

# Moving in Romania

DATA AND CIVIC RECOMMENDATIONS



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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>

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**Mobility and transport in Romania: the point of view of citizens**

Civic consultation of passengers, travellers and commuters on the different challenges represented by the Mobility of people for the future of the EU: transport accessibility, environmental sustainability and passengers' rights

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## ***Introduction***

This National Report is part of the activities promoted by the European project called *“Mobility, a paradigm of European citizenship”*. The main goal of this project, which started in January 2013, is consulting citizens in 8 Member States on the different challenges represented by the Mobility of people for the future of the EU: transport accessibility, environmental sustainability and citizens/passengers' rights.

### Rationale

Mobility is a daily concern for most European citizens and is a paradigm of European citizenship, inasmuch it embraces many of its aspects (common identity thanks to trans-national mobility, European citizens/passengers' rights, etc.). Lately, the transportation and mobility policy has become essential for the development of a sustainable economy.

The project comes from the idea of collecting citizens' opinions regarding Mobility in the EU as a key theme for the future of European citizens and the implementation of the Europe 2020 Strategy.

Throughout this project, citizens have the opportunity to participate in decision-making and seek possible solutions regarding an issue definitely important for their daily life and the implementation of a sustainable development.

Moreover, they will be able to formulate recommendations and present them to the EU institutions.

## ***Background***

Transnational Mobility is the actual 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. This is one of the factors which have been contributing to the construction 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 three primary objectives of the Europe 2020 Strategy. Reducing greenhouse gas emissions by 20% does actually entail the development of a new mobility strategy, promoting transportation modalities which have a low impact on the environment.

Finally, public transport is a key question for many European citizens, who are using these modes of transport 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 European consultation proposed in the present project focuses on Mobility because it 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 it embraces many of its aspects (common identity, European citizens' rights, etc.).

### *Objectives*

The main objectives of the project are thus the following:

- informing citizens and raising their awareness on the 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 actual expectations of citizens in this area;
- giving the opportunity to 2.560 citizens from 8 countries to concretely participate in the EU policy making, promoting direct dialogue between them and European Institutions;

- enhancing citizens' interest in civic participation and their capacity to analyse critical situations, identify solutions and formulate policy recommendations.

### ***Consultations:***

Consultations will be structured in two phases: first level consultation of at least 2.000 common citizens travelling on public transports, selected in a random way, in 8 countries and a second level consultation of 640 people (citizens, members or volunteers of local associations or others):

- During the first phase, every partner organisation will draft a questionnaire which will be used to interview people travelling on public transports (on trains, buses, plane, etc.), - which means an average of 320 per country.
- During the second phase, based on the results of the first phase, the partners will organize four 1-day consultation meetings for 20 people each in every participating country, focused on the main problems and recommendations which emerged from the first-step consultations. This will structure and diversify the consultation target, contribute to the involvement of local citizenship organizations as well as ensure the dissemination of the project.

The final recommendations will be presented to competent authorities in each country and to the EU institutions on occasion of the final event held in Brussels.

### ***Partnership:***

The project is coordinated by Cittadinanzattiva onlus - Active Citizenship Network (Italy - IT) and takes advantage of the collaboration of the following Partners:

- Vartotojų teisių gynimo centras / Association Consumer Rights Protection Center (Lithuania - LT)
- Index Foundation (Bulgaria - BG)
- Associação In Loco / In Loco Association (Portugal - PT)
- Spoločnosť ochrany spotrebiteľov S.O.S. / Society of Consumer Protection (Slovakia - SK)
- Centra potrošača Srbije / Consumer's Center of Serbia - CEPS (Serbia - SRB)

- Fundación Ciudadanía / Citizenship Foundation (Spain – ES)
- A.N.P.C.P.P.S.România / National Association for Consumers' Protection and Promotion of Programs and Strategies (Romania - RO)

Funding programme: Europe for Citizens Programme. Action 1 – Active Citizens for Europe – Measure 2.1 – Citizens' projects

Call: [http://eacea.ec.europa.eu/citizenship/funding/2012/index\\_en.php](http://eacea.ec.europa.eu/citizenship/funding/2012/index_en.php)

Project duration: from January to December 2013

### **About N.A.C.P.P.P.S. Romania:**

N.A.C.P.P.P.S. Romania has been founded in 2003 in order to comply with consumers' needs in Romania. Since then it has been carrying on an uninterrupted activity, gaining national and international recognition, becoming member of different organisations, being part of different consultative commissions of state's authorities, working groups and partner in national and international programs.

### **Among N.A.C.P.P.P.S. Romania's activities, we mention:**

- Setting up Consumers' Information and Consultancy Centers in all counties and carrying on continuous activities in the area of consumers' education and information
- Active involvement in the fight against counterfeits
- Founding Member of the first Federation of consumers' protection organisations from Romania
- Achieving the accreditation at the Romanian Parliament - Chamber of Deputies for the works of the Specialized Boards
- Setting up the first master course in the field of consumers' protection in cooperation with Faculty of Sociology and Social Assistance from Bucharest University
- Initiation of the introduction of consumers' protection classes in schools
- Development of several campaigns of education and information in the period of Romania's accession to the EU; these campaigns were carried on by broadcasting clips

on most national televisions and radios, by dissemination of written materials and by organizing events at national, regional and zonal level

- Gathering national and international organisations and institutions under the aegis of the concept “Consumers’ Protection – A New Attitude”
- Supporting the publication of specialized works.

### **Association's goals are:**

To protect consumers' legitimate rights and interests, to raise consumers' awareness about their rights and to develop projects and programs to this respect. Typical goals of the programs are: to protect consumers against the risk of buying or using products of an uncertain quality, to inform consumers about products that could be damaging for their health, to encourage consumers to have the right to choose, to solve consumers' complaints.

### **The main attributes of the organisation are:**

- To participate, as an advisory part, in elaboration of the national strategies and programs regarding consumers' protection;
- To oversee legislation enforcement and to contribute to its updating;
- To support the process of consumers' stratification horizontally and vertically in nongovernmental organizations, able to protect and represent their interests;
- To sustain the set up and functioning of local centers for information, consultancy and education for consumers, and to develop its own activities for this purpose;
- To organize an information centre for members of consumer's associations;
- To conduct research and studies in consumption and environmental protection in terms of better management of money by eliminating waste;
- To carry out studies, researches and comparative tests.

