is put into effect.	
	Speed is limited to 30 km/h in the vast majority of the municipal streets (except priority roads).	
	There is collaboration with the police about speed limit enforcement in high-risk areas. <i>E.g. school surroundings, 30 km/h zones</i>	
4	Intersections of main bicycle routes and main roads have been adapted to reduce delay to a minimum and to allow a reasonable safety level (e.g. bridges, tunnels, alternative quick routes).	
	The almost general 30 km/h speed limit (except priority roads) is controlled intensively	

Comment:	
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Possible improvements:	
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M5: Infrastructure and safety

Question 11: What is being done to optimise the combination of public transport and cycling?

1	Bicycle racks are placed at random at the railway station and bus stops.	
2	Bicycle racks and/or lockers are placed at the most important public transport stops .	
	The railway station and major bus stops can be accessed easily by bicycle.	
3	For existing bicycle parking facilities (both bicycle racks and guarded parks) at major station(s), programmes are being made and realised to meet the actual needs of users. <i>E.g. in terms of capacity, location, technical standard, comfort, communication</i>	
	Trains allow bicycles on board at certain hours (outside of peak hours).	
4	At all public transport stops, bicycle parking facilities (both bicycle racks and guarded parks) meet the actual needs of users in terms of capacity, location, technical standard, comfort.	
	There are formal agreements with public transport operators to allow bicycles on board of regional/local trains, buses, as far as it meets with the vehicle capacity.	

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Possible improvements:	
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M6: Information and education

Question 12: How are the citizens informed about the cycling policy?

1	Information about specific measures is disseminated incidentally	
	Planned or implemented (infrastructure) measures are communicated via the official channels (e.g. gazette).	
2	New projects are announced by press releases.	
	Occasionally , there are communication projects , mainly focused on infrastructure and targeted at all citizens . <i>E.g. Exhibitions to communicate important plans or (large) infrastructure projects</i>	
3	News concerning the local cycling policy (i.e. decisions of the municipality council, planned or effected measures) is published on the website on a regular basis.	
	Information clarifying the benefits of cycling (i.e. society, economy, health, environment) is broadly communicated.	
	There are regular communication activities towards all citizens aiming at explaining vision, objectives and planned and effected measures .	
4	There is a continuous communication strategy which aims at providing different target user groups with tailor-made information .	

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Possible improvements:	
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M6: Information and education

Question 13: What is being done concerning education and cycle training?

1	Traffic education for primary school pupils is provided in compliance with minimum requirements.	
	Cycle training mainly focuses on the attention of traffic rules. <i>E.g. Cycle lessons are theoretical; cycle training takes place in dedicated areas.</i>	
2	Occasionally the municipality organises cycling courses for primary school pupils in real traffic conditions, mainly focusing on teaching traffic rules and familiarisation with traffic.	
3	Cycle training for pupils in all primary schools is organised regularly in real traffic conditions.	
	One-off cycle training for different target groups is provided regularly, in co-operation with other partners. <i>E.g. for women, ethnic minority groups, elderly people, 'back to traffic' courses for adults, in co-operation with the police, local user groups, centres for women of ethnic minorities etc.</i>	
4	A cycle training programme for all child and adult target groups is organised systematically by professionals in co-operation with other partners.	

Comment:

Possible improvements:

M7: Promotion and partnerships

Question 14: What initiatives are taken for different target groups to encourage cycle-use via soft measures?

