Moving in Europe

HANDBOOK FOR CONSULTATION MEETINGS

ACTIVE CITIZENSHIP NETWORK

This document is one of the activities promoted by the European project "Mobility, a paradigm of European citizenship", which involved citizens from 8 countries (Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia, Slovakia and Spain) on the challenges that the mobility of people sets for the future of Europe: transport accessibility, environmental sustainability and rights of citizens/passengers.

The issue of mobility is a daily interest for many European citizens and is a paradigm of European citizenship since it relates to many of its aspects (the common identity thanks to transnational mobility, the rights of European citizens/passengers, etc...). For further information: http://www.activecitizenship.net/consumers-rights/projects/85-mobility-a-paradigm-of-european-citizenship.html

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

This document is a useful tool for the contextualization activity and for the consultation meetings.

The document is divided into two sessions.

The first session, the biggest one, titled "European strategies on mobility and transport", consists in an overall premise and a lot of information at European level related with the topic of the project. In addition, in the first session you can find:

- *5 boxes: "Video"*
- *4 boxes: "Questions for the debate"*
- *5 box "New"*
- *Lots of links where you can reach more information.*

The second session, "How to manage consultation meeting and event", presents useful information on what you need for the consultation meeting; characteristics, methodology and goal of the consultation meeting; the role of facilitator and Partner Association's staff involved in the consultation meeting.

Part A
"European strategies on mobility and transport"

Premise

Being European citizens, a journey through rights and duties

1. The right to travel
Through its treaties, the European Union guarantees its citizens four fundamental freedoms:
- The free movement of people; the free movement of goods; the free movement of services; the free movement of money.
- The combination of these four freedoms is essential in order to effectively consider the EU as a single market in goods, services and labor.
- In particular, the free movement of people in one of the cornerstones of the European Union, to whom descends the right to freely and easily move through European countries.

2. The right to protect the environment and the sustainable development
The protection of the environment is one of the major challenge for Europe. Originally, the Treaty establishing the European Community didn't expressly put environmental protection among the aims of the Community. However, due to the gradual awareness of the international community about the importance of the environmental issues, it became essential even within the European Union.
Among the main aims of the environmental policy of the EU, we find:
- The fight against the climate changes. To succeed, it is essential a deep rethinking of, among others, the **transport**

policy, considering the increasingly use of cars and planes; energy systems, policies for the protection of soils and woods.

- Sustainable urban management. The European strategy is based on the proposition that every city with a population exceeding 100.000 inhabitants adopt an environmental management plan in which the set of buildings, infrastructure, transport, energy, waste could ensure appropriate environmental impact.
- **Sustainable urban transportation**. EU's attention is focused on the impact of the urban traffic, on levels of air and noise pollution and the safety of citizens. This is why, the Commission considers that every capital city and every city with a population exceeding 100.000 inhabitants should develop, adopt, implement and then revise a sustainable urban transport plan that sets goals in the short, medium and long term, encouraging the purchase of vehicles less polluting and a less energy consumption, or the use of alternative fuels.

3. The right to participation and consultation

The democratic deficit in Europe, the widespread of alienation and failure to listen to the Community institutions arise in many citizens reservations and doubts about the real possibility of making Europe a common house.

In recent years the European Commission has definitely increased the consultations with stakeholders on major policy initiatives, particularly through the publication of the Green Papers and White Papers.

- For any question on the EU, every EU citizen has available the service "Europe Direct" (visit the website http://europa.eu/europedirect/ or toll free: 00.800.67891011 to which a person who can answer provide the necessary response or indicate how to find it).
- In addition, citizens can contact one of the centers of European news live, located in almost all EU countries (see:

http://europa.eu/europedirect/meet_us/interactive_map/index_en.htm)

- Through the website "Your Voice in Europe" (see http://ec.europa.eu/yourvoice/index_en.htm) you have the opportunity to participate in European decision-making by taking part in one of the many opinion polls and discussions in order to be able to express such an opinion on the various Community policies, including - in fact – that one of the transportation. Also on the same site, and finally, under discussion, you can participate in the dialogue on the EU and its future, discussing issues directly with political leaders and exchanging views with other citizens interested in the same topics.

European Year of Citizens [1]

The overall objective of the European Year of Citizens 2013, established by the Decision of the European Parliament and of the Council of 23 November 2012, is to strengthen the awareness and knowledge of the rights and responsibilities associated with citizenship of the Union, in order to allow citizens to fully exercise their rights, with particular reference to the right to move and reside freely within the territory of the Member States.

The specific objectives of European year of citizens are as follows:

- raise awareness of EU citizens with regard to the right to move and reside freely within the EU and all other rights guaranteed to Union citizens without any discrimination, including their right to vote in local and European elections in the Member State in which they reside;
- raise awareness of EU citizens about the ways in which they can tangibly benefit from the rights of the Union, and about the existing policies and programs to support the exercise of those rights;

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[1] http://www.europacittadini.it/index.php?it/200/anno-europeo-dei-cittadini

- **stimulate a debate on the benefits and potential of the right to move and reside freely as an inalienable aspect of Union citizenship, with the aim of encouraging and strengthening civic participation and active democratic citizens of the Union, in particular in forums civic EU policies** and elections to the European Parliament, thereby strengthening social cohesion, cultural diversity, solidarity and equality between women and men, mutual respect and a sense of common European identity among EU citizens, on the basis of the fundamental values enshrined in the Treaty on European Union (TEU) and the Treaty on the Functioning of the European Union (TFEU), and in the Charter of Fundamental Rights of the European Union.

Mobility, a paradigm of European citizenship

Transnational Mobility, as written above, is the concrete application of one of the main rights (Free movement of people) guaranteed by the Treaties to EU citizens' since the beginning of the European construction. It is one of the factors which have contributed to the building of a common European identity.

Over the years, the EU has developed a strong policy in this area, which aims at "fostering clean, safe and efficient travel throughout Europe, underpinning the internal market of goods and the right of citizens to travel freely throughout the EU" (see website of DG for Mobility and Transport).

Mobility is a major challenge for the development of a sustainable economy, which is one of the 3 primary objectives of the Europe 2020 Strategy. Reducing greenhouse gas emissions by 20% does actually entail the development of a new mobility strategy, promoting transport modalities with a low impact on the environment.

Finally, public transports are a key question for many European citizens, who use them daily to reach their workplace and/or to carry out their other activities. They are thus interested in the development of accessible and efficient public transports,

respectful of passengers' and users' rights. This is the reason why civic activism is especially developed in this field through informal groups (such as commuters groups) or more structured and permanent organisations (e.g. Public transport users associations, Consumer associations, etc.).

To sum up, the Mobility is:

- a common concern for most European citizens;
- a field in which the EU has a large competence and influence capacity;
- a policy which has to evolve to contribute more and more to the development of a sustainable economy;
- a paradigm of European citizenship, inasmuch as it embraces many of its aspects (common identity, European citizens' rights, etc.).

