

PICTURE



**Pro-active management
of the Impact of Cultural Tourism
upon Urban Resources and Economies**

Deliverable n° **D4**

Deliverable title **Vocabulary and Reference
Framework**

PICTURE Delphi Group

Task n° **5.1**

Task Leader: **ITAS**

Task partners: **ITAM-ARCCHIP, QUB, FEEM**

**Authors: Edith Besson, Krassimira Paskaleva-Shapira, Elena Bellini,
Barbara Del Corpo, William Malizia, Dino Pinelli, Margaret
Sutherland**

Date: **November 8, 2006**



**SIXTH FRAMEWORK
PROGRAMME**

The PICTURE project is financed by the European Commission, Sixth Framework Programme of Research

Specific Programme: Integrating and strengthening the European Research Area

Activity: Specific activity covering policy-orientated research under "Policy support and anticipating scientific and technological needs"

Priority 3. Underpinning the economic potential and cohesion of a larger and more integrated European Union

Topic 3.6. The protection of cultural heritage and associated conservation strategies

Task 5: Cultural heritage and tourism. Contract n° SSP1-CT-2003-502491

Content List

| | |
|---|-----------|
| 1. Objectives of the D4 Deliverable | 3 |
| 2. Task Definition | 3 |
| 3. Task Objectives | 4 |
| 4. Designing the Delphi Questionnaires: Principle Considerations..... | 4 |
| 5. PICTURE Delphi Group: Process and Methodology Used..... | 4 |
| 6. Delphi Round 1: Results..... | 6 |
| 6.1. <i>Methodology.....</i> | 6 |
| 6.2. <i>Findings</i> | 6 |
| 7. Delphi Round 2: Results..... | 6 |
| 7.1. <i>Methodology.....</i> | 6 |
| 7.2. <i>Findings</i> | 7 |
| 8. Key comments | 31 |
| 8.1 <i>Commonalities between the partners during the Delphi process</i> | 31 |
| 8.2 <i>Differences and challenges.....</i> | 31 |
| 9. Conclusions..... | 32 |
| 10.PICTURE Reference Framework | 32 |
| Annex 1: PICTURE Delphi Round 1: Questionnaire..... | 36 |
| Annex 2: PICTURE Delphi Round 2: Questionnaire..... | 46 |

1. Objectives of the D4 Deliverable

As an activity which cuts across many disciplines and fields of interest, cultural tourism brings together a variety of stakeholders with different backgrounds and experiences. This array of backgrounds proves very important to understanding and integrating all the intricacies of tourism development. Yet, it also complicates the common understanding of problems, and the sharing of methods and solutions to manage the field. In this context, having a common reference framework is the first key to communication and collaboration among actors. This deliverable aims to show the process through which the PICTURE team debated the key project notions and concepts for the purpose of developing an integrated knowledge on urban cultural tourism. It shows that although consensus is never complete among highly diverse professionals, the process itself proved very useful in understanding each others views and overall, to integrate better as a group of workers. The main outcome of this exercise is a PICTURE reference framework, or glossary, based on consensual definitions and visions.

2. Task Definition

The PICTURE project brings together partners from different nationalities and cultures, working in diverse and multi-disciplinary fields, from research, policy and practice. This array of backgrounds and approaches is central to understanding the contingencies and scenarios within which the decision-making chains and expert structures in urban cultural tourism are being confronted in every day practice in Europe.

Maximising the management and exploitation of this plurality demands implementation of an appropriate methodology, based on comprehensive analysis and interactive processes. The definition of key terminologies and references of the PICTURE project is critical to building a common framework for research action by the partners involved. The framework can also be of use to the end users in structuring cultural tourism strategies and policies in their localities.

To establish the vocabulary and reference framework of the current study, the Delphi method is used. Delphi is a group process aimed at supporting groups to reach consensus on certain issues or discussions. This creative methodology is based on a structured process for collecting and distilling knowledge from a group of experts, by means of a series of questionnaires interspersed with summarized information and feedback of opinions derived from earlier responses¹. With respect to PICTURE, the Delphi method allows the elaboration of a vocabulary and reference framework, commonly exploitable by all partners. It can also mobilise step-by-step knowledge development with the view of integrating it in coordinated and shared knowledge.

¹ Ritchie et Al. 1994. "Delphi Forecasting" in Witt, S.F. & Moutinho, L. "Tourism Marketing and Management Handbook". London: Prentice Hall.

3. Task Objectives

The task has three main objectives:

- To introduce the urban cultural tourism core themes and terminology for use in the Delphi study;
- To draft Delphi Questionnaires for distribution among the PICTURE partners.
- To report and analyse the results of the two phases of the study and to develop subsequent PICTURE reference framework definitions.

4. Designing the Delphi Questionnaires: Principle Considerations

According to a number of literary sources², the first Delphi questionnaire asks individuals to respond to one or several questions, which are most often open-ended and address broad problems or issues. The second questionnaire is developed on the basis of the information collected during the first round: from the original open-ended questions, a series of structured items are developed. Each subsequent questionnaire is then built upon responses to the preceding questionnaire.

Thus, it is important to be selective in choosing the topics to be included in the first questionnaire. Each issue could raise many debates; answers might highlight a high diversity of opinions and include several propositions. Therefore, in order to reach a consensus on key terms in further stages of the process, the number of open-questions should be kept to a minimum.

5. PICTURE Delphi Group: Process and Methodology Used

As a variety of terms had been already employed by the different ongoing tasks in the first phases of the PICTURE project (notably in task 1.1 and 2.1), a first set of definitions was generated as a basis for debate in the first phase of this task (September 2004 - April 2005). Two main themes and a number of relevant terminologies were initially identified in the Delphi Questionnaire 1:

² See for example: Murray Turoff and Harold Linstone, 2002. *The Delphi Method: Techniques and applications*, Newark, Murray Turoff and Harold Linstone Editions; Gordon; T. J. 1994. "The Delphi Method". *Future Research Methodology*, 1994; Ritchie et Al. 1994. "Delphi Forecasting" in Witt, S.F. & Moutinho, L. "Tourism Marketing and Management Handbook". London: Prentice Hall.

Table 1: PICTURE main themes and relevant terminologies - Delphi Questionnaire 1 - September 2004

| Urban Cultural Tourism | Urban Governance |
|-------------------------------|-------------------------------|
| Cultural tourism | Urban governance |
| Urban cultural tourism | Partnership |
| Cultural heritage | Public-Private Partnership |
| Built heritage | Multi-stakeholder cooperation |
| Sustainable urban tourism | Coalition |
| Impact assessment | Incentive |
| Tourism impact assessment | Indicator |
| Destination development | Consensus decision-making |
| Destination management | Governance flexibility |
| Integrated urban management | Monitoring |
| Urban tourism management | Evaluation |

After the first round of the survey, new terms have been added to the first set of themes and terminologies initially generated for debate among the partners: cultural landscape, destination, host or local community, local authorities. Consensus among the respondents was reached as regards three terms and definitions: “urban governance”, “coalition”, “consensus decision-making”, and “governance flexibility”.

Table 2: Updated PICTURE main themes and relevant terminologies - Delphi Questionnaire 2 - April 2005

| Urban Cultural Tourism | Urban Governance |
|--------------------------------|----------------------------------|
| Cultural tourism | <i>Urban governance</i> |
| Urban cultural tourism | Local authorities |
| Cultural heritage | Partnership |
| Built heritage | Public-private partnerships |
| Cultural landscape | Multi-stakeholder cooperation |
| Host or local community | <i>Coalition</i> |
| Destination | Incentive |
| Sustainable urban tourism | Indicator |
| Impact assessment | <i>Consensus decision-making</i> |
| Tourism impact assessment | <i>Governance flexibility</i> |
| Destination development | Monitoring |
| Destination management | Evaluation |
| Integrated urban management | |
| Urban tourism management | |

6. Delphi Round 1: Results

6.1. Methodology

The first round of Delphi, organised by ITAS, included distributing and collecting Questionnaire 1 (see Annex 1) among the 13 partners, in order to collect feedback and alternative propositions on the list of key themes and terms identified by the ITAS team.

All responses, comments, questions and references were taken into account and included in Tables 3 and 4 (p. 8-30). They served as a basis to draft new PICTURE definitions, where necessary. In some cases, references were provided without a definition; or definitions without references. These elements were also considered in the second PICTURE reference framework that has been submitted to the partners during the second Delphi round.

6.2. Findings

A partner consensus was achieved regarding the definition of the following concepts: “urban governance”, “coalition”, “consensus decision-making” and “governance flexibility” (all in Part 2: urban governance). All terms of Part 1 (cultural tourism) and most terms of Part 2 were extensively discussed by the partners. Some challenging comments and inputs were provided.

In many cases, the partners’ comments were similar and/or complementary, which allowed the establishing of potentially more consensual definitions. In some cases, opinions were too divergent to be simultaneously taken into account (in green in the tables). These issues, discussed during the third PICTURE meeting (Chantilly, 20-21 January 2005), served as a basis for organising the Delphi Round 2.

7. Delphi Round 2: Results

7.1. Methodology

The second round of Delphi, organised by FEEM included sending the Questionnaire 2 (see Annex 2.) to the partners, in order to collect feedback and alternative propositions on the list of key themes and terms identified by the ITAS team.

All responses, comments, questions and references were taken into account and included in Tables 3 and 4 (p. 8-30). They served as a basis to draft the final PICTURE reference framework definitions (in dark red in the tables). Some diverging comments remained but in the end, most of the definitions are the result of different contributions coming together. The final PICTURE reference framework only includes the items around which total or close consensus was reached.

7.2. Findings

A further clear partner consensus was achieved regarding the definition of the following concepts: “cultural heritage”, “built heritage”, “integrated urban management”, “partnership”, “multi-stakeholder cooperation”, “evaluation” and “monitoring”. The most controversial identified during the first round arose again during the second discussion, such as: “cultural tourism”, “urban cultural tourism”, “sustainable urban tourism”, “impact assessment”, “tourism impact assessment”. Despite this however, the second round provided enough elements to build consensual definitions for most terminologies, which are included in the Glossary of the Strategic Governance Framework.

Tables 3 and 4 below display the full Delphi process. It includes original definitions provided for discussion in Questionnaires 1 and 2, all PICTURE partners’ comments and the subsequent evolution of definitions. In most cases, satisfactory agreement was found, and a Reference Framework Definition advanced. In other cases, a Final Proposal remains as the last step.

Table 3: Delphi Rounds 1 and 2: Results/ Cultural tourism

| Q | Terms | Contributor | Comments | Evolution of definitions | Consensus Y/N |
|---|------------------|-------------|---|--|---------------|
| 1 | Cultural Tourism | QUB | (Round 1) Need for economic reference, as tourism implies economic flows. | (Questionnaire 1) “Cultural tourism is the movement of persons to cultural attractions away from their place of residence, with the intention of gathering new information and authentic experiences to satisfy their cultural needs ⁸ ”. | N |
| | | ITAM | (Round 1) Need to specify: “cultural information” and delete “satisfy their cultural needs”. There is a quite good definition in the ICOMOS charter ³ . No need to use a different one. However, no need to formulate any definition concerning cultural tourism because it is practically impossible to apply similar definitions into practice⁴. | (Questionnaire 2) Cultural Tourism is a form of tourism that focuses on the culture, the cultural environment (including the landscapes of the destination), values and lifestyles, local heritage, visual and performing arts, industries, traditions and leisure assets of the host community. It can include attendance to cultural events, visits to museums and heritage places and mixing with the locals. It should not only be regarded as a definable economic niche within the broad range of tourism activities, but rather as encompassing all experiences absorbed by the visitors to a place that is beyond their own living environment for more than one night and less than one year in private or public accommodation in the destination. | |
| | | LEMA | (Round 1) The existence of cultural needs is not so obvious (see results of task 1.1) <i>“Cultural Tourism is essentially that form of tourism that focuses on the culture, and cultural environments including landscapes of the destination, the values and lifestyles, heritage, visual and performing arts, industries, traditions and leisure pursuits of the local population or host community. It can include attendance at cultural events, visits to museums and heritage places and mixing with local people. It should not be regarded as a definable niche within the broad range of tourism activities, but encompasses all experiences absorbed by the visitor to a place that is beyond their own living environment⁵”.</i> | (Final proposal) “Cultural tourism is that form of travel that focuses upon discovering, experiencing and understanding the cultural heritage of the host community. It involves the consumption of cultural heritage products valorised or constructed by the tourism and cultural suppliers, as well as more implicit interactions between guests and hosts in the destination”. | |
| | | CAUE | (Round 2) Definition too broad. We think it might be more relevant to give different definitions and indicate what their background is (e.g. This definition is more useful when looking at supply, this at demand, this one results from a need to make statistics, etc.) (Round 1) What do you mean by “away”? Experts generally agree that less than one night away from home, this it not “tourism” but “excursion” ⁶ . | | |

³ ICOMOS, 1999: International Cultural Tourism Charter. Managing Tourism at Places of Heritage Significance.

