

M1: User needs

Question 1: How does the city / agglomeration find out the real needs of the users?

1	User needs are sought and found out only 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>	
	It is always analysed whether the problems and needs of men and women are different.	
	New methods are developed to ascertain 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 user(group)s involved in the cycling policy?

1	User groups are involved if they put enough pressure on officials and/or politicians.	
	Complaints and proposals of users are taken into account in a random manner .	
2	User groups are involved occasionally when concrete projects are planned .	
	Occasionally, user groups are invited by officials to discuss particular topics .	
3	There is a dialogue on user needs between officials, politicians, experts and user groups on a regular basis (largely internal and only mobility issues).	
	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 of policy-making.	
	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 and politicians) have within the decision-making process concerning cycling?

1	The impact of politicians and officials is random and limited , because the responsibilities for cycling policy are allocated to a very low administrative level.	
2	Individuals (executive politicians and/or officials) do pioneering work by developing a cycling policy.	
	The legislative body is supporting cycling measures as long as no other interests are at stake . <i>E.g. bicycle parking places are provided as long as 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 when talking about mobility .	
	Politicians in charge/ officials have succeeded in seeing cycling as a co-equal mode of transport and weighted systematically against other modes of transport.	
4	The interests of cycling are always recognised when talking about local policy in general.	
	Politicians in charge/ officials dealing with cycling issues have succeeded in using cycling policy as a public relations theme for characterising the city.	
	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: What committees or working groups exist?

1	Internal working groups gather when problems occur .	
	There is a consultation with external parties (authorities of a higher level, public transport operators, ...) when problems occur .	
2	There is an internal cycling policy working group on the level of officials.	
	There are occasionally meetings with external working groups (other authorities, external parties, ...) who deal with specific issues of cycling policy.	
3	There is a permanent internal cycling policy working group on the level of the heads of divisions/departments .	
	There is regular networking with authorities on higher levels and / or other municipalities who deal with the cycling policy .	
4	There is a permanent cycling policy committee with a clear role in the decision-making process on transport and urban development , composed of politicians and officials from different policy fields (transport, environment, health, education).	
	There is pro-active co-operation with the higher authorities for setting up strategies on cycling policy and implementing cycling measures. <i>E.g. Influencing legislative issues on national level, such as allowing contra-flow cycling in one-way streets</i>	

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Possible improvements:	
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M2: Leadership and co-ordination

Question 5: How is the cycling policy communicated to decision makers?

1	Communication on planned or implemented (infrastructure) measures with other departments and the legislative body only occurs when asked for.	
	Communication on planned or implemented (infrastructure) measures with staff takes place via the official channels , gazette or newsletters.	
2	The objectives of the cycling policy are communicated to other departments and the legislative body.	
3	There is systematic communication with other departments and the legislative body about the cycling policy (objectives, strategies, projects, results). <i>E.g. there is a central database with information on cycling policy</i>	
	(International) information is provided to disseminate best practice and to push innovative ideas. <i>E.g. via the Internet, printed media, lectures at (inter)national conferences, videos.</i>	
4	There is continuous exchange of information, arguments and instruments for integrating cycling policy into other policy domains between the cycling department and all elected representatives.	
	Results and understanding of experiments, studies, and pilot projects to determine user needs are communicated to municipal decision makers and experts in a structured manner	

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Possible improvements:	
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M2: Leadership and co-ordination

Question 6: How is co-ordination and communication between the different municipalities in the urban agglomeration organised? THIS QUESTION IS ONLY TO BE FILLED IN WHEN YOU ARE PART OF AN AGGLOMERATION

