

# 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



## Mobility is ...

a way of living in Europe, a tool to reduce barriers, to promote identity and belonging to the same continent, uniforming standards of service delivery and harmonizing Community legislations.

Mobility has been regarded as a real **paradigm of European citizenship**



# *“Why?”*

## The general purpose

**Informing** citizens and **raising** their awareness on EU policies and initiatives on mobility

**Contributing to bridge the gap** between EU citizens and Institutions, providing the European Parliament and the Commission with information on the expectations of citizens

Giving the opportunity to citizens to concretely **participate** in EU policy making, promoting direct dialogue between citizens and European Institutions

Enhancing citizens' interest in **civic participation** and their capacity to analyze critical situations, identify solutions and formulate **policy recommendations**

## *“On what?”*

# The main European challenges on mobility

### *Social sustainability*

- **accessibility to transport**, in terms of presence/absence of alternatives to private individual mobility, architectural barriers, etc.
- **liveability**, such as traffic congestion, noise pollution, safety, etc.

### *Economic sustainability*

- transport accessibility from an economic point of view, therefore addressed as an expense for the city (the importance of deregulating the sector, the need to introduce incentives, etc.)

### *Environmental sustainability*

- issues relating to the environmental impact of transport and the promotion of non-polluting vehicles such as bicycles or vehicles powered by alternative fuels, as well as the promotion of new ways of driving

### *Rights and obligations of passengers/travellers*

- in terms of non-discrimination, accuracy, timeliness, accessibility to information, solving inefficiencies and most importantly knowing one's rights as a passenger/traveller.

## “How?”

### The methodology

**Consultation** involved citizens who, with the help of **experts** and **facilitators**, have learned to analyze the issues and difficulties related to mobility, identify possible solutions, transform them into recommendations and gather **civic information**.



Civic information is the **capacity** for **organized citizens** to **produce** and **use information** to **promote** their own policies and **participate** in public policymaking, in the phases of definition and implementation as well as that of evaluation.

According to this method, when citizens, despite their presumed lack of competence in the public sphere, organize themselves and take action together regarding public policies, they are able to produce and use information deriving from experts and other sources, as well as from their own direct experiences.

In this project, this method was implemented by involving civic organizations in the collection of information through **interviews** to **citizens**, **passengers** and **commuters**, and allowing them to put into practice the right to participate in the evaluation of services and policies.

## “Who?”

### The partnership

The project is coordinated by Active Citizenship Network, the European branch of the Italian civic organization Cittadinanzattiva, and the following Partners:

- A.N.P.C.P.S.România / National Association for Consumers' Protection and Promotion of Programs and Strategies from Romania – InfoCons
- Vartotojų teisių gynimo centras / Association Consumer Rights Protection Center (Lithuania )
- Index Foundation (Bulgaria)
- Associação In Loco / In Loco Association (Portugal)
- Spoločnosť ochrany spotrebiteľov S.O.S. / Society of Consumer Protection (Slovakia )
- Centra potrošača Srbije / Consumer's Center of Serbia - CEPS (Serbia)
- Fundación Ciudadanía / Citizenship Foundation (Spain)