⁴ In green appear all the remarks that could not be considered in the new PICTURE definition.

⁵ Icomos, 2002 International Cultural Tourism Charter

⁶ OMT, 2003.

| | | | | | |
|---|------------------------|------------------------|---|--|-------|
| | | University of Alicante | (Round 1) "Cultural tourism is the movement of persons to cultural attractions away from their place of residence <i>in a period from consecutive time less than one year and spending a minimum of one night in the destination in a collective or private housing</i> ⁷ with the intention of gathering new information and authentic experiences to satisfy their cultural needs". | | |
| | | ITAS | (Round 2) The definition should now be shortened, as it repeats elements of "cultural heritage" defined in Q3. Proposed definition: "Cultural tourism is that form of travel that focuses on discovering, experiencing and understanding the cultural heritage of the host community. It involves the consumption of cultural heritage products valorised or constructed by the tourism and cultural suppliers, as well as more implicit interactions between guests and hosts in the destination". | | |
| | | EH | (Round 2) Suggest 'attendance <u>at</u> cultural events and 'host sites' not 'places' | | |
| | | COC | (Round 2) "Cultural tourism is a cultural activity that requires a journey, or it is a journey that favours a cultural activity" (Source: Cl. Origet du Cluzeau in Le Tourisme Culturel) This second definition may complete the proposed one. | | |
| 2 | Urban Cultural Tourism | FEEM | (Round 1) The urban environment should not only be defined as the "built" environment, but also refer to the dimension of a group of people living together, fundamental in the production and fruition of culture. " <i>cities are complex symbiotic relationships formed among their various producers</i> ⁹ " | (Questionnaire 1) "Urban cultural tourism is cultural tourism within the built environment, which in this context, consists in a complex network of built heritage elements (monuments, museums, sites, open spaces and accompanying buildings), in various activities (shopping, eating, entertainment), as well as in the overall dynamic | Close |
| | | QUB | (Round 1) There should be a reference to the social/political dynamics implied by "urban" | | |

⁷ WTO, 2004, available from <http://www.world-tourism.org> (accessed 12/11/04)

⁸ From RICHARDS G., BONINCK C.A.M., 1995. « European Cultural Tourism Markets », *Journal of Vacation Marketing*, vol. 1, N°2, pp. 173-180.

⁹ Jacobs. J. 1984. *Cities and the wealth of the nations*. Principles of economic life. Random House, New York.

¹⁰ ICOMOS, 1999: International Cultural Tourism Charter. Managing Tourism at Places of Heritage Significance.

¹¹ BOTE V. (Coord.) (2003), *Los viajes combinados de turismo cultural del mercado europeo e interior*, Universidad de Málaga, p. 183.

¹² BOTE, V. (Coord.) (2003) „Los viajes combinados de turismo cultural del mercado europeo e interior“. Universidad de Málaga, 183 pp.

| | | | | |
|--|--|------------------------|--|--|
| | | ITAM | <p>(Round 2) Comment – perhaps should include reference to cultural urban actors?</p> <p>(Round 1) No cultural tourism outside built environment, unless we understand built environment = city. Culture cannot exist without community or society and these without a built environment¹⁰.</p> <p>(Round 2) Basically the same, although I have reworded it slightly: It means tourism in a built environment, which in this context, consists of a complex network of built heritage elements (monuments, museums, sites, open spaces and accompanying buildings) and urban intangible elements (local habits and customs, traditions and legends)¹¹, in various activities (shopping, eating, entertainment), as well as in the overall dynamic ambience and experiences of the tourists that confer unique identity upon a given city. Cultural tourism also develops in a complex network of relationships between various economic, political and social urban actors.</p> | <p>ambience that confer unique identity upon a given city¹³".</p> <p>(Questionnaire 2) Urban cultural tourism is a multi-dimensional phenomenon. First, it refers to cultural tourism in a built environment, which in this context, consists of a complex network of built heritage elements (monuments, museums, sites, open spaces and accompanying buildings) and urban intangible elements (local habits and customs, traditions and legends), in various activities (shopping, eating, entertainment), as well as in the overall dynamic ambience and experiences of the tourists that confer unique identity upon a given city. Second, it refers to the development of cultural tourism in a complex network of relationship between various economic, political and social urban actors.</p> |
| | | University of Alicante | <p>(Round 1) Please include “<i>and intangible elements (local habits and customs, traditions and legends) and the particular personal and subjective experience of the tourist</i>”¹²”</p> | <p>REFERENCE FRAMEWORK DEFINITION: “Urban cultural tourism refers to cultural tourism development within the complex urban network of economic, political, social and cultural actors that confer unique identity to a given city. It mainly involves built heritage assets but also the urban intangible elements embedded in local urban activities (shopping, eating, entertainment) and creative industries (design, fashion) which support the overall dynamic urban ambience and provide experiences for cultural tourists”.</p> |
| | | LEMA | <p>(Round 2) This definition is quite complex, so much that I think it stops to have a meaning.</p> | |
| | | ITAS | <p>(Round 2) This definition repeats elements of definitions of cultural heritage, and is not inclusive and urban specific enough. Proposed definition: “Urban cultural tourism refers to cultural tourism development in a complex urban network of economic, political, social and cultural actors that confer unique identity to a given city. It mainly involves of built heritage assets but also the urban intangible elements embedded in local urban activities</p> | |
| | | | | |

¹³ From RICHARDS G., BONINCK C.A.M., 1995. « European Cultural Tourism Markets », *Journal of Vacation Marketing*, vol. 1, N°2, pp. 173-180 and PRENTICE, R., 2001. “Experiential Cultural Tourism: Museums & the Marketing of the New Romanticism of Evoked Authenticity”. *Museum Management and Curatorship* 19 (1), pp. 5-26.

| | | | | | |
|---|-------------------|------|---|---|---|
| | | | (shopping, eating, entertainment) and creative industries (design, fashion) which foster the overall dynamic urban ambience and provide experiences for cultural tourists”. | | |
| 3 | Cultural heritage | EICR | (Round 1) The definition should also refer to the notion of “cultural landscape”, as defined in the European Landscape Convention ¹⁴ . | (Questionnaire 1) “Cultural heritage refers to the practices, representations, expressions, as well as the knowledge and skills that communities, groups and, in some cases, individuals recognise as part of their cultural heritage. It is sometimes called living cultural heritage, and is manifested inter alia in the following domains: oral traditions and expressions, including language as a vehicle of the intangible cultural heritage; performing arts; social practices, rituals and festive events; knowledge and practices concerning nature and the universe; traditional craftsmanship ¹⁷ ”. | Y |
| | | FEEM | (Round 1) Please refer to the “built heritage” section | | |
| | | QUB | (Round 1) People’s memories and attachments should be added. | | |
| | | ITAM | (Round 1) What somebody recognizes as cultural heritage is not a definition. There is a better definition in the ICOMOS Charter. <i>“Cultural heritage is a broad concept and includes the natural as well as the cultural environment. It encompasses landscapes, historic places, sites and built environments, as well as biodiversity, collections, past and continuing cultural practices, knowledge and living experiences” It records and expresses the long processes of historic development, forming the essence of diverse national, regional, indigenous and local identities and is an integral part of modern life¹⁵”.</i> Built heritage is part of cultural heritage. Hence cultural heritage is both tangible and intangible. (Round 2) Include values/beliefs should be included under ‘intangible heritage’ ‘Living cultural heritage’ should also religion/spiritual values they led to the construction of medieval churches and cathedrals, which are an important part of our cultural heritage. | (Questionnaire 2) Cultural heritage has both tangible and intangible components. Tangible heritage refers to built heritage, cultural landscapes and all man-made elements with cultural significance. Intangible heritage refers to the practices, representations, expressions, memories, attachments, as well as the knowledge and skills that communities, groups and, in some cases, individuals, recognise as part of their cultural heritage. It is sometimes called living cultural heritage, and is manifested inter alia in the following domains: oral traditions and expressions, including language as a vehicle of the intangible cultural heritage; performing arts; social practices, rituals and festive events; knowledge and practices concerning nature and the universe; traditional craftsmanship. | |
| | | COC | (Round 1) The definition focuses only on intangible forms of cultural heritage. | REFERENCE FRAMEWORK DEFINITION: “Cultural heritage has both tangible and intangible components ¹⁸ . Tangible cultural heritage refers to built heritage, cultural landscapes and all man-made elements | |
| | | LEMA | (Round 1) “Cultural Heritage is an expression of the ways of living | | |

¹⁴ CE, 2000. “The European Landscape Convention”.

¹⁵ ICOMOS, 1999: International Cultural Tourism Charter. Managing Tourism at Places of Heritage Significance.

| | | | | | |
|---|----------------|-----------------------------|--|--|---|
| | | CAUE | <p><i>developed by a community and passed on from generation to generation, including customs, practices, places, objects, artistic expression and values. Cultural Heritage is often expressed as either Intangible or Tangible Cultural Heritage¹⁶.</i></p> <p>(Round 2) Is heritage always cultural significant? I think it should specified tangible cultural heritage in the first line and intangible cultural heritage in the third.</p> <p>(Round 1) Confusion in the definition: is living cultural heritage the same as cultural heritage?</p> | <p>with cultural significance. Intangible cultural heritage refers to the practices, representations, expressions, memories, attachments, values, beliefs, as well as the knowledge and skills, religion and spiritual values that communities, groups and, in some cases, individuals, recognise as part of their cultural heritage. It is sometimes called living cultural heritage, and is manifested in the following domains: oral traditions and expressions, including language as a vehicle of the intangible cultural heritage; performing arts; social practices, rituals and festive events; knowledge and practices concerning nature and the universe; traditional craftsmanship¹⁹; construction of medieval churches and cathedrals”.</p> | |
| 4 | Built heritage | FEEM QUB ITAM | <p>(Round 1) The distinction between “cultural heritage” and “built heritage” is not correct as “built heritage” is also “cultural”. Possibly, the correct distinction is between cultural intangible heritage and built heritage”.</p> <p>(Round 1) Need to add “social” significance.</p> <p>(Round 1) The definition of built heritage should be derived from the ICOMOS definition of “tangible heritage”. However, there is a distinction between “tangible heritage” and “built heritage” in terms of spatial characteristics of the built heritage, which is definitely intangible and moreover, may be strongly related with natural heritage or genius loci.</p> <p>(Round 2) Built heritage and cultural tangible heritage overlap</p> | <p>(Questionnaire 1) “Built heritage consists of buildings or structures of architectural, engineering or historical significance, notably archaeological sites and objects, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural or historical significance²¹”.</p> <p>(Questionnaire 2) Built heritage is the most common manifestation of cultural tangible heritage. It consists of buildings or structures of architectural, engineering or historical significance, notably archaeological sites and objects, open spaces, gardens and parks, archival materials, industrial objects and machines; transportation vehicles</p> | Y |

¹⁶ Icomos, 2002 International Cultural Tourism Charter

¹⁷ From UNESCO, 2003. “Convention for the Safeguarding of the Intangible Cultural Heritage” adopted by the thirty-second session of the UNESCO General Conference on 17 October 2003.

¹⁸ ICOMOS (2002), *International Cultural Tourism Charter*.

¹⁹ UNESCO (2003), *Convention for the Safeguarding of the Intangible Cultural Heritage*, adopted by the thirty-second session of the UNESCO General Conference on 17 October 2003.

²⁰ LEBLANC F. (1993), *Is everything heritage?* in «ICOMOS Canada Bulletin», Vol.2, No.2, pp. 2-3.

²¹ From LEBLANC, F. 1993. “Is everything heritage?” *ICOMOS Canada Bulletin*, Vol.2, No.2, pp. 2-3.