In order to achieve its goal and mission, the Organisation has developed cooperation and partnership relations with similar Organisations from EU Member States and with other Organisations and Institutions from different areas:

#### **1. International organizations:**

- Consumers International (CI)
- The European Consumer Voice In Standardisation (ANEC)
- International Consumer Research & Testing (ICRT)
- European Sustainable Development Network (ESDN)



- Austrian Institute For Applied Telecommunications (OIAT)
- L'Institut National de la Consommation
- EAEA – European Association for Education of Adults – Belgia
- East Central European Scholarship Program - Georgetown University
- Fundatia "European Training Centre"
- Generation Europe Foundation
- Association of Services Users

## **2. State's Institutions:**

- The General Inspectorate of Romanian Police, The General Inspectorate Romanian Border Police, The Patriarchal Administration, The National Library of Romania, The Competition Council, The National Anti-Drug Agency etc.

## **3. Institutes from the Romanian Academy, Research Organisations, Laboratories, Education Institutions:**

- "Victor Slavescu" Centre of Financial and Monetary Research, The Chamber of Commerce and Industry of Romania and of Bucharest Municipality, The Institute of National Economy, The Institute of Agrarian Economy, "Dimitrie Gusti" Institute of Sociology, National Institute for Research of Quality of Life, "Costin Murgescu" Institute of World's Economy, Institute of Economic Forecasting, Institute of Juridical Researches, The Institute of Food Bioresources, Center for the Economy of Industry and Services, The National Institute of Wood, The Research Institute for Analytic Instrumentation, Dr. Wessling Chemistry Laboratory, The National Research and Development Institute for Industrial Ecology – ECOIND, Faculty of Sociology and Social Assistance from Bucharest University, The Romanian Institute for Education and European Quality – IRECE etc.

## **4. Nongovernmental organisations, trade unions:**

- The National Federation of the Light Industry "FEPAIUS", CNS "Alfa Cartel", CNSLR Fraternity, The Confederation of Democrat Trade-Unions – CSDR, The Romanian Society for Quality Assurance - S.R.A.C., The National Institute for Public Opinion Studies and Marketing, The League of Homeowners Associations Habitat, Romanian Water Association, The Body of Expert and Licensed Accountants of Romania –C.E.C.C.A.R., "The Economist" Media Group,

General Confederation of Romanian Industrialists - UGIR 1903, The Trade Union from Alcohol Industry and Alcoholic Beverages from Romania – GARANT etc.

#### **5. Organisations from the area of consumers' protection:**

- The Romanian Association for the Safety of Alimentary and Cosmetic Products, Romanian Standards Association – ASRO, The Consumers' Protection League, "Calitas" Consumer's Protection Association, "Milcovia" Federation for Consumer's Protection, Association for Consumers' Protection "Ocaua lui Cuza", The association for Fighting Against Counterfeits, Association for Consumers' Protection 1990, The Center for Consultancy, Counseling, Information, Comparative Tests, Studies and Researches in Consumption Area, Consumers' Protection Association "A Forewarned Person is Worth Two", The Association for the Defense of Consumers' Legitimate Rights, Federation of Associations and Foundations, Federation of Consumers' Associations, Federation for Promotion of Trademark Products and Services and for Fighting Against Counterfeits, The Mutual Association Romania – France "Louis Pasteur", Association for Consumers' Protection Turda, A.P.C. "Info-Scut" etc.

We strongly believe that through all its activities N.A.C.P.P.S. Romania has brought and will continue to bring an important contribution to increase the level of consumers' protection in Romania.

## *Chapter 1 - Project Methodology*

In particular, refer to:

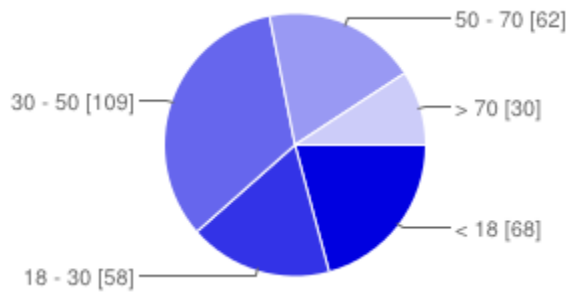
- **The "Civic Information" Approach:** This report has no statistical value but provides a picture in the field of mobility and transport through data collected by citizens and civic organizations at National level. The methodology is inspired by the method of civic information, defined as the capacity for organized citizens to produce and use information

to promote their own policies and participate in public policymaking, in the phase 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 experience with the issue being addressed. Within this project, such a method is implemented by involving civic organizations specialized in collection of information through interviews with citizens, passengers and commuters, which gives the possibility to put into practice the right to participate in the evaluation of services and policies. This could be an innovative aspect of this work, despite difficulties and obstacles that might be encountered such as: possible criticism towards the output since it will not be a statistically representative research; an official dialogue with institutions and professionals is not always easy.

- **Technical Instruments:** According to the methodology, it has been necessary to produce the same questionnaire for citizens, passengers and commuters divided into two sections: a common section (the same for all the countries involved in the project) and a specific one (different for each country involved in the Project). The structure of the "common section" of the questionnaire is divided into 7 sections, each dedicated to a specific field: registry and preliminary information, travel and daily routine, long-distance travel in your own country and abroad, problems and inefficiency in your travels, perhaps not everyone knows that ... , proposals and more.

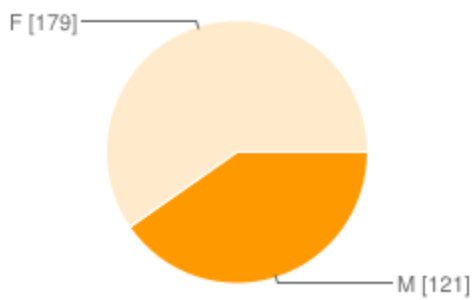
- **The sources of information:** According to the information gathered by the “Section A” of the questionnaire “PRELIMINARY DATA AND INFORMATION”, please draft information related:

- **Age**



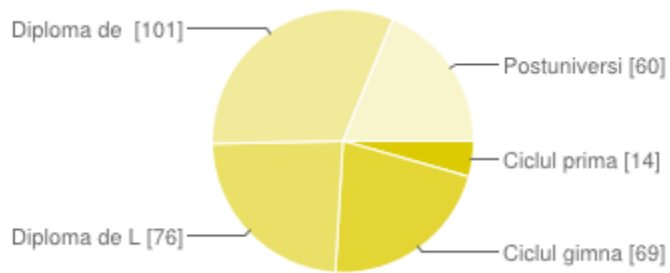
< 18	<b>68</b>	21%
18 - 30	<b>58</b>	18%
30 - 50	<b>109</b>	33%
50 - 70	<b>62</b>	19%
> 70	<b>30</b>	9%

