



2020  
**CiViTAS**  
Cleaner and better transport in cities

**DESTINATIONS**



## Measure Evaluation Result

LIM 7.1 - Improvement of PT routes, timetables, ticket procedure and bike transportation on buses to make the service more attractive

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## Executive summary

Based on the information collected by tourist information offices trying to advise visitors on how to travel around using PT, suggestions have been made to the Limassol Bus Company and the Ministry of Communications and Works of Cyprus with the aim to improve routes, time tables, ticket purchasing procedures and bike transportation on buses. Information has also been collected from the hotel guest relation offices that advise their guests in a similar manner. Bike racks have been installed on buses.

This measure aims to provide improved PT service that serves the needs of tourists and local people. Better designed routes and timetable adjustments ensure that the service is convenient and attractive and can increase the number of PT users.

After the identification of needs, specific suggestions have been discussed and finalised with the Limassol Bus Company. The suggested changes have been approved by the local inspector of the Road Transport Department and by the Ministry of Communications and Works.

During the implementation of the measure, some constrains have been faced with the installation of bike racks on buses but after discussions with the Department of Road Transport the solution was found with the installation of 20 video cameras - surveillance system- at the back of the bus according to the guidelines of the Ministry of Transport, Communication and Works, to ensure the safe usage of the bike racks. The video cameras installation allowed the Limassol Bus Company to get the Ministry of Transport (MOT) certificate.

Residents and especially tourists were very satisfied with the installation of bike racks on buses, as it is easier for them to combine cycling in their leisure trips. Additionally, the free Wi-Fi services installed on buses make their transportation more comfortable and enable them to plan their next destination. The improvement of the ticketing procedure was initiated by the Ministry of Transport, Communications and Works, as it was a project for all of Cyprus.

This measure increased the awareness level of people about the improved PT routes and timetables by more than 20% than expected. In fact, in 2019, 86% of the surveyed population were aware of the Troodos bur route, 45% was aware of the bus routes and timetables in rural areas and 52% was aware of the bus routes and timetables in urban areas. Additionally, 59% of the surveyed population had accepted the PT improvements and are already using PT, while 95% are satisfied by the improvements on the PT transport system. Among the surveyed people: 46% were aware, 14% had accepted and 89% were very satisfied with the bike transportation service on buses. Finally, the Limassol Bus company, indicated that the 95% of the timetables had been achieved by the bus drivers. The 5% had been mostly due to car accidents, delays from the traffic congestion and parked vehicles on the sides of the streets.

The measure will be maintained in the years following CIVITAS DESTINATIONS since it ensures a more efficient and attractive PT service in terms of routes and timetables. This will increase interest and use of public transport and combine PT with cycling.

## A Description

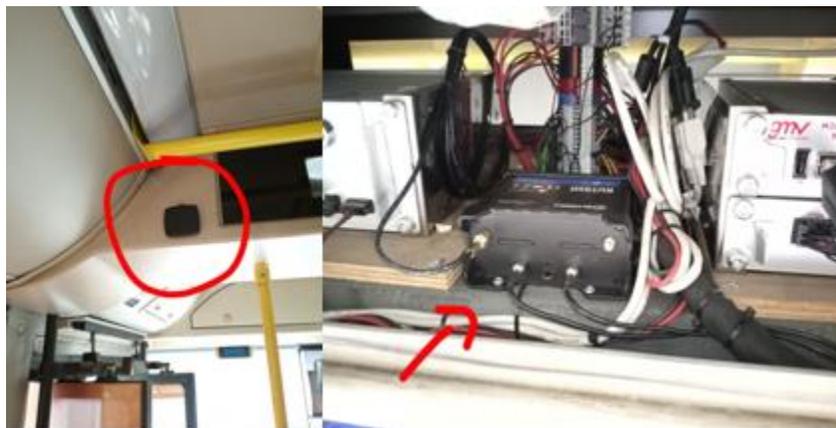
This measure aims to provide improved PT service that serves the needs of tourists and local people. Better designed routes and timetable adjustments ensure that the service is convenient and attractive to increase the number of PT users. Several meetings between the Cyprus Tourism Organization, Limassol Tourism Company, Limassol Bus Company and the representative of the Ministry of Communication and Works took place and suggestions have been made to find solutions for improvement on PT routes and timetables.