## Civic consultation: geographical impact

**8 countries** (Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia, Slovakia and Spain);

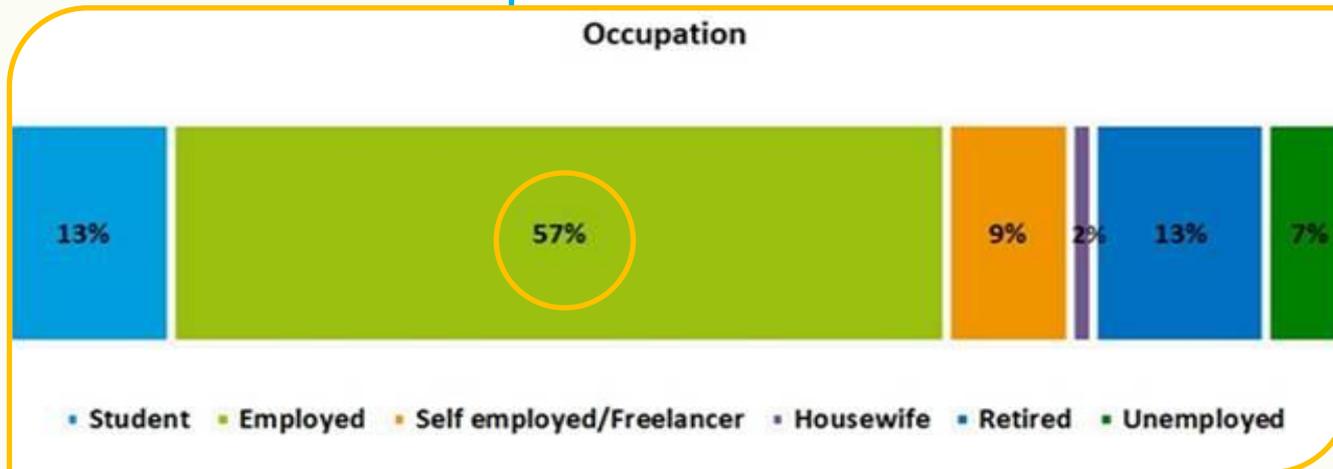
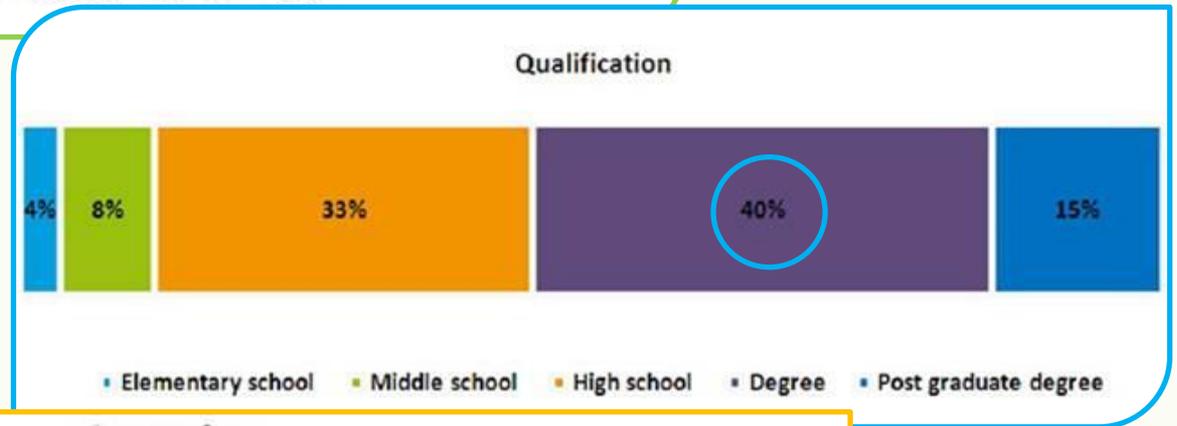
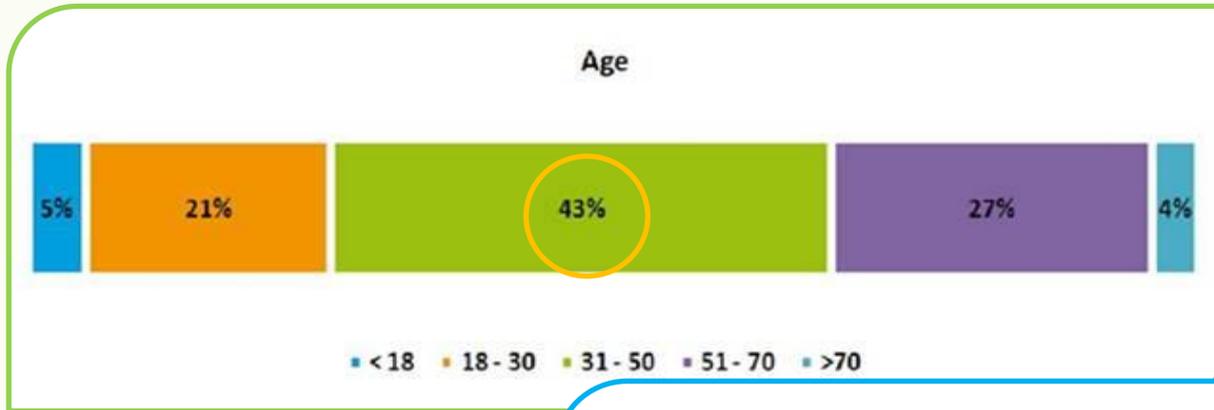
**299 cities** (size: small 34%, medium 33%, large 15% and metropolis 18%);

