

MOVING IN EUROPE: MEETING THE CHALLENGES OF EUROPEAN CITIZENS' MOBILITY FROM A CIVIC POINT OF VIEW

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2 final considerations



1 - EUROPEAN CITIZENS ARE WELL AWARE:

- a) that in the world of transport there is no magic wand to help meet all our mobility needs and that the resources available are few. This is an important starting point because it allows us to address these issues with healthy realism, thus recognizing the responsibilities of and difficulties encountered by all the actors involved;
- b) that we are all - and not just the commuters - called upon to contribute to both individual and collective mobility needs, public and private;
- c) of the complexity of mobility since there is a link between:
 - public services, to which certain rules and responsibilities apply, and the market, governed by other rules;
 - collective and individual mobility;
 - public and private actors;
 - local/regional/national/supranational dimensions, as well as short-and long-term needs related to the present generations and to the future ones, with needs difficult to foresee at the moment;
- d) of mobility as a means to makes us feel European citizens.



2 - WE NEED TO ACT ON WHAT WE ALREADY HAVE

- a) Most Civic Recommendations ask to systemise what is currently split and occasional. There are low-cost solutions which could meet the diverse mobility needs, and not seeing them implemented is annoying. More than revolutionising the system, the mobility of many Europeans would improve by implementing already tested solutions. Not surprisingly, the implementation of most Civic Recommendations requires the ability to enforce them more than investment in them;

- b) the awareness of the situation citizens experience every day does not correspond to the knowledge of what has been achieved or is being done through the work of the EU institutions;



- c) recent Directives have strengthened the legal conditions for a greater protection of passengers' rights, but **they still need to strengthen the tools of protection** and, in parallel, **to support information to citizens** by:
1. **supplying information** at international airports, railway stations and main transport interchanges;
 2. **promoting the APP** that the European Commission has launched for air and rail transport, useful also for bus/coach transport and river and sea transport;
 3. **involving civil society** as a vehicle to reach a target of citizens otherwise not accessible since they do not know how to use new technologies or social media;
 4. regarding **conciliation** as a fast and economical way to resolve *small disputes* in transport;
 5. organising **counselling and protection centres** within the major interchange areas and where there is the most passenger flow.



We wish that this work be regarded as a constructive contribution to what associations and citizens have forwarded to the attention of institutional decision-makers at local, national and European level, as well as to the various stakeholders who are committed to working for a more sustainable mobility and in line with citizens' expectations.

*Thank you for
your attention!*