Moreover, bike racks on buses have been installed (Figure 1), allowing cyclists to combine sustainable mobility modes for their leisure trips.

Additionally, the travellers have the chance to enjoy the free Wi-Fi services installed on the buses. The provision of Wi-Fi services allows and boosts the modernisation and the upgrade of the commuting services in order for Limassol to become a “smarter city”. It will also work as a promotional tool for the already created and published Limassol Mobility Application (LIM 7.4).



**Figure 1:** Bike Rack on Buses



**Figure 2:** Wi-Fi Services on Limassol buses

## A1 Objectives and outputs

### City policy level objectives

This measure is in line with the Limassol Municipality's Strategy and the Road Transport Department of the Ministry of Transport, Communications and Works goals that contributed to achieving the following objectives:

- Lower CO<sub>2</sub> emissions
- Less traffic noise in the city centre
- Less energy consumption
- Save fuel/money
- Improve public health and safety
- Increase the total share of citizens that use sustainable mobility modes
- More Attractive tourist destination
- Change habits of local people and tourists

### Measure Specific objectives

- Improve PT routes and timetables
- Improve PT ticketing procedure
- Increase use of PT
- Enable bike transportation on buses (20 racks for 2 bicycles)

### Outputs<sup>1</sup>

- 10 improved PT routes and timetables;
- 20 bike racks installed on buses holding 2 bicycles each;
- Free Wi-Fi services on buses;
- Installation of 20 video cameras;

### Supporting activities:

The support of the Limassol Bus Company and the Road Transport Department of the Ministry of Transport, Communications and Works was necessary for the successful implementation of this measure. The Tourist information offices also had an important role in recording comments and complaints of visitors regarding the PT system.

## A2 Inter-relationship with other measures

Other DESTINATION measures with a strong interaction that are related to this measure are:

- **LIM 3.1:** *Increase cycling and walking in combination with special interest tourist activities as an integrated product*, as the application of bike racks on buses worked towards the

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<sup>1</sup> Extra output with DESTINATIONS budget

combination of cycling with the PT and tourists and residents have the chance to explore more cycling paths.

- **LIM 3.4:** *Attractive and accessible public spaces to promote intermodal leisure trips*, as the LIM 7.1 improved the PT transport and made it more attractive and accessible for tourists and residents.
- **LIM 7.3:** *PT traveller information system*, as information are provided to travellers for bike racks, routes and end of the route and ticket purchasing on buses by the application of displays on buses developed under measure 7.3. Additionally, LIM 7.1 and LIM 7.3 share results for one indicator (Satisfaction with PT transport system).
- **LIM 7.4:** *Mobility application and travel planner for smart phones to provide real time information*, as the free Wi-Fi services on buses will make the usage of Mobility Limassol Application easier to plan the next destination.

### A3 Target groups and/or affected part of the city or region

Tourists and residents moving across the region will be influenced by this measure.

### A4 Stakeholders involvement

Stakeholder name	Activities description
Limassol bus company	To support the change of PT routes, timetables and permit installation of bike racks on buses
Department of road transport	Inspectors of the department to support the change/improvement of PT routes, timetables and assist in determining specifications for bike racks on buses
Ministry of Communications and Works	To support the efforts at a higher, political level in order to assist in future improvements in the Limassol PT system and the Cyprus PT system in general
Cyprus Tourism Organisation, tourist information offices	To provide information on visitors' complaints and comments regarding the use of the PT system, problems, needs for improvement.

