Food Systems in European Cities

Deliverable 5.3 – Multiuser online survey tool

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Project Consortium

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16	POL	POLAR PERMACULTURE SOLUTIONS AS	NO
17	TAS	TASEN MICROGREENS AS	NO
18	MBI	ASOCIATIA MAI BINE	RO
19	ARC	ARCTUR RACUNALNISKI INZENIRING DOO	SI
20	BEE	DRUSTVO URBANI CEBELAR	SI
21	SBD	AJUNTAMENT DE SABADELL	ES
22	ISL	ORGANIZACION DE PRODUCTORES DE TUNIDOSY PESCA FRESCA DE LA ISLA DE TENERIFE	ES
23	ULL	UNIVERSIDAD DE LA LAGUNA	ES
24	UAB	UNIVERSITAT AUTONOMA DE BARCELONA	ES
25	METAINST	STICHTING METABOLIC INSTITUTE	NL
26	NBL AS	NABOLAGSHAGER AS	NO

Document Control Sheet

Version	Date	Summary of changes	Author(s)
V1	09/06/2023	-	APT
V2	13/07/2023	Comments and changes	UAB, UNIBO, SWUAS
V3	19/07/2023	Integration of comments from UAB and UNIBO	APT
V4	10/06/2024	Integration of reviewers' comments	APT

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CRFS	City Region Food System
CRFSi	City Region Food System initiative
KPI	Key Performance Indicators
UA	Urban Agriculture

Executive Summary

FoodE (Food Systems in European Cities), funded by the Horizon 2020, was launched in 2020 and will last for 4 years. The consortium involves 24 organisations from 8 European countries (France, Germany, Italy, Netherlands, Norway, Romania, Slovenia, and Spain) and aims at accelerating the growth of citizen-led food system initiatives and creating related innovative and inclusive job opportunities at local level. The main objective of FoodE's WP5 (Business models and validation) is the classification of CRFSI (City Region Food Systems initiatives), the validation of the assessment tool, and identification of standard indicators of CRFSi sustainability measures. This report (Deliverable 5.3) on a multiusers online survey tool is the prolongation of the work of T5.2 (D5.2) at the conjunction between several WP, namely WP2 (developing indicators and an evaluation tool for project managers) and WP3 (developing indicators and an evaluation tool for consumers). At the beginning of the project, three target stakeholder groups have been identified: owners/members of CRFSi; consumers of CRFSis; other stakeholders (Higher Education Institutions, Public Authorities, Nongovernmental Organisations…).

Building on the set of KPI (Key Performance Indicators) developed in D5.2, this work developed an online survey tool to evaluate these KPI by the different groups of stakeholders in order to ensure that these KPI were understood by the stakeholders/users of the tools as well as their validity and pertinence. The survey was online from July 2022 to March 2023 and was answered by 72 users (7 CRFSi owners/managers, 40 consumers and 25 others). A first analysis was done for each KPI and each assessment type (comprehensibility, ease of measurement and usefulness) as a histogram along the Likert scale for the answers (1 to 5 from worse to better). Comprehensibility was evaluated as good for most KPI (except 5 out of 41 KPI for owners, 4 out of 16 for consumers and 5 out of 52 for others). Ease of measurement was less appreciated as 8 out of 41 KPI for owners, 2 out of 16 for consumers and 7 out of 52 KPI for others were estimated as difficult to measure for the respondents. As for the usefulness, all KPI were judged positively for consumers, 50 out of 52 KPI were judged positively for others and 36 out of 41 KPI were judged positively by CRFSi owners/managers. A space for free expression was left for each type of users to add new KPI or propose amendments to existing ones and 48 open comments were written and analysed. Most comments asked for easier to understand but also more precise explanations of the KPI, some asked for new indicators or explained how they would use the tools developed in the FoodE projects. The totality of the comments can be found in the specific part. These results will be used by WP3 to improve the FoodE app, WP4 for the monitoring of the pilots and WP5 for the development of the FoodE label in T5.4.

1. Introduction

1.1 FoodE in a nutshell

The main objective of the EU HORIZON2020 project FoodE (Food Systems in European Cities) is to involve European Union local initiatives in the design, implementation, and monitoring of an environmentally, economically, and socially sustainable **City Region Food System (CRFS)**. The key challenge of the project is to improve food and nutrition security of European citizens by shaping a sustainable environment able to increase accessibility and availability of affordable, safe, and nutritious food. This challenge will be tackled by setting a co-created mechanism, based on Citizen Science and Responsible Research & Innovation principles, where public authorities, citizens, SMEs, and non-profit organisations can share ideas, tools, best practices, and new models, supporting cities and regions in developing innovative and sustainable food systems. FoodE aims to accelerate the growth of sustainable and resilient citizen-led urban food system initiatives across Europe by engaging citizens, food system start-ups and small businesses operating in the urban food landscape, cities and regional authorities, academia, and schools. The outputs of FoodE will pave the way for job creation, enhance local economies, and enable local communities to contribute to the United Nation's Sustainable Development Goals, whilst increasing the relationships and interlinkages between the different actors of the food chains.

1.2 Multiusers online survey tool and its position in WP5

FoodE developed a robust, consistent, and science-based methodological framework to assess CRFSi and a dedicated analytical tool to facilitate participatory decision-making for the development of innovative business models and their replication beyond the setting of the project. The main objective of WP5 is the classification of CRFSi and validation of the assessment tool and identification of standard indicators of CRFSi sustainability measures. It will a) identify, validate, and classify innovative business models in CRFSi; b) define a simplified dataset of indicators for defining CRFSi sustainability; c) create a multi-user online survey tool; and d) create a standard citizen-driven certification scheme (FoodE label). WP5's four tasks are:

- Task 5.1 CRFSI business models
- Task 5.2 Simplified dataset of indicators
- Task 5.3 Multi-user survey online tool
- Task 5.4 FoodE label

Each of the four tasks results in an own Deliverable synthesizing the main activities and outcomes. This report presents the multiusers online survey tool used to evaluate the dataset of indicators, suitable for the development of innovative business models to enhance CRFSi sustainability presented in D5.2.

2. Online Survey methodology

2.1 KPIs definition: recall from D5.2.

Building on the simplified assessment tool developed in the WP2 (Table 1) and the consumers evaluation tool developed in the FoodE app in WP3 (Table 2), T5.2. created a third set of Key Performance Indicators (KPI) developed for all other stakeholders of the City Region Food System based on benchmarking of existing tools and in-depth study of the French urban agriculture (UA) context using several methods: a diagnosis of uses and 4 workshops organised for social stakeholders of urban areas in order to go beyond simple UA and include all other kinds of initiatives found in CRFS. This combined with the work done in WP2 was the basis for the third set of KPI to be included in the tool (Table 3).

Table 1. KPI of the Self-Assessment Tool for pilot owners developed in WP2

Pillar	Theme	KPI
Economic	Organization profitability and outlook	Annual net profit margin
		Income diversification
		Business future
		Sales revenue
		Activity revenue
		Public funding
		Private funding
	Local economic development	Place of origin of employees
		Locally sourced supply
		Suppliers' practices
	Customers and users	Customers/users acquisition
		Customers/users return
		Customer/user expenditure
		Customers/users reason to come back
		Online selling
Social	Job (quantity, quality, diversity)	Waged jobs
		Contract typology
		Aver. gross monthly salary
		Workplace Trainings
		Gender balance
	Community outreach, engagement & education	Frequency of events
		Disadvantaged people
		Connection with local producers
		Volunteering activities
	Food quality	Product characteristics
	Food security	Production and supply characteristics
Environmental	Food production/supply	Technology used for crops
		Animal fed provenance
		Fishing Gear types
		Ancient cultivar or local breed
		Characteristics of the products
	Resource use efficiency	Water saving practices
		Electricity sources
		Heating sources
	Waste management and circularity	Waste recycling
		Sustainability commitment
		Packaging and materials recyclability and compostability
		Packaging and materials reusability
	Transport	Distance from clients/ customers
		Type of transport to clients/ customers
		Type of transport of supplies

Table 2. KPIs of the evaluation tool for consumers developed in WP3

Food and Experience
Subtitle: Quality of products/experiences
Quality of food
Quality of the overall experience with the initiative.
Satisfaction according to what was previously advertised.

Economic
Subtitle: Price-performance ratio of products and services
Affordability of the products and experiences offered by the initiatives compared to their overall quality.
Availability of a range of products with different prices.

Environmental
Subtitle: Connection with nature and the environment
Measures to reduce the environmental impact of the initiative.
Eco-building materials.
Measures and strategies for avoiding waste and packaging to contribute to a circular economy.
Animal welfare.

Social
Subtitle: Social engagement, local communities and adaptability
Family friendly.
Facility adapted for disabled people.
Level of engagement of local communities.
Connection to local culture and gastronomy.

Service quality
Subtitle: Friendliness, quality of services, waiting times and transparency
Staff disposition/attitude towards visitants and customers.
Service speed or waiting times to be attended.
Information and transparency policy.

Table 3. KPI of the evaluation tool for the other stakeholders (sponsors, experts, associations…)

Pillar	Theme	KPI
Economic	Organization profitability and outlook	Annual net profit margin
		Income diversification
		Business future
	Local economic development	Provenance of employees
		Locally sourced supply
		Suppliers' practices
	Customer and users	Customers/users acquisition
		Customers/users return
		Customer/user expenditure
		Customers/users return reason
		Online selling
Social	Job (quantity, quality, diversity)	Waged jobs
		Contract typology
		Aver. gross monthly salary

		Workplace Trainings
		Gender balance
	Community outreach, engagement & education	Frequency of events
		Disadvantaged people
		Connection with local producers
		Volunteering activities
	Food quality	Product characteristics
Environmental	Food production/supply	Technology used for crops
		Animal fed provenance
		Fishing Gear types
		Ancient cultivar or local breed
		Characteristics of the products
	Resource use efficiency	Water saving practices
		Electricity sources
		Heating sources
	Waste management and circularity	Waste recycling
		Sustainability commitment
		Packaging and materials recyclability and compostability
		Packaging and materials reusability
	Transport	Distance from clients/customers
		Type of transport to clients/customers
		Type of transport of supplies
Other	Ability to integrate into the neighbourhood	
	Contribution to the inclusion of vulnerable populations	
	Complementarity with the rural farms of the area	
	Fostering of social ties	
	Contribution to heritage preservation	
	In line with the strategy of the sponsor	
	Ethical staff management	
	Land tenure risk management	
	Management of regulatory aspects	
	Innovative nature of the project/Participation in the evolution of knowledge	
	Credibility of the project leader / Robustness of the project's governance	

Each set of KPI was discussed with potential users in each WP: with pilots in WP2, with the general assembly in WP3 and through the workshops in WP5.