²² LEBLANC F. (1993), *Is everything heritage?* in «ICOMOS Canada Bulletin», Vol.2, No.2, pp. 2-3.

| | | | | | |
|---|-----------------------------------|------|--|--|---|
| | | LEMA | <p>significantly but are not always the same. "Significance" should be extended to include economic/political/spiritual significance too.</p> <p>(Round 1) The definition does not mention public spaces. "Built heritage in the PICTURE project refers to the complex network of monuments, open spaces and accompanying buildings that confer unique identity upon a given city" (DoW)</p> <p>(Round 2) Proposed changes in the definition: "Built heritage is the most common manifestation of cultural tangible heritage. It consists <u>not only</u> of buildings <u>but also</u> structures of architectural, engineering or historical significance, notably archaeological sites and objects, open spaces, gardens and parks, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural, social or historical significance²⁰."</p> | <p>and other man-made elements with cultural, social or historical significance.</p> <p>REFERENCE FRAMEWORK DEFINITION: "Built heritage is the most common manifestation of cultural tangible heritage. It consists not only of buildings but also structures of architectural, engineering or historical significance, notably archaeological sites and objects, open spaces, gardens and parks, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural, social or historical significance²²".</p> | |
| | | CAUE | (Round 1) Craft were included as definition of immaterial heritage, and here as built heritage. | | |
| | | UAM | (Round 1) Please include "gardens and parks". | | |
| 5 | Cultural Landscape (Round 2 only) | LEMA | (Round 2) What is the quality of people? | (Questionnaire 2) | N |
| | | UAM | (Round 2) It sounds better to say "an important part of the quality of life of people" | "Cultural landscape refer to areas that play an important part of the quality of people everywhere: in urban areas and in the countryside, in degraded areas as well as in areas of high quality, in areas recognized as being of outstanding beauty as well as everyday areas ²³ ". | |
| | | EH | (Round 2) Suggest "in the quality of people's lives" | | |
| | | CAUE | (Round 2) We should maybe add the notion of a landscape that was made by a human action. I think that the beauty of a landscape is less important than the creation of a landscape even if we can consider that today almost all landscapes were made by men (ex: marshes, historic gardens, vineyards...). A cultural landscape may be also a landscape which relates with an historic event (ex: battlefields, catastrophe...) or a landscape whose fame | Final proposal: "A cultural landscape is an enriched perspective on geographical landscapes, in which appear elements of cultural significance, such as built heritage, urban settings, marshes, historic gardens, vineyards, industrial sites, quarries, but also intangible elements , such as past events, legend, literary work and overall human actions | |

²³ CE, 2000. "The European Landscape Convention".

| | | | | | |
|---|--|--|--|--|-------|
| | | <p>COC</p> <p>(Round 2) A cultural landscape is a cone of vision, in which appear elements of cultural significance, such as built heritage, urban plan... this cultural significance may also raise the evocation of invisible elements, such as past events, legend, literary work... (Source : landscape professionals)</p> <p>Bergen Kommune</p> <p>(Round 2) I do not agree that the cultural landscape has to play an important part of the quality of people. I think that the cultural landscape is a landscape where people have influenced the physical character of the landscape either by building, planting or forming of the surface.</p> | <p>is due to its relation with a man (ex: the “Montagne Ste-Victoire” which is famous thanks to Paul Cézanne (a famous French painter who painted it several times or the “Site Corot”, a place where Corot liked painting). We can add landscapes where films were made, industrial sites, quarries.....</p> | <p>with cultural importance.</p> | |
| 6 | Host or local community (Round 2 only) | <p>LEMA</p> <p>(Round 2) Simply add "in one way or another" at the end.</p> <p>ITAM</p> <p>(Round 2) Yes, but should there be more emphasis on the host/local community as providing visitors with services – accommodation etc?</p> <p>Bergen Kommune</p> <p>(Round 2) I think the host or local community should be an administrative and not a geographical entity. I also have problems with the combination of “Continents and local community.”</p> | | <p>(Questionnaire 2) “Host community is a general concept that encompasses all of the people who inhabit a defined geographical entity, ranging from a continent, a country, a region, a town, village or historic site. Members of the host community have responsibilities that include governing the place and can be regarded as those who have or continue to define its particular cultural identity, lifestyle and diversity. They contribute to the conservation of its heritage and interact with visitors²⁴”</p> <p>REFERENCE FRAMEWORK DEFINITION: “Host community is a general concept that encompasses all of the people who inhabit a defined geographical entity, ranging from a country, a region, a town, village or historic site. Members of the host community have responsibilities that include governing the place and can be regarded as those who have or continue to define its particular cultural identity, lifestyle and diversity. They contribute to the conservation of its heritage and interact</p> | Close |

²⁴ Icomos, 2002 International Cultural Tourism Charter

| | | | | | |
|---|----------------------------|---------------------------|--|--|---|
| | | | | with visitors, providing them with services, accommodation and suitable means for better understanding their culture". | |
| 7 | Destination (Round 2 only) | LEMA ITAM EH COC | (Round 2) I think this is a rather abstract definition. (Round 2) This does not seem like a definition. A simpler description could be used? (Round 2) This definition is unclear. I suggest it should be simplified - less jargon and shorter sentences. (Round 2) A destination is an area, -large (like a whole country) or small (like a village or a resort)-, that attracts tourists. It therefore offers a certain number of services to the tourists, but its main feature is its specific identity: the tangible and intangible cultural and leisure attractions, and the way they interrelate with socio-cultural values and perceptions. | (Questionnaire 2) The important dimension of a destination is not so much the physical patterns or typologies of spatial development that can be identified, that is treating space as an abstract and neutral category, nor the list of attractions and facilities available to the tourist, but the way in which these spatial patterns and items interrelate with socio-cultural values and perceptions ²⁵ . Final proposal "A destination is a geographical place (country, village or resort), that attracts tourists. It therefore offers a certain number of services to the tourists, but its main feature is its specific identity: the tangible and intangible cultural and leisure attractions, and the way they interrelate with socio-cultural values and perceptions". | N |
| 8 | Sustainable urban tourism | FEEM | (Round 1) There is confusion between sustainable urban tourism (not really defined) and the means to obtain it. We should keep close to the approach of the European Commission ²⁶ , and base the definition on the mainstream definition of sustainable development: "Sustainable development is the development that meets the needs of the present without compromising the ability of future generations to meet their own needs ²⁷ " and identify the necessary characteristics of sustainable development: economic growth, social cohesion and environmental protection. | (Questionnaire 1) "Sustainable urban tourism refers to strategic urban decision and policy-making set around a desired local goal of integrated sustainability to which all forms of tourism aspire". Questionnaire 2 "Sustainable urban tourism refers to a tourism activity that can be maintained over the long term because it jointly results in positive and broadly accepted outcomes | N |

²⁵ MEETHAN K. (2001), *Tourism in Global Society: Place, Culture, Consumption*, Palgrave Macmillan.

²⁶ COM, 2001. Communication: "A Sustainable Europe for a Better World: A European Strategy for Sustainable Development", COM, 264 final.

²⁷ World Commission on Environment and Development, 1987

²⁸ ICOMOS, 1999: International Cultural Tourism Charter. Managing Tourism at Places of Heritage Significance.

²⁹ Icomos, 2002 International Cultural Tourism Charter

³⁰ WALL G. (1994), "Change, Impact and Opportunities: Turning Victims into Victors", Actes du groupe d'experts sur la Durabilité dans le tourisme et les loisirs, Département des études sur les loisirs, Université de Tilburg

³¹ CALVIÀ AGENDA LOCAL 21 (2001) „Observatorio sobre sostenibilidad y calidad de vida“. Ajuntament de Calvià.

| | | | | |
|--|--|--|---|--|
| | | <p>QUB (Round 1) It is not possible to use “integrated sustainability” to define sustainable tourism. “Sustainable” implies that the elements attracting tourism – contributing to the cultural heritage – will be promoted in a way which will allow economic benefits to be realized and local and wider community whilst at the same time protecting and conserving that very same heritage for benefits of future communities.</p> <p>ITAM (Round 1) There is a definition of sustainable tourism. Thus, sustainable urban tourism is “sustainable tourism that takes place in a built environment”.</p> <p><i>“Sustainable tourism should bring benefits to host communities and provide an important means and motivation for them to care for and maintain their heritage and cultural practices. The involvement and co-operation of local community representatives, conservationists, tourism operators, property owners, policy-makers, those preparing national development plans and site managers is necessary to achieve a sustainable tourism industry and enhance the protection of heritage resources for future generations²⁸”.</i></p> <p>The above definition is circular, and focuses on process and activity. The definition from ICOMOS mentions the outcomes on the environment, but should be adapted to avoid focusing on an area, when sustainability is a global issue.</p> <p>(Round 2) I agree with the definition quoted in the first report by ITAM</p> <p>LEMA (Round 1) “Sustainable tourism refers to a level of tourism activity that can be maintained over the long term because it results in a net benefit for the social, economic, natural and cultural environments of the area in which it takes place²⁹”.</p> <p>The acceptance by the local community is also usually considered as essential to reach sustainability, even if it is not a sufficient condition.</p> <p>“The tourist flows produce necessarily changes in the local community. The sustainability is strongly linked to the</p> | <p>in the social, economic, natural and cultural environments at local and wider community levels”.</p> <p>Final proposal “Sustainable urban tourism, takes place within the built environment setting of cities, towns and villages, and should bring benefits to host communities and provide an important means and motivation for them to care for and maintain their heritage and cultural practices. The involvement and co-operation of local community representatives, conservationists, tourism operators, property owners, policy-makers, those preparing national development plans and site managers is necessary to achieve a sustainable tourism industry and enhance the protection of heritage resources for future generations³².”</p> | |
|--|--|--|---|--|

³² ICOMOS, 1999: International Cultural Tourism Charter. Managing Tourism at Places of Heritage Significance.

| | | | | |
|---|-------------------|---|---|-------|
| | | <p>acceptability of these changes, and more precisely, to the notion of acceptable change. If the change is acceptable, the tourist development by which it is produced is considered as sustainable³⁰.</p> <p>Proposal: <i>“Urban sustainable tourism refers to a tourism activity that can be maintained over the long term because it jointly results in positive and broadly accepted outcomes in the social, economic, natural and cultural environments”</i></p> <p>(Round 2) This fits more the definition of sustainable tourism than sustainable urban tourism. The urban side of it is not taken into account.</p> <p>(Round 1) We need to explain more: sustainable urban tourism is a tourism which positive aspects are increased, and negative ones minimized, and that benefit to the population, and the economic resources.</p> <p>(Round 1) Local needs do not need to be sustainable. Local goals can be short term economic development, rather than sustainability. Sustainability refers to the carrying capacity of an urban area.</p> <p>(Round 1) <i>“Sustainable urban tourism refers to an integrated approach that incorporates the economic, socio-cultural and ecological variables by means of the integration and participation of all (public and private) actors and the utilization of territorial planning instruments in the aim of favouring, preserving and improving the environment and citizens’ quality of life³¹”.</i></p> <p>EH Suggest change 'accepted' to 'acceptable'.</p> | | |
| 9 | Impact Assessment | <p>ITAM</p> <p>(Round 1) It should also take into account the possibility of expected changes or scenarios.</p> <p>(Round 2) I agree with ITAM – expected changes or scenarios should be built in.</p> <p>LEMA</p> <p>(Round 2) It is not just environmental preservation and justice issues, it is also respect of diversity.</p> | <p>(Questionnaire 1)</p> <p>“Impact assessment is the process of identifying the future consequences of a current, expected or proposed action, while understanding local and regional settings, dealing with the key elements of the human environment, using appropriate methods and assumptions, providing quality information for decision making, ensuring that environmental preservation and</p> | Close |

| | | | | | |
|----|---------------------------|--|--|---|-------|
| | | COC | <p>(Round 2) It is far too heavy to apply and it seems to bear a contradiction: on one hand it says that it “identifies the future consequence of an action” but later it says that “the environmental preservation and justice issues are addressed”, which may not be concerned in the action at stake!</p> <p>Personal definition, borrowing from the beginning of yours: “Impact assessment is the process of identifying the future consequences of a current, expected or proposed action, on an identified area and/or population”.</p> | <p>justice issues are addressed; and establishing mechanisms for evaluation/monitoring and mitigation³³”.</p> <p>(Questionnaire 2) Impact assessment is the process of identifying the future consequences of a current, expected or proposed action, while understanding local and regional settings, dealing with the key elements of the human environment, using appropriate methods and assumptions, providing quality information for decision making, ensuring that environmental preservation and justice issues are addressed; and establishing mechanisms for evaluation/monitoring and mitigation.</p> <p>REFERENCE FRAMEWORK DEFINITION “Impact assessment is the process of identifying the future consequences of a current, expected or proposed action on an identified area and/or population and forecasting future scenarios for the decision makers”.</p> | |
| 10 | Tourism Impact Assessment | <p>FEEM</p> <p>QUB</p> <p>ITAM</p> <p>LEMA</p> | <p>(Round 1) Not clear why to mention the developing world here.</p> <p>(Round 1) No need for a reference to the developing world. Would prefer the phrase: “supporting the aim of a sustainable tourism industry”</p> <p>(Round 1) This is not a definition</p> <p>(Round 2) Should this definition to be widened to include impact on built heritage and cultural landscape?</p> <p>(Round 1) The sentence is not really a definition</p> <p><i>“Tourism Impact Assessment consists in evaluating the significant impacts that Tourism development is likely to produce upon urban built heritage, urban cultural practices and representations, and urban economies, prior any consent is given for implementing this tourism development. It also means to monitor the actual impacts of tourism</i></p> | <p>(Questionnaire 1) “Tourism Impact Assessment (TIA) offers a pragmatic way to aid decision-makers, project developers, and affected communities, thereby moving the tourism industry in the developing world towards sustainability³⁵”</p> <p>(Questionnaire 2) Tourism Impact Assessment consists in evaluating the significant impacts that tourism development is likely to produce upon urban built heritage, urban cultural practices and representations, and urban economies, prior any consent is given for implementing this tourism development. It also means to monitor the actual impacts of tourism development during and after implementation, evaluate the monitored data and undertaking of remedial action where necessary. Finally, it requires the participation of all concerned actors in all</p> | Close |