1	There is consultation between the municipalities and authorities, when problems occur. <i>E.g. When an accident between a cyclist and a tram occurs, there is consultation between different municipalities.</i>	
	Planned or implemented (infrastructure) measures are communicated towards other municipalities and authorities on request	
	The planning of cycle routes stops at the municipal border.	
2	There is a cycling policy working group composed of both officials and politicians from different municipalities and authorities which meets occasionally .	
	Occasionally, planned or implemented cycling measures are communicated towards other municipalities and authorities .	
	Occasionally, there is collaboration with adjacent municipalities. <i>E.g. developing cycling infrastructure, doing communication campaigns</i>	
3	There is a working group composed of both officials and politicians from different municipalities and authorities which meets regularly. <i>E.g. Every two months</i>	
	Projects, background information and policy decisions are communicated to the other municipalities and authorities on a regular basis .	
	The central city and the peripheral municipalities co-ordinate their activities regularly . <i>E.g. Implementation of high-quality cycle routes.</i>	
4	There is a permanent cycling policy committee , which prepares and advises policy decisions on transport policy, composed of different politicians and higher level officials from different municipalities and authorities.	
	An overview of new projects and results of research and policy decisions is disseminated to other municipalities and authorities in the urban agglomeration in a structured way . <i>E.g. Common databases and sites where the latest information and decisions can be consulted and updated.</i>	
	There is a general cycling master plan for the urban agglomeration which is executed jointly . <i>E.g. New developments are used to realise missing links and create an added-value for a larger area.</i> <i>E.g. Waterfront development with foot and cycle bridge that also improves the connection between some suburbs and the city centre.</i> <i>E.g. Permanent attention to cycling matters in all joint communication initiatives is disseminated among all citizens of the urban agglomeration.</i>	

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Possible improvements:	
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M3: Policy on paper

Question 7: What is the content of the local cycling policy?

1	There is a strong focus on projects about 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 strategy , which focuses mainly on infrastructure measures, without link to other transport modes or other policy domains.	
3	The cycling strategy is an essential part of the sustainable urban transport plan including the relation between the different transport modes.	
	The cycling strategy has measurable objectives and a clear time horizon. <i>E.g. increase of the modal share of cycling by 10 percentage points within the next ten years</i>	
4	The cycling policy consists of both measures to encourage cycle use and measures to curb car use.	
	Planning is in line with programmes from other policy fields (health, environment, education, spatial planning etc.). <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>	

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Possible improvements:	
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M3: Policy on paper

Question 8: How does the city authority make sure that the measures proposed in the policy plan are completed in reality?

1	When problems occur, very short term actions are taken to solve problems arising from separate bottlenecks.	
2	A programme of immediate measures , which can be put into effect on short term, is part of the cycling strategy.	
3	There is an action programme (timing, financing, actors) with binding arrangements for the city.	
	A systematic plan of priorities serves as a guide for the realisation of the cycling strategy	
	Actions that request crossing administrative boundaries are taken into account occasionally .	
4	An action programme (timing, financing, actors) is used with attention to external partnerships and with binding arrangements between these partners. <i>E.g. agreement between the city and the schools concerning provision of cycling facilities and the development of school travel plans.</i>	
	Actions related to crossing administrative boundaries are taken into account systematically . <i>E.g. co-operation with other municipalities and higher policy authorities (province/region).</i>	

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Possible improvements:	
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M4: Personnel and means

Question 9: How is the financing of the cycling policy safeguarded?

1	Money from the transport budgets is used for cycling measures when 'black spots' receive 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>	
	Start-up finance is provided for new projects and is put forward to private organisations which, though politically desirable, are not profitable during the first few years. <i>E.g. Financial start-up support for a mobile bicycle repair service by means of subsidies or interest-free loans.</i>	
4	The city fixes budgets for several years .	
	The legislative body / elected members decide for the most part upon investing in integrated projects of 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 departments, 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 10: 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 mobility expert or mobility department with a full time job in transport policy (from preparing to implementing), and responsible for cycling policy.	
3	In the mobility department, there is a (cycling) officer or division with well-described tasks in preparing and executing the cycling policy.	
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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M4: Personnel and means

Question 11: What is being done to improve the topic-related knowledge and skills of the staff dealing with cycling?