However, we wanted to have a larger basis of evaluation to be sure our KPIs could be understood by people who had not participated in its development. We also wanted to ensure that they could be easily measured by potential users and seemed pertinent to them and to be sure that they were not limited to the production part of the CRFS but more general.

The survey first presented the FoodE project and the evaluation tools and asked each participant in which role they wanted to answer (project owner/manager, consumer or other stakeholder) (Figure 1).

Figure 1. Screenshot of the first page of the online survey

The respondent then had to indicate for each KPI and the 3 evaluations (understandability, ease of measurement, usefulness) a value from 1 (worse) to 5 (best) (Table 4 and Figure 2).

Table 4. Likert scale used in the online survey tool

Scale	1	2	3	4	5
Usefulness	Not useful for me at all	Not really useful for me	Could be useful for me	Useful for me	Very useful for me
Ease of measurement/ data collection	Really not easy to measure	Not easy to measure	Not sure	Easy to measure	Really easy to measure
Comprehensibility	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand

Figure 2. Screenshot of an aveluation page of the online survey

At the end of the survey, a series of open questions let him give more information if he wanted with the following questions:

Do you have any other criteria you think are of interest and should be added?
Do you think any criteria should be labelled/explained differently to make it easier/more useful?
For which purpose would you use such assessment criteria?
Do you have any other comments on this self-assessment tool being developed?

2.2 Survey deployment

The survey was deployed online through the Sphinx software using the computer interface and their online service on July 1st 2022 and invitations to participate were sent by emails and during oral presentations at congresses in summer 2022.

First emails were sent on 01/07/2022 to FoodE General Assembly to be shared through the networks of each (with a repeat email on 28/11/2022).

Other targets were solicited either during oral presentations:

- participants to the JIFAU (Francophonic International Urban Agricultural Days) in Bruxelles 6-8 July 2022,

- -participants to presentation during the IHC (International Horticultural Congress) in Angers 17 August 2022;

or through specific emails:

- Food for cities email network (email sent on 13/07/2022 and 28/11/2022),
- - sister H2020 projects, Stakeholder Advisory Board and other mapped stakeholders through Hague partner (08/07/2022 and November 2022)

Due to a low response from project managers/owners and users, other specific mails were sent later:

- to FoodE pilots' owners and managers by Isabella Righini (15/02/2023)
- To the global APT community as potential consumers (students, teachers, researchers, technical and administrative staff of all 5 campuses on the 09/03/2023).

In each email and presentation, the online link was given as well as a QR code

https://cvip.sphinxonline.net/surveyserver/s/APTFoodE/FoodESurveySustAssessTool/questionnaire.htm

As the license for the online survey with Sphinx expired on the 23d of March 2023, the last extraction of the results was done and exported as a xls file on the 22d of March 2023.

2.3 Data analysis and decisions for the indicators

All data was exported in raw form as an xls file and then worked on directly using Microsoft Excel. Firstly, a number of respondents was given according to the time of response. The data was separated and filtered in 3 groups (owners/managers, consumers and others) as they had not answered the same questions. Each group was put in a separate sheet and each anonymous answer was checked to be sure how many questions had been answered as some respondents did not answer to some questions.
For each KPI and each Likert value, a histogram was then done to visually see the level of comprehensibility, ease of measurement and usefulness of the KPI for the corresponding stakeholders. To limit the number of histograms, each histogram regrouped the KPI by sub-pillar (Table 5): 10 histograms for Project owners/managers, 5 for users and 11 for others.
All qualitative answers were translated to a 1 (worst) to 5 (best) scale to make the histograms easier to understand (see Table 4).
Since all answers were anonymous, we have no way of knowing if the pilots of the FoodE project answered the survey. However, as we only had 7 answers out of 14 pilots possible, we have at most only half the number of pilots who answered. This means that the results from this type of users do not have the same validity as the other two types.

Table 5. List of the histograms synthetising the results from the online survey for each category of stakeholders

		Organization profitability and outlook

Project owners/ managers	ECONOMIC ASSESSMENT	Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
Consumers	ECONOMIC ASSESSMENT	Price performance ratio of products and services
	FOOD AND EXPERIENCE	Quality of products and experience
	SOCIAL ASSESSMENT	Social engagement, local communities and adaptability
	SERVICE QUALITY	Friendliness, quality of service, waiting times and transparency
	ENVIRONMENTAL ASSESSMENT	Connection with nature and the environment
Other stakeholders	ECONOMIC ASSESSMENT	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
	OTHERS	

The comments and answers to open questions were read individually and a synthesis was written.
All full raw and treated data are available in a final Excel file and in the French Open Access Repository HAL under the number hal-04123212v1 from July 31st of 2023.

3. Results of the online survey

3.1 Results of the evaluation of the KPI by user type and sub-pillar

As the results can be difficult to read, a synthesis of the main outputs is given after the presentation of the results

ECONOMIC ASSESSMENT

Organization profitability and outlook	Comprehensibility						Ease of measurement						Usefulness					
	No answer	1 = I do not understand	2 = Not easy to understand	3 = Not sure	4 = Easy to understand	5 = Very easy to understand	No answer	1 = Really not easy to collect data	2 = Not easy to collect data	3 = Not sure	4 = Easy to collect data	5 = Really easy to collect data	No answer	1 = Not useful for me at all	2 = Not really useful for me	3 = Could be useful for me	4 = Useful for me	5 = Very useful for me
Annual net profit margin	0	0	2	7	8	8	0	1	2	6	7	9	3	1	2	4	6	9
Income diversification	0	0	2	6	11	6	0	0	4	4	13	4	3	1	2	4	8	7
Business future	1	0	2	11	9	2	0	1	6	8	9	1	3	1	2	7	7	5
Sales revenue	1	0	0	4	12	8	0	1	1	6	8	9	3	0	4	4	10	4
Activity revenue	1	2	2	3	12	5	0	1	3	6	11	4	3	0	4	3	11	4
Public funding	1	0	0	1	12	11	0	0	3	1	8	13	3	0	3	3	10	6
Private funding	1	0	0	5	9	10	0	1	2	5	6	11	2	0	4	3	9	7
TOTAL	5	2	8	37	73	50	0	5	21	36	62	51	20	3	21	28	61	42
%	3%	1%	5%	21%	42%	29%	0%	3%	12%	21%	35%	29%	11%	2%	12%	16%	35%	24%

Figure 3. Screenshot of a result sheet for Other stakeholders and Organization profitability and outlook assessment

For each sub-pillars, histogram give a synthesis of the results with the colour code red for 1, deep orange for 2, light orange for 3, light green for 4 and deep green for 5. Grey was used when some respondents didn't answer the corresponding question.