³³ IAIA (2003), *Principles and guidelines for social impact assessment*, «Impact Assessment and Project Appraisal», volume 21, number 3, pp 231–250.

| | | | | |
|----|-------------------------|---|---|---|
| | | <p>development during and after implementation, evaluation of the monitored data and undertaking of remedial action where necessary"³⁴.</p> <p>UAM (Round 1) "Tourism Impact Assessment is the application of Impact Assessment practices to the area of tourism, in order to constitute a pragmatic way to aid decision-makers, project developers, and affected communities, thereby moving the tourism industry in the developing world towards sustainability".</p> <p>ITAS (Round 2) The definition focuses too much on urban tourism and should therefore be more general. Proposed definition: "Tourism Impact Assessment consists in evaluating the significant impacts that tourism development is likely to produce upon the economy, society, culture and overall quality of life of a given destination, prior any consent is given for implementing this tourism development. It also implies monitoring the impacts of tourism development during and after implementation, evaluating the monitored data and undertaking remedial action where necessary. It requires the participation of all concerned actors in all phases and stages of implementation".</p> <p>EH (Round 2) Suggest 'prior to any consent being given' ...upon urban quality of life, upon urban built heritage....</p> <p>CAUE (Round 2) Why urban ? It is not in the title of <tourism impact assessment>!</p> <p>COC The last sentence ("Finally, it requires..."), implies again a very heavy task, a discouraging task! I would take away the last sentence, especially if we mean to give recommendations on governance!</p> | <p>phases and stages of implementation.</p> <p>REFERENCE FRAMEWORK DEFINITION "Tourism Impact Assessment consists of evaluating the significant impacts that tourism development is likely to produce upon the economy, society, culture and overall quality of life of a given destination, prior to any consent being given for implementing this tourism development. It also implies monitoring the impacts of tourism development during and after implementation, evaluating the monitored data and undertaking remedial action where necessary".</p> | |
| 11 | Destination development | <p>LEMA (Round 1) Does this mean that destination development is by definition sustainable? What does the term destination mean? This term is not very much talking to us.</p> <p>(Round 2) There is a value judgement that according to me does not fit here. I do not see any reason why destination development would in itself be sustainable. It is more the ways in which the</p> | <p>(Questionnaire 1) "Destination development is a process of sustainable development based on business principles. It uses a partnership approach to guide incremental steps towards the development of the following assets in a given location: attraction, access, amenities, accommodation and activities, while respecting the sustainable</p> | N |

³⁴ inspired from EIA/SEA Directives

³⁵ TROUSDALE, W. 1995. "Appropriate tourism impact assessment" Vancouver: AICP, MCIP.

| | | | | | |
|----|------------------------|---------------------------|---|--|-------|
| | | <p>ITAM</p> <p>Bergen</p> | <p>destination is developed that can lead to sustainability rather than the fact that destination is developed. The definition suggests that destination development will always respect sustainability principles while this has clearly not always been the case.</p> <p>(Round 2) First of all, what is the definition of destination? This does not appear to be a definition, saying what it does, rather than what is. Are we assuming it is sustainable?</p> <p>(Round 2) I very much disagree. Destination development is used for all type of development. And does not have to be sustainable. (Very often it is not) One should use sustainable destination development even if it is a long expression.</p> | <p>development principles: cultural and environmental respect, economic development, social return and community values in terms of lifestyle, demography and identity³⁶".</p> <p>(Questionnaire 2) "Destination development is a process of sustainable development based on business principles. It uses a partnership approach to guide incremental steps towards the development of the following assets in a given location: attraction, access, amenities, accommodation and activities, while respecting the sustainable development principles: cultural and environmental respect, economic development, social return and community values in terms of lifestyle, demography and identity³⁷".</p> <p>Final proposal: "Destination development is a process that uses a partnership approach to guide incremental steps towards the development of the following assets in a given location: attraction, access, amenities, accommodation and activities".</p> | |
| 12 | Destination Management | <p>QUB</p> <p>LEMA</p> | <p>(Round 1) "Destination management approach" should not be used to define "destination management". Suggestion: "through the implementation of a planned approach through policies, programmes and partnerships".</p> <p>(Round 1) The sentence does not explain what destination management but rather what it responds to. Is it synonymous from "city promotion" or "communication strategy"? Or is it rather a work on attractions?</p> | <p>(Questionnaire 1) "Destination management is the response to the increasing globalization of the tourist markets and the development of new destinations on the tourist scene that have led to an intensification of competition and thus to a lack of competitive advantage retained by traditional destinations. The only way to face these new challenges successfully is through the implementation of an effective destination management approach³⁹".</p> | Close |

³⁶ CENTRE FOR REGIONAL TOURSIM RESEARCH (2003), *Australian Regional Tourism Convention*, Hobart, TAS, 3rd-6th September 2003.

³⁷ CENTRE FOR REGIONAL TOURSIM RESEARCH (2003), *Australian Regional Tourism Convention*, Hobart, TAS, 3rd-6th September 2003.

³⁸ Donald Anderson, in JAFARI, Jafar et al., "Enciclopedia del Turismo", Editorial Síntesis S.A., Madrid, 2002 (a translation of "Encyclopedia of Tourism", Routledge, 2000)

³⁹ WTO, 2004, available from <http://www.world-tourism.org> (accessed 26/08/04).

| | | | | | |
|----|-----------------------------|------|--|---|---|
| | | UAM | (Round 1) <i>“Destination management is the integrated procedure adopted to manage any of the three kinds of tourist destination (urban, tourist resorts and rural destinations). It deals with four key-elements: the destination offer (the visitor’s experience, the image of the destination and its appeal); the mix of different visitors (visitor studies); the marketing communications (knowledge and promotion) and the organizational responsibility (leadership and partnership). This procedure is almost in every case carried out via the tourism office of a federal state, autonomic regions or provinces and /or a tourism management organization at national scale³⁸”</i> | (Questionnaire 2) “Destination management is the integrated procedure adopted to manage tourist destinations. It deals with four key-elements: the destination offer (the visitor’s experience, the image of the destination and its appeal); the mix of different visitors (visitor studies); the marketing communications (knowledge and promotion) and the organizational responsibility (planning, policies, programmes, partnerships and leadership), articulated at various scales (tourism offices/local authorities/metropolitan organisations/ regional organisations/federal state, autonomous regions or provinces/national authorities). REFERENCE FRAMEWORK DEFINITION: “Destination management is the integrated procedure adopted to manage tourist destinations, through the implementation of a planned approach incorporating policies, programmes and partnerships”. | |
| | | ITAM | (Round 2) Agree with QUB: “Destination management approach” should not be used to define “destination management”. Suggestion: “through the implementation of a planned approach through policies, programmes and partnerships”. | | |
| 13 | Integrated urban Management | FEEM | (Round 1) There is confusion between the means and the ends of integrated urban management. “Relationships and collaborative actions” are the means to reach the end, which have not been defined. “Integrated” should refer to the fact that the process takes into account all impacts of cultural tourism (social, cultural, environmental and economic) ⁴⁰ . This is not a definition taking much into account economics; there should be a reference about mutual benefits. | (Questionnaire 1) “Integrated urban management may be conceived as relationships and collaborative actions between urban actors to foster democracy and overall societal and community prosperity in an urban context ⁴³ ”. (Questionnaire 2) Integrated urban management refers to an inclusive process of city administration that considers all impacts of urban development: economic prosperity and justice, social welfare, urban environmental quality and cultural conservation, in view of fostering democracy and community quality of life. Integrated urban management may be implemented through comprehensive decision and policy-making. | Y |
| | | COC | (Round 1) The definition is too vague. The environmental aspects of urban management do not appear in this definition, which mainly focuses on processes. Besides collaboration between actors, it also means integration of various sectoral concerns. | | |
| | | LEMA | (Round 1) Proposal: No alternative proposal at the moment, but maybe at the second round. (Round 2) Integrated urban management refers to an inclusive | REFERENCE FRAMEWORK DEFINITION: “Integrated urban management refers to an inclusive process of city administration that considers all impacts | |

⁴⁰ COM, 2001. Communication: “A Sustainable Europe for a Better World: A European Strategy for Sustainable Development”, COM, 264 final; World Commission on Environment and Development, 1987.

| | | | | | |
|----|--------------------------|------------------------------------|---|--|---|
| | | EH | <p>process of city administration that considers all impacts of urban development <u>such as</u> economic prosperity and justice, social welfare, urban environmental quality and cultural conservation⁴¹, in view of fostering democracy and community quality of life⁴². Integrated urban management may be implemented through comprehensive decision and policy-making.</p> <p>Suggest 'with a view to fostering'</p> | <p>of urban development such as economic prosperity and justice, social welfare, urban environmental quality and cultural conservation⁴⁴, with a view to fostering democracy and community quality of life⁴⁵. Integrated urban management may be implemented through comprehensive decision and policy-making".</p> | |
| 14 | Urban tourism Management | <p>QUB</p> <p>ITAM</p> <p>LEMA</p> | <p>(Round 1) There should be a reference to "protecting and conserving" the attraction itself.</p> <p>(Round 1) Not satisfied with "maximizing benefits of urban tourism development", which should not be the goal of urban tourism management. Urban tourism management is a process that should be related to sustainability.</p> <p>(Round 2) Include protection of monument itself. Not satisfied with "maximizing benefits of urban tourism development", which should not be the goal of urban tourism management.</p> <p>(Round 1) This definition focuses on the sole positive effects of tourism. <i>"Urban tourism management refers to a long-term follow-up of the positive and negative effects of urban tourism on the town (including urban environment, social fabric and economy), which means continuous cycles of monitoring, evaluation and remedial action".</i></p> | <p>(Questionnaire 1) "Urban tourism management is concerned with maximizing the benefits of urban tourism development, in terms of winning economic growth, regenerating core areas, enhancing quality of life and community governance, through adequate planning techniques and inclusive decision-making⁴⁶".</p> <p>(Questionnaire 2) Urban tourism management refers to a long-term follow-up of the positive and negative effects of urban tourism on the following urban assets: urban environment, social fabric, urban economy and cultural attractions. It is concerned with maximizing the benefits of urban tourism development and minimizing adverse impacts in view of citizens' quality of life and sustainable development, through adequate planning techniques and inclusive decision-making.</p> | N |

⁴¹ COM (2001), *Communication: "A Sustainable Europe for a Better World: A European Strategy for Sustainable Development"*, COM, 264 final; World Commission on Environment and Development (1987).

⁴² EC (2000), *Towards quality urban tourism. Integrated management (IQM) of urban tourism destinations*, European Commission, Enterprise Directorate-General, Tourism Unit, Brussels.

⁴³ EC, 2000. "Towards quality urban tourism. Integrated management (IQM) of urban tourism destinations". European Commission, Enterprise Directorate-General, Tourism Unit, Brussels.

⁴⁴ COM (2001), *Communication: "A Sustainable Europe for a Better World: A European Strategy for Sustainable Development"*, COM, 264 final; World Commission on Environment and Development (1987).

⁴⁵ EC (2000), *Towards quality urban tourism. Integrated management (IQM) of urban tourism destinations*, European Commission, Enterprise Directorate-General, Tourism Unit, Brussels.