**4,156 people;**

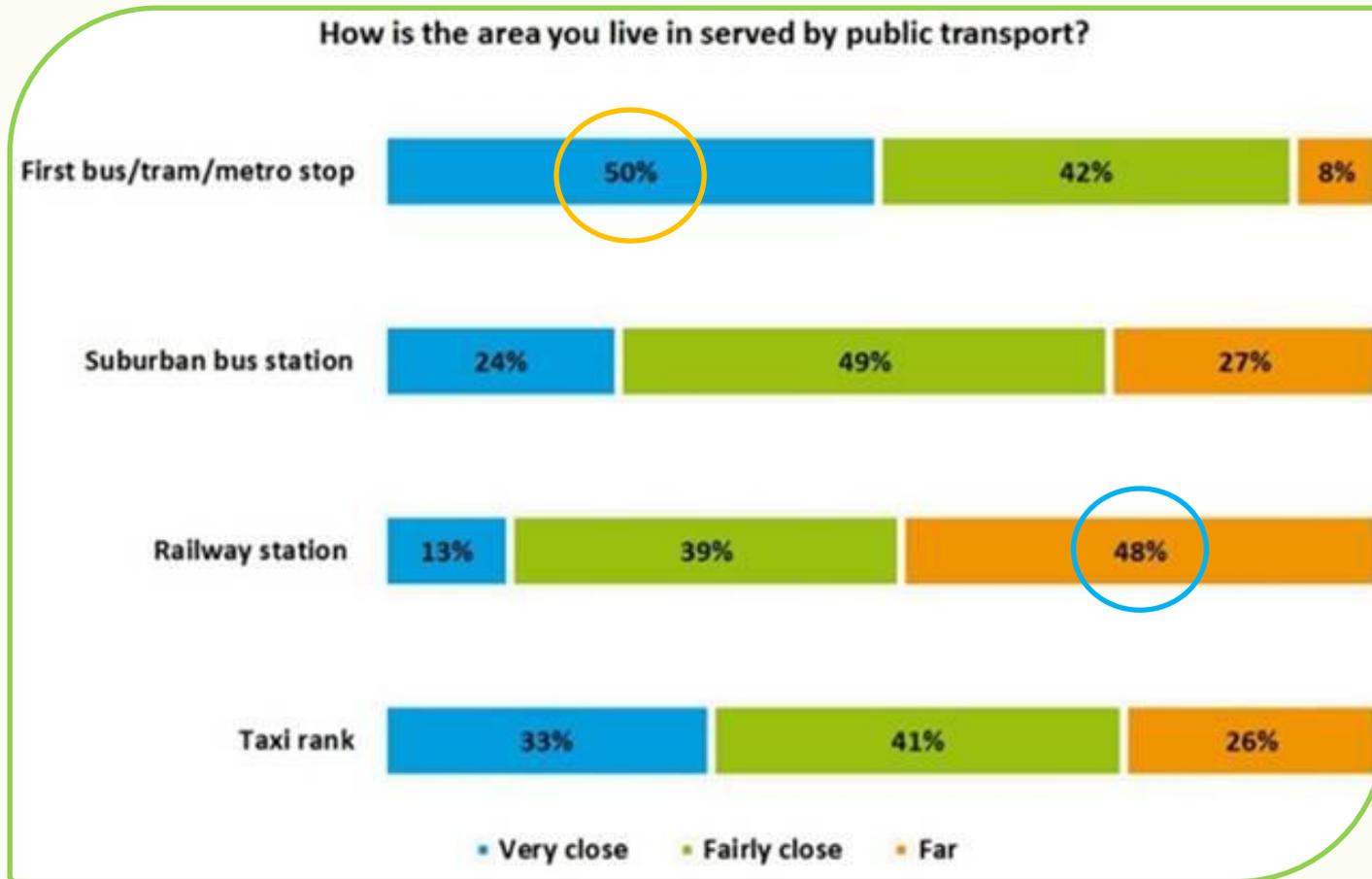
**72%** of respondents **have travelled long distances** within their country (> 250 km) throughout the year;