Figure 4. Histograms of Economic assessment KPI for project owners/ managers

A. Organization profitability and outlook
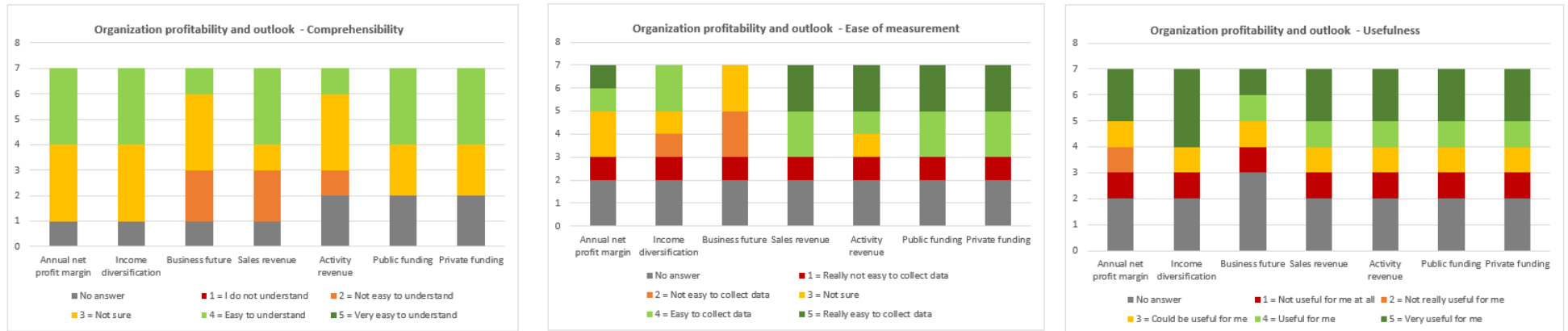
B. Local economic development
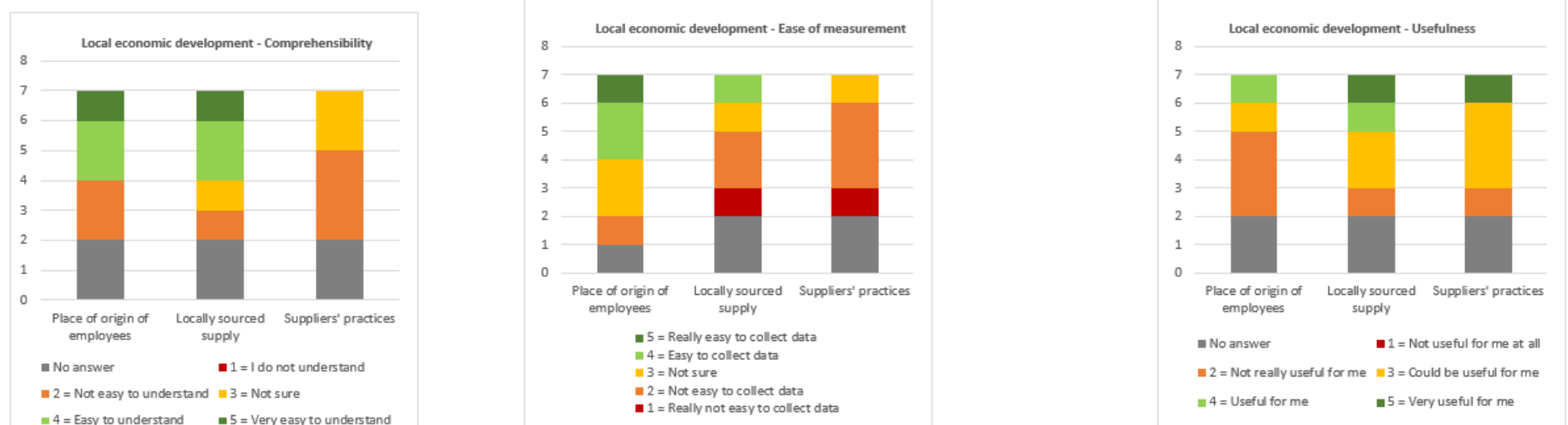
C. Customers and users
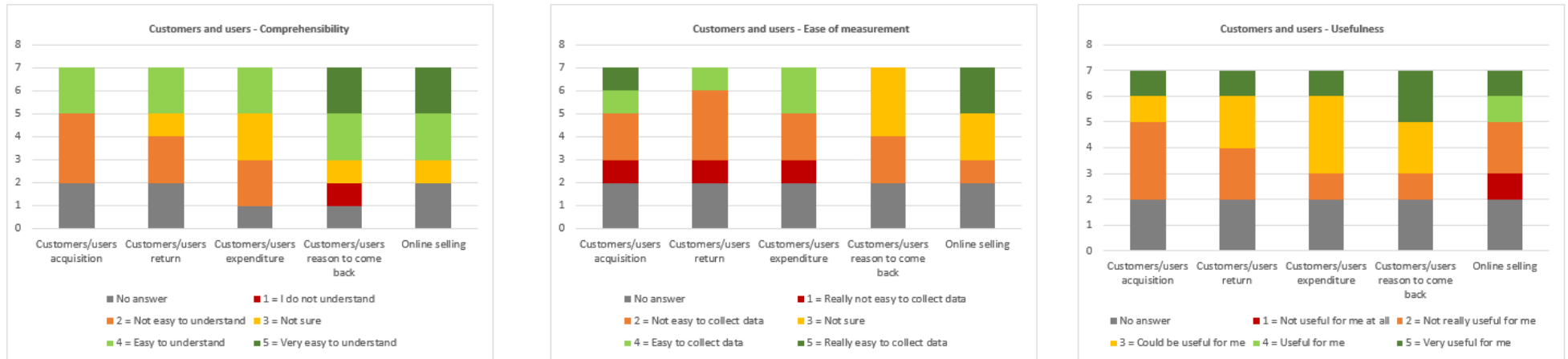
Figure 5. Histograms of Social assessment KPI for project owners/managers

A. Jobs : quantity, quality, diversity

B. Community outreach, engagement and education

Community outreach, engagement and education - Comprehensibility

Community outreach, engagement and education - Ease of measurement

Community outreach, engagement and education - Usefulness

C. Food quality/security

Food quality / security - Comprehensibility

Food quality / security - Ease of measurement

Food quality / security - Usefulness
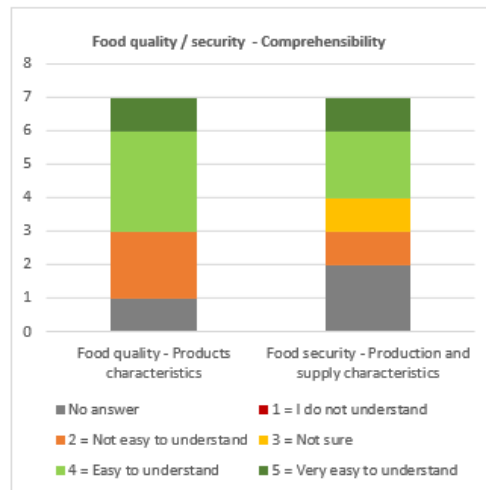
Figure 6. Histograms of Environmental assessment KPI for project owners/ managers

A. Food production and supply

B. Resource use efficiency

C. Waste management and circularity

Waste management and circularity - Comprehensibility

Waste management and circularity - Ease of measurement

Waste management and circularity - Usefulness

D. Transport

Transport - Comprehensibility

Transport - Ease of measurement

Transport - Usefulness

Figure 7. Histograms of Economic assessment KPI for consumers. Price performance ratio of products and services

Figure 8. Histograms of Food and Experience KPI for consumers. Quality of products and experience

Figure 9. Histograms of Social assessment KPI for consumers. Social engagement, local communities and adaptability
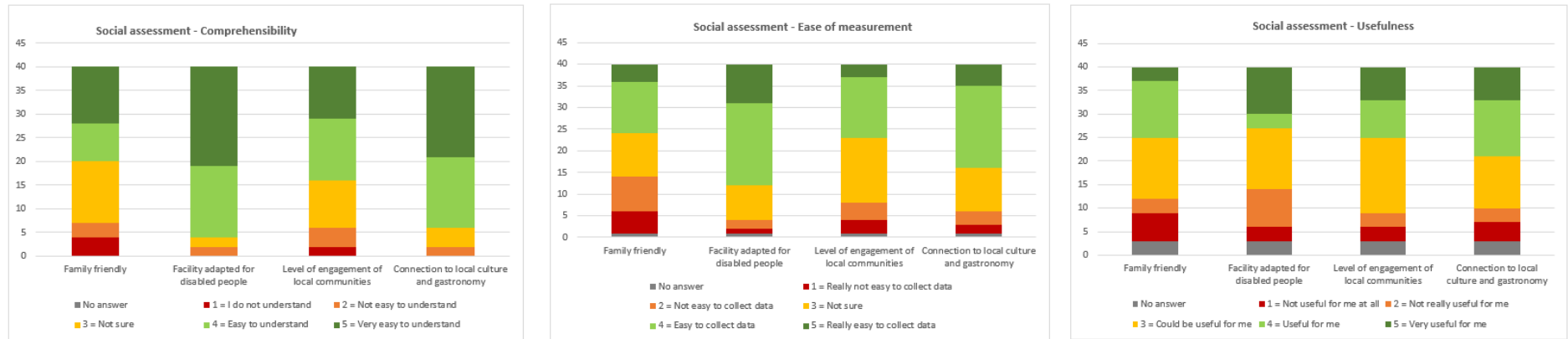
Figure 10. Histograms of Service quality assessment KPI for consumers. Friendliness, quality of service, waiting times and transparency

Figure 11. Histograms of Environmental assessment KPI for consumers. Connection with nature and the environment
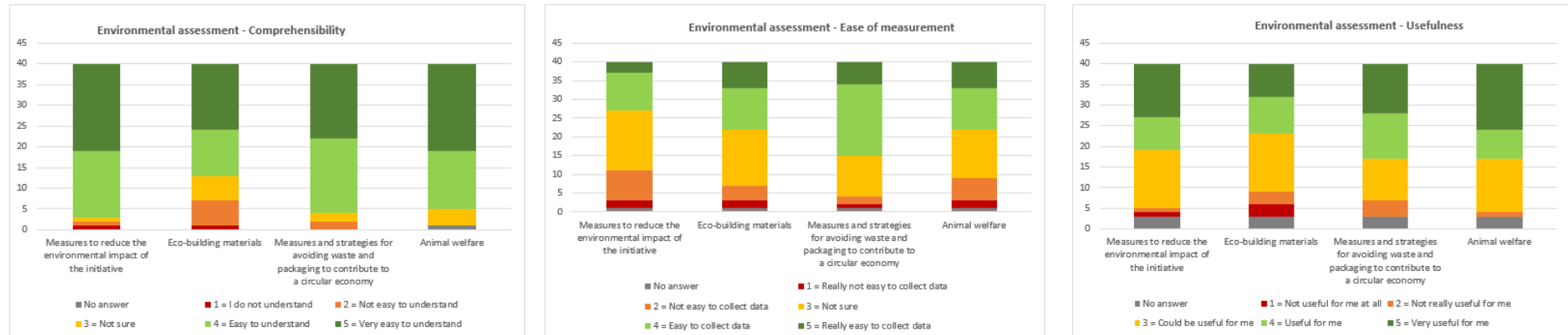
Figure 12. Histograms of Economic assessment KPI for other stakeholders

A. Organization profitability and outlook

B. Local economic development

Local economic development - Comprehensibility

- No answer
- 1 = I do not understand
- 2 = Not easy to understand
- 3 = Not sure
- 4 = Easy to understand
- 5 = Very easy to understand

Local economic development - Ease of measurement

- 5 = Really easy to collect data
- 4 = Easy to collect data
- 3 = Not sure
- 2 = Not easy to collect data
- 1 = Really not easy to collect data