1	<p>Sometimes employees take part in general training. Further education about cycling policy is no priority. <i>E.g. Computer training, communication, project management etc...</i></p>	
2	<p>Employees can occasionally take part in regional symposia or workshops on cycling, if they put enough pressure on their superiors.</p>	
	<p>The staff have time resources available for education on a self-help basis (via Internet, manuals, journals etc.).</p>	
3	<p>There is a separate budget for further education.</p>	
4	<p>There is a tailor-made education programme for all staff members including participation in (inter)national events related to cycling. <i>E.g. Trainings for junior experts, new colleagues</i></p>	
	<p>Discussions with other municipalities, other authorities, and (potential) actors are held on a regular basis (Experts exchange experience).</p>	

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Possible improvements:	
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M5: Infrastructure and safety

Question 12: How extensive is the existing bicycle route network and what is its quality?

1	Some infrastructure measures have been put in place, mainly to resolve bottlenecks in cycle traffic (or whenever accidents with cyclists occur).	
	Some infrastructure measures have been put in place, mainly where there are no conflicts of interests with other road users .	
2	Some main cycle routes are in place.	
	A programme of immediate measures that are easy and fast to realise has been put into effect. <i>E.g. solving 'black spots' for cyclists.</i>	
3	The main routes of the bicycle route network have been realised .	
	Local design guidelines have been established and put into force.	
4	A dense cycle route network has been realised , which covers the whole municipal area .	
	The cycle route network has been created according to international design standards / thinking, 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 13: To what extent have intersections with car traffic and physical barriers been overcome?

1	At some intersections, measures have been taken to resolve 'black spots' in cycle traffic.	
	At some intersections, cycle-friendly measures have been introduced, mainly where there are no conflicts of interests with other road users .	
2	There is a programme to adapt intersections and physical barriers .	
	Some complex and strategic intersections have been rebuilt for cyclists and / or physical barriers have been overcome.	
3	There is a priority programme for analysing and adapting intersections and overcoming physical barriers. <i>E.g. Taking inventory of detours, barriers, safety risks, waiting times at stop lights etc.</i>	
	A network of cycle routes has been identified and is gradually being put in place. In the network, the following have been recognised and registered: detour distances, physical barriers to be overcome, and intersections to be adapted (because of safety risks and waiting times).	
4	All important physical barriers in the bicycle network have been overcome .	
	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).	

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Possible improvements:	
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M5: Infrastructure and safety

Question 14: 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	Users 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 given to dedicated signposting for cyclists .	
	The reporting of damages 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 city's high standards (quality, time).	

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Possible improvements:	
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M5: Infrastructure and safety

Question 15: What is being done to improve safety for bicycle users?

1	The infrastructure is modified if a bicycle accident occurred .	
	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 a programme to improve bicycle safety .	
	The city campaigns for awareness-raising measures on safety. <i>E.g. mobile speed displays, side safety distance, the correct behaviour when opening vehicle doors, ...</i>	
3	Speed is limited to 30 km/h in the vast majority of the urban streets (except priority roads).	
	Safe cycling facilities have been realised extensively on intersections and road sections in the route network.	
	A priority programme for improving cyclist safety is put into effect.	
	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	The almost general 30 km/h speed limit (except priority roads) is controlled intensively.	
	There is Implementation of innovative safety measures for motorised traffic to protect cyclists. <i>E.g. pilot projects with ISA (intelligent speed adaptation)</i>	

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Possible improvements:	
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M5: Infrastructure and safety

Question 16: What is being done to optimise the combination of public transport and cycling?

1	Bicycle racks are placed at random at railway stations and bus, tram, metro stops.	
2	Bicycle racks and/or lockers are placed at the most important public transport stops .	
	Railway station(s) and major bus, tram, metro 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 made to meet the actual needs of users in terms of capacity, location, technical standard, comfort.	
	Trains and metros allow bicycles on board at certain hours (outside of peak hours).	
4	At all station(s) or major public transport hubs, bicycle parking facilities (both bicycle racks and guarded parks) meet the actual needs of users in terms of capacity, location, technical standard and comfort.	
	There are formal agreements with public transport operators to allow bicycles on board of regional/local trains, buses, trams, and metros as far as it meets with the vehicle capacity.	
	At the destination points of public transport journeys, bicycle use from station to destination is being stimulated by (automated) bicycle rental .	