**66%** of respondents **have made at least one trip abroad** during the past two years.

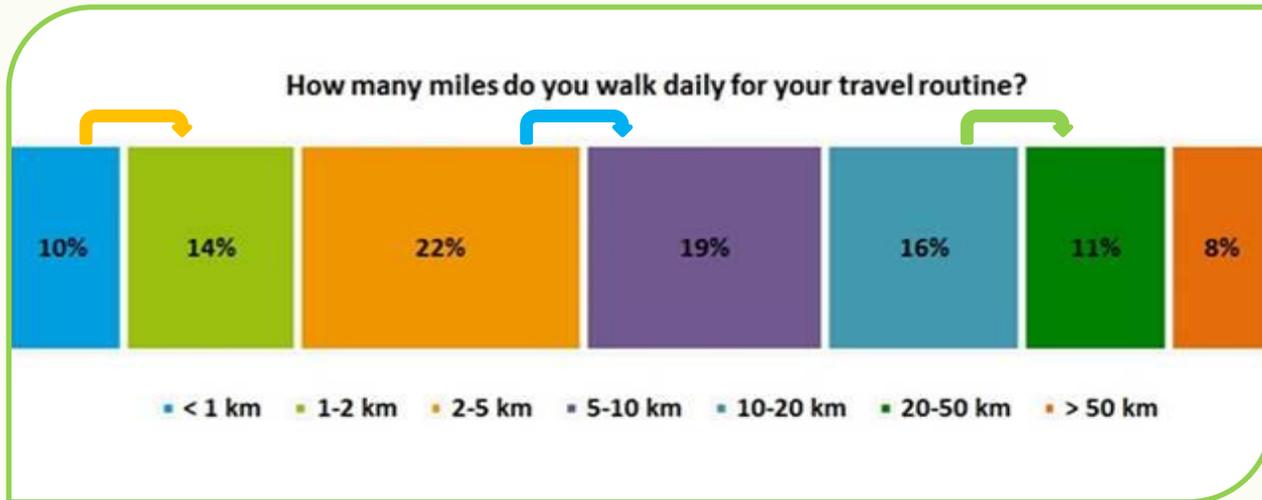
# The sample of people



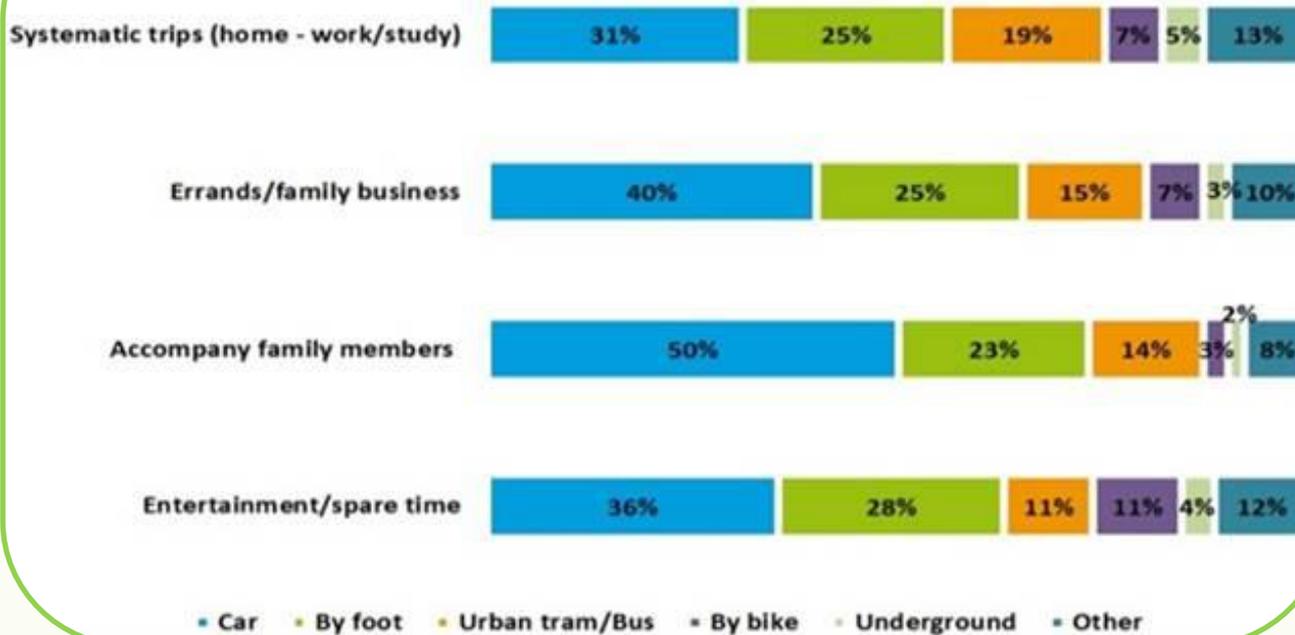
# Regular and daily movements/1



## Regular and daily movements/2



### Which vehicle do you use for your regular/daily journey?



## Choice for daily commute

The number of respondents who travel by foot is constant and significant – never less than 23% with peaks reaching 28%.

