

Nota bene: The following illustrates the list of indicators that the applicants will have to include, where appropriate, to estimate the project's contribution to the programme's objectives. Applicants should confine the choice of indicators in their operation to the list provided below and add exceptionally some other indicators that could be necessary under their operation.

Thematic priority 5: Tourism and cultural and natural heritage		
Specific objective (Outcome): 1.1 Cross -border tourism and cultural/ natural heritage contributes more to cross-border economic development		
Result (Output): 1.1.1 Improved and diversified offer of tourism products based on joint initiatives for the utilisation of cultural and natural heritage		
Code	Description of indicators	Clarifications and additional information
	The indicators described in this column should be used in the logical framework matrices of project proposals or grant contracts, if relevant	This column contains a series of hints for clarification purposes only, that is, they are not intended for use in the logical framework matrices
	<p><b>Output indicators:</b> short-term effects of implemented activities</p> <p><b>Outcome indicators:</b> medium-term effects of implemented activities (at the level of specific objective of the project)</p> <p><b>Impact indicators:</b> long-term effects of implemented activities (at the level of the overall objective of the project)</p>	<p><b>Common types of organisations are:</b> local government units, regional or canton-level government units, entity-level government units, national government units (ministries, agencies, offices), non-governmental organisations (NGOs, CSOs, associations, particularly women's associations), business (particularly tour operators), regional development agencies, educational institutions, health institutions, cultural institutions, public institutions (particularly public enterprises), public utility companies, public services, national employment agencies, social welfare organisations, local employment offices, tourism organisations, local tourism organisations, regional tourism organisations, national tourism organisations, local communities, chambers of economy, management organisations of protected areas, national (nature) parks, research institutions, protection and rescue (emergency) services, other (please specify)</p> <p><b>Common vulnerable groups are:</b> people with disabilities, youth, long-term unemployed, ethnic minorities, elderly people, people from rural areas, other (to be specified).</p> <p><b>Disaggregation by gender:</b> it is necessary to do this kind of disaggregation in every group of participants, intermediary or final beneficiaries, e.g. people with disabilities: x men and y women, etc...</p>
	Output indicators	Clarification
32O02	Number of organisations directly involved in the implementation of this type of projects (to be disaggregated by type of organisation)*	Includes all project partners that implement the project, stakeholders involved in project activities and organisations targeted by the project. Does not include those organisations from which individual participants in events come, unless they participated in the event in their capacity as official representative of the organisation.
32O03	Number of inter-sectoral (local authorities-CSOs-private sector-public agencies-research and educational institutions) partnerships implementing this type of projects	One inter-sectoral partnership includes several organisations representing different types of sectors (private or public).
32O04	Number of information/promotion campaigns implemented	A campaign encompasses a series of activities (organisation of various events, media coverage, distribution of promotion materials) that are systematically organised in order to inform a general or particular audience about one or more topics, or to promote these topics. One project can implement more than 1 campaign, e.g. if several non-related topics are covered independently.
32O05	Number of information/promotion events organised	Events organised within the promotion campaigns. This indicator is mandatory if the campaign includes the organisation of such events.
32O06	Number of participants in information/promotion events (to be disaggregated by gender)	Disaggregation by vulnerable group and gender is applicable only for events where the participants were registered. For events in which the participation is open, this is not possible; in this case an estimation on the number of participants as well as on the share of men and women should be made.
32O07	Number of promotion materials produced and distributed/published/broadcasted (to be disaggregated by type of promotional material)	
32O08	Number of people reached by information/promotion campaigns	Attention to the sources and means of verification. This is particularly important for campaigns using mass media (TV, radio) since the number of spectators or listeners is hard to measure.
32O09	Number of capacity building events organised	This indicator is inter-related with the indicator 32O10; if one indicator is selected, the other one needs to be selected too.
32O10	Number of participants in capacity building events organised (to be disaggregated by gender)	This includes participants in all capacity building events organised, including internal capacity building that do not include primary target groups. The number should include project staff as well as trainers, facilitators and/or moderators.
32O11	Number of training curricula/courses developed	
32O12	Number of studies developed (e.g. baseline, (pre)feasibility, research studies, etc.)	
32O13	Number of digital platforms (information systems) developed	This indicator is inter-related with the indicator 31R02; if one indicator is selected, the other one needs to be selected too.
32O14	Number of websites operational	
32O15	Number of sets of equipment purchased and made available to target groups	What is a "set of equipment"? It may consist of one or several pieces of equipment that combined provide certain functionality. E.g. one fully functional computer (computer tower, monitor, keyboard and mouse), set of tools for archeological excavation, vehicle with necessary equipment and materials to make a mobile laboratory for measuring the level of pollution of natural resources (air, soil, water), etc...
32O16	Number of cross-border networks/partnerships formed*	Related to the networks/partnerships that are formed in addition to the formal partnership that had been made to apply for the grant in the first place. In principle, one CBC project can create 1 additional network/partnership. Only in exceptional cases, the number can be more than 1, but this would mean that these networks/partnerships have nothing in common, except for the CBC project under which they were formed.
32O17	Number of organisations participating in cross-border networks/partnerships formed (to be disaggregated by type of organisation)*	This indicator is inter-related with the indicator 32O16; if one indicator is selected, the other one needs to be selected too.
32O18	Number of cross-border cooperation agreements signed	

