Opinions of cyclists and pedestrians on urban cycle lanes

Background
In August 1997 a survey was made on the attitudes of cyclists and pedestrians on urban cycling in the centre of Helsinki. Some 250 cyclists and 250 pedestrians were interviewed at five different sites. This was the first survey of its kind in Helsinki. Besides this video recording of 15 hours was made on the same sites to study the behaviour of cyclists and pedestrians.

Summary of findings
Cyclists and pedestrians agree that urban bicycle lanes are necessary. The planning concept for them is right: pedestrians and cyclists should be separated from each other with trees or other devices, painted white lines are not enough. Narrow bicycle lanes were criticised, not for their narrowness but more for the disturbances from parked vehicles. In general cyclists and pedestrians keep well their lanes, however occasionally pedestrians may walk on bicycle lane but this happens more inadvertently. The question about one-way or two-way bicycle lane is still open; cyclists prefer two-way bicycle lanes, because they are handy, but pedestrians think they are too complicated at junctions.

http://www.hel2.fi/ksv/entire/repCycleLanes.htm

The passive verbs are used rather differently in each paragraph. The first paragraph reports the procedure that was carried out in the survey on which this report was based. Passive verb forms are used for this, and since the writer is narrating events in the past (In August 1997), they are in the past tense (was made, were interviewed). If you look at other texts that report survey research, you will find very similar kinds of information, often in a section which has the heading Procedure or Methods.

In the second paragraph, one passive verb form is used to recommend a procedure (pedestrians and cyclists should be separated from each other with trees or other devices), but the paragraph as a whole deals with what the pedestrians and cyclists think, not with procedures. Did you also notice the passive verb form were criticised? It would be possible for this clause to use an active verb: They criticised narrow bicycle lanes, and the choice of passive here was probably made to focus on the key point: narrow bicycle lanes.

Note: This text provides an example of international English. Although it is generally clear, you may have noticed that the use of determiners does not always conform to standard British English usage. For example, a native speaker would expect to find a determiner with a singular noun phrase in Besides this, a video recording of 15 hours was made).