**Table 1:** Stakeholder's involvement

## B Measure implementation

### B1 Situation before CIVITAS

The local tourist information offices have been recording complaints from visitors regarding inconvenient PT routes, connections and timetables. The bus routes in Limassol were limited and the timetable of scheduled routes used to be inconsistent, therefore an improvement was needed to increase the use of PT services.

After the CIVITAS DESTINATIONS project, the improved PT ticketing procedure with the use of technology saves time at each stop and made the bus routes more time efficient. Moreover, the increasing interest in cycling can be combined with the use of PT—carrying the bike to new locations for cycling.

### B2 Innovative aspects

**New conceptual approach** - The introduction of bike racks and Wi-Fi services on buses was an innovative solution for Limassol Region, as it was the first time that PT offers such a service for passengers.

### B3 Technology development

To ensure the safe usage of the bike racks at the back end of the buses, a surveillance system was installed.

### B4 Actual implementation of the measure

Several meetings between the Cyprus Tourism Organization, the Limassol Tourism Board (LTC), the Limassol Bus Company and the representative of the Ministry of Transport Communication and Works took place (30/11/2016, 9/01/2017 and 14/2/2017) in which the recorded complaints from tourists regarding the use of PT were presented. Suggestions and solutions have been made for the improvement of PT routes and timetables. Moreover, four urban and three rural bus routes have been improved in terms of timetables during February 2017, while ticket terminals have been installed in urban buses by the Ministry of Transport during February 2019. Initially LTC planned to install the ticket purchasing equipment but after a meeting with the Ministry of Transport, Communications and Works and the Department of Public Work, it was made clear that this was an ongoing national project by the Ministry. Therefore, LTC was not allowed to proceed with the installation of ticket machines. However, the Ministry of Transport held two more meetings with LTC to discuss their opinions and their suggestions.

Additionally, meetings with LTC, the Ministry of Transport, Communication and Works and the Limassol Bus Company took place to determine specifications of bike racks. The procurement process for purchasing the bike racks was completed successfully, according to the National Law

on December 2017 and the winning bidder – Next Bike Cyprus - has signed the contract to install the bike racks on buses. A total number of 20 bike racks have been installed during October 2018 with the support of the surveillance system at the back of the bus. The surveillance system was installed during July 2020, according to the guidelines of the Ministry of Transport, Communication and Works, to ensure the safe usage of the bike racks.

Moreover, meetings have been held with Limassol Bus Company and the Department of Road Transport to discuss problems to obtain the Ministry of Transport (MOT) certificate to allow the installation of bike racks on buses. After further discussions with the Department of Road Transport, LTC proceeded with the installation of 20 video cameras on the rear of the vehicles so that the driver has control of the bike rack. This allowed the Limassol Bus Company to get the MOT certificate.

Furthermore, a free Wi-Fi service have been installed on buses during July 2020 in order to increase the satisfaction of passengers using PT and attract new users. The provision of Wi-Fi service allows and boosts the modernisation and the upgrade of the commuting services in order for Limassol to become a “smarter city”. Moreover, a communication strategy designed for the promotion of the free Wi-Fi service included advertorials in hotel magazines and local media, communication material and billboards on buses.



**Figure 3:** Communication campaign - Billboards on Buses

# C Impact evaluation

## C1 Evaluation approach

### Expected impacts and indicators

Impact category	Impact indicator	Unit of measure
Society	1- Awareness level about the improved PT routes and timetables	%
Society	2- Acceptance level for using the PT	%
Society	3- Satisfaction with PT transport system	%
Society	4- Awareness level about transporting the bike on PT	%
Society	5- Acceptance level about transporting the bike on PT	%
Society	6- Satisfaction level of people using the bike transportation service via PT	%
Transport system	7- Accuracy of time keeping	%