The car is the main means of transport but its use varies: it is less used to go to work and more for other reasons.

The car is also often chosen out of habit and therefore there is space for a change in attitude particularly in the case of highly polluting engines and on condition that real alternatives are available.

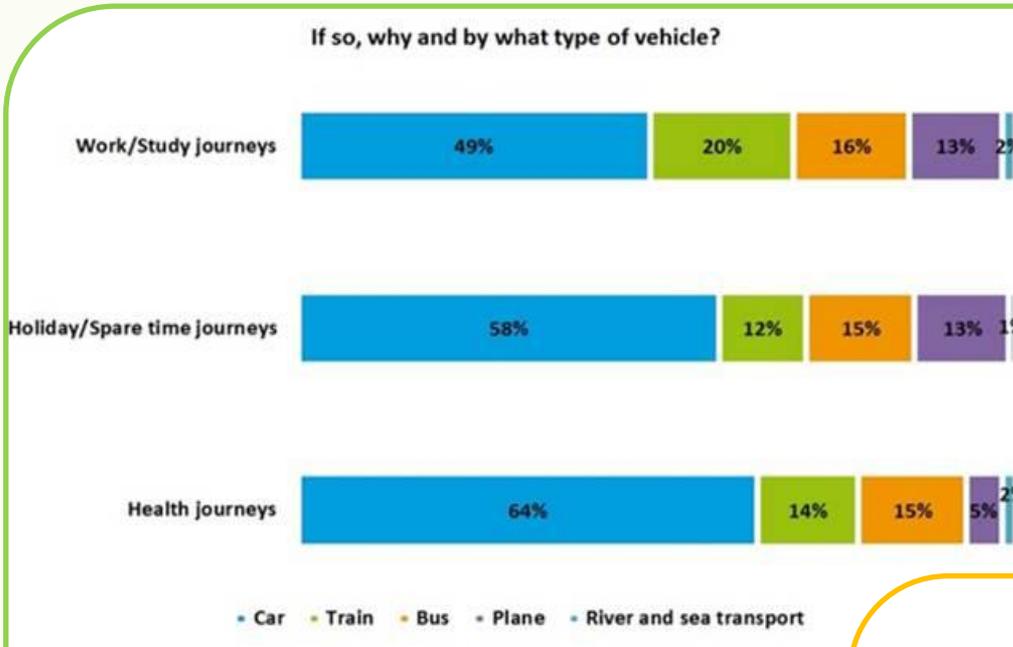
As regards tram/bus the situation is exactly the opposite: urban transport is used more for return journeys to work or school.