See the video clip: "What does being an EU citizen mean? (1:48)[2]

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[2] https://www.youtube.com/watch?v=JVPrS68HYZs

1. Framework

Transport has been and will remain an essential component of our daily lives. In Europe, it has contributed substantially to the development, integration and growth of the internal market with tangible benefits to the European economy.

European transport policy has also raised standards for the sector such as improved working conditions, higher safety and security conditions as well as the strengthening of passenger rights.

The Europe 2020 Strategy of 2010 highlighted the importance of an efficient and effective transport system for the future development of the European Union. Europeans should have access to mobility and transport services. These services should support a smooth functioning of the internal market, and minimise any burdens on the free movement of goods and people in the EU. Furthermore, the European transport system has to become more sustainable. We need to break the current dependency on fossil fuels and to reduce the negative impacts of transport on citizens' health and well-being, the climate and the environment.

The European transport system is highly complex and the responsibilities for its development, operation, and maintenance are shared between administrations at EU, national, regional and local level. Therefore, action at all these levels is required.

Afterwards, we will focus on the main acts and decisions of the last years of what can be called the "European strategies on mobility and transport."

All this enhanced by video clips, news and questions to facilitate reflection and discussion.

2. *The urban dimension of the EU transport policy*[3]

In 2001, the European Commission issued a White Paper 'European transport policy for 2010: time to decide' (COM(2001) 370) setting an agenda for the European transport policy throughout 2010.

This program was updated in the mid-term review of 2006 (COM(2006) 314). The review concluded that efforts needed to be stepped up *inter alia* in the field of urban transport in order to reach key objectives of EU transport policy.

The Green Paper on Urban Mobility "Towards a New Culture for Urban Mobility", adopted by the Commission on 25 September 2007 (COM(2007)551), highlighted that Europe's towns and cities should not be left alone in tackling challenges that are of EU and even global dimension.

This Green Paper marked the starting point for a broad consultation with all relevant stakeholders on possible EU action. The consultation confirmed the added value of EU-level intervention in a number of urban transport-related areas.

As a consequence, an Action Plan on Urban Mobility (COM(2009)490) was adopted by the European Commission on 30 September 2009, providing a coherent framework for 20 concrete EU-level actions to be implemented in the period 2009-2012 through existing instruments and initiatives.

These actions all aim to support and enable efforts at the local level, rather than prescribe one-size-fits-all or top-down solutions.

The Action Plan proposes twenty measures to encourage and help local, regional and national authorities in achieving their goals for sustainable urban mobility.

With the Action Plan, the European Commission presents for the first time a comprehensive support package in the field of urban mobility.

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[3] http://ec.europa.eu/transport/themes/urban/urban_mobility/action_plan_en.htm

Subsequently, several initiatives were announced on urban transport in the 2011 Transport White Paper "Roadmap to a Single European Transport Area".
The European Commission conducted a review of the implementation of the Action Plan in the year 2012, and will assess the need for further action.

Nowadays, urban transport challenges are pressing. For instance, many urban areas are still plagued by congestion and by transport related air quality problems, with pollutant concentrations well above the limit values set by EU legislation for health protection. Urban transport is responsible for about 23% of total CO_2 emissions from transport. This is still rising despite EU legislation to reduce greenhouse gas emissions by 2020. About 70% of CO_2 emissions in urban transport come from passenger cars and 27% from goods transport vehicles. Traffic accidents on urban roads cause about 40% of all traffic accident fatalities in the EU. Equally, high noise levels, in urban areas often caused by transport, are detrimental to public health.

3. Future of Transport[4]

Approaching the end of the 10-year period of the White Paper published in 2001 (COM(2001) 370), the European Commission adopted the communication 'A sustainable future for transport: Towards an integrated, technology-led and user-friendly system' (COM(2009) 279 (final) of 17 June 2009), in which the European Commisson presents the "European transport policy in the first decade of the 21st century".
We can find the identifying trends in transport drivers and the likely challenges they could pose to society. As follows:

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http://ec.europa.eu/transport/themes/strategies/2009_future_of_transport_en.htm

Ageing:

- By 2060, the median age of the European population is projected to be more than 7 years higher than today and the number of people aged 65 or more is expected to represent 30 % of the population as opposed to 17 % today.
- Aged people of today tend to travel more than their parents did. An ageing society will place more emphasis on the provision of transport services involving a high level of perceived security and reliability, and which feature appropriate solutions for users with reduced mobility.

Migration and internal mobility:

- Net migration to the EU might add 56 million people to the EU's population in the next five decades. Migrants, generally young and mainly living in urban areas, will further intensify Europe's ties with their country of origin. These links will entail more movement of people and goods.
- Mobility of workers within the Union is also expected to increase with the gradual removal of administrative and legal barriers and further deepening of the internal market.

Environmental challenges:

- There is growing urgency for the transport sector to mitigate its negative impact on the environment. The EU has adopted a climate and energy package that sets a target of reducing GHG emission in the EU, and transport has a key role to play in achieving this goal and an inversion of some of the current trends will be necessary.
- Many Europeans still remain exposed to dangerously high levels of air and noise pollution. In particular, the concentration of Particulate Matter (PM-10), of which transport is the second most important source, exceeds the 2005 limit value in many air quality zones.
- Transport itself will suffer from the effects of climate change and will necessitate adaptation measures. Global warming

resulting in a rising sea level will amplify the vulnerability of coastal infrastructures, including ports. Extreme weather events would affect the safety of all modes. Droughts and floods will pose problems for inland waterways.

Increasing scarcity of fossil fuels:
- In the coming decades, oil and other fossil fuels are expected to become more expensive as demand increases and lowcost sources dry up. At the same time, the need to move to a low-carbon economy and the growing concerns about energy security will bring about a greater supply of renewable energy, made much cheaper by technological progress and mass production.
- The immediate consequence of such transformation will be the reduction in the need to transport fossil fuels, which currently represent around half of the volume of international shipping.

Urbanisation:
- Urbanisation has been a clear trend in the past decades and is expected to continue, with the proportion of the European population residing in urban areas increasing from 72 % in 2007 to 84 % in 2050.
- This urban sprawl (that means, a rapid and disorderly growth of a city) is the main challenge for urban transport, as it brings about a greater need for individual transport modes, thereby generating congestion and environmental problems. Urban transport accounts for 40 % of CO_2 emissions and 70 % of emissions of other pollutants arising from road transport.
- Congestion that is prevalent in agglomerations and in their access routes is the source of large costs in terms of delays and higher fuel consumption. As most freight and passenger transport starts or ends in urban areas, urban congestion also negatively impacts on inter-urban travel. While denser cities are better served by collective modes of

transport, the availability of land and public acceptability to construct new infrastructures for public or alternative means of transport will remain a great challenge.