Local economic development - Usefulness

- No answer
- 1 = Not useful for me at all
- 2 = Not really useful for me
- 3 = Could be useful for me
- 4 = Useful for me
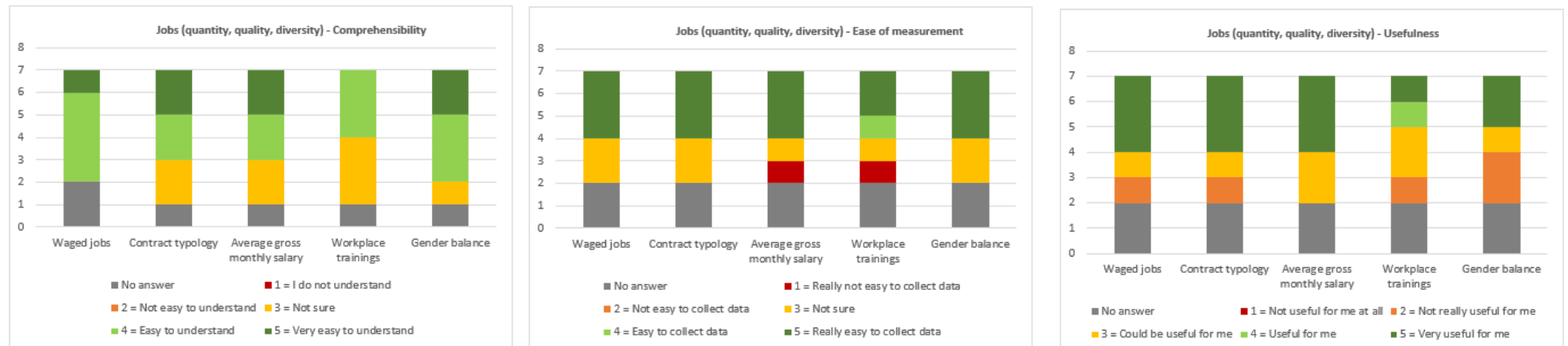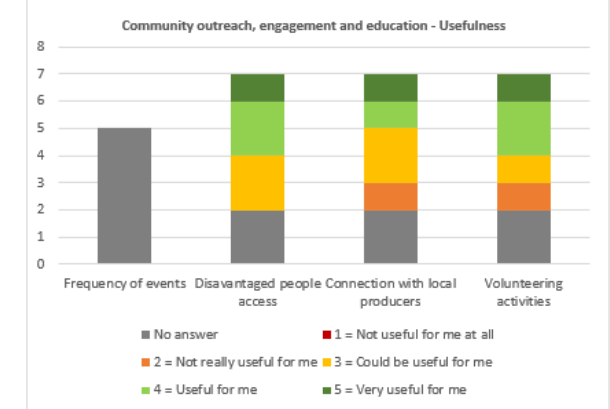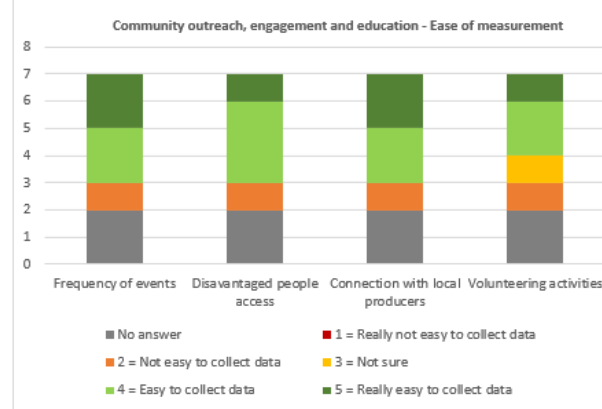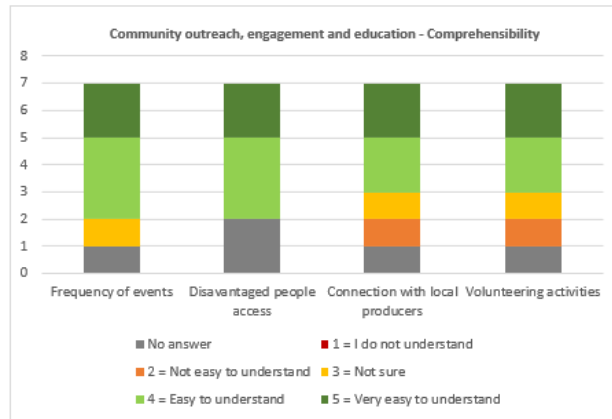- 5 = Very useful for me

C. Customers and users

Figure 13. Histograms of Social assessment KPI for other stakeholders

A. Jobs : quantity, quality, diversity
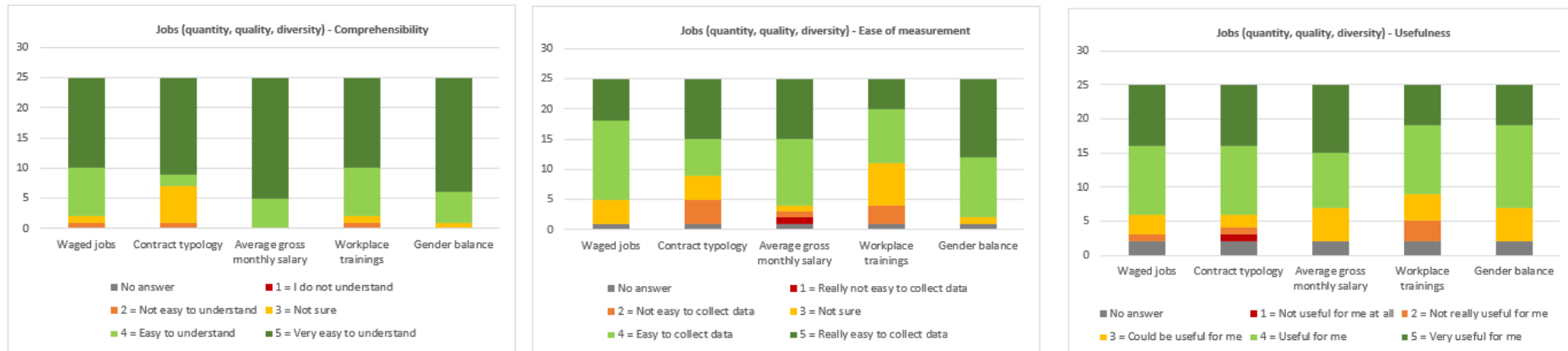
B. Community outreach, engagement and education
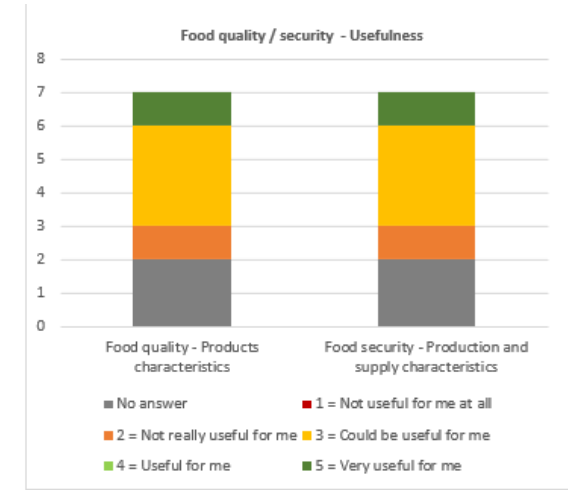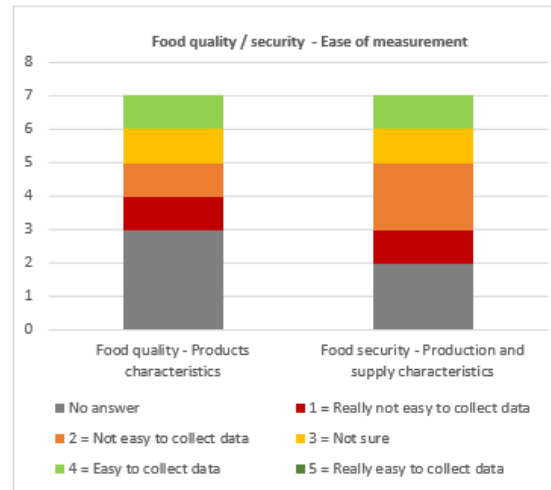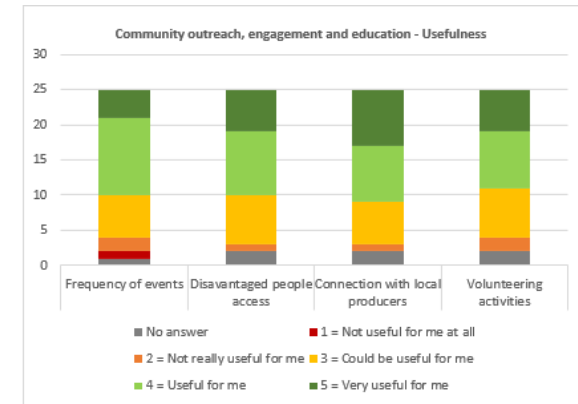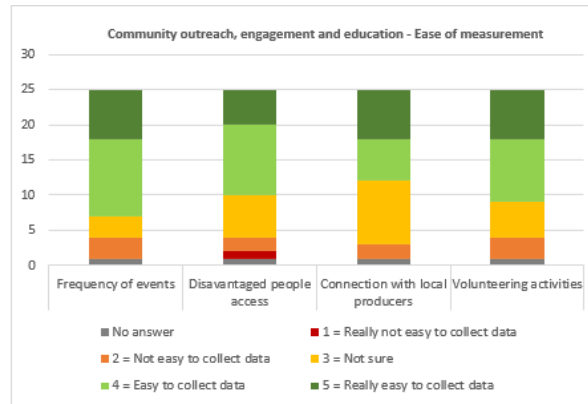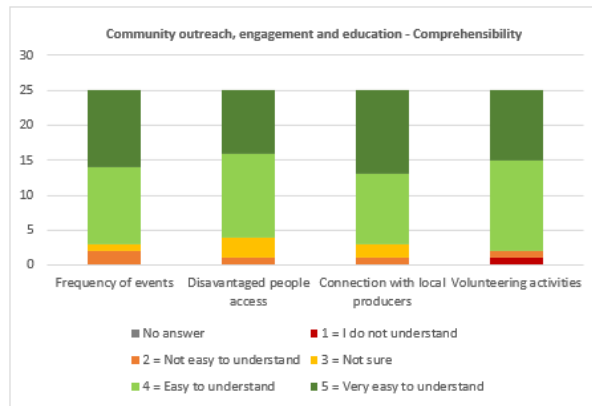