⁴⁶ From CHAKRABARTY, B. K., 2001. "Urban Management Concepts, Principles, Techniques and Education". *Cities* 18 (5), pp. 331-345 and LAW, C.M., 1994. "Urban Tourism". In *Tourism, Leisure and Recreation Series*, Gareth Shaw and Allan Williams Series Editors, London

| | | | | | |
|--|--|----|--|---|--|
| | | EH | <p>(Inspired from literature on follow-up, post-monitoring and evaluation).</p> <p>(Round 2) Not sure the second part is always true. Besides, I find it too restrictive. It is not always concerned just with quality of life and sustainable development. But also with financial benefits, impacts in term of image, attracting more visitors, sometimes even to the detriment of these sustainable principles.</p> <p>Suggest : replace 'in view of citizens' with 'regarding citizens'.</p> | <p>Final proposal: “Urban tourism management refers to the long-term follow-up of the positive and negative effects of urban tourism on the following urban assets: urban environment, social fabric, urban economy, cultural attractions and protection of monuments”.</p> | |
|--|--|----|--|---|--|

Table 4: Delphi Round 1: Results/Urban governance

| Q | Terms | Contributor | Comments | Evolution of definitions | Consensus Y/N |
|----|----------------------------------|--|---|---|---------------|
| 15 | Urban governance | - | - | REFERENCE FRAMEWORK DEFINITION: “The concept of urban governance refers to the collaborative process which allows the mobilization and cooperation of a great number of urban actors in order to mould the necessary political and operational consensus to affect directly the every day life of all members of an urban community ⁴⁷ ”. | Y |
| 16 | Local Authorities (Round 2 only) | <p>QUB</p> <p>LEMA</p> <p>ITAM</p> <p>EH</p> <p>CAUE</p> <p>Bergen Kommune</p> | <p>(Round 2) By Local Authority I understand the whole level of local government to be included. Local authority includes not just the administrative unit but the whole of the Council body – the elected members and the officials.</p> <p>(Round 2) There are two definitions here, one of local authorities, one of urban government.</p> <p>(Round 2) I would say that local authorities can be ‘policy-makers, administrators and public managers who manage the city affairs’. A local government unit (local authority) can range from a small rural municipality (e.g. in France) to a large city authority, such as the now defunct Greater London Council.</p> <p>(Round 2) In England urban governance is not a larger concept.</p> <p>(Round 2) We should maybe add that there are different levels of local authorities. A local authority can be the administrative unit of a city or an administrative territory such as an “intercommunale” (Belgium), or a “communauté de communes” or “communauté d’agglomération” (France).</p> <p>(Round 2) I do not agree that local authorities refer only to the administrative unit. In a country you usually have 3 levels of authorities; local, regional and national. Local authorities are the lowest level of government and is usually used for all municipalities. Urban government is used when the municipality is a town or city, and is not used in connection with rural municipalities.</p> | <p>(Questionnaire 2) Local authorities refer to the administrative unit of local government. Urban government is a larger concept which includes policy-makers, administrators and public managers who manage the city affairs.</p> <p>REFERENCE FRAMEWORK DEFINITION: “Local authorities are the policy-makers, administrators and public managers responsible for local governance at a scale ranging from a small rural municipality, to a large metropolitan authority. The term includes both elected representatives and officials.</p> | Close |

⁴⁷ PASKALEVA-SHAPIRA, K., 2003. “EU SUT-Governance project”, Final Report.

| | | | | | |
|----|-----------------------------|---|--|---|-------|
| 13 | Partnership | <p>QUB</p> <p>LEMA</p> | <p>(Round 1) There should be a reference to the fact that a "partnership" implies equality.</p> <p>(Round 2) Not sure what "define resource" means. The definition is too abstract to make sense.</p> | <p>(Questionnaire 1) "A partnership refers to a process of sustained collaboration, in which distinct organisations (partners, such as public authorities, civil society organizations and the private sector) come together to define, resource and achieve a shared vision. Partnerships are considered a cornerstone of delivery of 'governance' and innovative tools of policy and action because they can account for both (1) the activity and its resolutions and (2) the implications on the broader community development⁴⁸"</p> <p>REFERENCE FRAMEWORK DEFINITION: A partnership refers to a process of sustained collaboration, in which distinct organisations (partners, such as public authorities, civil society organizations and the private sector) come together and have equal opportunity to define resource and achieve a shared vision. Partnerships are considered a cornerstone of delivery of 'governance' and innovative tools of policy and action because they can account for both (1) the activity and its resolutions and (2) the implications on the broader community development</p> | Y |
| 14 | Public-Private partnerships | <p>FEEM</p> <p>QUB</p> <p>ITAM</p> <p>COC</p> <p>LEMA</p> | <p>(Round 1) This is more an example than a proper definition.</p> <p>(Round 1) The definition is too broad. It cannot be generally viewed as the best – it depends on many different factors, e.g. how they are set up. The word effective could be replaced by "desirable".</p> <p>(Round 1) This is not a definition but a statement that might not always be true.</p> <p>(Round 1) A public-private partnership is efficient as far as economics and mainly business projects are concerned.</p> <p>(Round 1) The above sentence is not a definition but a value judgement on public-private partnerships; "PPPs" is often used to designate Plans, Programmes and Policies in the EIA domain</p> | <p>(Questionnaire 1) "Among different forms, public-private partnerships are generally viewed as most effective means to attain a maximum representation and benefits for all citizens of the community⁴⁹".</p> <p>REFERENCE FRAMEWORK DEFINITION "Public-private partnerships are all forms of investments in which both public and private actors are involved".</p> | Close |

⁴⁸ From: SUT-Governance Project Report 1: <http://sut.itas.fzk.de>

⁴⁹ From: SUT-Governance Project Report 1: <http://sut.itas.fzk.de>

| | | | | | |
|----|--|------------------------|--|---|---|
| | | Bergen Kommune ITAM | (=> careful!) Proposal: "Public-private partnerships are all forms of investments in which both public and private actors are involved". (no reference!) (Round 2) Investments make the definition sound very economical, as if it was the only type of partnership possible. Activities maybe? (Round 1) In some cases, PPPs can have other goals. These can be economic gain for some people or groups of people. (Round 2) This definition should also mention general aims and objectives of such a project. | | |
| 15 | Multi-stakeholder cooperation (Round 1 only) | ITAM LEMA | (Round 1) Should also refer to desirable goals. (Round 1) Why "especially in business"? ; According to us, when a multi-stakeholder cooperation takes places, it is due to the fact that groups or individuals have divergent interests or concerns, rather than common ones. Proposal: "Multi-stakeholder cooperation takes place when many groups or individuals with divergent interest or concern work together towards the most acceptable solution". (no reference). | (Questionnaire 1) "Multi-stakeholder cooperation takes place when many groups or individuals with a common interest or concern (especially in business) work together towards common desirable solutions ⁵⁰ ". REFERENCE FRAMEWORK DEFINITION: Multi-stakeholder cooperation takes place when many groups or individuals with divergent interests work together towards the most acceptable or desirable goals and solutions in view of wider community benefits". | Y |
| 16 | Coalition | LEMA | (Round 2) "Mutual self interest" seems a bit like a contradiction to me, I would suppress that part; I would also add "to" after according. | (Questionnaire 1) "A coalition refers to a collaborative process between partners based on mutual self- interest and deep commitment to shared objectives. A coalition can be tightly (when it relies on a prescribed system of rules or some form of legal intervention) or loosely (informally) assembled, according its context and purposes ⁵¹ ". | Y |

⁵⁰ From: The New Oxford Dictionary of English; Judy Pearsall; Oxford University Press 1998

⁵¹ From: PALMER, A. 1998. "Evaluating the governance style of marketing groups" *Annals of Tourism Research* 25 (1) pp. 185-2001.

| | | | | | |
|----|-----------|------------------|--|---|-------|
| | | | | <p>REFERENCE FRAMEWORK DEFINITION: “A coalition refers to a collaborative process between partners based on mutual interest and deep commitment to shared objectives. A coalition can be tightly (when it relies on a prescribed system of rules or some form of legal intervention) or loosely (informally) assembled, according to its context and purposes⁵²”.</p> | |
| 17 | Incentive | FEEM LEMA | <p>(Round 1) Incentive also has a more general meaning: the motivation to take a particular decision.</p> <p>(Round 2) Incentives are not always tools, are there? Desirable goal, yes but desired by whom?</p> | <p>(Questionnaire 1) “Incentives are tools that encourage actors to act a certain way. Financial incentives refer to some form of material reward – especially money – in exchange for acting in a particular way. Moral incentives can be used when particular choices are widely regarded as the ‘right things to do’ or as failures by the community. Coercive incentives refer to law enforcement and punishment tools in order to lead actors to the desirable goal⁵³”</p> <p>REFERENCE FRAMEWORK DEFINITION: In the context of policy-making, incentives are tools that encourage actors to act a certain way. Financial incentives refer to some form of material reward in exchange for acting in a particular way. Moral incentives can be used when particular choices are widely regarded as the ‘right things to do’ or as failures by the community. Coercive incentives refer to law enforcement and punishment tools in order to lead actors to the desirable goal.</p> | Close |
| 18 | Indicator | FEEM ITAM | <p>(Round 1) Prefer the OECD definition⁵⁴: “a parameter or a value derived from a parameter that gives information with regard to a particular phenomenon”. An indicator is a synthetic measure which, through its informative content, permits to evaluate a complex phenomenon, characterized by a large amount of data, and to make comparisons between different phenomena”.</p> <p>(Round 1) The first definition refers specifically to socio-economic indicators, so this should be added. It is not a general definition.</p> | <p>(Questionnaire 1) “An indicator allows the measurement of an objective to achieve a resource mobilised or an output accomplished. The information provided by an indicator is of quantitative or qualitative nature”⁵⁷</p> <p>(Questionnaire 2) An indicator is a synthetic measure which, through its informative content, allows decision-makers to evaluate</p> | Close |

⁵² PALMER A. (1998), *Evaluating the governance style of marketing groups*, «Annals of Tourism Research», 25 (1), pp. 185-2001.

⁵³ From Wikipedia, <http://www.webster-dictionary.org/definition/incentive>, (accessed 26/08/04).

⁵⁴ OECD, 1993. Core Set of Indicators for Environmental Performance review. Environment Monograph, N. 83, Paris.

| | | | | | |
|----|---|------|--|---|----------|
| | | CAUE | (Round 2) Prefer the OECD definition ⁵⁵ : “a parameter or a value derived from a parameter that gives information with regard to a particular phenomenon”. | and compare complex environmental and socio-economic data. In a policy context, it allows measurement of both quantitative and qualitative objectives. Always subjective in nature, indicators must be based on strong scientific basis. | |
| | | LEMA | (Round 1) It should be précised (see reference ⁵⁶): “First, an indicator is a variable that can be declined in certain values (statistics) or states (qualitative), according to circumstances. These values and states can be measured or directly observed. Second, an indicator provides a meaning that goes beyond its numerical value, which allows summarizing and simplifying complex information. Third, the interpretation of indicators is always subjective. To minimize this, a solid scientific basis is critical to their elaboration”. | REFERENCE FRAMEWORK DEFINITION: “An indicator is a parameter or a value derived from a parameter that gives information with regard to a particular phenomenon ⁵⁸ . It allows decision-makers to evaluate and compare complex environmental and socio-economic data. In a policy context, it allows measurement of quantitative or qualitative objectives ⁵⁹ .” | |
| | | COC | (Round 2) I would stop after "data" after this, the definition becomes judgemental. I am not sure it always allow measurement of quality and quantity at the same time and the last sentence seems contradictory to me. If it is subjective by nature, why is there a point to check it on a scientific basis. | | |
| 19 | Consensus decision-making (Consensus after round 1) | - | - | REFERENCE FRAMEWORK DEFINITION “Consensus decision-making is a decision process that not only seeks the agreement of a majority of participants, but also to resolve or mitigate the objections of the minority to achieve the most agreeable decision ⁶⁰ ”. | Y |

⁵⁵ OECD, 1993. Core Set of Indicators for Environmental Performance review. Environment Monograph, N. 83, Paris.

⁵⁶ Chaspoul, Claudine (2000) *Un Monde Merveilleux*. Tourisme Durable, Cahiers Espaces 67, Editions Touristiques Européennes, Paris, Novembre 2000

⁵⁷ From: EC Structural Funds, “Evaluating Socio-Economic Programmes” European Commission, 1999.

⁵⁸ OECD, 1993. Core Set of Indicators for Environmental Performance review. Environment Monograph, N. 83, Paris.

⁵⁹ EC Structural Funds (1999), *Evaluating Socio-Economic Programmes*, European Commission.