Global trends affecting European transport policy:
- Together with further deepening of the single market, integration of the EU with neighbouring regions (eastern Europe, North Africa) and into the world economy is likely to continue. Globalisation has been a powerful trend of the past decades, enabled by trade liberalisation agreements and by revolutionary developments in transport and communication technologies (from containers to satellite radio-navigation) that have reduced distance and time barriers.
- Transport outside Europe will increase much more than inside Europe and EU external trade and transport are likely to keep growing rapidly in the coming years.
- The world population is expected to exceed 9 billion by 2050. This increase, by roughly a third from 6.8 billion people in 2009, will have a tremendous impact on global resources, making the goal of setting up a more sustainable transport system — one which uses fewer resources — all the more important.
- More people and greater economic affluence mean more mobility and more transport. Some studies suggest that the number of cars in the world will increase from around 700 million today to more than 3 billion in 2050, creating serious sustainability problems unless there is a transition towards lower and zero-emission vehicles anda different concept of mobility is introduced.

Questions for the debate:

- Which of these challenges do you feel as a priority in your country?
- As citizens, what worries you the most?
- Is your Association working in one of these fields?
- What other trends and social phenomena do you think may have a great influence in shaping the future of transport?

See the video clip: "10 most polluted cities" (2:12)[5]

[5] http://planetearthherald.com/top-10-environmental-issues/

4. WHITE PAPER 2011. *Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system*[6]

This strategic document presents the Commission's vision for the future of the EU transport system and defines a policy agenda for the next decade. The programme in question is part of the Europe 2020 strategy.

In a world of rising oil prices, growing congestion and looming climate change, the EU's transport system needs a radical overhaul to maintain its role of growth engine and keep pace with mounting global competition. The true is the transport system is not sustainable, as we can read in the same White paper.

The strategy established in this White Paper shows how this transformation can be achieved. It defines 10 very challenging goals designed to guide policy actions and measure progress to achieve by 2050 a 60% reduction in carbon emissions in transport, and comparable reduction in Europe's dependence on imported oil.

Key goals will include:
1. **No more conventionally-fuelled cars in cities**.
2. 40% use of sustainable low carbon fuels in aviation; at least 40% cut in shipping emissions.
3. **A 50% shift of medium distance intercity passenger** and freight journeys **from road to rail** and waterborne transport.
4. **By 2050, complete a European high-speed rail network**. Triple the length of the existing high-speed rail network by 2030 and maintain a dense railway network in all Member States. By 2050 the majority of medium-distance passenger transport should go by rail.

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[6] http://ec.europa.eu/transport/themes/strategies/2011_white_paper_en.htm

5. By 2050, **connect all core network airports to the rail network**, preferably high-speed.
6. By 2020, establish the framework for a European **multimodal transport information, management and payment system**.
7. Move towards **full application of "user pays" and "polluter pays" principles**.
8. A fully functional and EU-wide **multimodal TEN-T** 'core

network' by 2030.

According the Ten-T, ie the trans-European transport, in December 2012, the Transport Committee of the European Parliament endorsed the 10 paths or corridors of the TEN-T, and also Regulation Connecting Europe Facility (CEF), in practice the financial mechanism for the implementation of transport infrastructure, energy and telecommunications. Now it's up to the European Council confirm a budget sufficient funding to allow these ambitious infrastructure projects, to find quick implementation. For example, in Italy these are decision are very important because 4 of 10 corridors pass through our territory. And among these, is the famous corridor called the Mediterranean, linking Europe from Portugal to Ukraine, and including the cross-border Turin-Lyon (you know the phenomenon of NO-TAV).

24/01/2013.

Questions for the debate:

- What conditions can bring a change in the car park?
- Is there a risk that increases the price of the car?

What about in your country?

- In Italy, according to the associations of commuters and consumers, to rely solely on market segments that can generate profit means that the largest public company in the rail transport sectors reasons like a private enterprise that responds only in terms of profits. In other words, the development of the high-speed is fine, but is there the risk of penalizing the universal service? We think the universal service transport is certainly rethought, but it is still of vital importance for most of the European population.
- Another example: in Italy, in the face of a successful high-speed train on the Turin - Milan-Venice- Rome-Naples, we have recorded in recent years a gradual withdrawal from more cheaper (although slower) long-distance connections between the North and the South of the country. It is likely an economic access problem to the service.
- At the same time, we have recorded the "suspension" (which is likely to become permanent discontinuation) of secondary

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railway lines in some regions no longer able (or not sensitive enough) to support the costly "service contracts" imposed by the monopolist. A problem for many commuters in some cases forced to use the private car, and consequently a problem of urban mobility sustainable. Is this what we want?

These goals are underpinned by a roadmap of 40 concrete initiatives — to be developed over this decade - to build a competitive transport system that will increase mobility, remove major barriers in key areas and fuel growth and employment.

At the same time, this White Paper also defines a strategy to which all transport stakeholders should contribute. No overhaul of the transport system will be possible without concerted action involving national, regional and local authorities, transport operators and transport users.

Questions for the debate:

- Is it a white or a dream paper?
- What can be the contribution of public transport users in this scenario?
- What actions to prioritize?
- What additional objectives and initiatives should be integrated into this multi-year action plan?

What about your Organization?

- Are you involved in a shared location choices?
- Did you have recently submitted proposals for the mobility and transport at local / national level?

- Did you respond to the public consultation at European level "The urban dimension of the EU transport policy"? (Sept - Dec 2012)
- Did you participate at the European mobility week?

See the video clip: "Roadmap to a Single European Transport Area - White Paper on a Sustainable and Competitive Transport"(1:20)[7]

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[7] http://ec.europa.eu/avservices/video/player.cfm?ref=I069182

5. EUROPA 2020: A strategy for smart, sustainable and inclusive growth COM(2010) 2020[8]

Europe must act to avoid decline

There are several lessons we can learn from this crisis. For example, the 27 EU economies are highly interdependent: the crisis underscored the close links and spill-overs between our national economies, particularly in the euro area.

Reforms, or the lack of them, in one country affect the performance of all others, as recent events have shown; moreover, the crisis and severe constraints in public spending have made it more difficult for some Member States to provide sufficient funding for the basic infrastructure they need in areas such as **transport** and energy not only to develop their own economies but also to help them participate fully in the internal market.

Europe 2020 puts forward three mutually reinforcing priorities:

- Smart growth: developing an economy based on knowledge and innovation.
- Sustainable growth: promoting a more resource efficient, greener and more competitive economy.
- Inclusive growth: fostering a high-employment economy delivering social and territorial cohesion.

The EU needs to define where it wants to be by 2020. To this end, The Commission is proposing five measurable EU targets for 2020 that will steer the process and be translated into national targets: for employment; for research and innovation; for climate change and energy; for education; and for combating poverty. They represent the direction we should take:

- 75 % of the population aged 20-64 should be employed.
- 3% of the EU's GDP should be invested in R&D.