32O19	Number of plans developed (e.g. strategic, investments, business plans, etc.)	This indicator is inter-related with the indicator 32R03; if one indicator is selected, the other one needs to be selected too.
32O20	Number of people with increased capacities (to be disaggregated by gender)	Attention to the sources and means of verification. Not all the people that participate in capacity building events succeed to increase their capacities. The increase of capacities has to be verified, directly (testing before and after) or indirectly (improved performance related to the topic that was addressed by the capacity building).
32O21	Number of new/improved services developed/introduced in the programme area (to be disaggregated: new, improved)	This indicator is inter-related with the indicator 32R04; if one of the indicators is applicable, the other one needs to be selected too.
32O22	Number of facilities enhanced	
32O23	Number of manuals, guidelines, handbooks developed	
32O24	Number of study visits organised	This indicator is inter-related with the indicator 32O25; if one indicator is selected, the other one needs to be selected too.
32O25	Number of participants in study visits (to be disaggregated by gender)	Mandatory if the indicator 32O24 is applicable.
32O27	Number of upgraded museum collections	
32O28	Number of new cultural and sport events (tournaments, concerts, festivals, exhibitions, etc.) to connect people of the programme area organised	
32O29	Number of participants in new cultural and sport events organised (to be disaggregated by type of event and gender)	If it is not possible to count all the participants, at least an estimation on their number needs to be made. Counting the participants is preferable and this can be done, e.g. by giving tickets to each visitor even if the entrance is free of charge; this provides a source and means for verification of the number.
32O30	No of people directly taking part in awareness raising activities (to be disaggregated by gender)	These people should already be included in the number under the indicator 32O06 but the number is not always identical since there could be awareness-raising activities other than the events referred to under 32O06.
32O31	Number of heritage sites in the cross-border area systematically promoted	This indicator is used for calculating value of indicator 32R09. These two indicators are, therefore, inter-related and if one is selected, the other one needs to be selected, too.
32O32	Number of cultural and natural heritage sites upgraded (to be disaggregated)	E.g. improvement of infrastructure, making them accessible to the visitors, etc.
32O32.01	Number of upgraded natural sites	
32O32.02	Number of cultural heritage sites improved	
32O33	Number of knowledge bases established	In relation to, e.g. cross-border mapping of common cultural and/or natural heritage, identification of good practices in its conservation, protection and revitalisation, etc.
32O34	Number of new/improved joint tourism products developed (to be disaggregated)	Automatically calculated based on the indicators 32O21 and 32O34.
32O34.01.02	Number of new joint sustainable tourist products developed	Sustainable refers to impact that the actions will also have both in tourism and environment
32O39	Number of facilities newly constructed	
32O41	Number of heritage sites in the cross-border area identified	This indicator is used for calculating value of indicator 32R09. These two indicators are, therefore, inter-related and if one is selected, the other one needs to be selected, too.
32O46	Number of members of newly established cross border intangible cultural heritage coordination bodies (to be disaggregated by gender)	This indicator is inter-related with indicator 32O47. If one indicator is selected, the other one needs to be selected, too.
32O47	Number of cross-border intangible cultural heritage coordination bodies established	This indicator is inter-related with indicator 32O46. If one indicator is selected, the other one needs to be selected, too.
32O48	Number of cultural institutions included in cross-border networking activities	This indicator is similar to the one related to the number of organisations participating in cross-border networks (indicator 32O17). It is not identical, though, as it includes less formal networking activities, unlike the former indicator. Nevertheless, all the cultural institutions counted under 32O17 should be included here too.
32O51	Number of tourism sites mapped (to be disaggregated)	Historical, cultural and/or natural sites
32O53	Number of small scale investments in infrastructure made	
31O34	Number of innovative solutions created (digital tours online, mapping, etc)	
	<i>Outcome indicators</i>	
32R01	Number of organisations/institutions with increased capacities/competences (to be disaggregated by type of organisation)*	As with any other indicator related to increased capacities, one has to think about sources and means of verification: it is not sufficient that capacity building was provided for an organisation; there has to be a verification that their capacity has actually improved. There are two obvious methods of verification: a) testing the knowledge and skills of those benefiting from capacity building before and after the capacity building delivery OR b) assess the performance of the same target group after benefiting from capacity building.
32R02	Number of users of digital platforms	This indicator is mandatory if digital platforms were developed (indicator 32O13)
32R03	Number of plans implemented or under implementation	This indicator is mandatory if plans were developed (indicator 32O19)
32R04	Number of new services commercialised	