⁶⁰ From Wikipedia, <http://www.webster-dictionary.org/definition/> (accessed 26/08/04)

| | | | | | |
|----|--|------------------|--|---|---|
| 20 | Governance flexibility (Round 2 only) | QUB LEMA | (Round 2) Comment – perhaps could include reference to the fact that it implies responsiveness. Flexibility implies being responsive to change. (Round 2) I think the definition speaks more of what allows flexibility than of what is flexibility. | (Questionnaire 1) “The flexibility of governance refers to various mechanisms for achieving desired policy outcomes, in particular regular reviews, reassessments and adjustments to new realities and demands ⁶¹ ”. REFERENCE FRAMEWORK DEFINITION “The flexibility of governance refers to various mechanisms for achieving desired policy outcomes, in particular: regular reviews; reassessments and adjustments to new realities and demands ⁶² ”. | Y |
| 21 | Monitoring (Round 1 only) | ITAM LEMA | (Round 1) “According to the plan” should be taken off, for a more general definition. (Round 1) This definition is too much oriented towards goal achievement. Monitoring programmes can also be set up as “early warning systems” (to detect unexpected adverse impacts before irreversible damage occurs). Comparison of the recorded data with a target value is already out of the scope of “monitoring”, it is already a form of “evaluation” or “audit”. “Follow-up” means continuous cycles of “monitoring”, “evaluation” and “remedial action”. Proposal: “Monitoring involves the measuring and recording of relevant variables (bio-physical and socio-economic) associated with development impacts (e.g. traffic flows, air quality, noise, employment levels). The activity seeks to provide information on the characteristics and functioning of variables in time and space, and in particular on the occurrence and magnitude of impacts ⁶³ ” | (Questionnaire 1) “Monitoring consists in regularly examining a process or implementation of an activity, seeking to establish the extent to which actions and targeted and outputs are proceeded according to the plan ⁶⁴ ”. REFERENCE FRAMEWORK DEFINITION “Monitoring involves the measuring and recording of relevant variables (bio-physical and socio-economic) associated with development impacts (e.g. traffic flows, air quality, noise, employment levels). The activity seeks to provide information on the characteristics and function of variables in time and space, and in particular on the occurrence and magnitude of impacts”. | Y |
| 22 | Evaluation | ITAM LEMA | (Round 1) The second sentence limits the general definition and calls for explanation. (Round 2) I would use "according to" instead of "in terms of), are proceeded? Does this make sense to native speakers? | (Questionnaire 1) An evaluation is the action of judging something (a scenario, a policy, a strategy, a futures project, etc.) in terms of selected criteria (feasibility, desirability, equity, cost-effectiveness, etc.) or comparing two or more items | Y |

⁶¹ From Paskaleva, K. 2004. PICTURE Survey: Urban governance of cultural tourism in Europe.

⁶² PASKALEVA K. (2004), *PICTURE Survey: Urban governance of cultural tourism in Europe*.

⁶³ GLASSON J. (1994), “Life after the decision: the importance of monitoring in EIA”, *Built Environment* 20 (4), pp 309-320.

⁶⁴ From: http://www.who.int/water_sanitation_health/wss/Monitoring2.html

| | | | | | |
|--|--|--|--|---|--|
| | | | | <p>in terms of such criteria. It is also an investigation as systematic and objective as possible of preparation, implementation and outputs of an on-going or completed project or programme⁶⁵.</p> <p>REFERENCE FRAMEWORK DEFINITION: An evaluation is the action of judging an activity in terms of selected criteria (feasibility, desirability, equity, cost-effectiveness, etc.) or comparing two or more items in terms of such criteria. From a policy perspective, it refers to regularly examining the implementation of a policy item (scenario, strategy, plan or project), seeking to establish the extent to which actions and targeted outputs are proceeding according to the original objectives.</p> | |
|--|--|--|--|---|--|

⁶⁵ From: <http://glossary.eea.eu.int/EEAGlossary/E/evaluation>

8. Key comments

8.1 Commonalities between the partners during the Delphi process

- Most of the partners provided useful and complimentary insights in relation to the definitions linked to cultural tourism. Many underlined the importance of identifying and distinguishing cultural tourism elements from intangible assets, as well as from the issues surrounding tourism management.
- Many partners proposed that the International Tourism Charter from Icomos should, where appropriate, serve as a basis for the PICTURE definitions.
- A large number of comments insisted on the need to differentiate “methods” from “outcomes” while drafting the final definitions and to avoid examples and judgments.
- Many partners indicated the importance of emphasising some definitions in the context of policy-making in order to focus specific statements towards the purpose of the project.
- Most partners were satisfied with the original list of themes and terms, and few provided additional suggestions to be included in the second phase of the Delphi study.

8.2 Differences and challenges

- The definitions of “cultural tourism”, “urban cultural tourism”, “cultural heritage”, “built heritage” and “sustainable urban tourism” proved the most complex to elaborate. This is easy to explain, given the multidimensional nature of these concepts. Integrating the partners’ comments resulted in rather long definitions that had to be shortened, often according to the ‘lowest common denominator’ principle.
- Some definitions generated somewhat contradictory comments from the partners. This was notably the case for “sustainable tourism” and “public-private partnerships”. In such cases, the most general definitions were chosen.
- There were also some major differences in opinion in the formulation of some of the concepts. Maximum effort was made in tracking such disparities.

9. Conclusions

The length and practicality of the evolving definitions emerged as an area of concern during this exercise. However it is argued that these concerns relate to all types of consensus-building operations: they take time but in order to be inclusive, resolve conflict and achieve agreement, this inevitably may result in over complex or oversimplified concepts based upon the lowest common denominator. This is the reason why this PICTURE reference framework is not intended to replace existing operational definitions provided by other professional associations. Instead, it aims to encourage urban cultural tourism decision-makers and stakeholders to acknowledge the complex nature of cultural tourism, and to be aware that in choosing narrow definitions potentially this may restrict the scope of cultural tourism policies and strategies. Motivations behind tourism development (as expressed by cities) and evaluation of tourism's 'sustainability' by researchers and experts differ greatly in the criteria used. In providing a common ground for thought and action, this PICTURE reference framework contributes to integrated practical and theoretical knowledge on tourism. It encourages urban decision-makers to recognize the variety of cultural tourism impacts, and to address the challenge posed by governance in this context.

10. PICTURE Reference Framework⁶⁶

- ❖ **Built heritage** is the most common manifestation of cultural tangible heritage. It consists not only of buildings but also structures of architectural, engineering or historical significance, notably archaeological sites and objects, open spaces, gardens and parks, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural, social or historical significance.
- ❖ **Coalition** refers to a collaborative process between partners based upon mutual interest and commitment to shared objectives. A coalition can be tightly formed (when it relies on a prescribed system of rules or some form of legal intervention) or loosely (informally) assembled, according to its context and purposes.
- ❖ **Consensus decision-making** is a decision process that not only seeks the agreement of a majority of participants, but also to resolve or mitigate the objections of the minority to achieve the most agreeable decision.

⁶⁶ Please note that the PICTURE Reference Framework Definitions have been edited by a native English speaking researcher.

- ❖ **Cultural heritage** has both tangible and intangible components. Tangible cultural heritage refers to the built heritage, cultural landscapes and all man-made elements with cultural significance. Intangible cultural heritage refers to the practices, representations, expressions, memories, attachments, values and beliefs, as well as the knowledge and skills, that communities, groups and, in some cases, individuals, recognise as part of their cultural heritage. This is sometimes called living cultural heritage, and is manifested in oral traditions and expressions, performing arts; social practices, rituals and festive events.
- ❖ **Destination management** is the integrated procedure adopted to manage a tourist region, city, town or other attraction, through the implementation of a planned approach incorporating policies, programmes and partnerships.
- ❖ **Evaluation** is the action of judging an activity in terms of selected criteria (feasibility, desirability, equity, cost-effectiveness, etc.) or comparing two or more items in terms of such criteria. From a policy perspective, it refers to regularly examining the implementation of a policy item (scenario, strategy, plan or project) and seeking to establish the extent to which actions and targeted outputs are proceeding according to the original objectives.
- ❖ **Governance flexibility** refers to various mechanisms for achieving desired policy outcomes, in particular conducting of regular reviews, reassessments and adjustments to new realities and demands.
- ❖ **Host community** is a general concept that encompasses all of the people who inhabit a defined geographical entity, ranging from a country, a region, a town, village or historic site. Members of the host community have responsibilities that include governing the place and can be regarded as those people who have defined or continue to define its particular cultural identity, lifestyle and diversity. They contribute to the conservation of its heritage and interact with visitors, providing them with services, accommodation and suitable means for better understanding their culture.
- ❖ **Impact assessment** is the process of identifying the future consequences of a current, expected or proposed action on an identified area and/or population and forecasting future scenarios for the decision makers.
- ❖ **Incentives**, in the context of policy-making, are tools that encourage actors to act a certain way. Financial incentives refer to some form of material reward in exchange for choosing a particular course of action, whereas moral incentives can be used when particular choices are widely regarded as the 'right thing to do' or as failures by the community. Coercive incentives refer to law enforcement and punitive tools in order to lead actors to the desirable goal.

- ❖ **Indicators** are parameters or values derived from measurements that provide information with regard to a particular phenomenon. They allow decision-makers to evaluate and compare complex environmental and socio-economic data. In a policy context, they enable measurement of quantitative or qualitative objectives.
- ❖ **Integrated urban management** refers to an inclusive process of city administration that considers all potential impacts of development such as economic prosperity and justice, social welfare, environmental quality and cultural conservation, with a view to encouraging democracy and improving quality of life. Integrated urban management may be implemented through comprehensive decision and policy-making.
- ❖ **Local authorities** are the policy-makers, administrators and public managers responsible for local governance at an administrative scale ranging from a small rural municipality, to a large metropolitan authority. The term includes both elected representatives and officials.
- ❖ **Monitoring** involves the measuring and recording of relevant variables (bio-physical and socio-economic) associated with development impacts (e.g. traffic flows, air quality, noise, employment levels). The activity seeks to provide information on the characteristics and functions of variables in time and space, and in particular on the occurrence and magnitude of impacts.
- ❖ **Multi-Stakeholder Cooperation** takes place when many groups or individuals with divergent interests work together towards the most acceptable or desirable goals and solutions in view of wider community benefits.
- ❖ **Partnership** refers to a process of sustained collaboration, in which distinct organisations (partners, such as public authorities, civil society organizations and the private sector) come together and have equal opportunity to define resources and achieve a shared vision. Partnerships are considered a cornerstone of delivery of 'governance' and innovative tools of policy and action because they can account for both (1) the activity and its resolutions and (2) the implications on the broader community development.
- ❖ **Public-Private Partnerships** are all forms of investments in which both public and private actors are involved".
- ❖ **Tourism Impact Assessment** consists of evaluating the significant impacts that tourism development is likely to produce upon the economy, society, culture and overall quality of life of a given destination, prior to any consent being given for implementation.. It also implies the monitoring of impacts of development during and after implementation, evaluating the monitored data and undertaking remedial action where necessary.

- ❖ **Urban Cultural Tourism** refers to cultural tourism development within the complex economic, political, social and cultural network that confers a unique identity to any given city. It mainly concerns built heritage assets but also includes the intangible elements intrinsic to local activities (shopping, eating, entertainment) and creative industries (design, fashion) which support the overall dynamic urban ambience and provide experiences for cultural tourists.

- ❖ **Urban Governance** refers to the collaborative process whereby a greater number of urban actors can mobilize and cooperate together, to ensure the necessary political and operational consensus required to directly affect the every day life of all members of an urban community.

Annex 1: PICTURE Delphi Round 1: Questionnaire

The following questionnaire was distributed among the 13 PICTURE partners, together with methodological guidance and a list of key terms.

IMPORTANT NOTE: All PICTURE partners please complete the Questionnaire below and return it to the Task coordinator ITAS as soon as possible (see end for information on mail and schedule).

Part 1: Cultural Tourism

Q1: Do you agree with the following definition of cultural Tourism?

“Cultural tourism is the movement of persons to cultural attractions away from their place of residence, with the intention of gathering new information and authentic experiences to satisfy their cultural needs⁶⁷”.

YES.... NO.....

If no, please provide your definition and reference here:

Q2: Do you agree with the following definition of urban cultural tourism?

“Urban cultural tourism is cultural tourism in a built environment, which in this context, consists in a complex network of built heritage elements (monuments, museums, sites, open spaces and accompanying buildings), in various activities (shopping, eating, entertainment), as well as in the overall dynamic ambience that confer unique identity upon a given city⁶⁸”.

YES.... NO....

If no, please provide your definition and reference here:

⁶⁷ From RICHARDS G., BONINCK C.A.M., 1995. « European Cultural Tourism Markets », *Journal of Vacation Marketing*, vol. 1, N°2, pp. 173-180.

⁶⁸ From RICHARDS G., BONINCK C.A.M., 1995. « European Cultural Tourism Markets », *Journal of Vacation Marketing*, vol. 1, N°2, pp. 173-180 and PRENTICE, R., 2001. “Experiential Cultural Tourism: Museums & the Marketing of the New Romanticism of Evoked Authenticity”. *Museum Management and Curatorship* 19 (1), pp. 5-26.

Q3: Do you agree with the following definition of cultural heritage?

“Cultural heritage refers to the practices, representations, expressions, as well as the knowledge and skills that communities, groups and, in some cases, individuals recognise as part of their cultural heritage. It is sometimes called living cultural heritage, and is manifested inter alias in the following domains: oral traditions and expressions, including language as a vehicle of the intangible cultural heritage; performing arts; social practices, rituals and festive events; knowledge and practices concerning nature and the universe; traditional craftsmanship⁶⁹”.

YES.... NO.....

If no, please provide your definition and reference here:

Q4: Do you agree with the following definition of built heritage?