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[8] http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:2020:FIN:IT:PDF

- The "20/20/20" climate/energy targets should be met (including an increase to 30% of emissions reduction if the conditions are right).
- The share of early school leavers should be under 10% and at least 40% of the younger generation should have a tertiary degree.
- 20 million less people should be at risk of poverty.

Sustainable growth: Climate, Energy And Mobility

EU flagship initiative "Resource efficient Europe" to help decouple economic growth from the use of resources, by decarbonising our economy, increasing the use of renewable sources, modernising our transport sector and promoting energy efficiency.

In particular, at EU level the Commission will work - among other priorities – to:

- To present proposals to modernise and decarbonise the transport sector thereby contributing to increased competitiveness. This can be done through a mix of measures e.g. infrastructure measures such as early deployment of grid infrastructures of electrical mobility, intelligent traffic management, better logistics, pursuing the reduction of CO2 emissions for road vehicles , for the aviation and maritime sectors including the launch of a major European "green" car initiative which will help to promote new technologies including electric and hybrid cars through a mix of research, setting of common standards and developing the necessary infrastructure support;
- To accelerate the implementation of strategic projects with high European added value to address critical bottlenecks, in particular cross border sections and inter modal nodes (cities, ports, logistic platforms).

At national level, among other priorities, Member States will need:

- To develop smart, upgraded and fully interconnected **transport** and energy infrastructures and make full use of ICT.
- To ensure a coordinated implementation of infrastructure projects, within the EU Core network, that critically contribute to the effectiveness of the overall EU transport system;
- To focus on the urban dimension of transport where much of the congestion and emissions are generated;

With the Flagship Initiative "Innovation Union", the European Commission wants to re-focus R&D and innovation policy on the challenges facing our society, such as climate change, energy and resource efficiency, health and demographic change.

At EU level, the Commission will work - among other priorities – to complete the European Research Area, to develop a strategic research agenda focused on challenges such as energy security, **transport**, climate change and resource efficiency, health and ageing, environmentally-friendly production methods and land management, and to enhance joint programming with Member States and regions.

Finally, with the Flagship Initiative "An industrial policy for the globalisation era", at EU level the Commission will work - - among other priorities – to ensure that transport and logistics networks enable industry throughout the Union to have effective access to the Single Market and the international market beyond.

See the video clip: "The Future of Rail in Europe"(2:04)[9]

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[9] https://www.youtube.com/watch?v=8GHz-stzCso

6. *Report on Consumer Policy (July 2010 - December 2011)*[10]

Introduction

The present Staff Working Document responds to a suggestion formulated by the Internal Market and Consumer Protection Committee of the European Parliament (IMCO). In March 2010[1], IMCO called on the Commission to ensure the effective integration of consumer interests into all EU policies, and to examine in its impact assessments the potential effects of any new legislation and policies directly or indirectly affecting consumers. It also urged the Commission to report on how consumer policy is integrated in relevant policy areas through concrete initiatives undertaken by the Commission[2].

The overarching objective of consumer policy is to empower Europe's 500 million consumers by providing them with the tools necessary for their active participation in the market, by making products and services markets work for them, by facilitating the exercise of their power of choice and ensuring that their rights are properly enforced.

A policy that empowers consumers is one of the central underpinnings of the overall Europe 2020 objective of smart, sustainable and inclusive growth, because it contributes to raising consumer confidence while it also benefits reputable and innovative businesses by ensuring a level playing field and enabling fair competition.

This first issue of the "Report on Consumer Policy" presents the Commission's action across the complete policy spectrum from safety for products and services, information and education, rights and redress, enforcement, to consumer aspects in other policy

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[10]

http://ec.europa.eu/consumers/strategy/docs/report_consumer_policy_20 12_en.pdf

areas. It covers the period from July 2010 to December 2011 and provides an overview of Commission initiatives (both horizontal and sectoral) having a direct impact on consumer empowerment and protection, including actions focused on vulnerable consumer groups (e.g. children, ageing consumers, reduced mobility consumers).

Safety and health
Ensuring safety for products, services and food is the basic requirement of a sound consumer policy. It allows the EU as a whole to act effectively, within the Single Market and on the international scene, to prevent unsafe products reaching consumers, and to boost the reputation of European exports. During the reporting period, the Commission has taken a number of horizontal and sectoral initiatives in his area.

Motor Vehicles
Prompted by the increasing number of RAPEX notifications related to the recall of motor vehicles and motorcycles, the Commission decided in October 2010 to enhance the current legal framework for the type-approval of motor vehicles and motorcycles through the introduction of market surveillance principles[13].
Benefit for consumers: this initiative aims at reducing the risk for consumers to be confronted with safety problems arising from non-compliant or low-quality vehicles.

Noise pollution
Noise pollution poses a health risk to consumers. According to a report, prepared with the support of the JRC[24] and released in March 2011 by the World Health Organisation (WHO), environmental noise leads to a disease burden that is second in magnitude only to that from air pollution, among environmental factors in Europe. The JRC contributed to this report and provided a methodology for strategic noise mapping in Europe which will

significantly improve the comparability of citizen's exposure to excessive noise levels and contribute to a forthcoming amendment to EU legislation on noise.

Benefit for consumers: the initiative will make it possible to better protect the European citizens from noise pollution.

Information, education & capacity building

Faced with the increased complexity of markets and the developments in the digital world, consumers need to have access to the right information and the right tools to properly understand it. Information should be transparent and accurate, and intermediaries to whom consumers increasingly turn, should be reliable and really unbiased. Providing tomorrow's consumers with basic consumer education is also a prerequisite for improving consumer knowledge in the longer-term and enabling them to better understand information about the goods they purchase, their contractual rights and the means at their disposal to enforce these rights. Strong and competent consumer organisations are important. The Commission supports them by funding their capacity building.

Information to consumers on their rights

The Commission carried out a consumer rights awareness raising campaign in Bulgaria in 2010 working closely with national stakeholders. A similar campaign was developed for Romania in 2011.

Benefit for consumers: these are targeted campaigns using efficient media channels to deliver key messages to consumers to raise consumers' awareness about their rights, and thus empower consumers in Bulgaria and Romania.

Rights and redress

Empowered consumers have to be able to rely on strong rights and the legislation has to be adapted to new market conditions and to the developments in the digital world. Consumer rights have also

to be properly integrated into sectoral policies. Financial services, energy, transport and food are among the most relevant given their impact on consumers' budgets today.