The bicycle is favoured by 7% of respondents on the contrary, car-pooling and car sharing are both second options.



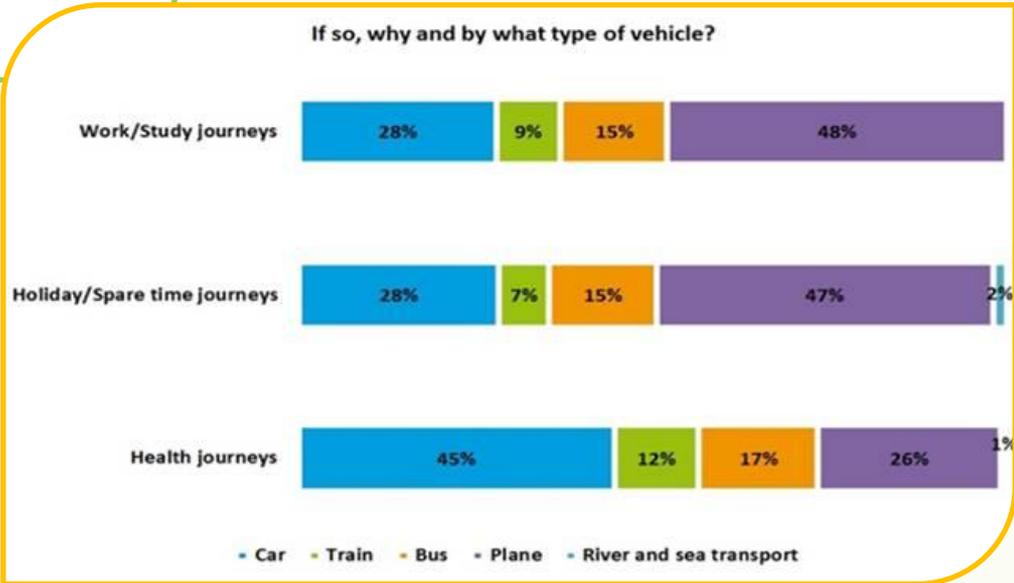
Why yes	Vehicle	Why not
I have no other options It is faster	Taxi	Traffic congestion High cost
I have no other options It's cheaper	Car sharing/ Car pooling	Traffic congestion Lack of service
It's cheaper I have no other options	Urban bus/tram	Delays Traffic congestion
It is faster It's not affected by traffic	Underground	Recurring strikes Lack of assistance for passengers with reduced mobility / disabled
I can do other things during the journey It's cheaper	Local train	Delays Poor hygienic conditions

# Choice for long distance journeys and journeys abroad



*For long distance within the country, cars are the main means of transport as clearly shown in the figure.*