“Built heritage consists of buildings or structures of architectural, engineering or historical significance, notably archaeological sites and objects, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural or historical significance⁷⁰”.

YES.... NO.....

If no, please provide your definition and reference here:

⁶⁹ From UNESCO, 2003. “Convention for the Safeguarding of the Intangible Cultural Heritage” adopted by the thirty-second session of the UNESCO General Conference on 17 October 2003.

⁷⁰ From LEBLANC, F. 1993. “Is everything heritage?” *ICOMOS Canada Bulletin*, Vol.2, No.2, pp. 2-3.

Q5: Do you agree with the following definition of sustainable urban tourism?

“Sustainable urban tourism refers to strategic urban decision and policy-making set around a desired local goal of integrated sustainability to which all forms of tourism aspire”.

YES..... NO.....

If no, please provide your definition and reference here:

Q6: Do you agree with the following definition of impact assessment?

“Impact assessment is the process of identifying the future consequences of a current or proposed action, while understanding local and regional settings, dealing with the key elements of the human environment, using appropriate methods and assumptions, providing quality information for decision making, ensuring that environmental preservation and justice issues are addressed; and establishing mechanisms for evaluation/monitoring and mitigation⁷¹”.

YES.... NO.....

If no, please provide your definition and reference here:

Q7: Do you agree with the following definition of tourism impact assessment?

“Tourism Impact Assessment (TIA) offers a pragmatic way to aid decision-makers, project developers, and affected communities, thereby moving the tourism industry in the developing world towards sustainability⁷²”

YES.... NO....

If no, please provide your definition and reference here:

⁷¹ IAIA, 2003. “Principles and guidelines for social impact assessment”. *Impact Assessment and Project Appraisal*, volume 21, number 3, pp 231–250.

⁷² TROUSDALE, W. 1995. “Appropriate tourism impact assessment” Vancouver: AICP, MCIP.

Q8: Do you agree with the following definition of destination development?

“Destination development is a process of sustainable development based on business principles. It uses a partnership approach to guide incremental steps towards the development of the following assets in a given location: attraction, access, amenities, accommodation and activities, while respecting the sustainable development principles: cultural and environmental respect, economic development, social return and community values in terms of lifestyle, demography and identity⁷³”.

YES.... NO.....

If no, please provide your definition and reference here:

Q9: Do you agree with the following definition of destination management?

“Destination management is the response to the increasing globalization of the tourist markets and the development of new destinations on the tourist scene that have led to an intensification of competition and thus to a lack of competitive advantage retained by traditional destinations. The only way to face these new challenges successfully is through the implementation of an effective destination management approach⁷⁴”.

YES..... NO.....

If no, please provide your definition and reference here:

⁷³ CENTRE FOR REGIONAL TOURSIM RESEARCH, 2003. “Australian Regional Tourism Convention, Hobart, TAS, 3rd-6th September 2003.

⁷⁴ WTO, 2004, available from <http://www.world-tourism.org> (accessed 26/08/04).

Q10: Do you agree with the following definition of integrated urban management?

“Integrated urban management may be conceived as relationships and collaborative actions between urban actors to foster democracy and overall societal and community prosperity in an urban context⁷⁵”.

YES.... NO....

If no, please provide your definition and reference here:

Q11: Do you agree with the following definition of urban tourism management?

“Urban tourism management is concerned with maximizing the benefits of urban tourism development, in terms of winning economic growth, regenerating core areas, enhancing quality of life and community governance, through adequate planning techniques and inclusive decision-making⁷⁶”.

YES.... NO....

If no, please provide your definition and reference here:

⁷⁵ EC, 2000. “Towards quality urban tourism. Integrated management (IQM) of urban tourism destinations”. European Commission, Enterprise Directorate-General, Tourism Unit, Brussels.

⁷⁶ From CHAKRABARTY, B. K., 2001. “Urban Management Concepts, Principles, Techniques and Education”. *Cities* 18 (5), pp. 331-345 and LAW, C.M., 1994. “Urban Tourism”. In *Tourism, Leisure and Recreation Series*, Gareth Shaw and Allan Williams Series Editors, London

Part 2: Urban Governance

Q12: Do you agree with the following definition of urban governance?

“The concept of urban governance refers to the collaborative process which allows the mobilization and cooperation of a great number of urban actors in order to mould the necessary political and operational consensus to affect directly the every day life of all members of an urban community⁷⁷”.

YES.... NO.....

If no, please provide your definition and reference here:

Q13: Do you agree with the following definition of partnership?

“A partnership refers to a process of sustained collaboration, in which distinct organisations (partners, such as public authorities, civil society organizations and the private sector) come together to define, resource and achieve a shared vision. Partnerships are considered a cornerstone of delivery of ‘governance’ and innovative tools of policy and action because they can account for both (1) the activity and its resolutions and (2) the implications on the broader community development⁷⁸”

YES..... NO....

If no, please provide your definition and reference here:

Q14: Do you agree with the following definition of public-private partnership (PPPs)?

“Among different forms, public-private partnerships are generally viewed as most effective means to attain a maximum representation and benefits for all citizens of the community⁷⁹”.

⁷⁷ PASKALEVA-SHAPIRA, K., 2003. “EU SUT-Governance project”, Final Report.

⁷⁸ From: SUT-Governance Project Report 1: <http://sut.itas.fzk.de>

⁷⁹ From: SUT-Governance Project Report 1: <http://sut.itas.fzk.de>

YES..... NO.....

If no, please provide your definition and reference here:

Q15: Do you agree with the following definition of multi-stakeholder cooperation?

“Multi-stakeholder cooperation takes place when many groups or individuals with a common interest or concern (especially in business) work together towards common desirable solutions⁸⁰”.

YES..... NO.....

If no, please provide your definition and reference here:

Q16: Do you agree with the following definition of coalition?

“A coalition refers to a collaborative process between partners based on mutual self-interest and deep commitment to shared objectives. A coalition can be tightly (when it relies on a prescribed system of rules or some form of legal intervention) or loosely (informally) assembled, according its context and purposes⁸¹”.

YES.... NO.....

If no, please provide your definition and reference here:

Q17: Do you agree with the following definition of incentive?

⁸⁰ From: The New Oxford Dictionary of English; Judy Pearsall; Oxford University Press 1998

⁸¹ From: PALMER, A. 1998. “Evaluating the governance style of marketing groups” *Annals of Tourism Research* 25 (1) pp. 185-2001.

“Incentives are tools that encourage actors to act a certain way. Financial incentives refer to some form of material reward – especially money – in exchange for acting in a particular way. Moral incentives can be used when particular choices are widely regarded as the ‘right things to do’ or as failures by the community. Coercive incentives refer to law enforcement and punishment tools in order to lead actors to the desirable goal⁸²”

YES..... NO....

If no, please provide your definition and reference here:

Q18: Do you agree with the following definition of indicator?

“An indicator allows the measurement of an objective to achieve a resource mobilised or an output accomplished. The information provided by an indicator is of quantitative or qualitative nature”⁸³

YES..... NO.....

If no, please provide your definition and reference here:

Q19: Do you agree with the following definition of consensus decision-making?

“Consensus decision-making is a decision process that not only seeks the agreement of a majority of participants, but also to resolve or mitigate the objections of the minority to achieve the most agreeable decision⁸⁴”.

YES..... NO....

If no, please provide your definition and reference here:

⁸² From Wikipedia, <http://www.webster-dictionary.org/definition/incentive>, (accessed 26/08/04).

⁸³ From: EC Structural Funds, “Evaluating Socio-Economic Programmes” European Commission, 1999.

⁸⁴ From Wikipedia, <http://www.webster-dictionary.org/definition/> (accessed 26/08/04)

Q20: Do you agree with the following definition of governance flexibility?

“The flexibility of governance refers to various mechanisms for achieving desired policy outcomes, in particular regular reviews, reassessments and adjustments to new realities and demands⁸⁵”.

YES..... NO.....

If no, please provide your definition and reference here:

Q21: Do you agree with the following definition of monitoring?

“Monitoring consists in regularly examining a process or implementation of an activity, seeking to establish the extent to which actions and targeted and outputs are proceeded according to the plan⁸⁶”.

YES..... NO.....

If no, please provide your definition and reference here:

Q22: Do you agree with the following definition of evaluation?

An evaluation is the action of judging something (a scenario, a policy, a strategy, a futures project, etc.) in terms of selected criteria (feasibility, desirability, equity, cost-effectiveness, etc.) or comparing two or more items in terms of such criteria. It is also an investigation as systematic and objective as possible of preparation, implementation and outputs of an on-going or completed project or programme⁸⁷.

⁸⁵ From Paskaleva, K. 2004. PICTURE Survey: Urban governance of cultural tourism in Europe.

⁸⁶ From: http://www.who.int/water_sanitation_health/wss/Monitoring2.html

⁸⁷ From: <http://glossary.eea.eu.int/EEAGlossary/E/evaluation>

YES..... NO.....

If no, please provide your definition and reference here:

Q23: If there are other themes and terminologies to be included in the PICTURE Reference Framework, please list them in the following table:

Table 2: Missing themes and terms

| Themes (definition and reference) | Terms (definition and reference) |
|-----------------------------------|----------------------------------|
| | |

Q24: If other proposals and suggestions please provide here:

Thank you for your collaboration!

Please send your answers by September 7 2004 to the task coordinators, Krassimira Paskaleva-Shapira and Edith Besson at:

paskaleva@itas.fzk.de

Edith.Besson@itas.fzk.de

All partner inputs in this Survey will be of much value to the overall project success and the second project meeting in Syracuse, Italy, September 2004.

Annex 2: PICTURE Delphi Round 2: Questionnaire

IMPORTANT NOTE: All PICTURE partners please complete the Questionnaire below and return it to the Task partner FEEM as soon as possible (see end for information on mail and schedule).

Part 1: Urban Cultural Tourism

Q1: Do you agree with the following definition of cultural tourism?

Cultural Tourism is a form of tourism that focuses on the culture, the cultural environment (including the landscapes of the destination), values and lifestyles, local heritage, visual and performing arts, industries, traditions and leisure assets of the host community. It can include attendance to cultural events, visits to museums and heritage places and mixing with the locals. It should not only be regarded as a definable economic niche within the broad range of tourism activities, but rather as encompassing all experiences absorbed by the visitors to a place that is beyond their own living environment⁸⁸ for more than one night⁸⁹ and less than one year in private or public accommodation in the destination⁹⁰.

YES.... NO....

If no, please provide your definition and reference here:

Q2: Do you agree with the following definition of urban cultural tourism?

Urban cultural tourism is a multi-dimensional phenomenon. First, it refers to cultural tourism in a built environment, which in this context, consists of a complex network of built heritage elements (monuments, museums, sites, open spaces and accompanying buildings) and urban intangible elements (local habits and customs, traditions and legends)⁹¹, in various activities (shopping, eating, entertainment), as well as in the overall dynamic ambience and experiences of the tourists that confer unique identity upon a given city⁹². Second, it refers to the development of cultural tourism in a complex network of relationship between various economic, political and social urban actors.

⁸⁸ ICOMOS (2002), *International Cultural Tourism Charter*.

⁸⁹ OMT (2003).

⁹⁰ WTO (2004), available from <http://www.world-tourism.org> (accessed 12/11/04).

⁹¹ BOTE V. (Coord.) (2003), *Los viajes combinados de turismo cultural del mercado europeo e interior*, Universidad de Málaga, p. 183.

⁹² RICHARDS G., BONINCK C.A.M. (1995), *European Cultural Tourism Markets*, «Journal of Vacation Marketing», vol. 1, N°2, pp. 173-180, and PRENTICE R. (2001), *Experiential Cultural*

YES.... NO....

If no, please provide your definition and reference here:

Q3: Do you agree with the following definition of cultural heritage?

Cultural heritage has both tangible and intangible components⁹³. Tangible heritage refers to built heritage, cultural landscapes and all man-made elements with cultural significance. Intangible heritage refers to the practices, representations, expressions, memories, attachments, as well as the knowledge and skills that communities, groups and, in some cases, individuals, recognise as part of their cultural heritage. It is sometimes called living cultural heritage, and is manifested inter alia in the following domains: oral traditions and expressions, including language as a vehicle of the intangible cultural heritage; performing arts; social practices, rituals and festive events; knowledge and practices concerning nature and the universe; traditional craftsmanship⁹⁴.

YES.... NO....

If no, please provide your definition and reference here:

Q4: Do you agree with the following definition of built heritage?

Built heritage is the most common manifestation of cultural tangible heritage. It consists of buildings or structures of architectural, engineering or historical significance, notably archaeological sites and objects, open spaces, gardens and parks, archival materials, industrial objects and machines; transportation vehicles and other man-made elements with cultural, social or historical significance⁹⁵.