Consumer rights
l) Air passenger rights (APR)
Regarding air passengers rights, in 2010/2011, the Commission kept working towards an adequate and homogeneous application of the relevant rules in all the Member States in order to ensure the provision of basic rights for citizens when travelling and in cases of travel disruption. The Commission has been constantly in contact with Member States to monitor and ensure the good application of all legal developments in the field of APR, as the recent case law from the European Court of Justice (in particular with regard to rulings C-402/07 and C- 432/07, Sturgeon and Others, and C-549/07, Wallentin-Hermann), which led to further clarification of the APR Regulation.

As a consequence of the volcanic ash cloud crisis of April 2010 and in order to alleviate its impact on both industry and passengers, informal interpretative guidelines63 on the application of Regulation 261/2004 in the framework of the ash crisis have been agreed with all NEBs (National Enforcement Bodies). These guidelines have also proved useful during the much more limited disruptions caused by the volcanic ash in May 2011. Two Commission texts on APR have been adopted in early 2011:

- a Communication (ex post assessment) on Regulation 261/2004 together with a Commission Staff Working Paper focusing on the application and enforcement of the Regulation in the Member States, notably with regard to complaint handling;
- a Report (application report) on Regulation 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (COM(2011) 166 final).

Revision of Regulation 261/2004 taking into account the results from various studies, stakeholder consultations, effects of rulings from the ECJ and other significant developments.

Furthermore, the Commission is preparing guidelines to facilitate and improve the application of Regulation 1107/2006. These guidelines will be adopted before the Paralympic Games in July 2012.

The Commission has in 2011 finalized a report on EU price transparency rules laid out in Regulation 1008/2008 on air services, Directive 2005/29/EC on Unfair commercial practices, Directive 93/13/EEC on Unfair Contract Terms and Directive 2000/31/EC on E-commerce taking into account new developments in the market since 2009. This study will serve as a basis for Commission action in this field in 2012.

In March 2011 the Commission also published an independent study on passenger protection in case of airlines' insolvencies.[68]

Benefit for consumers: the measures seek to improve the situation of consumers before and during their booking process as well as during disruptions of air transport, and also to ensure that disabled persons and persons of reduced mobility have equal opportunities to use air transport services.

Rights of passengers using other modes of transport

Regulation (EC) 1177/2010 on passenger rights in maritime and inland waterways transport has been adopted in November 2010 and will apply as from December 2012.

Regulation (EC) 181/2011 on passenger rights in bus and coach transport has been adopted in February 2011 and will apply as from March 2013.

In December 2011 the Commission adopted a Communication[71] on passenger rights in all modes of transport: aviation, rail, boat and bus/coach. This Communication summarizes the rights and principles which apply to all modes, notably also with regard to passengers with disabilities and reduced mobility. It draws on years of experience with applying the legislation (in aviation and

rail) and on the interpretations of the EU Court of Justice. It aims at helping:

- carriers towards a more coherent and effective application of EU law;
- national authorities towards a harmonized enforcement of passenger protection across all modes;
- passengers towards a better understanding of what they can legitimately expect (and what they cannot) as minimum quality service when travelling.

It also identifies some areas where further convergence of current legislation can be achieved and loopholes that can be filled, to pave the way for a consistent application of the law.

Benefit for consumers: passengers in all modes of transport now enjoy a basic set of passenger rights providing minimum protection for citizens when travelling. The EU rules on passenger rights facilitate mobility and social integration, notably by providing equal travel opportunities for disabled persons and persons with reduced mobility.

7. Consumer interests in other policy areas

Tourism - Virtual Tourism Observatory
In December 2011, the Commission awarded[131] a feasibility study for the setting up of a Virtual Tourism Observatory (VTO). This is one of the actions foreseen in the Communication on a new political framework for Tourism in Europe.[132] The VTO should aims at consolidating the socio-economic knowledge base for tourism. By systematically collecting and analyzing relevant data on tourism trends, providing recommendations for policy actions based on research and best practices.

Benefit for consumers: by making available to consumers general information on tourism, the VTO is expected to improve the offer of tourism services and products to consumers in terms of wider choices, better comparability, quality, accessibility, sustainability and prices.

Transport

In the course of 2010 and 2011 the Commission has taken steps to improve policy coordination among EU Member States in the area of transport. The Commission has notably continued its work in the framework of the Action Plan on Urban Mobility (APUM)[133]. For instance, in order to improve access to urban transport for persons with reduced mobility, the Commission adopted in November 2010 the new EU Disability Strategy 2010 - 2020. Accessibility is one of the 8 areas of action covered in the strategy[134].

Benefit for consumers: the Action Plan aims at improving mobility for citizens in urban centers by focusing on better public transport and traffic management, promoting healthier lifestyles and thus making city centers more accessible for pedestrians and safer for cyclists.

ANNEX: Market performance indicator (MPI)

The Market Performance Indicator (MPI) is a composite index based on the results of survey questions on the four key aspects of consumer experience:

1) the ease of comparing goods or services,

2) consumers' trust in retailers/suppliers to comply with consumer protection rules,

3) the experience of problems and the degree to which they have led to complaints,

4) consumer satisfaction (the extent to which the market lives up to what consumers expect).

The four components of the index are equally weighted. The MPI ranks 51 consumer markets at EU level according to the

consumers' assessments. It signals how consumers perceive market performance, without providing a full assessment of the actual functioning of markets. Overall, the MPI was better in 2011 than in 2010, with nearly all markets showing progress in absolute results (although the markets for vehicle fuels and electricity registered a decline).

8. The Single Market Through the lens of the people. A snapshot of citizens' and businesses' 20 main concerns (2011)[11]

The document produced by European Commission presents a list of the 20 main concerns about the Single Market. It represents a snapshot of difficulties encountered by people (understood in a broad sense: citizens, businesses, consumers, workers, students and pensioners) when attempting to exercise their EU rights, on the basis of their practical experiences. This paper focuses on the gap between what people expect from the Single Market and what they experience in practice.

Related to mobility issues, we can find two concerns:
A. Cumbersome social security procedures discourage citizens' mobility
B. Passengers find it difficult to defend their rights

A. Cumbersome social security procedures discourage citizens' mobility
Many people moving from one EU country to another find it difficult to understand and make use of their social security rights (e.g. family allowances, unemployment benefits, social security). They often expect to have the same rights everywhere and may be disappointed when this expectation is not met. In addition, they often face complex administrative procedures when trying to

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[11]   http://ec.europa.eu/commission_2010-
2014/barnier/headlines/news/2011/09/20110926_en.htm

obtain social security rights, and may still be confronted with discriminatory rules and practices.

True story: Valentino works in Italy, but lives across the border in Austria. He commutes across the national border to get into work every day. His social security rights are linked to his place of work. Valentino has three children and applies for a family allowance from the provincial authority of the province he works in, but is denied it on the basis that it is only granted to residents of that province.

Who is concerned? People moving within the EU.

What are possible root causes? Complex EU rules, which coordinate (rather than harmonize) national social security systems, and leave it to the Member States to determine the details of their own systems. As a result of this complexity, people often fail to understand their rights, and national, regional and local administrations encounter difficulties in applying the rules.