**Table 2:** Expected impact and indicators

### Method of measurement

Impact indicator	Method*	Frequency			Target Group	Domain (demonstration area/city)
		Bef.	Dur.	Aft.		
1- Awareness level about the improved PT routes and timetables	S	n.a.	21-26	34-41	Residents and tourists	City
2- Acceptance level for using the PT	S	n.a.	21-26	34-41	Residents and tourists	City
3- Satisfaction with PT transport system	S	n.a.	21-26	34-41	Residents and tourists	City
4- Awareness level about transporting the bike on PT	S	n.a.	n.a.	34-41	Residents and tourists	City
5- Acceptance level about transporting the bike on PT	S	n.a.	n.a.	34-41	Residents and tourists	City
6- Satisfaction level of people using the bike transportation service via PT	S	n.a.	n.a.	34-41	Residents and tourists	City
7- Accuracy of time keeping	DC	n.a.	26	47	PT services	City

\*(Data collection (DC), Estimation (E), Survey (S))

**Table 3:** Method of measurement

## Detailed description of the indicator methodologies

- **1 Awareness level about the improved PT routes and timetables** – The responsibility for collecting data for this indicator lied with Stratagem company. The indicator aimed to understand if people were aware of the new improvements on PT routes and timetables. Specifically, people were asked if they were aware of the better designed routes and timetable adjustments. The survey was answered by 350 people in 2018 (172 tourists; 3 locals) and 2019 (175 tourists). The fluctuation between the two years contribute to understand the evolution of the awareness level of the tourists and residents.
- **2 Acceptance level for using the PT** – The responsibility in collecting data for this indicator lied with Stratagem company. This indicator aimed to understand the percentage of people which had started to use the PT currently, by asking “did you made a bus trip recently?”. This question was answered by the 350 people who answered the surveys - 172 tourists; 3 locals in in 2018 and 175 tourists in 2019.
- **3 Satisfaction with PT transport system** – The responsibility for collecting data for this indicator lied with Stratagem company. The indicator aimed to assess the percentage of satisfied people with the improved PT to move around Limassol. This indicator was answered by the 350 people who answered the surveys - 172 tourists; 3 locals in in 2018 and 175 tourists in 2019. This indicator is the result of the cumulative actions from LIM 7.1 and 7.3.
- **4 Awareness level about transporting the bike on PT, 5 Acceptance level about transporting the bike on PT and 6 Satisfaction level of people using the bike transportation service via PT** – The responsibility in collecting data for these indicators lied with Stratagem company. The three indicators aimed to understand if people were aware, had accepted and were satisfied with the option of transporting their bikes by bus. The questions were very simple, “Do you know about the possibility to transport bicycles on Public Transport?”, “Did you transport your bicycle on Public Transport?”, “How was your experience?”. The results were extracted from 175 surveys in 2019 to 175 tourists.
- **7 Accuracy of time keeping** – The responsibility for collecting data for this indicator lied with the Limassol Bus Company, who collected the data through the monitoring systems to check the location of the buses each time and therefore to check if the buses were moving according to the timetable. This indicator aimed to assess if the bus drivers were keeping their timetables and carrying out all the routes on time. This indicator was very important in order to understand if the measure was running smoothly.

## The Business-as-Usual scenario

Considering the type of indicators, mostly comprised of surveys and indicators for which information was gathered for the first time, carrying out a BAU analysis was not possible. However, if the actions of this measure were not implemented, the Limassol tourists and residents would not have been able to enjoy an improved PT service.

## C2 Measure results

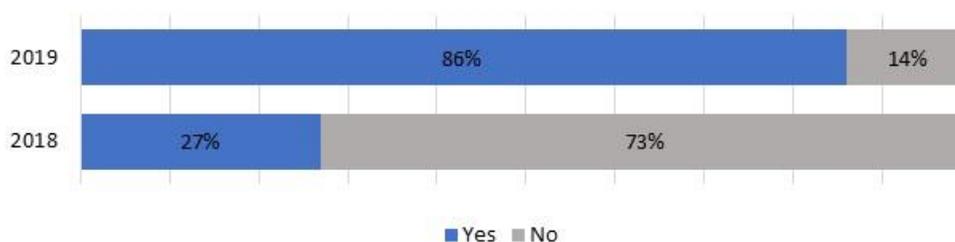
Impact category	Impact indicator	Unit of measure	Baseline	Ex-Ante	Ex-Post
Society	1- Awareness level about the improved PT routes and timetables	%	-	20	Troodos: 86 rural areas: 45 urban areas: 52
Society	2- Acceptance level for using the PT	%	-	40	59
Society	3- Satisfaction with PT transport system	%	-	40	95
Society	4- Awareness level about transporting the bike on PT	%	-	40	46
Society	5- Acceptance level about transporting the bike on PT	%	-	10	14
Society	6- Satisfaction level of people using the bike transportation service via PT	%	-	40	89
Transport system	7- Accuracy of time keeping	%	-	40	95