- **Gender**



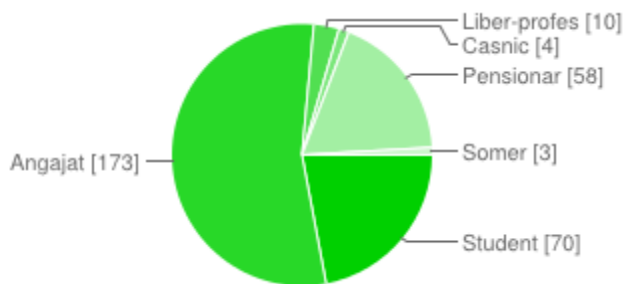
M	<b>121</b>	-	40%
F	<b>179</b>	-	60%

○ Qualification



<i>Elementary school</i>	<b>14</b>	4%
<i>High school</i>	<b>69</b>	22%
<i>Vocational studies</i>	<b>76</b>	24%
<i>University degree</i>	<b>101</b>	32%
<i>Post-Graduate degree</i>	<b>60</b>	19%

○ Occupation



<b>Student</b>	<b>70</b>	-	22%
<b>Employee</b>	<b>173</b>		54%
<b>Self-employee</b>	<b>10</b>		3%
<b>Home-retired</b>	<b>4</b>		1%
<b>Retired</b>	<b>58</b>		18%
<b>Unemployed</b>	<b>3</b>		1%

## ***Chapter 2 - Dissemination Strategy and geographical impact***

In particular:

- indicate if you have ever been involved the local offices of your association, other associations, if you have ever signed agreements. If so, indicate the name and number of associations, number and city of your local branches, number of agreements signed, number and locations of local meetings for raising awareness and training.

We have involved local offices for filling the web based and paper form of the questionnaire by spreading them to the consumers in their local communities via email.

Moreover, the questionnaire was disseminated among consumer protection organizations - members of the Federation of Consumer Associations.

- indicate how widespread was the questionnaire: with trained personnel (by the project, several people were trained in each Country), electronically with newsletter, online database, website and social media, media partnerships, etc.

***In total we received 339 responses.***

- The questionnaire was disseminated among our partners - public bodies (local authorities, schools, universities , etc. . ) , NGOs , trade unions , and private companies - travel agencies etc. These were delivered both in print and in electronic format (e- mail).

- The questionnaires were completed by participants at various events organized by our association, or events where our association had been partner. Among these, we mention:

- The camp "Summer on the street ", organized in partnership with the National Village Museum "Dimitrie Gusti ";

- Camp National Environmental Projects, organized in partnership with the Ministry of National Education, held in Iasi. Participants from all over the country joined this event.

Also, the questionnaire was also sent as a newsletter to the whole database of our Association (over 38,000 contacts).

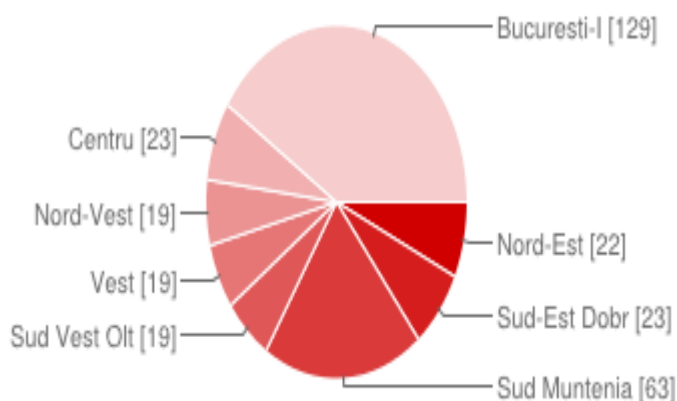
There were also organized actions where volunteers of our association disseminated questionnaires for being filled in immediately (universities, centers for the elderly, etc.);

- Social networks were also used. All the project activities, together with the questionnaire were available on Facebook and Twitter.

- **Geographical impact:** According to the information gathered by the "Section A" of the questionnaire "PRELIMINARY DATA AND INFORMATION", the questionnaire requested to draft information related:

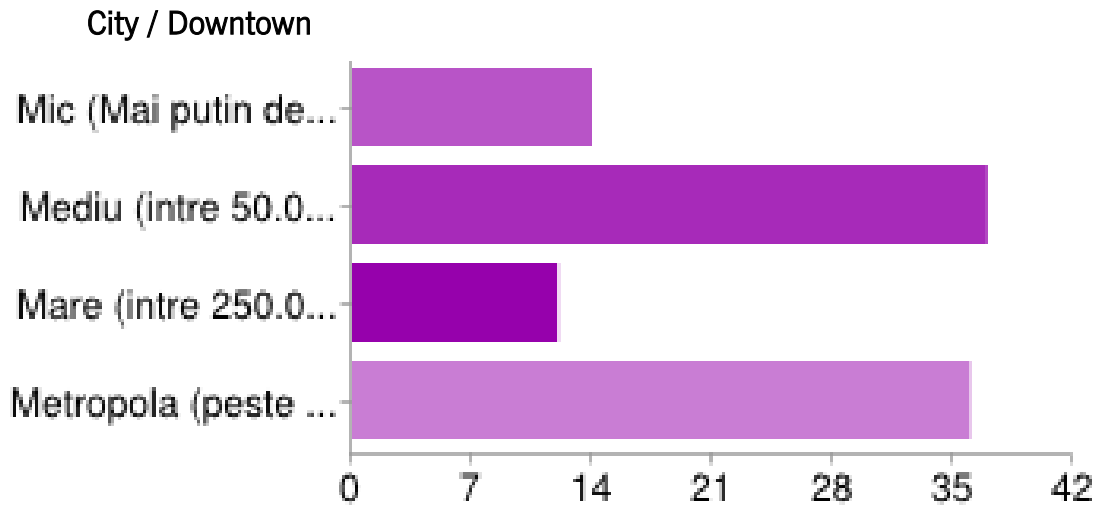
- Area in which interviewees live (North/ Centre/ South/ Islands) and where the interviewees live: City - Town center/ Near the city center/ In the outskirts of the city/ Outside of the urban area - rural area;

### Interviews per region



North-East	<b>22</b>	-	7%
South-East Dobrogea	<b>23</b>		7%
South Muntenia	<b>63</b>		20%
South - West Oltenia	<b>19</b>		6%
West	<b>19</b>		6%
North-West	<b>19</b>		6%
Center	<b>23</b>		7%
Bucharest-Ilfov	<b>129</b>		41%