B. Passengers find it difficult to defend their rights

Passengers, whether travelling by plane, ship, bus or train, are in a very uncomfortable position when confronted with travel or luggage problems. Despite EU efforts to inform passengers about their rights and to monitor enforcement, passengers' rights are often not well respected.

True story: Sonia's flight from Toulouse to Madrid was cancelled without explanation or help from the airline, and she had to buy a new ticket from another carrier. She later found out that, under EU rules, she should have received refreshments and accommodation, and that she could be entitled to financial compensation. The airline did eventually reimburse the ticket she had bought from them, but refused any other kind of compensation.

Who is concerned? Passengers.

What are possible root causes? Insufficient information about EU rules, lack of proper application of these rules in some Member States and insufficient or complex means of redress.

Questions for the debate:

- What are the major problems or inefficiencies that citizens registered in your country?
- At the level of the Association, did you systematically record the complaints of passengers, commuters and public transport users?
- Based on the reports received in the last year by Cittadinanzattiva, are these the main reasons for complaints in Italy (in descending order of frequency):

Rail Transport	*Air transport*	*Shipping*
delays	flight cancellation	delays
lack of service	delays	conditions of sea transport
increase in the cost of the tariffs	lost luggage	increase in the cost of the tariffs
hygienic conditions	refunds	cancellation of the ferry ride
architectural barriers	claims management	claims management
claims management	overbooking	refunds
refunds	increase in the cost of the tariffs	

See the video clip: "27 Countries, 1 Single Market: What do people think?" (3:40)[12]

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[12] https://www.youtube.com/watch?v=8MrWS2OKl24

9. The new European Consumer Agenda - Boosting confidence and growth by putting consumers at the heart of the Single Market (22 May 2012)[13]

The European Commission has adopted its strategic vision for EU consumer policy for the years to come which aims to maximise consumer participation and trust in the market.

The new European Consumer Agenda replaces the Consumer Policy Strategy 2007-2013 and it presents measures designed to achieve the objectives of the EU's growth strategy, Europe 2020. To this end, it is built around four main objectives designed to increase consumer confidence by: reinforcing consumer safety; enhancing knowledge; stepping up enforcement and securing redress; aligning consumer rights and policies to changes in society and in the economy. It also presents a number of key actions to be implemented between now and 2014.

The Agenda supports consumer interests in 5 key sectors, identified as some of the most problematic for consumers, according to the Consumer Markets Scoreboard:

- Food: to ensure sustainability and safety.
- Energy: so that consumers can get the best value for money in the liberalised market and better manage their energy consumption.
- Financial: to protect consumers' financial interests and give them the tools to manage their finances.
- **Transport: to adapt legislation to modern patterns of travel and to support sustainable mobility.**
- Digital: with a view to tackling problems faced by consumers and ensuring their protection online.

Background (by European Consumer Agenda)

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1. **The transport sector, like the energy, the food chain, digital services and financial are identified as the most problematic for consumers.**
2. The current context can 'aggravate the disadvantage of vulnerable consumers, such as disabled persons' reduced
3. How we know, consumers are often overloaded with information, but do not always have the information they need.
4. the liberalization of the transport sector has increased competition, with benefits for the growing number of EU citizens traveling. However, it is necessary to increase the effective implementation of EU legislation on passenger rights, to combat unfair practices and irregularities.
5. In 2013, the European Year of citizens, will be launched in close cooperation with all stakeholders, including business and consumer groups, a campaign at EU level to improve the knowledge on the rights and interests of consumers .
6. **Will be drawn up guidelines to facilitate and improve the application of different rules on passenger rights in all modes of transport.**
7. **Travel and transport**: By early 2013, the Commission will propose an updated *Package Travel Directive*, taking into account recent developments in the travel market. In particular, the reform will take account of the increasing trend of travellers purchasing so-called 'dynamic packages' online rather than traditional pre-arranged travel packages. In addition, in 2013, the existing rules on Air Passenger Rights, which protect travellers in the event of denied boarding, long delay and cancellation, will be updated.

   On urban mobility, the Commission will hold a dialogue with stakeholders to identify EU wide best practices and conditions for strengthening passenger rights in public transport.

   The Commission will also present, by 2014, specific measures designed, amongst others, to promote consumer awareness of the availability of alternatives to private vehicles.

The Commission will make a proposal in 2013 to review the CO2 car labelling rules to bring consumer information up to date. It will also take steps to develop an alternative fuel strategy to support consumer choice for cleaner fuels and to improve consumer information on new transport fuels.

For more information:
http://ec.europa.eu/consumers/strategy/index_en.htm#agenda

10. Transport : analytical report[14]

The public transport sector in EU 27 includes regional and suburban rail, metro/tram, local/regional bus and local waterborne passenger transport services.

- Passenger journeys: 60 billion/year (more or less equally shared between road modes (mainly bus) and rail modes (urban, suburban and regional rail). Comparison: 700 million in the aviation sector
- Economic value of public transport services: € 130 - 150 billion/year or 1 – 1.2% of GDP
- Employment:
  - ✓ Direct employment: 1,2 million
  - ✓ Indirect employment: 2 - 2.5 indirect jobs for each direct job in average.
- 4 indirect jobs in countries with high investments into public transport, like for example Switzerland

Jobs in the public transport sector have a particular importance for local employment as they are - compared to other sectors – relatively stable also in crisis situations and can not be delocalized.

- Since the beginning of the financial crisis September 2008, many PT operators observed an upsurge in job seekers' interest in their vacancies. In times of economic crisis and an unpredictable business climate, people are looking for job security and a stable employment environment.
- In most large and medium-sized cities, local public transport operators are amongst the most important employers as well as investors.

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[14] Financial and Economic Crisis The Situation of the Public Transport Sector in EU 27 (state December 2009). 95-en.

- There is clear evidence that growth rates in public transport have slowed down in many regions in the EU. Ridership has sometimes sharply declined in those regions which are particularly hit by the crisis.
- Many governments have invested huge amounts of public money into the car industry and road infrastructure. This is expected to have a lasting impact on future modal choice.
- Public transport systems are financed differently in the EU Member States and regions. Income from ticket revenues, public funds, private investments, various taxes (from property, local economy etc.), compensations for reduced ticket prices, urban tolls and other sources vary considerably.
- Therefore the financial crisis has and will have different consequences in different EU Member States depending on how public transport is financed locally.

Railways services in Europe:[15]
- The rail industry has a turnover of €73 billion, which corresponds to 65% of that of air (€112 billion), and has 800,000 employees.
- Rail is critical to the effective functioning of the European economy. More than 8 billion passenger journeys are made by rail each year. Rail carries about 10% of all freight traffic across Europe, with estimated revenue of €13 billion.
- Rail is stagnating or declining in many EU Member States. Despite positive developments in a few markets, the modal share of passenger rail in intra-EU transport has on average remained more or less constant since 2000, at around 6%, whereas the modal share of rail freight has decreased from 11.5% to 10.2%.