Tourism: Museums & the Marketing of the New Romanticism of Evoked Authenticity, «Museum Management and Curatorship», 19 (1), pp. 5-26.

⁹³ ICOMOS (2002), *International Cultural Tourism Charter*.

⁹⁴ UNESCO (2003), *Convention for the Safeguarding of the Intangible Cultural Heritage*, adopted by the thirty-second session of the UNESCO General Conference on 17 October 2003.

⁹⁵ LEBLANC F. (1993), *Is everything heritage?* in «ICOMOS Canada Bulletin», Vol.2, No.2, pp. 2-3.

YES.... NO....

If no, please provide your definition and reference here:

Q5: Do you agree with the following definition of cultural landscape?

“Cultural landscape refers to areas that play an important part of the quality of people everywhere: in urban areas and in the countryside, in degraded areas as well as in areas of high quality, in areas recognized as being of outstanding beauty as well as everyday areas⁹⁶”.

YES.... NO....

If no, please provide your definition and reference here:

Q6: Do you agree with the following definition of host or local community?

“Host community is a general concept that encompasses all of the people who inhabit a defined geographical entity, ranging from a continent, a country, a region, a town, village or historic site. Members of the host community have responsibilities that include governing the place and can be regarded as those who have or continue to define its particular cultural identity, lifestyle and diversity. They contribute to the conservation of its heritage and interact with visitors⁹⁷”.

YES.... NO....

If no, please provide your definition and reference here:

⁹⁶ CE (2000), *The European Landscape Convention*.

⁹⁷ ICOMOS (2002), *International Cultural Tourism Charter*.

Q7: Do you agree with the following definition of destination?

The important dimension of a destination is not so much the physical patterns or typologies of spatial development that can be identified, that is treating space as an abstract and neutral category, nor the list of attractions and facilities available to the tourist, but the way in which these spatial patterns and items interrelate with socio-cultural values and perceptions⁹⁸.

YES.... NO....

If no, please provide your definition and reference here:

Q8: Do you agree with the following definition of sustainable urban tourism?

Sustainable urban tourism refers to a tourism activity that can be maintained over the long term because it jointly results in positive and broadly accepted outcomes in the social, economic, natural and cultural environments⁹⁹ at local and wider community levels.

YES.... NO....

If no, please provide your definition and reference here:

Q9: Do you agree with the following definition of impact assessment?

“Impact assessment is the process of identifying the future consequences of a current, expected or proposed action, while understanding local and regional settings, dealing with the key elements of the human environment, using appropriate methods and assumptions, providing quality information for decision making, ensuring that environmental preservation and justice issues are addressed; and establishing mechanisms for evaluation/monitoring and mitigation¹⁰⁰”.

⁹⁸ MEETHAN K. (2001), *Tourism in Global Society: Place, Culture, Consumption*, Palgrave Macmillan.

⁹⁹ ICOMOS (2002), *International Cultural Tourism Charter*.

¹⁰⁰ IAIA (2003), *Principles and guidelines for social impact assessment*, «Impact Assessment and Project Appraisal», volume 21, number 3, pp 231–250.

YES.... NO....

If no, please provide your definition and reference here:

Q10: Do you agree with the following definition of tourism impact assessment?

Tourism Impact Assessment consists in evaluating the significant impacts that tourism development is likely to produce upon urban built heritage, urban cultural practices and representations, and urban economies, prior any consent is given for implementing this tourism development. It also means to monitor the actual impacts of tourism development during and after implementation, evaluation of the monitored data and undertaking of remedial action where necessary¹⁰¹. Finally, it requires the participation of all concerned actors in all phases and stages of implementation.

YES.... NO....

If no, please provide your definition and reference here:

Q11: Do you agree with the following definition of destination development?

“Destination development is a process of sustainable development based on business principles. It uses a partnership approach to guide incremental steps towards the development of the following assets in a given location: attraction, access, amenities, accommodation and activities, while respecting the sustainable development principles: cultural and environmental respect, economic development, social return and community values in terms of lifestyle, demography and identity¹⁰²”.

YES.... NO....

If no, please provide your definition and reference here:

¹⁰¹ Inspired from EIA/SEA Directives.

¹⁰² CENTRE FOR REGIONAL TOURSIM RESEARCH (2003), *Australian Regional Tourism Convention*, Hobart, TAS, 3rd-6th September 2003.

Q12: Do you agree with the following definition of destination management?

Destination management is the integrated procedure adopted to manage tourist destinations. It deals with four key-elements: the destination offer (the visitor's experience, the image of the destination and its appeal); the mix of different visitors (visitor studies); the marketing communications (knowledge and promotion) and the organizational responsibility (planning, policies, programmes, partnerships and leadership), articulated at various scales (tourism offices/local authorities/metropolitan organisations/ regional organisations/federal state, autonomous regions or provinces/national authorities)¹⁰³.

YES.... NO....

If no, please provide your definition and reference here:

Q13: Do you agree with the following definition of integrated urban management?

Integrated urban management refers to an inclusive process of city administration that considers all impacts of urban development: economic prosperity and justice, social welfare, urban environmental quality and cultural conservation¹⁰⁴, in view of fostering democracy and community quality of life¹⁰⁵. Integrated urban management may be implemented through comprehensive decision and policy-making.

YES.... NO....

If no, please provide your definition and reference here:

¹⁰³ ANDERSON D. (2002), in JAFARI J. ET AL, *Enciclopedia del Turismo*, Editorial Síntesis S.A., Madrid (a translation of *Encyclopedia of Tourism*, Routledge, 2000).

¹⁰⁴ COM (2001), *Communication: "A Sustainable Europe for a Better World: A European Strategy for Sustainable Development"*, COM, 264 final; World Commission on Environment and Development (1987).

¹⁰⁵ EC (2000), *Towards quality urban tourism. Integrated management (IQM) of urban tourism destinations*, European Commission, Enterprise Directorate-General, Tourism Unit, Brussels.

Q14: Do you agree with the following definition of urban tourism management?

Urban tourism management refers to a long-term follow-up of the positive and negative effects of urban tourism on the following urban assets: urban environment, social fabric, urban economy and cultural attractions. It is concerned with maximizing the benefits of urban tourism development and minimizing adverse impacts in view of citizens' quality of life and sustainable development, through adequate planning techniques and inclusive decision-making¹⁰⁶.

YES.... NO....

If no, please provide your definition and reference here:

¹⁰⁶ CHAKRABARTY B. K. (2001), *Urban Management Concepts, Principles, Techniques and Education*, «Cities» 18 (5), pp. 331-345; LAW C.M. (1994), *Urban Tourism in Tourism, Leisure and Recreation Series*, Gareth Shaw and Allan Williams Series Editors, London.

Part 2: Urban Governance

Q15: Do you agree with the following definition of urban governance?

“The concept of urban governance refers to the collaborative process which allows the mobilization and cooperation of a great number of urban actors in order to mould the necessary political and operational consensus to affect directly the every day life of all members of an urban community¹⁰⁷”.

YES.... NO....

If no, please provide your definition and reference here:

Q16: Do you agree with the following definition of local authorities?

Local authorities refer to the administrative unit of local government. Urban government is a larger concept which includes policy-makers, administrators and public managers who manage the city affairs.

YES.... NO....

If no, please provide your definition and reference here:

Q17: Do you agree with the following definition of partnership?

A partnership refers to a process of sustained collaboration, in which distinct organisations (partners, such as public authorities, civil society organizations and the private sector) come together and have equal opportunity to define resource and achieve a shared vision. Partnerships are considered a cornerstone of delivery of ‘governance’ and innovative tools of policy and action because they can account for both (1) the activity and its resolutions and (2) the implications on the broader community development¹⁰⁸.

¹⁰⁷ PASKALEVA-SHAPIRA K. (2003), *EU SUT-Governance project*, Final Report.

¹⁰⁸ *SUT-Governance Project Report 1*: <http://sut.itas.fzk.de>

YES.... NO....

If no, please provide your definition and reference here:

Q18: Do you agree with the following definition of public-private partnerships (PPPs)?

Public-private partnerships are all forms of investments in which both public and private actors are involved.

YES.... NO....

If no, please provide your definition and reference here:

Q19: Do you agree with the following definition of multi-stakeholder cooperation?

Multi-stakeholder cooperation takes place when many groups or individuals with divergent interests work together towards the most acceptable or desirable goals and solutions¹⁰⁹ in view of wider community benefits.

YES.... NO....

If no, please provide your definition and reference here:

Q20: Do you agree with the following definition of coalition?

A coalition refers to a collaborative process between partners based on mutual self-interest and deep commitment to shared objectives. A coalition can be tightly (when it

¹⁰⁹ PEARSALL J. (1998), *The New Oxford Dictionary of English*, Oxford University Press.

relies on a prescribed system of rules or some form of legal intervention) or loosely (informally) assembled, according its context and purposes¹¹⁰.

YES.... NO....

If no, please provide your definition and reference here:

Q21: Do you agree with the following definition of incentive?

In the context of policy-making, incentives are tools that encourage actors to act a certain way. Financial incentives refer to some form of material reward – especially money – in exchange for acting in a particular way. Moral incentives can be used when particular choices are widely regarded as the ‘right things to do’ or as failures by the community. Coercive incentives refer to law enforcement and punishment tools in order to lead actors to the desirable goal¹¹¹.

YES.... NO....

If no, please provide your definition and reference here:

Q22: Do you agree with the following definition of indicator?

An indicator is a synthetic measure which, through its informative content, allows decision-makers to evaluate and compare complex environmental and socio-economic data. In a policy context, it allows measurement of both quantitative and qualitative objectives¹¹². Always subjective in nature, indicators must be based on strong scientific basis¹¹³.

YES.... NO....

If no, please provide your definition and reference here:

¹¹⁰ PALMER A. (1998), *Evaluating the governance style of marketing groups*, «Annals of Tourism Research», 25 (1), pp. 185-2001.

¹¹¹ WIKIPEDIA, <http://www.webster-dictionary.org/definition/incentive>, (accessed 26/08/04).

¹¹² EC Structural Funds (1999), *Evaluating Socio-Economic Programmes*, European Commission.

¹¹³ CHASPOUL C. (2000), *Un Monde Merveilleux*, Tourisme Durable, Cahiers Espaces 67, Editions Touristiques Européennes, Paris.

Q23: Do you agree with the following definition of consensus decision-making?

Consensus decision-making is a decision process that not only seeks the agreement of a majority of participants, but also to resolve or mitigate the objections of the minority to achieve the most agreeable decision¹¹⁴.

YES.... NO....

If no, please provide your definition and reference here:

Q24: Do you agree with the following definition of governance flexibility?

The flexibility of governance refers to various mechanisms for achieving desired policy outcomes, in particular regular reviews, reassessments and adjustments to new realities and demands¹¹⁵.

YES.... NO....

If no, please provide your definition and reference here:

Q25: Do you agree with the following definition of monitoring?

“Monitoring involves the measuring and recording of relevant variables (bio-physical and socio-economic) associated with development impacts (e.g. traffic flows, air quality, noise, employment levels). The activity seeks to provide information on the

¹¹⁴ WIKIPEDIA, <http://www.webster-dictionary.org/definition/> (accessed 26/08/04).

¹¹⁵ PASKALEVA K. (2004), *PICTURE Survey: Urban governance of cultural tourism in Europe*.

characteristics and functioning of variables in time and space, and in particular on the occurrence and magnitude of impacts¹¹⁶”.

YES.... NO....

If no, please provide your definition and reference here:

Q26: Do you agree with the following definition of evaluation?

“An evaluation is the action of judging an activity in terms of selected criteria (feasibility, desirability, equity, cost-effectiveness, etc.) or comparing two or more items in terms of such criteria¹¹⁷”. From a policy perspective, it refers to regularly examining the implementation of a policy item (scenario, strategy, plan or project), seeking to establish the extent to which actions and targeted outputs are proceeded according to the original objectives.

YES.... NO....

If no, please provide your definition and reference here:

Q27: If there are other themes and terminologies to be included in the PICTURE Reference Framework, please list them in the following table:

Table 2: Missing themes and terms

| Themes (definition and reference) | Terms (definition and reference) |
|-----------------------------------|----------------------------------|
| | |

Q28: If there are other proposals and suggestions please provide here:

¹¹⁶ GLASSON J. (1994), *Life after the decision: the importance of monitoring*, in EIA, «Built Environment», 20 (4), pp 309-320.

¹¹⁷ <http://glossary.eea.eu.int/EEAGlossary/E/evaluation>

Thank you for your collaboration!

Please send your answers by May 31 2005 to the task partner, Barbara Del Corpo at:

barbara.delcorpo@feem.it

All partner inputs in this Survey will be of much value to the overall project success and to the Strategic Urban Governance Framework section 5.