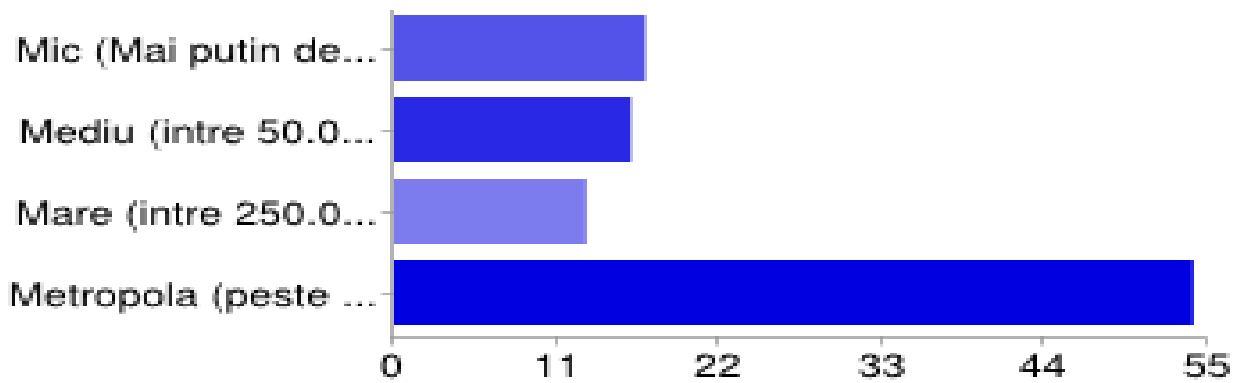
- Size of City (Small/ Medium/ Large/ Metropolis)



Small (less than 50,000 inhabitants)	<b>14</b>	-	14%
Medium (between 50,000 and 250,000 inhabitants)	<b>37</b>	-	37%
Large (between 250,000 and 1 million inhabitants)	<b>12</b>	-	12%
Metropolis (1,000,000 inhabitants)	<b>36</b>	-	36%

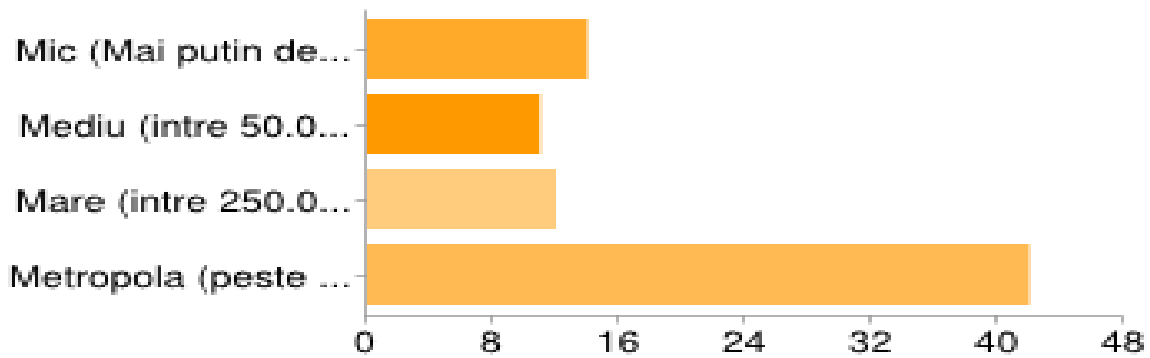


### Near the city centre



Small (less than 50,000 inhabitants)	17	-	17%
Medium (between 50,000 and 250,000 inhabitants)	16	-	16%
Large (between 250,000 and 1 million inhabitants)	13	-	13%
Metropolis (1,000,000 inhabitants)	54	-	54%

### Outskirts of the city

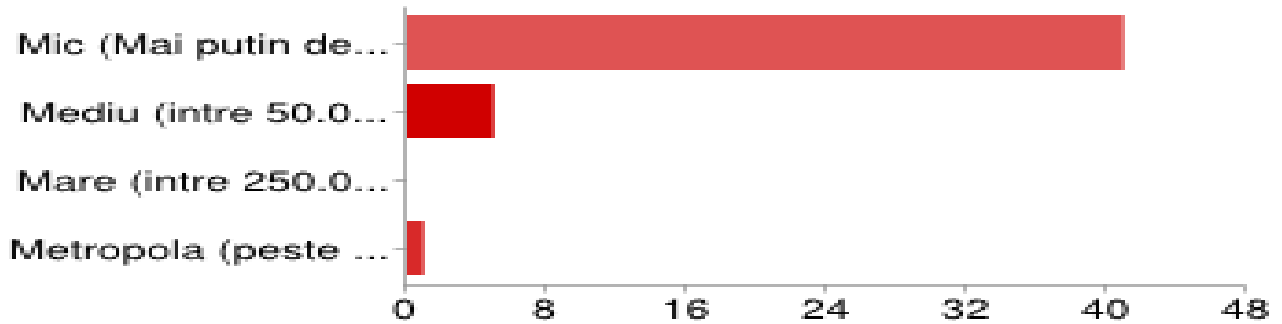


Small (less than 50,000 inhabitants)	14	-	18%
Medium (between 50,000 and 250,000 inhabitants)	11	-	14%
Large (between 250,000 and 1 million inhabitants)	12	-	15%
Metropolis (1,000,000 inhabitants)	40	-	53%

Large (between 250,000 and 1 million inhabitants)

Metropolis (1,000,000 inhabitants) 42 - 53%

### Countryside



Small (less than 50,000 inhabitants) 41 - 87%

Medium (between 50,000 and 250,000 inhabitants) 5 - 11%

Large (between 250,000 and 1 million inhabitants) 0 - 0%

Metropolis (1,000,000 inhabitants) 1 - 2%

### *Chapter 3 - Mobility in the Country*

The transportation network in Romania is quite varied, ranging the country from this point of view to an acceptable level compared to other countries. Shipments within the city are urban and suburban.

Currently in Romania there are no official statistics on the number of people using private cars, but only those on intercity and international traffic . Thus in 2008 there were a total of 384 515 000 passengers of whom 296 954 000 ( 77 % ) traveled by road and 78.252 million (20 % ) chose the train as a means of transport . The plane was preferred by about 9.077 million people, the rest of the passengers ( 232,000 ) preferred waterways and sea.

In the forthcoming years major investments in transport infrastructure are expected by upgrading national roads of local interest, and the construction of highways . It also aims to upgrade and increase the average speed railway traffic, which is currently at a low level compared to other European countries, but also the construction of new railways such as Vâlcele - located on transport corridor IV Europe. Among other measures which are going to be taken in order to modernize the Romanian infrastructure we mention the construction of new airports ( Ghimbav -Brasov , Galati , Braila , etc. ) and increasing the capacity of the actual airports. Ship transportation intends to increase the traffic on the Danube.

According to a Eurobarometer survey conducted in 2011 in all EU countries, Romanians and Bulgarians are the European Union ( EU) citizens that use walking as the most common way used in order to meet daily transportation needs .