**Table 4:** Measure results

### C2.1 Society

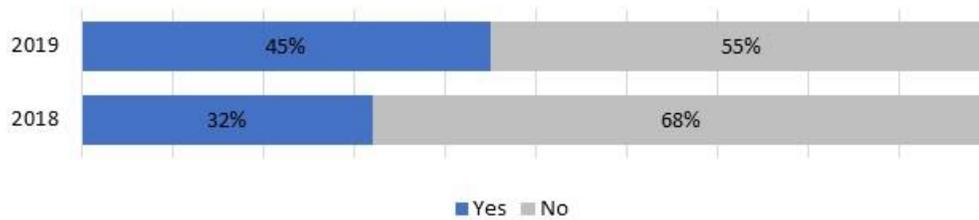
#### 1- Awareness level about the improved PT routes and timetables

As a result of the surveys carried out targeting residents and tourists, the local partners understood that in 2018 27% of the surveyed people were aware of the new bus line connecting Limassol to Troodos. This level of awareness increased to 86% in 2019.



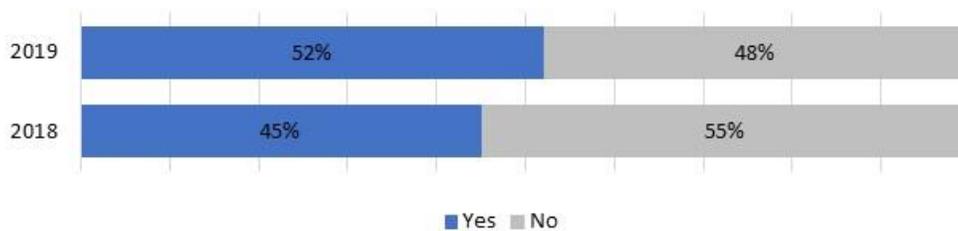
**Figure 4:** Awareness level about the new bus line connecting Limassol to Troodos

Additionally, 32% answered “Yes” in 2018 to the question “Do you know about the bus in rural areas”, while in 2019 45% of the surveyed tourists answered positive. Although the percentage of people who know about the buses in rural areas had increased, it still has a lot of space for improvement.



**Figure 5:** “Do you know about the bus in rural areas?”

Finally, surveys indicate that people are more aware about buses in urban areas, with 45% in 2018 answering “Yes” to the question “Do you know about the bus in urban areas”, increasing to 52% in 2019.



**Figure 6:** “Do you know about the bus in urban areas?”

## 2- Acceptance level for using the PT

The percentage of the surveyed people which had used the PT recently (“did you made a bus trip recently?”) in 2018 was 55.2 % while in 2019 the percentage increased reaching 59%. The result achieved is very positive, meaning that people had accepted using the PT more and more every year. In addition, tourists and residents were even asked if they would like to use the bus more often in the future. People showed a great intention (86% in 2018 and 100% in 2019) to use only the bus on holidays, which makes sense as it the cheapest and fastest option for tourists who would like to see as many attractions as possible in a short period.

The significant level of acceptance is also verified by indicator 4 “Increase the total share of citizens that use sustainable mobility modes for visiting touristic destinations” of LIM 6.1. The result of the indicator revealed that taking the bus to visit a touristic destination was the most popular practice in 2018 and 2019. Residents and tourists were taking the bus to visit distant locations, as that they did not have that option before and were able to visit places only by cars or taxis.