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[15]   http://europa.eu/rapid/press-release_IP-12-1003_en.htm?locale=en;
http://europa.eu/rapid/press-release_IP-13-65_en.htm;

- In many instances, railway undertakings have had to be bailed out and in some countries such as Spain, Portugal or Bulgaria incumbent operators are indebted.
- Europe faces major transport challenges: rising traffic demand, (freight transport is projected to increase, by around 40% in 2030 (compared to 2005) and by little over 80% by 2050. Passenger traffic would grow slightly less than freight transport: 34% by 2030 and 51% by 2050); as well as the linked challenges of congestion; fuel security, CO_2 emissions and the need to create an efficient transport infrastructure to underpin growth in the European economy.
- Over half of Europeans (55%) use national or regional trains: at least weekly (6%), several times a month (4%), several times a year (19%), or at most once a year (26%).
- Slightly over four in ten Europeans (41%) use suburban trains: at least weekly (7%), several times a month (5%), several times a year (13%), or at most once a year (15%).

What people think about railways services in Europe: 71% of Europeans in favour of more competition in national and regional rail[16]
- When Europeans who travel by train never or at most once a year are asked what improvements would encourage them to do so, more than four in ten mention lower prices (43%). Other improvements are cited far less often: better network with more routes or stations (20%), faster journeys (17%), more reliable services (16%), more comfortable and cleaner trains (16%), and more frequent services (14%).
- 71% of EU citizens support the opening of their national and regional rail systems to competition. The total support is above 60% in all but two Member States (Netherlands and Luxembourg). 78% of EU citizens think that more competition will be good for passengers. According to a special

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[16] http://ec.europa.eu/public_opinion/archives/ebs/ebs_388_en.pdf

Eurobarometer survey (published on 24 September 2012), less than half of Europeans are satisfied with their railway systems (46%) - although satisfaction has improved since 1997 (41%). The level of satisfaction varies from 67% in Finland to 18% in **Bulgaria**. Satisfaction is overall quite low in the Member States of central and south-eastern Europe (Czech Republic, Hungary, Slovenia, **Slovakia**, Poland, **Romania**, **Bulgaria** and Greece).

- For most Europeans, the opening to competition will have a positive influence on ticket prices (72%), quality of services to passengers on the trains (71%), comfort and cleanliness of trains (70%), frequency of trains (68%), punctuality of trains (66%), the way railway companies are managed (63%) and the number of stations or routes which will be served (62%).
- The absolute majorities of Europeans expect that more competition in the rail market will be good for individual stakeholders, such us passengers (78%), private rail operators (68%) and employees of rail transport operators (55%).
- Finally, 70% of EU citizens wish that competition leads to "no-frills" rail services like those of low-cost airlines and 43% wish the development of premium services (meals, films, newspapers, etc.). Also, almost two-thirds (65%) of Europeans wish for more ways of buying tickets (e.g. online, via smartphones, or on board).

30 January 2013: To open up European Railways: the Commission adopts proposals for a Fourth Railway Package
The European Commission announced a comprehensive package of measures to deliver better quality and more choice in railway services in Europe. The new proposals open up national rail

networks to competition, stimulate investment and offer passengers more choice and better services.

The proposals focus on four key areas: a) standards and approvals that work; b) better quality and more choice through allowing new players to run rail services; c) a structure that delivers; d) a skilled workforce. Now, the Commission's proposals must be approved by the European Parliament and Member State Governments, before being adopted.

For more information, [click here](#)[17].

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[17] http://europa.eu/rapid/press-release_IP-13-65_en.htm

11. Passenger rights

- **Europeans better protected when travelling by water (18 December 2012)**

By the end of the year new EU rules to better care for passengers when travelling by sea and inland waterway will be protected by a set of minimum rights anywhere within the European Union. As from 31 December, passengers travelling by sea will have the right to claim compensation for loss or damage in the event of accidents.

European Commission Vice-President Siim Kallas, responsible for transport, said: "*We are keeping our promise. We are about to complete the job started some years ago: a coherent policy on passenger rights in Europe for all modes of transport. From now on, the 200 million people travelling by ship every year will have protection under this new set of rules.*"

As from today, passengers travelling by sea and inland waterways in the EU, and in particular disabled persons and persons with reduced mobility, will benefit from similar rights to those passengers travelling by air or by train. These new rights include:

- adequate and accessible information for all passengers before and during their journey, as well as general information about their rights in terminals and on board ships;
- adequate assistance such as snacks, meals, refreshments and, where necessary, accommodation up to three nights, with a financial coverage up to €80 per night in case of cancellation or delay at departure of more than 90 minutes;
- guaranteed choice between reimbursement or rerouting in case of cancellation or delay at departure of more than 90 minutes;
- compensation, between 25% and 50% of the ticket price, in situations of delay at arrival;

- non-discriminatory treatment and specific, free-of-charge, assistance for disabled persons and persons with reduced mobility, both at port terminals and on board ships, as well as financial compensation for loss of or damage to their mobility equipment;
- mechanisms to handle passenger complaints to be put in place by carriers and terminal operators;
- appointment of independent national bodies in charge of enforcing the regulation, where appropriate, through the application of penalties.

In addition, as from 31 December 2012, passengers involved in an accident when travelling by sea will have the following rights under EU law:

- financial compensation in case of death, personal injury, and loss of or damage to luggage, vehicles, and mobility or other special equipment;
- advance payment (within 15 days) to cover immediate economic needs in case of death or personal injury;
- direct recourse against the carrier's insurance provider in case of death or personal injury;
- right to receive appropriate and comprehensible information regarding the above rights prior to or –at the latest – upon departure.

Background

Before the European Commission decided to present its proposal on ship passenger rights four years ago, there was neither international agreement nor EU legislation establishing general rights for this mode of transport. The EU has created some expectations for European consumers by protecting passengers travelling by air and train, and its aiming to extend passenger protection measures to all modes of transport. Now, European legislation ensures that passengers have similar rights everywhere in Europe, irrespective of whether they travel by ship, air or train. Soon a new set of rules for passengers travelling by bus will also enter into force.

Next steps

- All information about passenger rights is downloadable on smartphones with a free-of-charge application. It works on all platforms. Maritime passenger rights will be available as from January 2013, first in English and subsequently in all the other languages.
- The European Commission will hold the first meeting with national authorities appointed by EU Member States in 2013 in order to coordinate the effective application of maritime passenger rights legislation.
- On 3 March 2013, the Single market for passenger rights in Europe will be completed with new legislation concerning the rights of passenger travelling by bus and coach.