The study also shows that the Romanians, on par with the Dutch, Europeans are using the least means of motorized transport.

Also, 27 % of Romanians use public transport, situated above the European average of 22 % and the car is used 30 % of Romanian citizens, far below the 53% average registered in the EU.

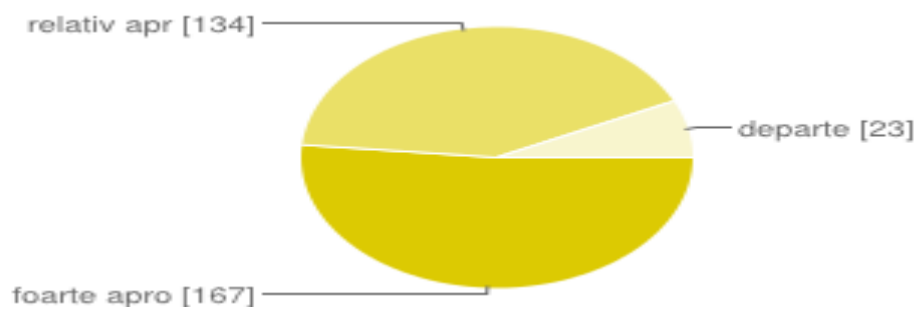
Therefore, the most common means of transport among the Romanians is the car (30 %), followed by walking ( 29 % ) , public transport ( 27 % ) and cycling ( 5%).

A study conducted in the project based on questionnaire reveals that the Romanians began to use more increasingly bicycle, private car expense , and a large part of the Romanians would like to cycle but the infrastructure found in their area does not allow them to do this.

## Chapter 4 – Collected Data

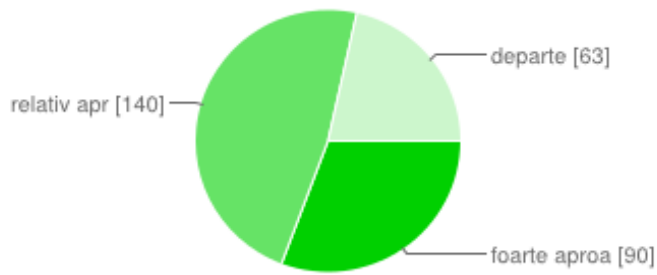
- By means of graphs / tables, report data regarding others element of context (Section A):
  - “A.7 How is the area you live connected to public transportation?”

The Bus Station / Tram Station / Metro Station is:



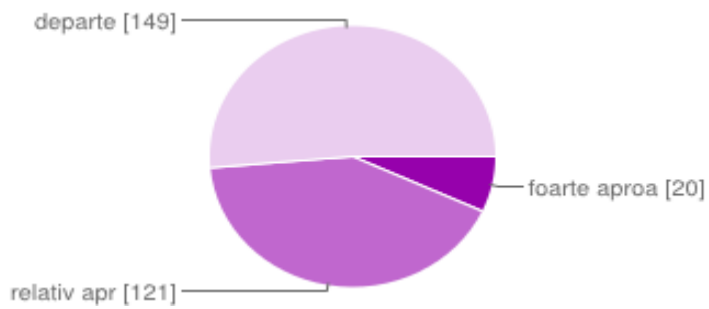
Very close	<b>167</b>	52%
Relatively close	<b>134</b>	41%
Far	<b>23</b>	7%

The Inter-City Bus Station is:



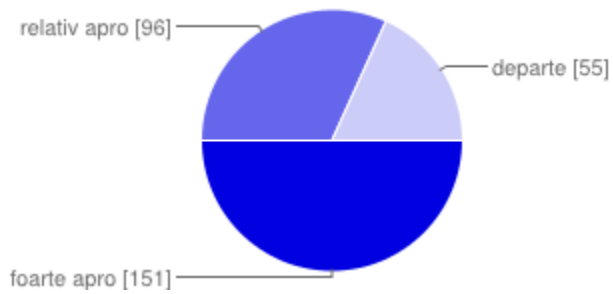
Very close	<b>90</b>	31%
Relatively close	<b>140</b>	48%
Far	<b>63</b>	22%

### The Train Station is:



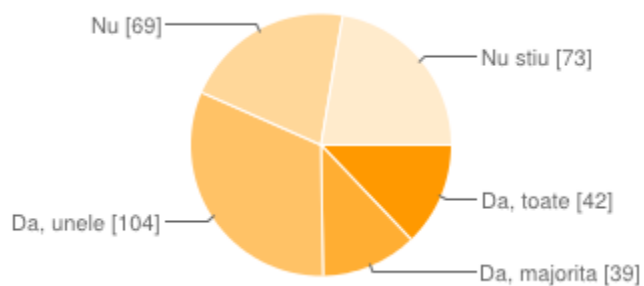
Very close	<b>20</b>	7%
Relatively close	<b>121</b>	42%
Far	<b>149</b>	51%

The taxi station is:



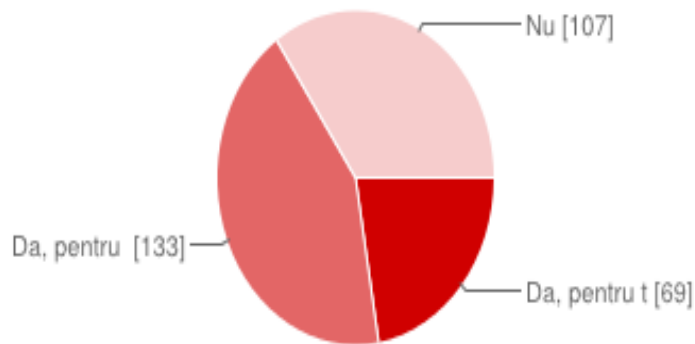
Very close	151	50%
Relatively close	96	32%
Far	55	18%

- “A.8 In your city, are vehicles of public transport with alternative power supply (egg electricity, natural gas, etc ...) being used compared to those using traditional fuels?”



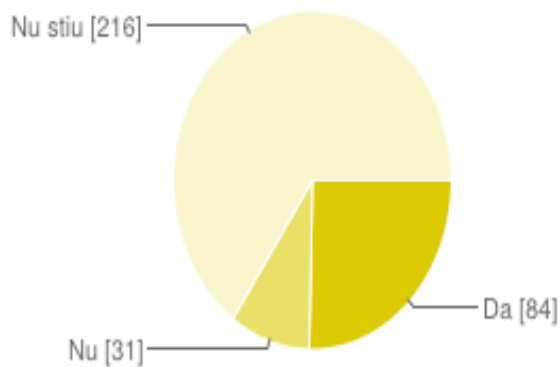
<i>Yes, all</i>	42 (13%)
<i>Yes, the most part</i>	39 (12%)
<i>Yes, some of them</i>	104 (32%)
<i>Not</i>	69 (21%)
<i>I do not know</i>	73 (22%)

- “A.9 Is there a mobile information system in your town available to citizens (egg poles, electronic information boards, app for tablets and smartphones)?”