## 3- Satisfaction with PT transport system

As it has been already mentioned, this indicator reflects the result of the actions carried out under measures LIM 7.1 and 7.3. From the surveyed people, 90% in 2018 and **95% in 2019** answered that were very satisfied with the improved PT system of Limassol city. Based on such results, the local partners believe that locals and tourists are satisfied with the combination of their leisure trip together with cycling as well as the free Wi-Fi services installed on the buses. Additionally, it is

considered that locals and tourists value the improvements on the PT routes and timetables which is a very important factor affecting the increase of people’s satisfaction as people knows the time that the bus is coming and do not waste time. Moreover, people’s satisfaction relies also on the installation of the electronic bus stop displays which provides the passengers with real time information and the installation of the onboard TFT Displays connected for location-based information inside buses for informing the PT users (especially tourists) about the following stops, so that they know where to get off the bus, the end of route and ticket purchasing (LIM7.3).

**4- Awareness level about transporting the bike on PT**

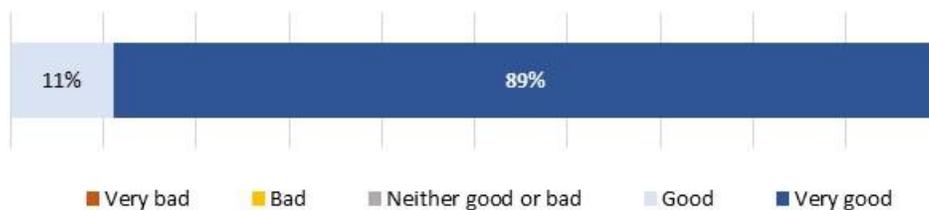
The 20 bike racks have been installed during October 2018 and during the survey process in 2019, it was possible to assess that 46 % were aware of the possibility to transport the bike on buses, which was considered a very positive result.

**5- Acceptance level about transporting the bike on PT**

In 2019, 14% of the surveyed population had already transported their bikes by bus, a very promising percentage if considering the adaptation period.

**6- Satisfaction level of people using the bike transportation service via PT**

From the percentage of people who had already used the bike transportation system via bus, the 89% answered that the experience was very good (the best answer), while 11% answered that the experience was good (second best answer). So, there is an 11% of the surveyed people who believe that there is some space for improvement.



**Figure 7:** Satisfaction level with the bike transportation service via PT

**C2.2 Transport System**

**7- Accuracy of time keeping**

The Limassol Bus Company indicated that 95% of the bus routes were running smoothly, both in urban and rural areas, in accordance with the timetable. The Limassol Bus Company claims that the drivers are very loyal to the company and responsible, and this is the reason of such a big success. The only reasons why the bus routes are not performed on time for 5% of the time was mostly due to insignificant car accidents, delays from traffic congestion or due to parked vehicles on the sides of the streets, not allowing the bus to drive through.

### C3 Quantifiable targets

No.	Target	Rating
1	Less CO <sub>2</sub> emissions: 65.04 tCO <sub>2</sub>	N/A
2	Less of traffic noise in the city centre: 25 dB	N/A
3	Less energy consumption: 108 MWh	N/A
4	Save fuel consumption: 12000 L	N/A
5	Save fuel costs: 14880 €	N/A
6	*Increase awareness level about the improved PT routes and timetables: by 20%	***
7	*Increase acceptance level for using the PT: by 40%	***
8	*Increase satisfaction with PT transport system: by 40%	***
9	*Increase awareness level about transporting the bike on PT: by 40%	***
10	*Increase acceptance level about transporting the bike on PT: by 10%	***
11	*Increase satisfaction level of people using the bike transportation service via PT: by 40%	***
12	*Increase accuracy of time keeping: by 40%	***
13	Public health and safety	*
14	Increase the total share of citizens that use sustainable mobility modes	*
<p><b>N/A = Not Assessed   0 = Not Achieved   * = Substantially achieved (at least 50%)</b>  <b>** = Achieved in full   *** = Exceeded</b></p>		