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Possible improvements:	
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M5: Infrastructure and safety

Question 17: What is being done to improve bicycle parking and to prevent bicycle theft?

1	Bicycle racks are placed at single locations .	
	Cyclists are required to fill in a bicycle identity card .	
2	To facilitate retrieving stolen bicycles, bicycles are registered at times/ at certain places .	
	Quality standards for bicycle parking facilities are applied. <i>E.g. function, shape, protection against theft, capacity, location.</i>	
	Bicycle racks and lockers are placed at the most important destinations	
3	At the main destinations, guarded bike parks are implemented.	
	A municipality-wide cycle parking plan for unguarded bicycle parking based on a detailed analysis is put into effect.	
	The police are serious about combating bicycle theft. They regularly look for stolen bicycles on bicycle parking concentration sites.	
	To facilitate retrieving stolen bicycles, bicycles are registered regularly . <i>E.g. weekly / monthly in co-operation with bicycle trade, police, user organisations.</i>	
4	A municipality-wide bicycle parking plan for guarded and unguarded bicycle parking based on a detailed analysis of locations, user profiles, user needs, risk of bicycle theft is put into effect. <i>E.g. Bicycle parking facilities exploited by a municipality-wide parking company. E.g. This also includes (rental) bicycle storage facilities for residents in areas where in-house space is lacking.</i>	
	The local building regulations are adapted to benefit cycling: bicycle parking facilities in public and private buildings are mandatory and need to fulfil minimum standards concerning quality and capacity.	
	To combat cycle theft and handling stolen bicycles, procedures have been established for controlling, identifying and registering bicycles and for retrieving stolen bicycles.	

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Possible improvements:	
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M6: Information and education

Question 18: 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 aimed at explaining the overall vision, the objectives, and the 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 19: 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 miscellaneous target groups is provided regularly, in co-operation with other partners. <i>E.g. 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.	
	Professional actors are hired to organise cycle training for different target groups.	
	Professional training for instructors of child and adult cyclists is organised regularly.	

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Possible improvements:	
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M6: Information and education

Question 20: What is being done to help cyclists to know where they are going (or to give cyclists clear directions)?

1	Some destinations of particular importance to bicycle users are signposted.	
	Some recreational routes/ destinations are signposted.	
2	The main routes/ destinations are signposted.	
	The city has published a city map for cyclists .	
3	A city-wide signposting plan is put into effect.	
	City maps are installed at main junctions of the cycle route network.	
4	Signage is updated and maintained regularly . <i>E.g. Lost / damaged / stolen signposts are replaced immediately by the maintenance service</i>	
	The city map for cyclists is updated regularly .	

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Possible improvements:	
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M7: Promotion and partnerships

Question 21: What is being done to increase cycle use through awareness raising?

1	Cycling is promoted for leisure purposes or as being healthy.	
2	Occasionally, cycling is promoted as a cheap transport mode for short urban trips .	
	Occasionally, bicycle events are organised aimed at encouraging cycling <i>E.g. family days with exhibitions, competitions, tests using special tandems for cycling, trailer bikes, child trailers etc.</i>	
	Occasionally, local target actors are invited to a lecture to raise their awareness of the positive effects of cycling and highlight what they can do. <i>E.g. Employers, schools, shop keepers</i>	
3	Representatives of target actors are regularly invited for round table discussions about cycling to work. <i>E.g. employers or representatives of their associations for a discussion about cycling to work; shopkeepers or representatives of their associations for discussion about shopping by bike; school directors, teachers, representatives of the parents for a discussion about cycling to school.</i>	
	Competitions are organised with the objective of finding additional actors , who are willing to contribute to put the cycling policy into effect. <i>E.g. Competition to find the most cycle compatible employer/ residential house/school shopkeeper, leisure site etc.</i>	
	To encourage local actors to promote cycle use, the municipality provides a comprehensive manual of arguments, knowledge, measures and good practice . <i>E.g. on cycling to work, to school, to go shopping by bike etc.</i> <i>E.g. the municipality provides the arguments, knowledge and instruments needed for planning and locating good bicycle parking facilities targeted at owners/ administrators of private and public buildings, urban and transport planners, architects, public transport operators, but also for their colleagues in the building authority.</i>	
	There are promotional campaigns with local VIP's - such as local politicians - who use the bicycle as a daily means of transport.	
	The benefits from daily cycling () are given vigorous publicity.	
4	The municipality initiates public debate on special subjects to raise awareness of the role of cycling.	
	There is a continuous communication strategy with tailor made information, arguments and instruments using different channels and media focused on all (potential) actors .	
	In its public relations, the municipality promotes cycling as an efficient transport mode, as an integrated part of urban mobility and a liveable and accessible city.	
	Tailor-made campaigns are organised in co-operation with other partners , where people can participate and try out new mobility service packages and/or vehicles. <i>E.g. Commuters may purchase a good value, high quality bicycle + repair service, raincoat, health check-up etc if they commit themselves to cycle to work for a certain period of time.</i>	