<i>Yes, all</i>	69 (22%)
<i>Yes, the most of them</i>	133 (43%)
<i>No</i>	107 (35%)

- “A.10 Does your city have an Urban Mobility Plan?”

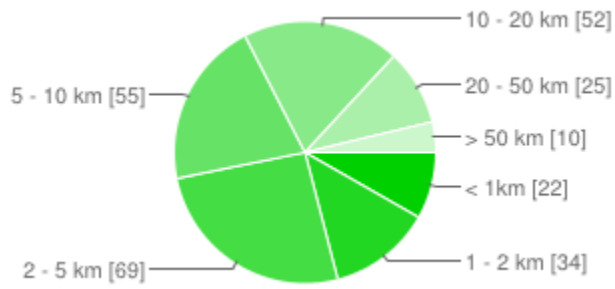


<i>Yes</i>	84 (25%)
<i>No</i>	39 (9%)
<i>I do not know</i>	216 (65%)

- By means of graphs / tables, report data regarding REGULAR AND DAILY MOVEMENTS (Section B):

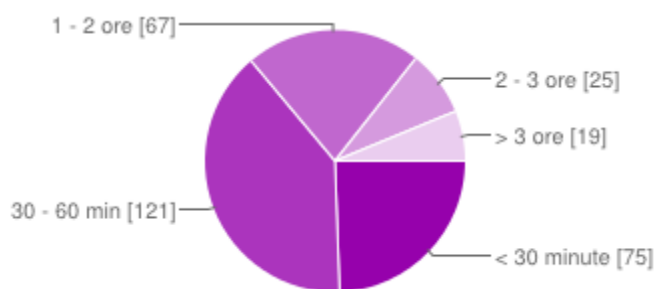
- “B.1 How many miles do you walk (A / R) during the day for your travel routine?”





< 1 km	22	8%
1 - 2 km	34	13%
2 - 5 km	69	26%
5 - 10 km	55	21%
10 - 20 km	52	19%
20 - 50 km	25	9%
> 50 km	10	4%

- “B.1.1 How much time, in average, do you spend daily for your regular trips?”

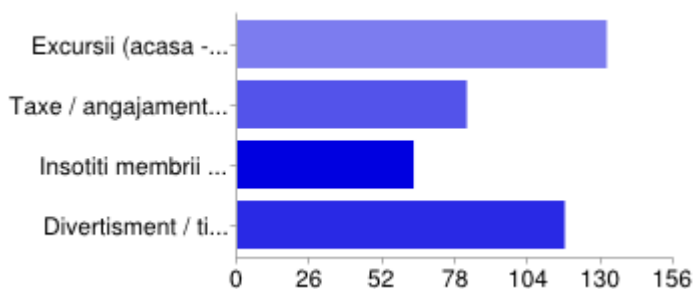


< 30 minute	75	24%
30 - 60 minute	121	39%
1 - 2 hours	67	22%

2 – 3 hours	25	8%
> 3 hours	19	6%

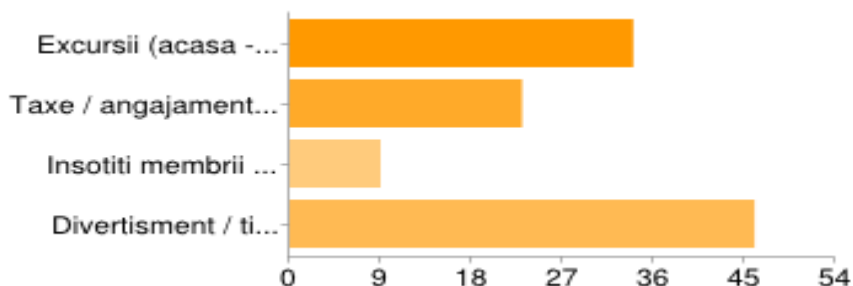
○ “B.2 What kind of vehicle do you use for your regular / daily trips?”

**B.2.1. By foot**



Trips/Excursions (home - job / school)	132	-	34%
Taxes / Family bussiness	82	-	21%
Accompanying family members (for example, parents who drop children to school)	63	-	16%
Entertainment / free time (for example, cinema, sports, etc.).	117	-	30%

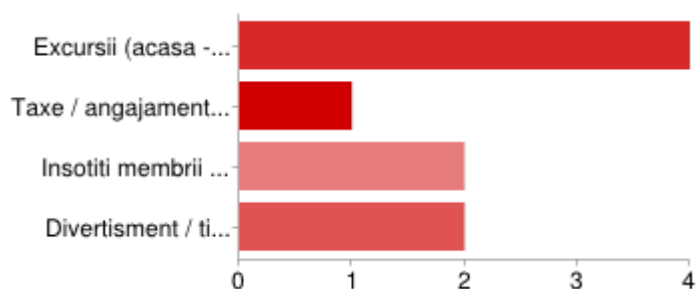
**B.2.2. Cycling**



Trips/Excursions (home - job / school)	34	-	30%
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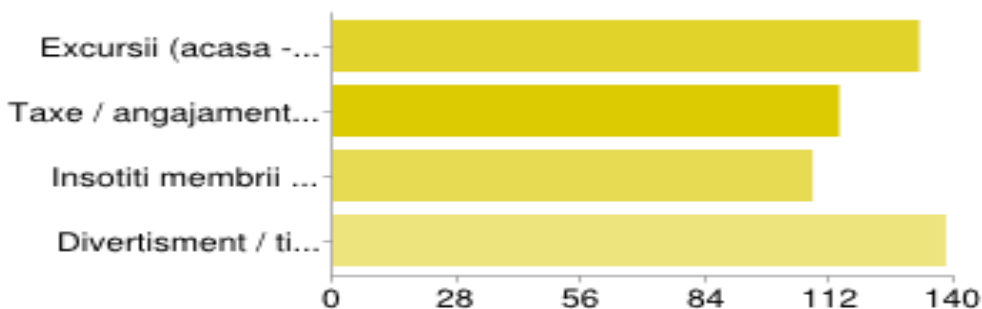
Taxes / Family bussiness	23 – 21%
Accompanying family members (for example, parents who drop children to school)	9 – 8%
Entertainment / free time (for example, cinema, sports, etc.).	46 – 41%