\*New target, not in GA

**Table 5:** Assessment of quantifiable targets

Targets 1 to 5, and targets 13 and 14 are Grant Agreement Targets. Targets 6 to 12 were new targets adapted to the scope of the measure. In the evaluation phase, after having implemented all the actions envisaged in the measure, it became clear that the impacts indicated in the GA were not possible to measure given the actions implemented under this measure, although they would have been reached to a certain extent. Targets 1 to 5 were not assessed specifically under this measure because it was not possible to monitor the reduction on fuel consumption and cost, CO<sub>2</sub> emissions and energy consumption, and noise pollution related to the improvement of PT routes, timetables, and bike transportation on bus to make the service more attractive.

Considering the preference to the use of PT instead of cars or taxis, it was understood by the local partners that the measure LIM7.1 contributed to the common indicators related to CO<sub>2</sub> emissions, energy consumption, noise pollution, fuel cost and consumption by promoting the use of public transport, despite not being possible to assess or quantify the specific contribution of LIM7.1 to these indicators. Nonetheless, the local partners evaluated these indicators specifically under LIM 3.1, LIM 4.1, LIM 4.2, LIM 5.1, LIM 6.3 and LIM 6.4. It should be noted that the results achieved at site level for these indicators reflect the cumulative effect of the implementation of all DESTINATIONS measures.

Target 6 “Increase awareness level about the improved PT routes and timetables” was exceeded, as the expected value was to increase by 20%, but finally more than 20% of the surveyed population was aware of the improved PT routes and timetables. In 2019 people were more aware than in 2018, which makes sense because it takes some time for people to get informed.

Target 7 “Increase acceptance level for using the PT” was exceeded as people seemed to have accept the use of PT by 59%, 19% more than what was initially expected. The use of PT limits the use of cars and taxis meaning that people are turning more and more to the use of sustainable modes of transportation. As an observation and supplementary to the indicator results of LIM 6.1, it can be said that people are taking advantage of any development or improvement and are more than ready to base their transportation only on sustainable modes if the infrastructure of the region allows it.

Target 8 “Increase satisfaction with PT transport system” was also exceeded. People were satisfied by 95% of the use of PT transport system and this was expected considering that people are currently enjoying in combination with their leisure trips, cycling, free Wi-Fi services on buses, improved PT routes and timetables as well as the telematic systems installed on bus stops and inside buses for informing passengers (results reflect the actions of LIM 7.1 and 7.3).

Target 9, 10 and 11 are indicators examining the awareness, acceptance, and satisfaction level of people about transporting a bike on PT. Target 9 “Increase awareness level about transporting the bike on PT” was also exceeded considering that it was expected that 40% of the surveyed population would be aware of transporting the bike on PT, while finally 6% more of what was expected was achieved. Target 10 “Increase acceptance level about transporting the bike on PT” was also exceeded as 14% of the surveyed population had already transported their bikes by bus meaning that had already accepted the measure. As for target 11 “Increase satisfaction level of people using the bike transportation service via PT” which was also exceeded, 89% of the people that had already used the bike transportation service (14%) answered that they were very satisfied. The remaining 11% was just satisfied. We must consider that the bike racks were installed during October 2018 and the survey took place in 2019. Therefore, it should take into account that an acceptance period was needed in order for tourists and residents to be informed and put into practice the transportation of bikes via bus.

Target 12 “Increase accuracy of time keeping” was exceeded as the bus drivers seemed to respect the time tables of the bus routes 95% of the time. As claimed by the Limassol Bus Company, the drivers are very loyal to the company and responsible and the only reasons of delays, as mentioned earlier, are mostly due to insignificant car accidents, or due to delays from

traffic congestion or due to parked vehicles on the sides of the streets which does not allow the bus to drive through.