C. Food quality/security
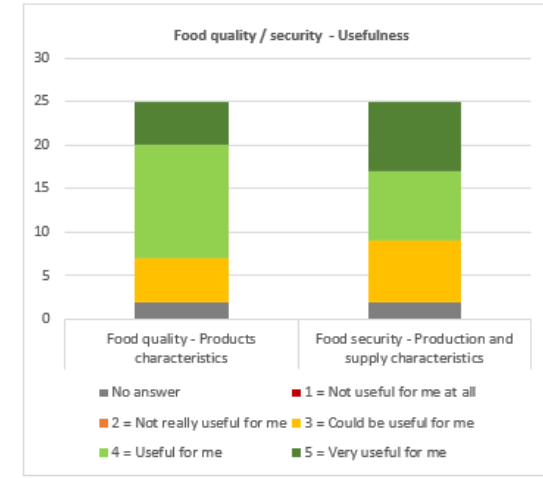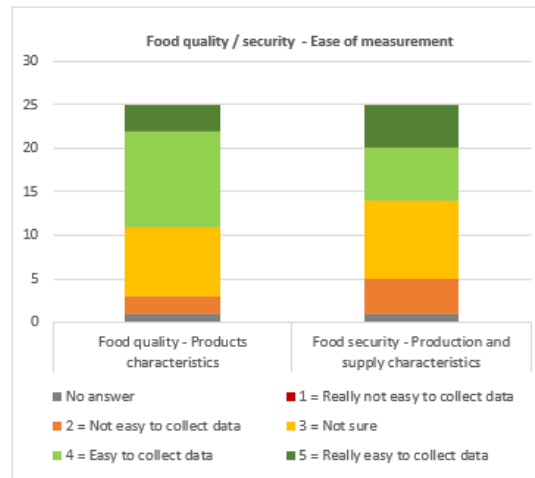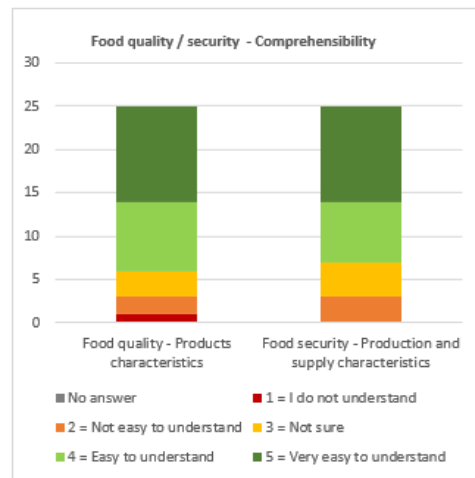
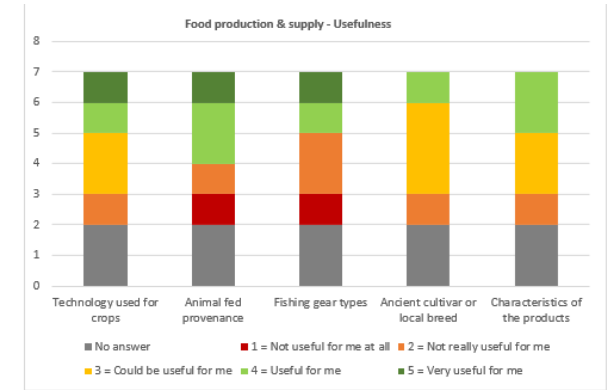*Figure 14. Histograms of Environmental assessment KPI for other stakeholders*

A. Food production and supply
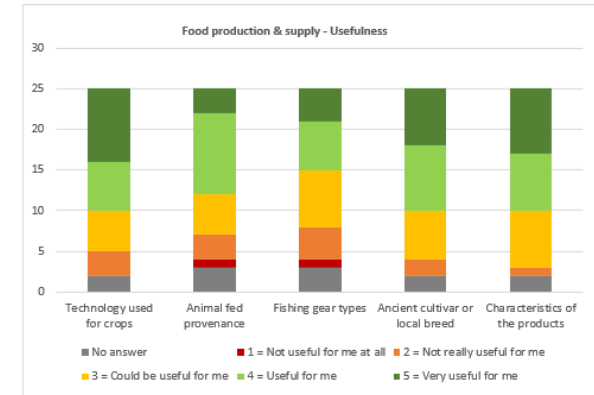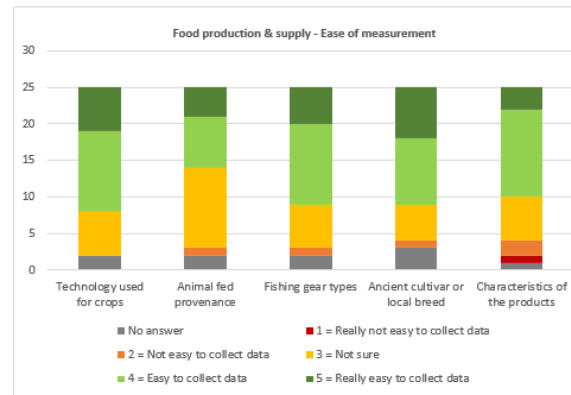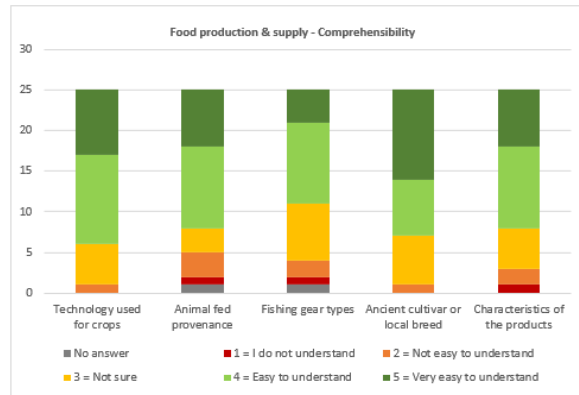
B. Resource use efficiency
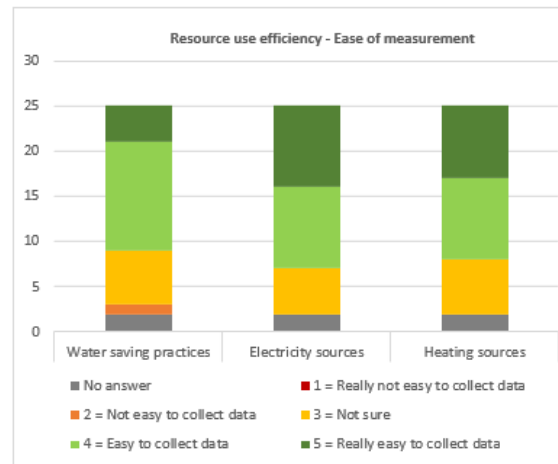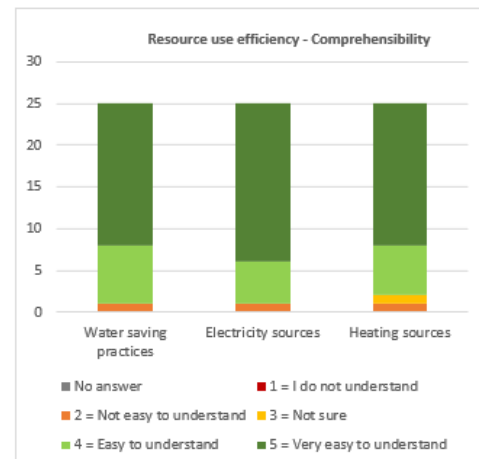
C. Waste management and circularity
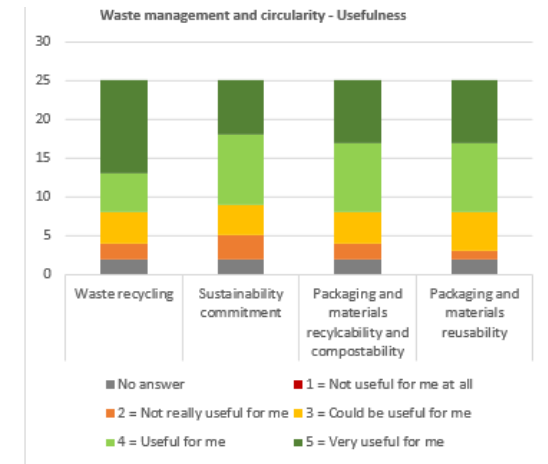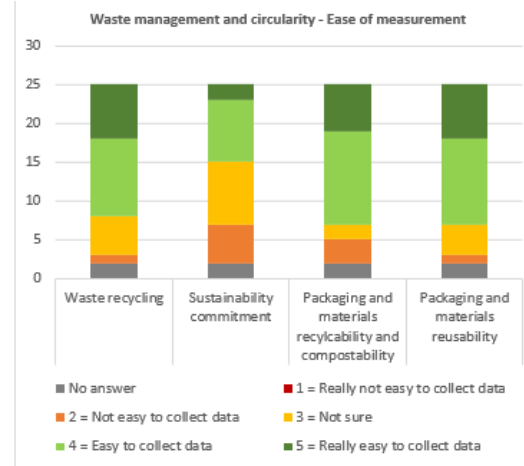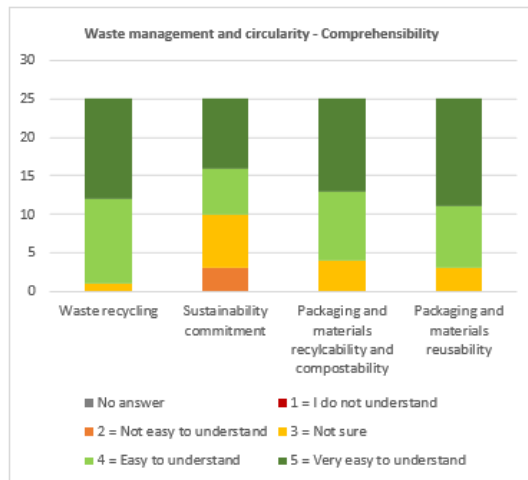
D. Transport
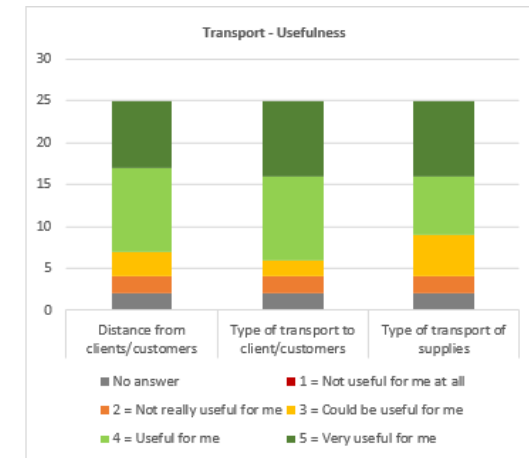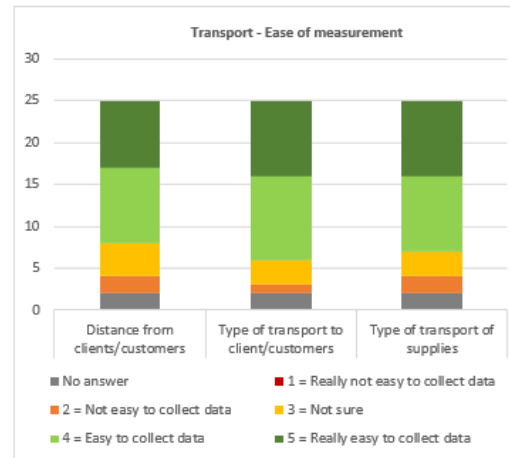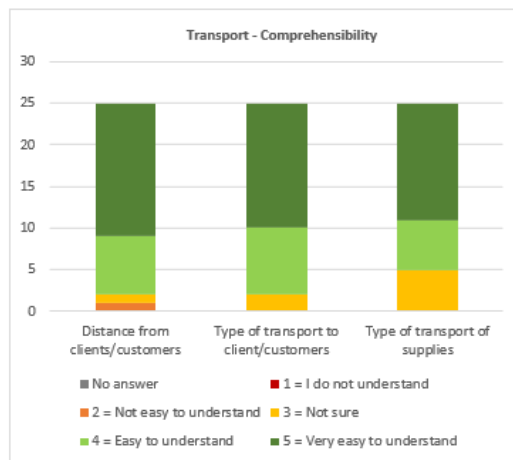
Figure 15. Histograms of Other KPI for other stakeholders
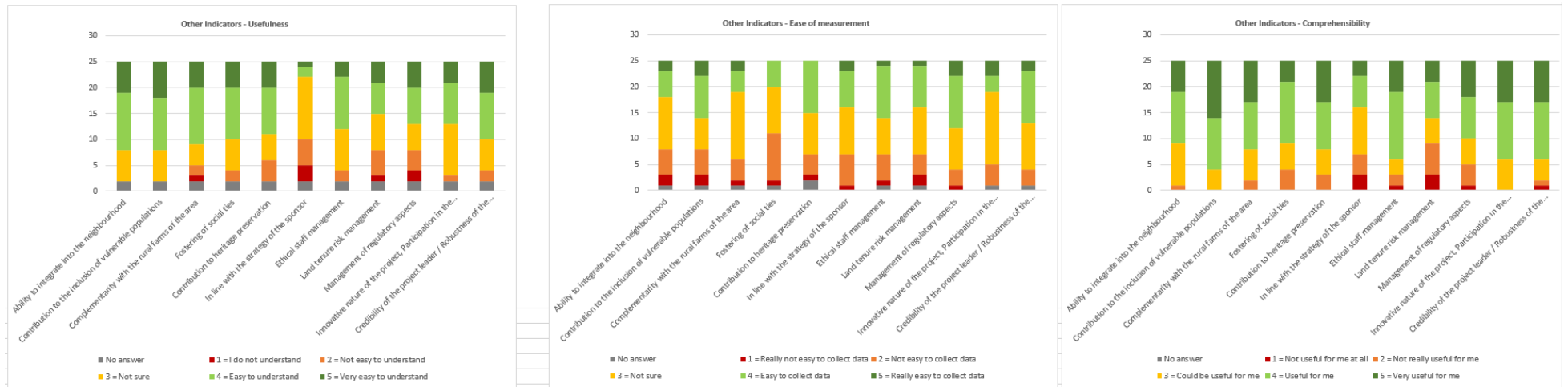
3.2 Synthesis of the evaluation of the KPI by user type

