

DAY OF CITIZENS FOR EUROPE IN ROME, ITALY

PROTECTING CITIZENS' RIGHTS: CHALLENGES AND OPPORTUNITIES FOR EU PASSENGERS

16th September 2014 Rome (Italy)



With the support of the Europe for Citizens Programme of the European Union



ONLINE DATABASE ON GOOD PRACTICES

<http://activecitizenship.net/bp/2013/form/new.php>

ACN - Best Practices Database

Good Practices of Sustainable Mobility DATABASE

DESCRIPTION	
1) Title of the GP	<input type="text" value="Write a short title or the keywords, or the website"/>
2) Description of BP	<input type="text" value="3000 characters left"/>
3) Objectives	<input type="text" value="1500 characters left"/>
4) What is the main field of this Good practice? (You can tick more than one option)	
Accessibility of transport	<input type="checkbox"/>
Urban Liveability	<input type="checkbox"/>
Environmental sustainability	<input type="checkbox"/>
Economic sustainability	<input type="checkbox"/>
Passenger rights	<input type="checkbox"/>
Others	<input type="text" value="Specify"/>

- GOOD PRACTICES-

What is a Good Practice?

Good practices are actions whose very nature is the impact on the quality of services, the protection of citizens' rights, the promotion of civic participation and the enhancement of human resources. In particular, they are very successful initiatives aimed at improving the efficiency (cost) and the effectiveness (as a way to meet, in an appropriate manner, the needs and expectations of citizens) of both, management and provision of services.



Main five criteria we used

Measurability (possibility to quantify the impact of the initiative);

Innovation (ability to produce new and creative solutions in order to improve the quality of services and the protection of citizens' rights);

Sustainability (ability to rely on existing resources or ability to generate new resources);

Reproducibility (possibility of its transfer and application in places and situations other than those in which it was developed);

Added value (positive impact on users' rights and the promotion of civic participation).

Slovakia

Good Practice

- Title and description: *How to avoid traffic collapse in case of heavy snow when people have difficulty in getting to their cars both in the morning and returning home after work.*
- Objectives: *reaching an agreement with people living in blocks of flats as to the exact date and time when the cars would be removed from the car park and therefore road workers with the appropriate machines can clear the space from the snow. There is a hot line for this purpose.*
- Who promoted the GP: *Local government and regional road company.*
- Actors involved in the GP: *local government, which officially agreed to this new practice, local police department and road company, which provides people and machines to clean the roads and car parks from snow. An important role is also played by tax payers and car owners who live in certain areas and use specific car parks.*
- Location and Term: *Launched in Winter 2012, Poprad, Slovak republic.*
- Main field of this Good practice: *Environmental sustainability.*

- Title and description: "Is your bus late? The City of Turin will give you a refund of € 3". Refunds are applied in the case of delays of 15 minutes by city buses running at regular intervals, of 30 minutes by scheduled buses and of 45 minutes by trams. The company responsible for public mobility in Turin will be required to hand out a € 3 voucher to each passenger. The same "refund" is guaranteed if an underground train is suppressed and there is no alternative transport available within the hour. All this is possible thanks to a computerized system for tracking the movement of transport which allows to verify the validity of the complaints.
- Who promoted the GP: : Municipality of Turin, Gtt (Gruppo Torinese Trasporti) and consumers' associations.
- Further information: www.gtt.to.it; <http://torino.repubblica.it/dettaglio-news/18:09/4356246>
- Location and Term: Turin, Piedmont Region, Italy. June 2013.
- Main field of this Good practice: Right & duties.

Good Practice

- Title and description: “Ride across Europe”. Creating bicycle lanes for better connections in the Hungarian-Serbian border region.
- Objectives: improve mobility in the municipalities of the region. Creating bicycle lanes will improve connections between Futog, Begec, Novi Sad and Hungarian municipalities.
- Who promoted the GP: : Public Utility Company “City Roads”, Novi Sad. The partners are the Municipality of Mórahalom, Hungary and the Public Enterprise for City Construction and Development of Novi Sad.
- Actors involved in the GP: City of Novi Sad with the municipalities of Futog and Becej in Serbia; City of Mórahalom with municipalities of Reska in Hungary;
- Location and Term : Serbia and Hungary, ongoing in 2013.
- Main field of this Good practice: Environmental sustainability.
- Further information: <http://www.novisad.rs/eng/ride-across-europe>