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Possible improvements:	
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M7: Promotion and partnerships

Question 22: What is being done to promote cycling to work?

1	From time to time, a pro-bike article is published in the internal municipal newsletter.	
	Articles for the local newspaper or press releases on cycling to work are produced from time to time.	
2	There are cycle racks for officials at most of the city's administrative sites.	
	The city takes some measures in the field of stimulating cycle use. <i>E.g. financial incentives for cycling to work, indoor parking facilities, showers, changing rooms, repair kits, bicycle pumps.</i>	
	Some practical help is provided for officials who cycle to work. <i>E.g. Publication of a collection of route descriptions compiled by employees who cycle to work in the internal municipal newsletter; publication of a leaflet with practical advice and arguments for officials who want to cycle to work.</i>	
3	There are sufficient numbers of bikes available at all the city's administrative sites.	
	There is a ' cycling to work ' working group , which regularly consults representatives of employers, acting as the central contact and co-ordination point for all activities in the field of cycling to work.	
	The benefits from cycling to work (economic effects to employers, health effects on the individual cyclist and public health) are given vigorous publicity.	
4	Cyclists have better access to municipal buildings than car drivers. <i>E.g. bicycle-parking facilities are nearer to the entrance than car parks, cyclists can ride into the indoor underground bicycle parking; car drivers are charged for parking.</i>	
	There is a local mobility centre that co-ordinates the development of company travel plans in which the bicycle plays a key role.	

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Possible improvements:	
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M7: Promotion and partnerships

Question 23: What is being done to promote cycling to school?

1	Measures are taken when schools indicate specific problems . <i>E.g. Safety improvements at school entrances: marked crossings, traffic warning lights, separation between road and footpath, supervision by the police or an authorised person at the school entrance.</i>	
	Some schools are taking the initiative themselves to promote cycling and to improve safety, but this is completely on their own initiative .	
2	Surveys of the modes of travel used to and from school are carried out to identify bottlenecks .	
	Some school surroundings are (re)designed to improve safety and to create a more pleasant environment by reducing the speed of car traffic.	
	The city provides the schools with basic educational material on safe walking and cycling behaviour.	
3	A guide is published for all schools, with information on how to access the school by walking, cycling and public transport .	
	Routes to schools as well as the (re)design of the school surroundings are dealt with as a whole within the context of a sustainable urban transport plan .	
	School travel policy intends to influence modal choice towards cycling . <i>E.g. Supporting bicycle pooling (= cycling to and from school in small groups under the supervision of an adult cyclist), individual information on safe cycle routes to school, competitions based on a monitoring of travel behaviour,...</i>	
4	A school travel strategy is established to provide the policy background for the development of school travel plans, involving education, transport, health and all other policies concerning children.	
	There are mutual arrangements between the schools and the city where they both commit themselves to take certain measures <i>E.g. Agreement between the primary schools and the municipality concerning the redesign of cycle routes and school entrances and the development of school travel plans.</i>	
	Pupils, teachers and parents are involved in the development of school travel plans from the beginning.	
	There is a school travel steering group that meets more than twice a year, composed of politicians, officials and school representatives.	