1	Some schools are taking their own initiatives to promote cycling and to improve safety of their pupils cycling to school, but this is not encouraged actively. <i>E.g. Authorised supervision at the school entrances.</i>	
	Some very basic information on cycling to work is given in the official communication on transport policy. <i>E.g. Through articles,...</i>	
2	Occasionally the municipality takes some initiatives to promote cycling to school and/or work <i>E.g. fee for cycling to work, indoor parking facilities, showers, changing rooms, repair kits, bicycle pumps.</i>	
	Schools are informed to raise awareness of the positive effects of cycling to school and it is highlighted what schools can do. <i>E.g. Carry out surveys on the modes of travel used to and from school to identify bottlenecks.. Some basic educational material on safe walking and cycling behaviour is provided.</i>	
	Local employers are informed to raise awareness of the positive effects of cycling to work and there is highlighted what employers can do.	
	One-off campaigns are set up <i>E.g. school campaign during European mobility week,...</i>	
3	Structured dialogue takes place with all school representatives and the town. There is a permanent school mobility committee co-ordinated by the local authority.	
	Bicycle pools are actively stimulated and supported. <i>Bicycle pooling = cycling to and from school in small groups under the supervision of an adult cyclist.</i>	
	There is a close collaboration between the town and local employers to disseminate what employers can do to stimulate cycling to work. <i>E.g. Employees of all companies can participate and collect bicycle kilometres, Election of 'The most cycle-friendly employer',...</i>	
	Specific campaigns are organised to stimulate shopping by bike . <i>E.g. Customers who come by bike receive a present,...</i>	
4	There are mutual obligatory arrangements between important actors (e.g. schools, companies) and the municipality where they commit themselves to contribute both to the stimulation of cycle use and safety. <i>E.g. Agreement between the primary schools and the municipality concerning the redesign of cycle routes and the school entrances and the development of school travel plans.</i>	
	Interactive cycling campaigns are organised together with other sectors (bike and health / bike and environment). <i>E.g. a '1000 km for my health' , employees of all companies can participate and collect bicycle kilometres.</i>	

Comment:

Possible improvements:

M8: Complementary actions

Question 15: What is being done to curb car use?

1	Traffic calming (30 km/h zone) is applied at specific places (e.g. near schools)	
	Low parking fees are applied on a limited number of streets.	
2	Traffic calming (30 km/h zone) is installed in large parts of the town centre	
	A car parking policy is introduced aimed at organising and spreading car parking in the town centre, keeping some streets car-free. The aim is not so much on keeping the cars out of the centre.	
3	Actions are taken to restrict and discourage car use in the town centre and immediate surroundings , while bicycles have free access to any point within the town centre.	
	A traffic circulation plan is installed to avoid cars crossing the town centre.	
	Car parking fees are used as a guiding element to reduce car use.	
4	A car use reduction policy is applied throughout the municipality.	

Comment:	
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Possible improvements:	
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M8: Complementary actions

Question 16: In what way is the current land-use planning supporting the cycling policy ?

1	In the planning of new urban developments, new cycle infrastructure towards these areas is planned afterwards .	
2	For certain strategic projects , there is an equal treatment of the different transport modes. <i>E.g. revitalisation of station area</i>	
3	The town has a clear location policy to restrict the distance between (new) dwellings and (new) destinations like schools, offices, sports facilities, leisure,... (maximum 5 km, if possible < 2 km)	
	Cycling parking is taken into account in all new urban development projects . <i>E.g. In new residential areas in house cycle parking is obliged if no area is available in the public domain.</i>	
4	There is positive discrimination for the bike in the development of new areas <i>E.g. short-cut for cyclists, detour for car, car-free developments.</i>	
	Mobility impact assessments must be carried out in planning applications for new spatial developments with a significant generation of traffic.	
	There is legislation on cycling parking facilities when (re)constructing buildings.	

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Possible improvements:	
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M9: Evaluation and effect

Question 17: How is bicycle use monitored and used?

1	Data is collected on the problem location when problems occur .	
2	Surveys related to cycling are carried out (counting etc.) on main routes .	
3	Regularly counting provides data for the whole network (fixed days, times and places to count).	
	Representative mobility surveys are carried out on household sizes at least every ten years.	
4	Permanent (automatic) counting stations are installed to allow for continuous counting of cyclists for the whole network and over the whole year.	
	Representative mobility surveys are carried out on household size and bicycle trip patterns are analysed. Profiles of bicycle users are made (demographic, functional, recreational etc.).	

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Possible improvements:	
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M9: Evaluation and effect

Question 18: How does the municipality collect and use safety-related data?

1	The municipality uses the accident analyses of the police and the annual accident statistics .	
	Municipality and police exchange information on black spots for cyclists.	
2	Accident statistics are evaluated in detail particularly with regard to what was the cause of the accident, the accident's outcome and the development of the trend over time..	
3	Data on traffic, and especially on cyclists' safety, is stored in well-structured databases, which are linked to each other .	
	The evaluation of the accident statistic is used for the improvement of cyclist safety .	
4	The well-structured and linked databases on traffic and cyclist safety are updated, analysed and used on a regular basis .	
	Long-range accident analyses , detailed evaluation by age-group, black-spots etc., are conducted on a regular basis .	
	Cyclists accidents are monitored over a period of more than 5 years .	

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Possible improvements:	
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