Target 13 “Public health and safety” and target 14 “Increase the total share of citizens that use sustainable mobility modes” was not possible to be quantified and perform a complete evaluation of the targets, as it was neither possible to specifically assess the public health and safety impact, nor the total share of citizens that use sustainable mobility modes. However, the local partners consider that the targets have been Substantially Achieved. Specifically, target 13 seemed to be achieved through the interrelated measures which improved the air and noise quality. This target is also achieved through the increase of PT transport (achieved in this measure) which consequently resulted in a decrease of car and taxi use.

As for target 14, although it was not possible to assess the total share of citizens that use sustainable modes of transportation, it was possible to assess the total share of surveyed people who accepted and used the PT (one of the types of sustainable modes of transportation). Therefore, through the achievement of indicator 7 it can be said that indicator 14 was at least substantially achieved.

## **C4 Up-scaling of results**

Not applicable

# **D Process Evaluation Findings**

## **D1 Drivers**

Stakeholders helped the implementation of the measure to be completed successfully as they gave guidelines and solutions for its accomplishment. Furthermore, the Limassol Bus Company and the Ministry of Transport, Communication & Works worked very closely with LTC by providing authorisations, availability of their buses and specific guidelines to achieve this measure. Therefore, the evaluation has been completed successfully.

## **D2 Barriers**

During the implementation of the measure, some constrains have been faced with the installation of bike racks on buses. A problem was created while buses tried to get the MOT certificate. Therefore, the evaluation of this measure was partly completed during the first phase of evaluation. After discussions with the Department of Road Transport, however, a solution was found through the installation of 20 video cameras and free Wi-Fi on buses that allowed the MOT certification.

## D3 Main Lessons Learned

Residents and especially tourists were very satisfied with the installation of bike racks on buses, as it is easier for them to combine in their leisure trips and cycling. On the other hand, the Wi-Fi services on buses make their transportation more comfortable and enable them to plan their next destination with the usage of internet and likely the usage of Mobility Limassol Application created in measure LIM 7.4.

## E Evaluation conclusions

The actions carried out under this measure provided a PT services that serves the needs of tourists and local people. Better designed routes and timetable adjustments ensure that PT is convenient and attractive to potential users. As a result, an increase of satisfaction with the PT service as well as positive results in terms of awareness and acceptance level with the actions implemented in the scope of the measure were achieved (transporting the bike on PT, improved PT timetables, etc.).

## F Additional information

### F1 Appraisal of evaluation approach

Despite some issues related with the installation of the bike racks on the back of the buses, which caused some delays in the implementation, the impact evaluation was carried out successfully. Data were successfully collected and analysed, allowing the evaluation of this measure to be fully completed.

Although two indicators, indicator 13 (Public health and safety) and indicator 14 (Increase the total share of citizens that use sustainable mobility modes), were not possible to be quantified, it is expected that they have been substantially achieved. This conclusion arises both from the achievement of other relevant indicators (indicator 7: Increase acceptance level for using the PT) and the successful implementation of the other interrelated measures (section A2).

Additionally, indicators related to the CO<sub>2</sub> emissions, energy consumption, noise pollution, fuel costs and savings were to be assessed, but since this measure aimed to improve the PT routes, timetables and bike transportation by bus, it was impossible to assess these targets (Targets 1 to 5). However, it is expected that these targets have been achieved through LIM 3.1, LIM 4.1, LIM 4.2, LIM 5.1, LIM 6.3 and LIM 6.4. It should be noted that the results achieved at site level for these indicators reflect the cumulative effect of the implementation of all DESTINATIONS measures.

## **F2 Future activities relating to the measure**

Until the end of June 2020 billboards, advertorials and communication material have been created in order to promote the new services on Limassol buses. The measure will be maintained in the years following CIVITAS DESTINATIONS since it ensures a more efficient and attractive service in terms of routes and timetables. This will increase interest and use of Public Transport and will continue combining PT with cycling.