This synthesis is based on the histograms above. In bold are KPI which were evaluated negatively by several respondents.

3.2.1. Comprehensibility

Generally, comprehensibility of the KPI denomination and content was evaluated as good. This was less true for some

For owners: business future, sales revenue, **suppliers' practices**, customers/users' acquisition, customers/users' return;
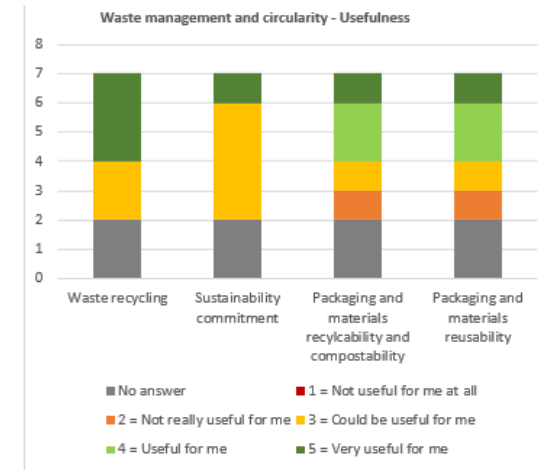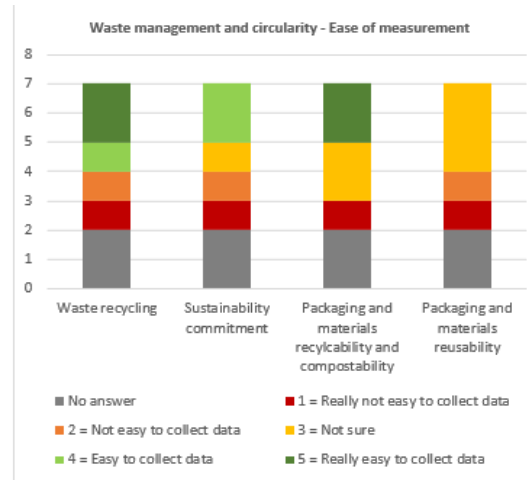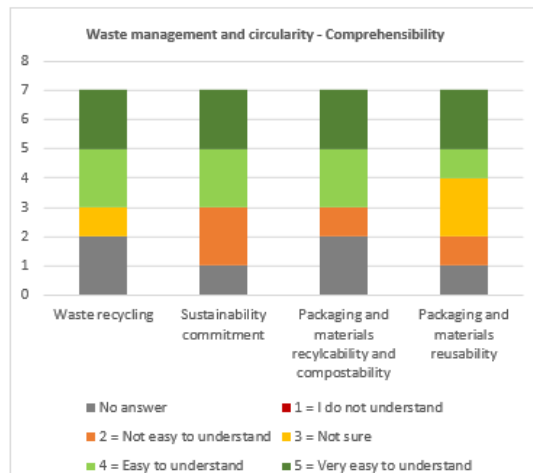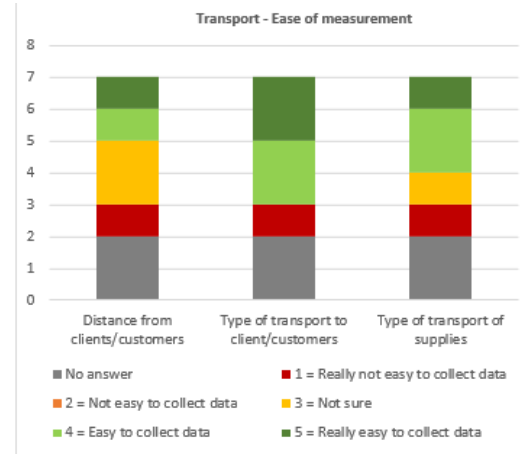
For consumers: Affordability of the products and experiences offered by the initiatives compared to their overall quality and all 3 Food and Experience indicators;

For others: suppliers' practices, customers/users' acquisition, customers/users' return, fishing gear type, In line with the strategy of the sponsor.

Table 6. Overall comprehensibility of the indicators for each category of stakeholders and criteria

Project owners/ managers	ECONOMIC ASSESSMENT	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
Consumers	ECONOMIC ASSESSMENT	Price performance ratio of products and services
	FOOD AND EXPERIENCE	Quality of products and experience
	SOCIAL ASSESSMENT	Social engagement, local communities and adaptability
	SERVICE QUALITY	Friendliness, quality of service, waiting times and transparency
	ENVIRONMENTAL ASSESSMENT	Connection with nature and the environment
Other stakeholders	ECONOMIC ASSESSMENT	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security

	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
	OTHERS	

3.2.2. Ease of measurement

Ease of measurement was deemed difficult for some KPI but most seemed easy enough to measure to be included in an evaluation tool.

Difficult KPI to measure were:
For owners: **business future**, **suppliers' practices**, customers/users' return, Food security - Production and supply characteristics and all resource use efficiency indicators;
For consumers: Quality of food, Quality of the overall experience with the initiative;
For others: suppliers' practices, customers/users' acquisition, customers/users' return, sustainability commitment, ability to integrate into the neighbourhood, contribution to the inclusion of vulnerable population, fostering of social ties.

Table 7. Overall ease of measurment of the indicators for each category of stakeholders and criteria

| *Project owners/ managers*	**ECONOMIC ASSESSMENT**	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
Consumers	**ECONOMIC ASSESSMENT**	Price performance ratio of products and services
	FOOD AND EXPERIENCE	Quality of products and experience
	SOCIAL ASSESSMENT	Social engagement, local communities and adaptability
	SERVICE QUALITY	Friendliness, quality of service, waiting times and transparency
	ENVIRONMENTAL ASSESSMENT	Connection with nature and the environment
Other stakeholders	**ECONOMIC ASSESSMENT**	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity

		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
	OTHERS	

z

3.2.3. Usefulness

Most of the KPI were deemed useful for a sustainability evaluation tool.