18 Civic Recommendations	%	Sector	Sustainability
1. Introduce/increase discounts and tax breaks for tickets for public transport (e.g. cost deductibility)	67%	Lpt	Economic sustainability
2. More facilities for vulnerable segments of the population (e.g. students, senior citizens, the unemployed, etc.)	67%	Lpt	Economic sustainability
3. Remove barriers preventing access for passengers with reduced mobility/disabled	65%	Lpt	Right & duties
4. Increase infrastructures in the city (e.g. more bike lanes, etc.)	65%	Use of bicycles	Social sustainability (A)
5. Introduce tax breaks for car purchases	62%	Private vehicles	Economic sustainability
6. Request more dedicated infrastructures (charging stations for electric cars, dedicated parking spaces for LPG cars, etc.)	60%	Private vehicles	Environmental sustainability
7. Make the use of bicycles in combination with other vehicles easier (e.g. Parking for bikes in the vicinity of railway stations, metro, etc.)	60%	Use of bicycles	Social sustainability (A)
8. Introducing/increasing Travelcards (e.g. the same ticket for the use of multiple means of transport) as well as extending its validity time	60%	Lpt	Economic sustainability
9. Improve the connection between stations and other transport options	59%	Lpt	Social sustainability (A)
10. Introduce tax relief for vehicle manufacturers in order to reduce the selling price	59%	Private vehicles	Economic sustainability
11. Possibility to buy a ticket on board at no extra cost	57%	Lpt	Social sustainability (A)
12. Increase Park&Ride areas	56%	Lpt	Social sustainability (A)
13. Invest in the state-of-the-art vehicles	54%	Lpt	Social sustainability (L)
14. Increase the frequency of service	53%	Lpt	Social sustainability (A)
15. Promote the use of technologies for intelligent traffic control and the improvement of road safety	53%	Lpt	Social sustainability (A)
16. Ensure greater safety in vehicles (e.g. Use of video surveillance systems)	52%	Lpt	Social sustainability (L)
17. Apply discounts on additional costs (e.g. car insurance, car tax, etc.)	52%	Private vehicles	Economic sustainability
18. Promote educational programs about safe and environmentally friendly driving in order to reduce road accidents as well as noise and environmental pollution	51%	Private vehicles	Right & duties

Some general considerations

From the responses received, the needs of European citizens are clear as is clear what they demand from institutions and from the stakeholders

11 out of 18 Civic Recommendations focus on **local public transport**,
5 on **private vehicles**
and **2** on the **use of bicycles**

A part from the individual aspects of mobility, Civic Recommendations show a strong need for social sustainability related to improving accessibility: as many as 7 out of 18 Civic Recommendations focus on this issue.

The second most important issue is that of economic sustainability addressed by 6 Civic Recommendations - widely expected given the ongoing crisis which is currently gripping many European countries.



ATTENTION TO:



the **lack of indications on car sharing** (clearly showing how this is still seen by the majority of citizens as not being a first choice option, and in some cases citizens do not even know this option exists);

the **lack of indications on general interventions** which may affect the mobility system as a whole (e.g. increased competition among operators in the sector, plans to reduce traffic, etc.). In this case, perhaps, it reflects a certain difficulty in framing the issue of mobility in the context of a broader planning centred on improving the quality of life in cities.

the majority of EU citizens (59%) do not know if their own towns have an Urban Mobility Plan or not, while 15% answered that this plan has never been adopted

these data do not represent a good basis for the development of Sustainable Urban Mobility Plans promoted by the European Commission.

The first 4 Civic Recommendations

Improve public transport: among the 4 Civic Recommendations with the highest consensus (greater than or equal to 65%) **three refer to local public transport and one to an increase in the use of bicycles.**

The first 4 Civic Recommendations	%	Sector	Sustainability
1. Introduce/increase discounts and tax breaks for tickets for public transport (e.g. cost deductibility)	67%	Lpt	Economic sustainability
2. More facilities for vulnerable segments of the population (e.g. students, senior citizens, the unemployed, etc.)	67%	Lpt	Economic sustainability
3. Remove barriers preventing access for passengers with reduced mobility/disabled	65%	Lpt	Right & duties
4. Increase infrastructures in the city (e.g. more bike lanes, etc.)	65%	Use of bicycles	Social sustainability (A)

In order to be able to use the bicycle in town there is the need to increase the infrastructures starting with bicycle lanes.

On the positive side, a strong sense of solidarity stands out, since the first three Civic Recommendations wish to further promote access to public transport for those citizens economically/socially most vulnerable or with reduced mobility - compared to what is already being done.

Right & obligations

Two Civic Recommendations address the subject of rights & obligations:

on the one hand, they call for the real enjoyment of a right, the right to mobility for people with disabilities, specifically on the reduction of barriers;

on the other, they urge people to acknowledge their obligations as citizens, giving high priority to the education for safe and environmentally friendly driving.

Civic Recommendation	Sector
3. Remove barriers preventing access for passengers with reduced mobility/disabled	Local public transport

Civic Recommendation	Sector
18. Promote educational programs about safe and environmentally friendly driving in order to reduce road accidents as well as noise and environmental pollution	Private vehicles

Further information about “Right & obligations”: awareness of the passengers rights as European citizens

The majority of the people involved do not know their passengers rights
What does this mean?

A more intensive action is needed regarding information to citizens involving as much as possible also those subjects in the civil society who operate for the safeguard of citizens' rights.

For this reason, we confirm to the European Commission our full availability to actively cooperate in the communication campaign “**Your passenger rights at hand**” with the view also of it being revised in some of its aspects regarding a more widespread and therefore more efficient dissemination.

Liveability (social sustainability)

There are also 2 Recommendations which focus on liveability: both dealing with substantial improvements to the public transport regarding comfort and safety on board.

Civic Recommendations	Sector
13. Invest in the state-of-the-art vehicles	Local public transport
16. Ensure greater safety in vehicles (e.g. Use of video surveillance systems)	Local public transport

Environmental sustainability

Civic Recommendations	Sector
6. Request more dedicated infrastructures (charging stations for electric cars, dedicated parking spaces for LPG cars, etc.)	Private vehicles

The Civic Recommendation which focuses on Environmental Sustainability has a clear interpretation: **it is no longer the time of employing remedies limiting the use of polluting means of transport** (e.g. limit traffic according to even and odd numbers of license plates or Sundays on foot) we should instead **invest on infrastructures for the use of less polluting cars.**

Thank you!