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Possible improvements:

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M7: Promotion and partnerships

Question 24: What is being done to promote shopping by bike?

1	Bicycle racks are placed in shopping areas only when bicycle users or shop keepers take private initiatives .	
2	The accessibility to important shopping areas is improved by connecting them with the cycle route network .	
	Bicycle racks are placed in important shopping areas.	
	One-off initiatives targeted at citizens, customers and shopkeepers are taken to encourage shopping by bike. <i>E.g. A shopping guide is published indicating accessibility for bicycles and bicycle parking facilities, campaign to encourage shopkeepers to place bicycle racks,...</i>	
3	A cycle parking plan for all large shopping areas is put into effect.	
4	A network of guarded cycle parks in the shopping area is created with tailor made services making shopping by bike more attractive. <i>E.g. prams, trailers, shopping trolleys for rent, luggage lockers, cheap home delivery service.</i>	
	Cyclists have easier and more direct access to shopping areas in the city centre than cars . <i>E.g. by restricting car access to shopping areas, reduction of the number of car parks, raising car parking fees.</i>	

Comment:	
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Possible improvements:	
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M7: Promotion and partnerships

Question 25: What initiatives are taken to encourage life-long cycle use?

1	<p>Information, practical advice and promotional literature for cycling with children are published incidentally <i>E.g. Information on bicycles or children, safety seats, bicycle trailers etc.</i></p>	
2	<p>Occasionally the city organises activities to convince new target groups to cycle. <i>E.g. bicycle training for parents and kids, birthday cheques for the first bicycle, offering bicycle licences, cycle trainings for foreigners, ...</i></p>	
3	<p>The city regularly offers targeted activities as campaigns during critical periods of life, such as changes of school, work or home, driving licence, retirement, etc. <i>E.g. Welcome packages for new inhabitants / employees including cycling map, gift coupons for a cycle service etc.</i> <i>E.g. the city purchases suitable equipment or bicycles for the transporting of or cycling with children (e.g trailers) and gives it to schools, associations for children etc. where parents may rent them for a period to try them out for free.</i></p>	
4	<p>The municipality gives "customer-acquisition/-care/-re-acquisition" programmes a high priority and makes it a permanent service that is improved regularly.</p>	
	<p>Financial incentives are given to increase bicycle possession and overcome barriers for specific targets groups. <i>E.g. subsidies for private letting of bikes and equipment for transporting children, start-up finance,...</i></p>	
	<p>All destinations that are of importance in daily life are easily and safely accessible by bicycle <i>E.g. sport fields, playgrounds, baths, station, zoo, schools, shops, doctor's practice etc.</i></p>	

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Possible improvements:	
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M7: Promotion and partnerships

Question 26: How are the positive health effects from cycling used to support cycling policy?

1	The municipality sometimes mentions cycling as being good for health and fitness when publicising its activities.	
2	A leaflet with information of the health effects of physical activity, especially cycling, is published and disseminated.	
	Recreational cycle tours are organised in co-operation with a health insurance company .	
	Occasionally the city is organising information activities on life-style and health where cycling an issue. <i>E.g. A public health expert is invited to give a public lecture on the health effects of cycling, targeted at citizens.</i>	
3	Cycling and health campaigns are organised in co-operation with a health organisation . <i>E.g. a '1000 km for my health' campaign in co-operation with a health insurance company, heart foundation etc. in which participants commit themselves to cycle a minimum number of kilometres over a given period and to document the daily distances covered in a diary.</i>	
4	There is an exchange of information and experience between the various parties involved or interested in the health effects of cycling. <i>E.g. round tables for representatives from health insurance companies, employers, teachers, cyclists' organisations, physicians etc.</i>	
	A comprehensive package of information / material is developed in co-operation with health experts. It is used for communication to different target groups regarding the health effects of cycling.	
	The recommendations/arguments of (inter)national health authorities concerning physical activity and cycling are applied in the local cycling policy . <i>E.g. national networks on health-enhancing physical activity, WHO Charter on Health, Environment and Transport (London 99), European networks etc.</i>	
	There is intensive networking in relevant (inter)national networks. <i>E.g. national network on health-enhancing physical activity, Healthy Schools, The Healthy Cities Network etc.</i>	

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Possible improvements:	
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M8: Complementary actions

Question 27: What is being done to curb car use (traffic circulation, parking management)?