### B.2.3. Motorcycle / Scooter



Trips/Excursions (home - job / school)	4 - 44%
Taxes / Family bussiness	1 - 11%
Accompanying family members (for example, parents who drop children to school)	2 - 22%
Entertainment / free time (for example, cinema, sports, etc.).	2 - 22%

### B.2.4. Car



Trips/Excursions (home - job / school)	132 – 27%
Taxes / Family bussiness	114 –

23%

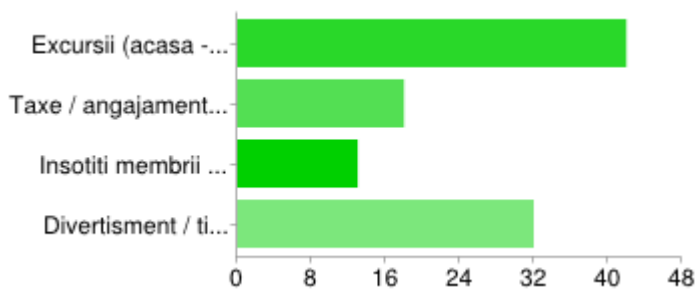
Accompanying family members (for example, parents who drop children to school)

108 – 22%

Entertainment / free time (for example, cinema, sports, etc.).

138 – 28%

### B.2.5. Taxi



Trips/Excursions (home - job / school)

42 - 40%

Taxes / Family bussiness

18 - 17%

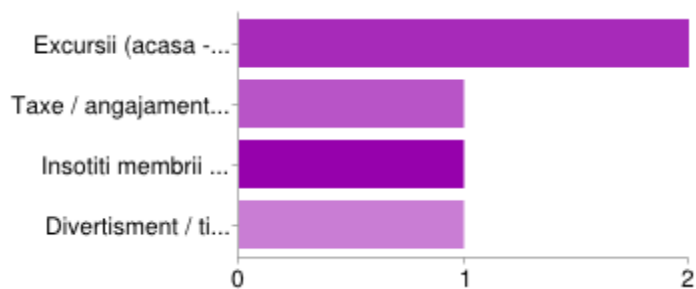
Accompanying family members (for example, parents who drop children to school)

13 - 12%

Entertainment / free time (for example, cinema, sports, etc.).

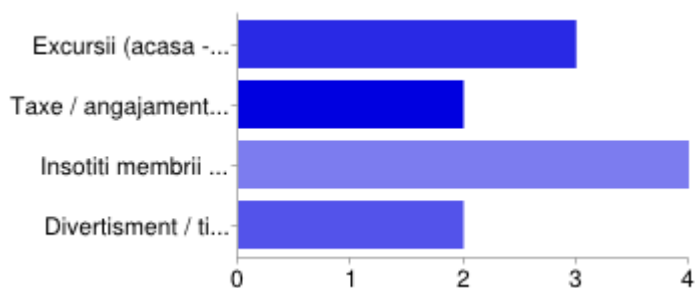
32 - 30%

### B.2.6. Car sharing



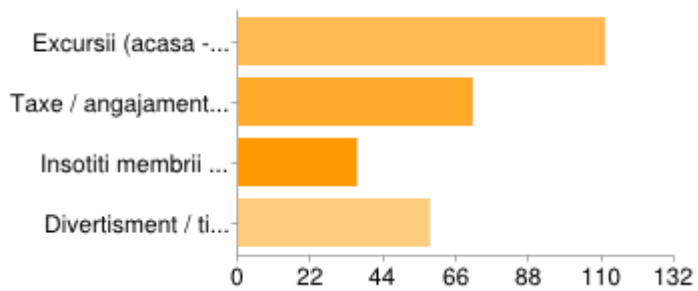
Trips/Excursions (home - job / school)	2 - 40%
Taxes / Family bussiness	1 - 20%
Accompanying family members (for example, parents who drop children to school)	1 - 20%
Entertainment / free time (for example, cinema, sports, etc.).	1 - 20%

### B.2.7. Car pooling



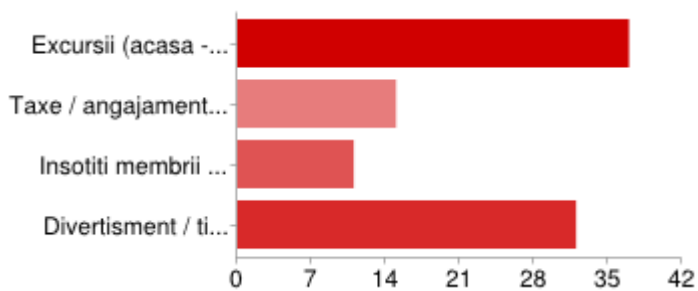
Trips/Excursions (home - job / school)	3 - 27%
Taxes / Family bussiness	2 - 18%
Accompanying family members (for example, parents who drop children to school)	4 - 36%
Entertainment / free time (for example, cinema, sports, etc.).	2 - 18%

### B.2.8. Tramway/bus



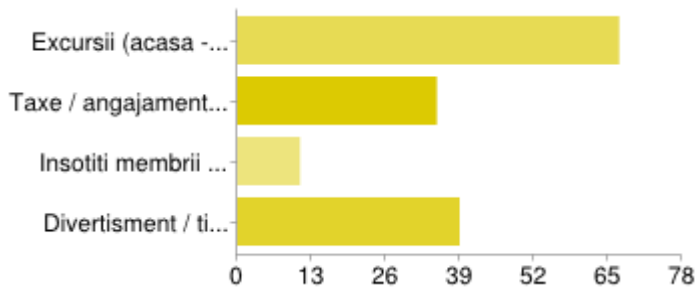
Trips/Excursions (home - job / school)	<b>111</b> - 40%
Taxes / Family bussiness	<b>71</b> - 26%
Accompanying family members (for example, parents who drop children to school)	<b>36</b> - 13%
Entertainment / free time (for example, cinema, sports, etc.).	<b>58</b> - 21%

#### B.2.9. Suburban bus



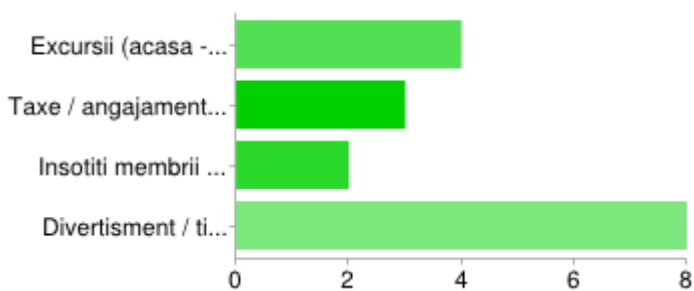
Trips/Excursions (home - job / school)	<b>37-</b> 39%
Taxes / Family bussiness	<b>15</b> - 16%
Accompanying family members (for example, parents who drop children to school)	<b>11</b> - 12%
Entertainment / free time (for example, cinema, sports, etc.).	<b>32</b> - 34%