*Obviously, for journeys abroad, air travel is more widespread even though travelling for health reasons is done more by car. Also significant is the use of long distance buses.*



# Long distance journeys and journeys abroad



Why yes	Vehicle	Why not
<p>It's faster It's more comfortable</p>	<p><b>Plane</b></p>	<p>Delays High cost</p>
<p>It's more comfortable I can do other things during the journey</p>	<p><b>Train</b></p>	<p>Delays High cost</p>
<p>It's cheaper I have no other options</p>	<p><b>Bus</b></p>	<p>Delays High cost</p>

# Passenger rights

In case of denied boarding, the airline:



- Can arbitrarily choose who is not admitted on board
- Must first appeal to people who voluntarily give up their reservations
- The airline decides according to the booking order
- No opinion

What kind of traveler are you? Try the online quiz on [www.activecitizenship.net](http://www.activecitizenship.net)

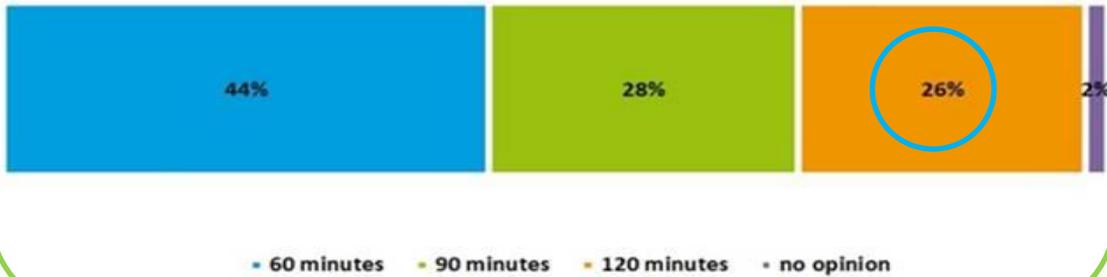
.....to find out if you are able to better protect your rights as passenger, if your daily choices in mobility are "sustainable", how important transport is in Europe and, consequently, what steps the EU is taking in this field.....

Passengers can choose to claim a full refund of the ticket if the train has a delay of more than:



- 60 minutes
- 90 minutes
- 120 minutes
- no opinion

Passengers have the right to a refund of the ticket in the event that the scheduled departure time has a delay of:



...and then read your passenger profile on the free guide



How did you get on with the quiz?