32R07	Number of new businesses established as a result of the operation (to be disaggregated by gender and type of vulnerable group of the entrepreneur)*	This indicator is obligatory if the project is targeting potential entrepreneurs, regardless of whether a donation of start-up packs is envisaged or not (e.g. through financial support for third parties). It is inter-related with the indicator 32I03; if one of the indicators is selected, the other one needs to be selected too.
32R09	Percentage of heritage sites which have improved their visibility	The percentage is calculated by dividing the heritage sites that have improved their visibility under the project (indicator 32O31) with the total number of heritage sites that were identified in the entire programme area (in both countries) (indicator 32O41).
32R10	Number of professionals in the cultural and sport fields participating in the implementation of operations (to be disaggregated by gender)	
32R12	Increased satisfaction of users/clients/visitors/spectators	The level of satisfaction needs to be measured using a standard scale. The recommended scale is 1-5, where 1 is the lowest. Questionnaire for users/clients should consist of closed questions with the following range of replies: 1 (very unsatisfied), 2 (rather unsatisfied), 3 (neither satisfied nor unsatisfied), 4 (rather satisfied), 5 (very satisfied).
32R13	Number of newly established thematic routes	
32R15	Number of cross-border networks between cultural institutions formalized	
32R17	Number of people living in the eligible area participating in cultural exchange activities	
32R21	Number of inhabitants and tourists on both sides of the border with improved networking and cooperation possibilities	
31R12	Number of new joint tourism products commercialised	
31R14	Number of historical, cultural and natural sites and buildings newly open to public visits	
31R15	Percentage of tourism offers generated by the CBC initiatives adopted by tourist operators active in the area	Calculated based on the indicators 31O26 and 31O63
31O26	<i>Number of tourism offers generated by the CBC initiatives</i>	
31O63	<i>Number of tourism offers generated by the CBC initiatives that were adopted by tourist operators active in the area</i>	
31R20.01	Number of tourists using new/improved products	
	<b>Impact indicators</b>	
32I01	Number of direct beneficiaries involved (to be disaggregated by gender and type of vulnerable group)*	"Direct beneficiaries" are to be understood as target groups, or all people that are directly positively addressed by project activities. In practical terms, all participants that are directly involved in any of the project activities should be counted here, including the participants of all of the events organised.
32I02	Number of jobs created as result of the activities implemented in the tourism sector (to be disaggregated by gender)*	All new jobs created thanks to the project need to be counted here
32I03	Number of businesses still active after two years of their establishment (to be disaggregated by gender of the entrepreneur)	
32I04	Number of new services available in the market one year after project ends	This refers to the services counted under the indicator 32R04 and is obligatory if the indicator 32R04 has been selected.
32I05	Percentage of increase in the number of visitors in the cultural and natural sites as well as to existing cultural and sport events addressed by the programme (to be disaggregated)	The increase is measured at yearly basis - each year compared with the previous year. Value is automatically calculated using indicators 32I11 and 32I12.
32I06	Number of cultural events that become a regular tradition	For the purpose of this monitoring system, the event has become a regular tradition if it is organised at least 3 years in a row, and financed from the project not more than once.
32I07	Number of sport events that become a regular tradition	For the purpose of this monitoring system, the event has become a regular tradition if it is organised at least 3 years in a row, and financed from the project not more than once.
32I08	Number of visitors to the existing cultural and sport events addressed by the programme	This indicator is used to calculate indicator 32I05 and is mandatory if 32I05 is selected.
32I10	Percentage of increase in the workforce providing new products and services within the sector	Attention to the baseline value. It needs to be established before the start of the implementation period, or immediately after.
32I11	Number of visitors visiting the supported natural, cultural and historical heritage sites (to be disaggregated)	Attention to the baseline value. It needs to be established before the start of the implementation period, or immediately after. Attention to the sources and means of verification. Number of visitors is related to the calendar year and is reset at the beginning of next year. This indicator is used for calculating indicator 32I05.
31I11	Percentage of increase in the number of visitors to the cross-border area	This indicator is automatically calculated on the basis of the value of indicator 31I30.
31I30	<i>Number of visitors to the cross-border area</i>	<i>This indicator is interrelated with indicator 31I11 and is required for its calculation. If one indicator is selected the other needs to be selected, too.</i> <i>Attention to the baseline value. It needs to be established before the start of the implementation period, or immediately after.</i>

\* Programme indicators and/or IPA III strategic indicators, or general indicators. Must be contained in the logical framework matrix if they are relevant to the project.