This was less true for some:

For owners: place of origin of employees, **online selling**, fishing gear type, Distance from clients/customers, Type of transport to client/customers

For consumers: everything OK

For others: in line with the strategy of the sponsor, land tenure risk management

Table 6. Overall usefulness of the indicators for each category of stakeholders and criteria

|		
Project owners/ managers	ECONOMIC ASSESSMENT	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity
		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
Consumers	ECONOMIC ASSESSMENT	Price performance ratio of products and services
	FOOD AND EXPERIENCE	Quality of products and experience
	SOCIAL ASSESSMENT	Social engagement, local communities and adaptability
	SERVICE QUALITY	Friendliness, quality of service, waiting times and transparency
	ENVIRONMENTAL ASSESSMENT	Connection with nature and the environment
Other stakeholders	ECONOMIC ASSESSMENT	Organization profitability and outlook
		Local economic development
		Customers and users
	SOCIAL ASSESSMENT	Jobs : quantity, quality, diversity

|		Community outreach, engagement and education
		Food quality/security
	ENVIRONMENTAL ASSESSMENT	Food production and supply
		Resource use efficiency
		Waste management and circularity
		Transport
	OTHERS	

3.2.3. Open comments

As there were few respondents for the owners/managers group, only three comments were made by 2 respondents out of the 7 about the KPI « Missing details for some », « Some are not relevant for public equipment ». One suggested the use could be "For assessing the economic and sustainability situation of my initiative"

Twenty comments were made by consumers. Consumers suggested additions to KPI on **« food /health related » and « Sustainability in production »** domain and "the real **origin of the food**"/ "**local origin** of the ingredients (after defining local); agricultural practice (organic/agro-ecological/conventional etc)" as welle as "How to **explain the price of the product or the service** (repartition of the costs due to raw materials, transport, transformation, etc.)".
Some KPI seemed not clear enough like « Affordability compared to the quality of the experience" and the use of "**simplified and easy to understand terms**", were asked for. One comment said that "**Animal Welfare**, I think it cannot be put in numbers". "Yes the first one "Quality of food". Are we talking about taste, health or something else? The **term "quality" is very broad**." When others also said "**be more specific; food quality and local** should be very precisely defined to understand what is being discussed" and "**quality of food is vague** and can be interpreted in different ways". One consumer said that "When I don't understand a criterion I can't say if it's useful or not". One suggestion of change was ""Measures and strategies for avoiding waste and packaging to contribute to a circular economy" => eliminate "to contribute to a circular economy" which is quite difficult to understand in my opinion (of scientist and consumer)"
Six comments thought that this tool would be used "To assess consumer's engageability", "buying, selling, selection of food commodities", "for a restaurant", "To choose which product I want to buy or which initiative I want to support (by buying them products).", "encourage more sustainable food purchases" and "To understand more why prices increase (or decrease) and what I pay really when I buy this product or service."
Two general comments on the usefulness of the tools were made out of the 40 respondents and the 10 who used the open comments sections: "I don't think it's useful / I would not use it", "Not sure people will use it on their phone as there are a lot of existing phone applications on food (nutrition, env. impact, etc.)".

<u>Synthesis of the open comments</u>

The most prolix group was that of the other stakeholders, comprising experts and public authorities, with 12 out of 25 respondents using the open comments section for a total of 25 comments.
For them, there were **no indicators to be added but changes to be done to existing ones**: « The criteria about the **provenance of employees** is not informative: it should state where the employees live and since when, as people born elsewhere may have moved independently from the work opportunity", v" "In line with the strategy of the sponsor" is not very clear to me, in the contexts in which it is introduced

", "If the explanations took place, it would be more understandable", "In assessing sustainability I would add some items on **food poverty/food justice**, in terms of access, cultural and social adequacy and healthiness of diets to which people have access", "Perhaps a question to **differentiate the more social projects** where the objective is not economic profitability since they are complemented by public subsidies and/or private donations, from entrepreneurial projects where economic profitability is essential for the survival of the project.", "Social dimension of sustainability might be developed using operationalized definitions of **food poverty, food justice and food access**.".

Somme comments underlined the need to explain differently: "some are **rather abstract** and would need **more specific** indicators to understand", "employee satisfaction », « I think yes as many have a whole string of terms which make them sound **over-complex**", "some definitions, such as those regarding the products, **may be interpreted in different ways** and therefore provide results which are difficult to be interpreted when aggregated", "Perhaps a **contextual example should be given** at the start of each page as some of the wording/target of the questions was hard to understand", "Terms like 'typology' and 'characteristics' are **too general** to understand here", "If the explanations took place, it would be more understandable". Two respondents just said that Yes there was need for more explanation but didn't give any details.

One risk was suggested: "some definitions, such as those regarding the products, may be interpreted in different ways and therefore provide results which are difficult to be interpreted when aggregated"

As for the use of the tool, the respondents had several ideas: "comprehensive **assessment**, multi-dimensional understanding", "Food security & safety projects", "To **develop** sustainable urban food system in the country I live in", "success to sustainability", "To have tools for a **statistical study** of the types of participating projects", "For public and private financed projects, **as a-priori and a-posteriori assessment**", "**assessment** of food enterprises", "**evaluating** social sustainability", "To **value the services** that farmers provide to the society", "**Collating innovation cases** in food systems".

3.2 Limits of the survey and perspectives

Even though the survey was active for over 6 months and more than 1000 people were solicited, the number of respondents is very limited (72 + 7 empty forms which might mean opening the survey but never beginning it), especially for project managers/owners with only 7 answers (whereas 14 pilots comprise the FoodE project). We thus think that the consumers and other stakeholders' comments can and should be taken into account for the FoodE app improvement and further monitoring as all KPIs developed for project managers/owners were also evaluated by the group "other stakeholders"..

However, the qualitative data from the open comments can be taken into account without fear. The most common idea is to be both more precise and use more simplified terms perhaps using examples to explain the notions behind each KPI.

Some comments were also received by email: some people could not answer the survey due to internet browser problem although a test using Firefox, Chrome and Explorer were done and did not show any trouble on our computers. Some people also express the regret that the survey was only available in English and thus couldn't answer it. This may explain the low response rate we had. Some were not familiar with the CRFS concept and during the 5-6 pages of survey forgot what it was about and stopped answering.

3.3 Main findings for the FoodE project

The main results of the survey are a justification of the KPI developed in WP2, WP3 and WP5. The comments and this assessment of the KPI was then transmitted for integration in the reflexion of T5.4, the development of the label and taken into account for the final version of the FoodE app (T3.3).

4. Conclusions

The main objective of FoodE's WP5 (Business models and validation) is the classification of CRFSI (City Region Food Systems initiatives), the validation of the assessment tool, and identification of standard indicators of CRFSi sustainability measures. This report (Deliverable 5.3) on a multiusers online survey tool is the prolongation of the work of T5.2 (D5.2) at the conjunction between several WP, namely WP2 (developing indicators and an evaluation tool for project managers) and WP3 (developing indicators and an evaluation tool for consumers). At the beginning of the project, three target stakeholder groups have been identified: owners/members of CRFSi; consumers of CRFSis; other stakeholders (Higher Education Institutions, Public Authorities, Nongovernmental Organisations…).

The work of Task 5.3 as defined in the Grant Agreement was developed in the FoodE app to enable owners/members of CRFS to receive a sustainability assessment by entering their business data into the protected online app, while the app for users includes a review function of the provided value proposition of CRFSis. Other stakeholder groups attached (closely or more loosely) to CRFSs were seen as helping us to widen the data input of the app according to their relevance for CRFS. As a good part of the work had been done during WP2 and WP3, we developed an online survey tool to evaluate the KPIs developed for the app and the evaluation framework of CRFSi in order to improve those tools.

Building on the set of KPI (Key Performance Indicators) developed in D5.2, this work thus developed an online survey tool to evaluate these KPI by the different groups of stakeholders in order to ensure that these KPI were understood by the stakeholders/users of the tools as well as their validity and pertinence. The survey was online from July 2022 to March 2023 and was answered by 72 users (7 CRFSi owners/managers, 40 consumers and 25 others). A first analysis was done for each KPI and each assessment type (comprehensibility, ease of measurement and usefulness) as a histogram along the Likert scale for the answers (1 to 5 from worse to better). Comprehensibility was evaluated as good for most KPI, ease of measurement was less appreciated but still easy to very easy for most KPI for all groups, especially customers. As for the usefulness, nearly all KPI were judged positively by all three groups.

The space for free comment mostly expressed a desire for more precision and simplified terms understandable by the layperson. Some new indicators were asked for but each time only by one respondent. The use envisioned of the evaluation tools reflect the use we intend to do of it and as such validate our choices of KPI and of evaluation tools. These results will be used by WP3 to improve the FoodE app, WP4 for the monitoring of the pilots and WP5 for the development of the FoodE label in T5.4. As the response level for project managers/owners was so low, it is difficult to find a validity in these results and further use in WP4 for pilot evaluation and for T5.4 will need new discussions with the pilots. As for the other 2 kinds of users, the KPIs chosen seem globally validated, especially for the third group of other users.

Appendix 1. Online Survey of Key Performance Indicators for the three tools developed in FoodE WP2, WP3 and WP5

This survey is totally anonymous and no personal data will be collected. It is being done as part of the H2020 FoodE project (http://www.foode.eu) and the results will only be used as aggregated data.

The estimated length of this survey is 10-15 minutes as you will only be asked on your opinion on some existing choices on survey options.

By answering to this survey, you agree to these uses. Any questions can be asked by contacting the researcher in charge of this survey agnes.lelievre at agroparistech.fr

CRFSI definition:

I am participating in this survey as

- A CRFSI owner/partner
- A consumer
- Other stakeholder (policy maker, local authority, planner, funder, expert…)

CRFSI part

We have developed a simplified self-assessment tool for CRFSI owner/partner to evaluate the sustainability of their project. The score will consist of 36 different KPIs (with a qualitative score going from 1 to 5) declined in the three pillars of economic, social and environmental impacts. Here are the Key Performance Indicators (KPI) chosen, please give your opinion on their ease of measurement, comprehensibility and usefulness.