Uninformed



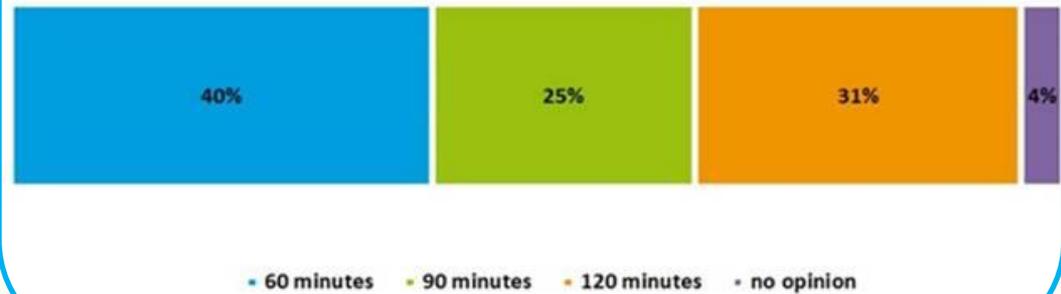
Inattentive



Smart

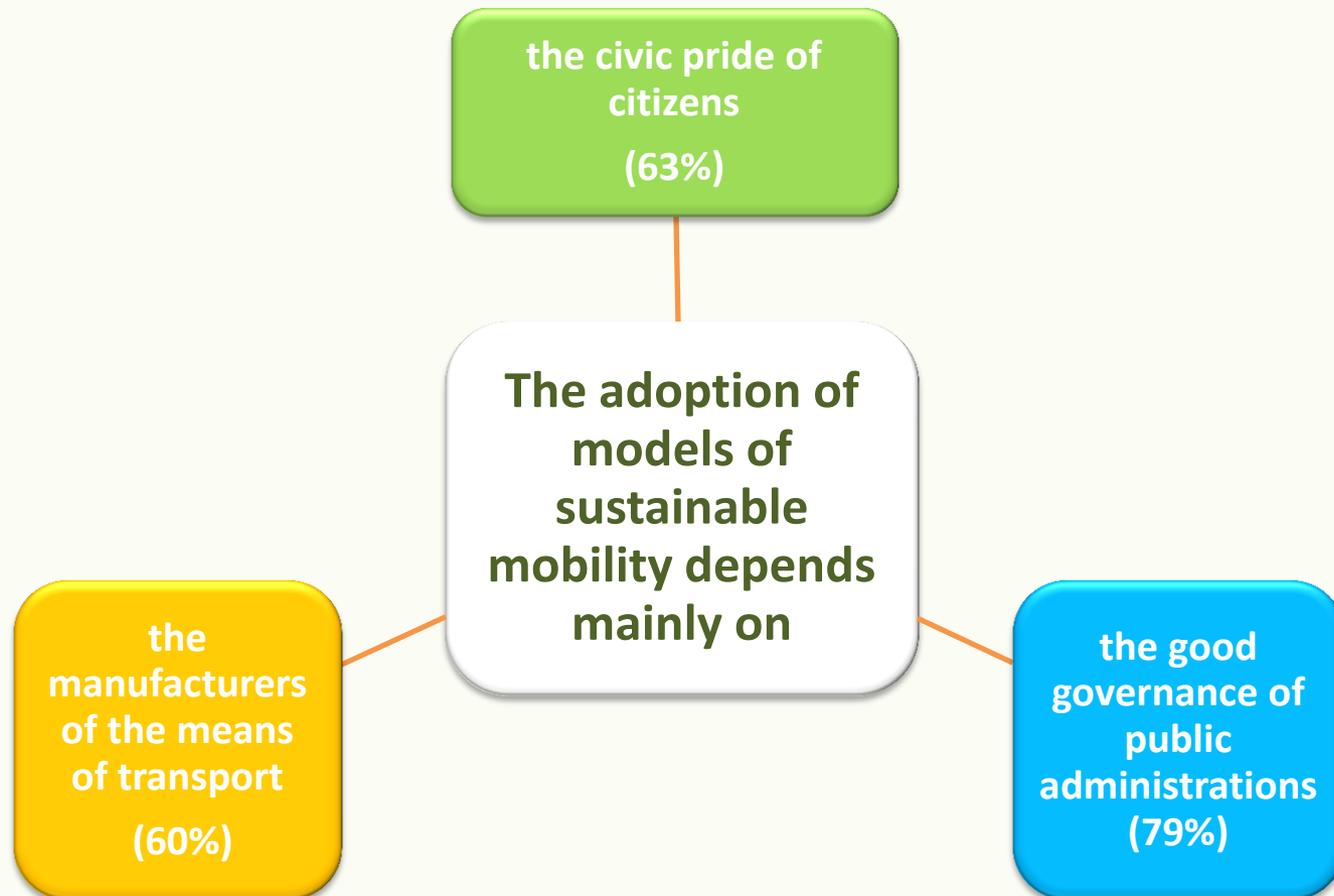


Passengers have the right to a refund of the ticket in case the scheduled departure time has a delay of:



## Social responsibility

Who is responsible for promoting and adopting new models for sustainable mobility?  
Firstly public administrators, secondly us citizens and thirdly businesses.



## Civic participation

59% of EU citizens do not know if their own towns have an Urban Mobility Plan or not.  
21% of EU citizens do not know if their own towns are being used vehicles of public transport with alternative power supply.