- **Keep Your passenger rights at hand, everywhere**[18]

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[18] http://ec.europa.eu/transport/passenger-rights/it/mobile.html.

Sustainable Urban Mobility Plans:
http://www.mobilityplans.eu/index.php?ID1=4&id=17

Part B
"HOW TO MANAGE CONSULTATION MEETING AND EVENT"

The consultations of citizens on mobility will occur through consultation meetings preceeded by an informative session to raise citizens' awareness on this topic. Participants will be helped to bring out their points of view, formulate opinions and recommendations by using informal and interactive methods such us story telling, interactive theatre, spontaneous comments to videos.

The selected participants in the meetings will thus interview people travelling on public transports on the main problems and recommendations which emerged from the first-step consultations.

USEFUL INFORMATION FOR THE CONSULTATION MEETING

What you need for the consultation meeting
- wifi
- laptop/personal computer
- video projector
- leaflet of the project
- documents and videos used during the kickoff meeting
- pen and paper for participants
- water for participants

Characteristics of the consultation meeting
- to attend the meeting it's necessary to be invited
- closed number meeting
- people involved: 20 people a meeting
- target: citizens-institutions-stakeholders related with mobility and transport at local/regional level

- duration: from two-hours to half day at most
- the meeting will have a facilitator

Goal of the consultation meeting
- the meeting is aimed at producing a first draft of the Recommendations.

The role of each consultation meeting facilitator
- will coordinate a meeting with around 20 participants
- will facilitate to share opinion according the topic of the project with all the stakeholders involved.
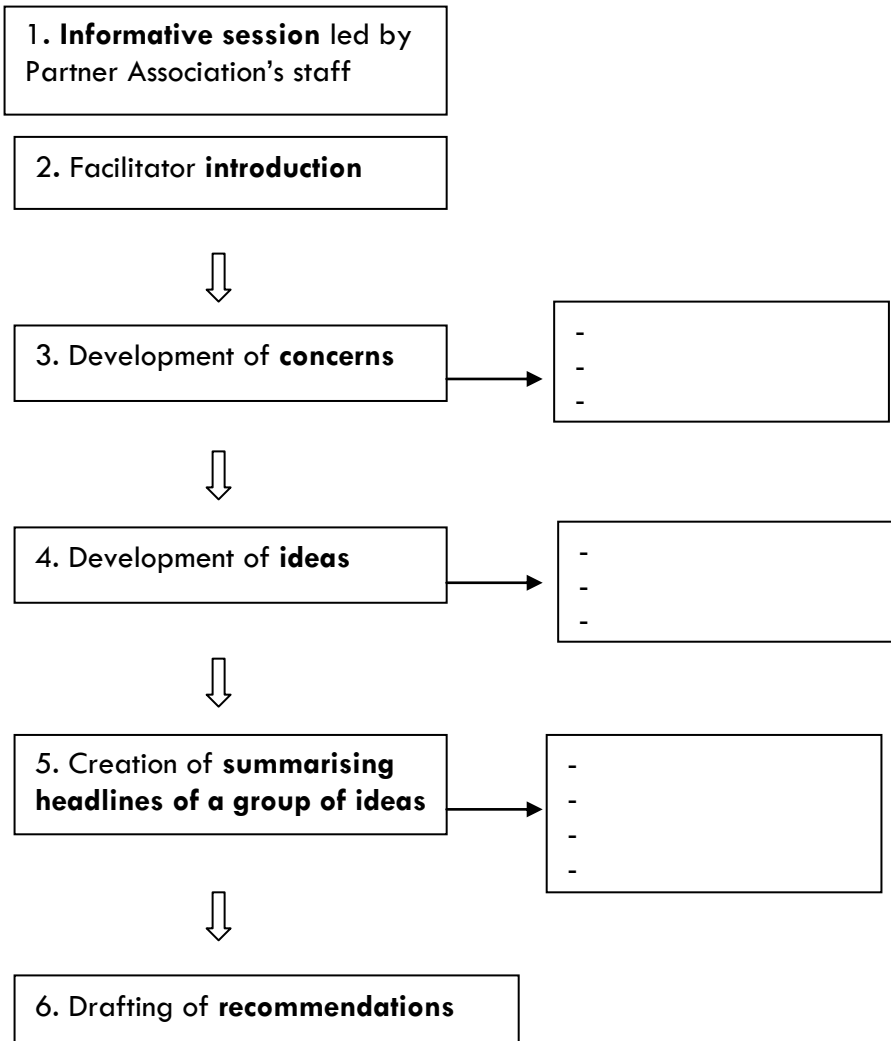- will facilitate the identification of Recommendations

The role of partner association's staff
- will identify and invite the target to be involved
- will present the project
- the Partner Association's staff we will provide the facilitator of a documents, supportive for the discussion, to help him/her get more into the topic.
- will assist the facilitator, taking care of typing up everything and preparing the final report.

METHODOLOGY FOR CONSULTATION MEETING

Below you will find a simplification of the consultation meeting methodology.
We put on the left side each single step of consultation meeting and the Partner Association's staff will put examples on the right side.

1. **Informative session** led by Partner Association's staff

2. Facilitator **introduction**

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3. Development of **concerns**	→	- - -

⇩

4. Development of **ideas**	→	- - -

⇩

5. Creation of **summarising headlines of a group of ideas**	→	- - - -

⇩

6. Drafting of **recommendations**

Development of concerns

In groups, participants will discuss their concerns on the topic.

They will reflect on the issues important to them, perhaps reflecting also on how they impact on them as individuals, organisations and on the whole society. They can also consider these concerns in a European context. The assistant of the facilitator will enter all the citizens' concerns, as they come.

Development of ideas

In groups, participants will generate ideas on "What needs to be done?" related to the concerns identified.

The list of ideas generated in this working step should be as broad as possible.

Ideas will be noted by the assistant (it means, the Partner Association's staff) of the facilitator and immediately grouped. The grouped ideas should be the result of the table (and be accepted by the table as "good enough").

Afterwards, the group will select 10 – 15 ideas which are most important to them.

Facilitators ensure that the ideas have a similar quality and depth.

Summarising headlines

The group will put together similar or comparable ideas and formulate a summarising headline for each group of ideas.

Afterwards, each group will select the top ten summarising headlines (not ideas!) to developed and reflected upon the latter.

Drafting of recommendations

Participants work in group to develop the ideas into recommendations. Participants include in their recommendations

- Who is to take action? (1st sentence)
- What are the objectives? (2nd sentence)
- What should be done in order to achieve the objective? (3rd sentence)

The recommendations should be concrete, and should not be longer than 50 words (and don't).

Partners:

The project is coordinated by Active Citizenship Network (ACN), the European interface of the Italian civic organization Cittadinanzattiva.
Active Citizenship Network is associated partner of the European Mobility Week (www.mobilityweek.eu)