

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

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- 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.*



Italy

Good Practice

- 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.



Serbia

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>



Thank you!