<u>Comprehensibility</u>

Economic assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					
	Sales revenue					
	Activity revenue					
	Public funding					
	Private funding					
Local economic development	Place of origin of employees					
	Locally sourced supply					
	Suppliers' practices					
Customers and users	Customers/users acquisition					

	Customers/users return					
	Customer/user expenditure					
	Customers/users reason to come back					
	Online selling					

Social assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					
Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					
Food security	Production and supply characteristics					

Environmental assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					
	Characteristics of the products					

Resource use efficiency	Water saving practices					
	Electricity sources					
	Heating sources					
Waste management and circularity	Waste recycling					
	Sustainability commit ment					
	Packaging and materi als recyclability and compostability					
	Packaging and materi als reusability					
Transport	Distance from clients/ customers					
	Type of transport to clients/ customers					
	Type of transport of supplies					

Ease of measurement/data collection

Economic assessment

		Really not easy to collect data	Not easy to collect data	Not sure	Easy to collect data	Really easy to collect data
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					
	Sales revenue					
	Activity revenue					
	Public funding					
	Private funding					
Local economic development	Place of origin of employees					
	Locally sourced supply					
	Suppliers' practices					
Customer and users	Customers/users acquisition					
	Customers/users reason to come back					

	Customer/user expenditure					
	Customers/users return reason					
	Online selling					

Social assessment

		Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					
Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					
Food security	Production and supply characteristics					

Environmental assessment

		Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					
	Characteristics of the products					
Resource use efficiency	Water saving practices					
	Electricity sources					
	Heating sources					
	Waste recycling					

Waste management and circularity	Sustainability commitment					
	Packaging and materials recyclability and compostability					
	Packaging and materials reusability					
Transport	Distance from clients/ customers					
	Type of transport to clients/ customers					
	Type of transport of supplies					

Usefulness

Economic assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					
	Sales revenue					
	Activity revenue					
	Public funding					
	Private funding					
Local economic development	Place of origin of employees					
	Locally sourced supply					
	Suppliers' practices					
Customer and users	Customers/users acquisition					
	Customers/users reason to come back					
	Customer/user expenditure					
	Customers/users return reason					
	Online selling					

Social assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					
Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					
Food security	Production and supply characteristics					

Environmental assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					
	Characteristics of the products					
Resource use efficiency	Water saving practices					
	Electricity sources					
	Heating sources					
Waste management and circularity	Waste recycling					
	Sustainability commitment					
	Packaging and materials recyclability and compostability					
	Packaging and materials reusability					
Transport	Distance from clients/ customers					

	Type of transport to clients/ customers						
	Type of transport of supplies						

Do you have any other criteria you think are of interest and should be added?

Do you think any criteria should be labelled/explained differently to make it easier/more useful?

For which purpose would you use such assessment criteria?

Do you have any other comments on this self-assessment tool being developed?

Consumer part

We have developed an online application (for mobile phones) to measure the experience of consumers in CRFSI. The customer's feedback score will consist of 5 different themes with a total of 16 Key Performance Indicators (KPI) (with a score going from 1 to 5) all qualitative. Here are the KPI chosen, please give your opinion on their ease of measurement, Comprehensibility and usefulness.

<u>Comprehensibility</u>

Food and Experience

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Quality of food					
Quality of the overall experience with the initiative					
Satisfaction according to what was previously advertised					

Economic

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Affordability of the products and experiences offered by					

the initiatives compared to their overall quality					
Availability of a range of products with different prices					

Environmental

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Measures to reduce the environmental impact of the initiative					
Eco-building materials					
Measures and strategies for avoiding waste and packaging to contribute to a circular economy					
Animal welfare					

Social

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Family friendly					
Facility adapted for disabled people					

Level of engagement of local communities					
Connection to local culture and gastronomy					

Service quality

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Staff disposition/attitude towards visitants and customers					
Service speed or waiting times to be attended					
Information and transparency policy					

Ease of measurement/data collection
Food and Experience

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Quality of food					
Quality of the overall experience with the initiative					
Satisfaction according to what was previously advertised					

Economic

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Affordability of the products and experiences offered by the initiatives compared to their overall quality					
Availability of a range of products with different prices					

Environmental

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Measures to reduce the environmental impact of the initiative					
Eco-building materials					
Measures and strategies for avoiding waste and packaging to contribute to a circular economy					
Animal welfare					

Social

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Family friendly					
Facility adapted for disabled people					
Level of engagement of local communities					
Connection to local culture and gastronomy					

Service quality

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Staff disposition/attitude towards visitants and customers					
Service speed or waiting times to be attended					
Information and transparency policy					

Usefulness

Food and Experience

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Quality of food					
Quality of the overall experience with the initiative					

Satisfaction according to what was previously advertised					

Economic

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Affordability of the products and experiences offered by the initiatives compared to their overall quality					
Availability of a range of products with different prices					

Environmental

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Measures to reduce the environmental impact of the initiative					
Eco-building materials					
Measures and strategies for avoiding waste and packaging to contribute to a circular economy					

Animal welfare					

Social

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Family friendly					
Facility adapted for disabled people					
Level of engagement of local communities					
Connection to local culture and gastronomy					

Service quality

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Staff disposition/attitude towards visitants and customers					
Service speed or waiting times to be attended					
Information and transparency policy					

Do you have any other criteria you think are of interest and should be added?
Do you think any criteria should be labelled/explained differently to make it easier/more useful?
For which purpose would you use such assessment criteria?
Do you have any other comments on this self-assessment tool being developed?

Other stakeholder (policy maker, local authority, planner, funder, expert…)
We have developed a simplified self-assessment tool for CRFSI owner/partner to evaluate the sustainability of their project and to use it for improvement or advertisement, in part through the FoodE application which will inventory these initiatives. The score will consist of 47

different KPIs (with a qualitative score going from 1 to 5) declined in the three pillars of economic, social and environmental impacts. We have also identified some indicators which could prove interesting to sponsors (entities which helps CRFSI during installation or once opened by giving/lending land, financial help, technical expertise, material or labour resources). Please give your opinion on their ease of measurement, Comprehensibility and usefulness.

<u>Comprehensibility</u>

Economic assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					
Local economic development	Provenance of employees					
	Locally sourced supply					
	Suppliers' practices					
Customer and users	Customers/users acquisition					
	Customers/users return					
	Customer/user expenditure					
	Customers/users return reason					
	Online selling					

Social assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					

Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					

Environmental assessment

		I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					
	Characteristics of the products					
Resource use efficiency	Water saving practices					
	Electricity sources					
	Heating sources					
Waste management and circularity	Waste recycling					
	Sustainability commitment					
	Packaging and materials recyclability and compostability					
	Packaging and materials reusability					
Transport	Distance from clients/ customers					
	Type of transport to clients/ customers					
	Type of transport of supplies					

Other criteria

	I do not understand what it is	Not easy to understand	Not sure	Easy to understand	Very easy to understand
Ability to integrate into the neighbourhood					
Contribution to the inclusion of vulnerable populations					
Complementarity with the rural farms of the area					
Fostering of social ties					
Contribution to heritage preservation					
In line with the strategy of the sponsor					
Ethical staff management					
Land tenure risk management					
Management of regulatory aspects					
Innovative nature of the project/Participation in the evolution of knowledge					
Credibility of the project leader / Robustness of the project's governance					

Ease of measurement/data collection

Economic assessment

		Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					

Local economic development	Provenance of employees					
	Locally sourced supply					
	Suppliers' practices					
Customer and users	Customers/users acquisition					
	Customers/users return					
	Customer/user expenditure					
	Customers/users return reason					
	Online selling					

Social assessment

		Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					
Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					

Environmental assessment

		Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					

	Characteristics of the products						50
Resource use efficiency	Water saving practices						
	Electricity sources						
	Heating sources						
Waste management and circularity	Waste recycling						
	Sustainability commitment						
	Packaging and materials recyclability and compostability						
	Packaging and materials reusability						
Transport	Distance from clients/ customers						
	Type of transport to clients/ customers						
	Type of transport of supplies						

Other criteria

	Really not easy to measure	No easy to measure	Not sure	Easy to measure	Really easy to measure
Ability to integrate into the neighbourhood					
Contribution to the inclusion of vulnerable populations					
Complementarity with the rural farms of the area					
Fostering of social ties					
Contribution to heritage preservation					
In line with the strategy of the sponsor					
Ethical staff management					
Land tenure risk management					

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Management of regulatory aspects					
Innovative nature of the project/Participation in the evolution of knowledge					
Credibility of the project leader / Robustness of the project's governance					

Usefulness

Economic assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Organization profitability and outlook	Annual net profit margin					
	Income diversification					
	Business future					
Local economic development	Provenance of employees					
	Locally sourced supply					
	Suppliers' practices					
Customer and users	Customers/users acquisition					
	Customers/users return					
	Customer/user expenditure					
	Customers/users return reason					
	Online selling					

Social assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Job (quantity, quality, diversity)	Waged jobs					
	Contract typology					
	Aver. gross monthly salary					
	Workplace Trainings					
	Gender balance					

Community outreach, engagement & education	Frequency of events					
	Disadvantaged people					
	Connection with local producers					
	Volunteering activities					
Food quality	Product characteristics					

Environmental assessment

		Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me
Food production/supply	Technology used for crops					
	Animal fed provenance					
	Fishing Gear types					
	Ancient cultivar or local breed					
	Characteristics of the products					
Resource use efficiency	Water saving practices					
	Electricity sources					
	Heating sources					
Waste management and circularity	Waste recycling					
	Sustainability commitment					
	Packaging and materials recyclability and compostability					
	Packaging and materials reusability					
Transport	Distance from clients/ customers					
	Type of transport to clients/ customers					
	Type of transport of supplies					

Other criteria

	Not useful for me at all	No really useful for me	Could be useful for me	Useful for me	Very useful for me

Ability to integrate into the neighbourhood					
Contribution to the inclusion of vulnerable populations					
Complementarity with the rural farms of the area					
Fostering of social ties					
Contribution to heritage preservation					
In line with the strategy of the sponsor					
Ethical staff management					
Land tenure risk management					
Management of regulatory aspects					
Innovative nature of the project/Participation in the evolution of knowledge					
Credibility of the project leader / Robustness of the project's governance					

Do you have any other criteria you think are of interest and should be added?
Do you think any criteria should be labelled/explained differently to make it easier/more useful?
For which purpose would you use such assessment criteria?
Do you have any other comments on this self-assessment tool being developed?