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	A traffic circulation plan with one-way traffic is installed to avoid cars crossing the city centre. On main cycle routes cyclists are allowed to run in both directions.	
	Traffic calming (30 km/h zone) is installed in large parts of the city centre	
	A car parking policy is introduced aimed at organising and spreading car parking in the city centre, keeping some streets car free. The aim is not so much on keeping the cars out of the city	
3	Actions are taken to restrict and discourage car use in the city centre and immediate surroundings , whilst bicycles have free access to any point of the city centre.	
	The city centre is covered with large pedestrian areas . Cycling is permitted in these areas except where and when they are in conflict with large pedestrian flows.	
	To avoid cars crossing the municipality centre, a traffic circulation plan with one-way traffic is installed, where contra-flow cycling is generally allowed.	
	A clear parking strategy is introduced for the entire city centre aiming to reduce cars from the city and stimulate alternatives. Car parking is restricted in time and space in several parts of the city centre	
4	A car use reduction policy is applied throughout the municipality.	
	The city has a strategy to regulate the access and parking of motorbikes in the city centre. <i>E.g. separated areas for parking, parking fees for motorbikes, police control on using bike lanes,...</i>	
	The access to a large part of the city centre (min 50%) is restricted . There are specific regulations (time schemes,...) for residents, delivery of goods,... <i>E.g. congestion charging: fee to access certain parts of the city</i>	
	Capacity for parking longer than 15 minutes is installed outside the city centre, at the peripheries	

Comment:	
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Possible improvements:	
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M8: Complementary actions

Question 28: In what way is the current land use planning supporting the cycling policy ?

1	In the planning of new urban developments new cycle infrastructure linking these areas is planned afterward their completion .	
2	For certain strategic projects there is an equal treatment of the different transport modes. <i>E.g. revitalisation of central station area</i>	
3	The city 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 of the bike in the development of new areas <i>E.g. short-cut for cyclists, detour for car, car-free developments, densification and brown field developments.</i>	
	Mobility impact assessments are obligatory for 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 29: How is data on bicycle use monitored and used?

1	Data is collected on the problem location when safety problems occur .	
2	Surveys related to cycling are carried out (counting etc.) on main routes and used to improve the network .	
3	Systematic counting provides data for the whole network (fixed days, times and places to count), and is used to improve the network, specifically in distinguishing routes at neighbourhood-level.	
	Representative mobility surveys on household size are carried out at least every ten years and are used in formulating the main strands of a cycling plan	
	Pre- and post project monitoring takes place in some bigger projects.	
4	Permanent (automatic) counting stations are established to allow for continuous counting to get data for the whole network and over the whole year.	
	Representative mobility surveys on household sizes and special analyses of bicycle trips are carried out regularly. 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 30: 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	A long-range accident analysis has been conducted which includes the evaluation of the places of accident.	
	Accident statistics are evaluated in detail particularly with regard to the what was the cause of the accident, the accident's outcome, and the accident trend over time..	
3	The evaluation of the accident statistic is used for the improvement of cyclist safety .	
	Long-range accident analyses are conducted, which also comprise detailed accident analyses at block spots (evaluation of the notice of accident)	
	There is a permanent working group on cyclist accidents , where the local user group is part of .	
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 with deepened evaluation steps (detailed evaluation by age group, black spots etc.) are conducted on a regular basis	
	To estimate the number of unreported cases, enquiries concerning cyclist accidents (place and course of accident), are hold additionally in surgeries, hospitals, schools	
	In case of bigger infrastructure projects, detailed accident analyses are conducted before and after the realisation .	

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Possible improvements:	
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