#### B.2.10. Subway



Trips/Excursions (home - job / school)	<b>67</b> - 44%
Taxes / Family bussiness	<b>35</b> - 23%
Accompanying family members (for example, parents who drop children to school)	<b>11</b> - 7%
Entertainment / free time (for example, cinema, sports, etc.).	<b>39</b> - 26%

### B.2.11 Local Train



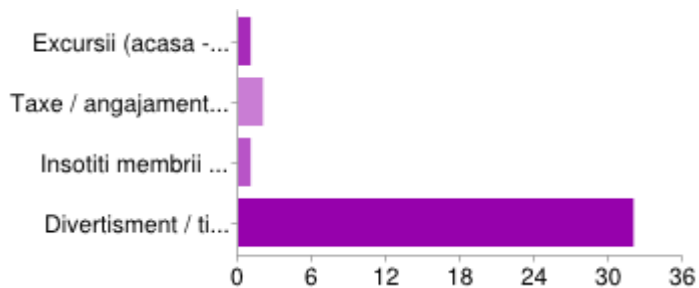
Trips/Excursions (home - job / school)	<b>4</b> - 24%
Taxes / Family bussiness	<b>3</b> - 18%
Accompanying family members (for example, parents who drop children to school)	<b>2</b> - 12%

school)

Entertainment / free time (for example, cinema, sports, etc.).

8 - 47%

### B.2.12 Long distance train



Trips/Excursions (home - job / school)

1 -3%

Taxes / Family bussiness

2 -6%

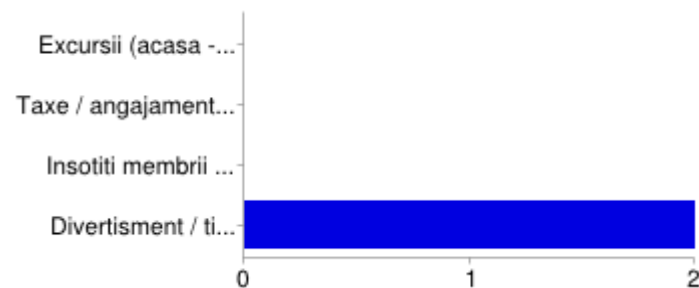
Accompanying family members (for example, parents who drop children to school)

1- 3%

Entertainment / free time (for example, cinema, sports, etc.).

32 - 89%

### B.2.13. Maritime transport / (for example, ferry-boat)

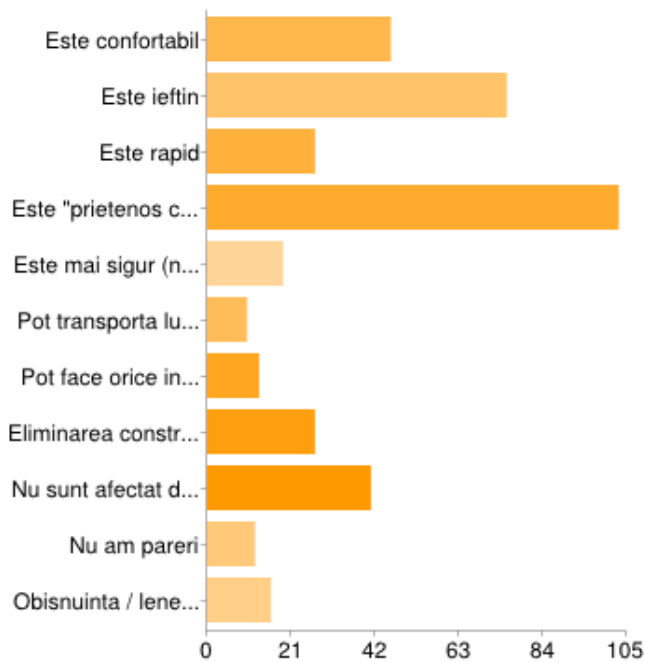




Trips/Excursions (home - job / school)	0 - 0%
Taxes / Family bussiness	0 - 0%
Accompanying family members (for example, parents who drop children to school)	0 - 0%
Entertainment / free time (for example, cinema, sports, etc.).	2 - 100%

○ "B.3 Why are you using these kind of vehicles?"

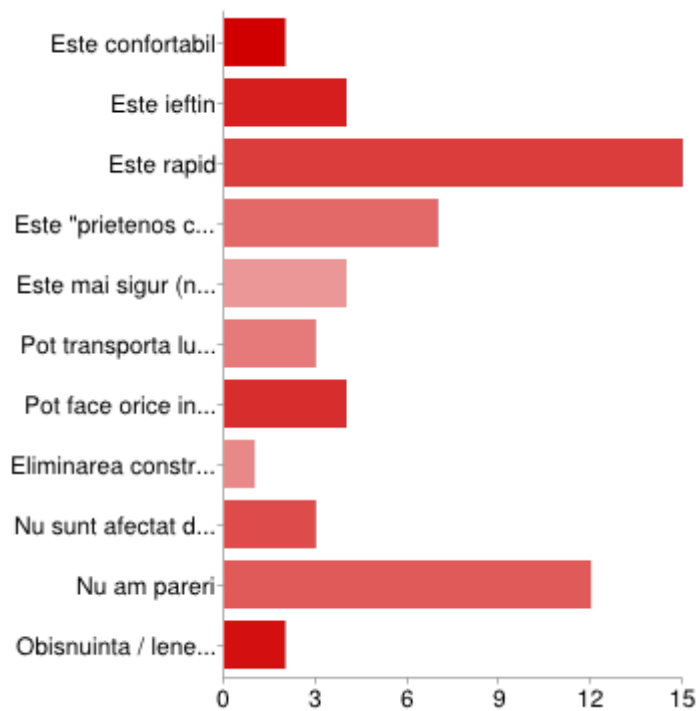
**B.3.1. Why are you using these kind of vehicles? / Bicycle**



It is comfortable	46	12%
It is cheap	75	19%
It is rapid	27	7%
It is friendly with the environment	103	26%
It is much safer (no risks of thefts or assaults)	19	5%
I can transpot things or persons, at my own will	10	3%

I can do anything I wish during the journey (example:reading)	13	3%
Elimination of temporal constraints	27	7%
I am not being affected by traffic	41	11%
I do not have any opinions	12	3%
Habitude / laziness (ex: I walk less)	16	4%

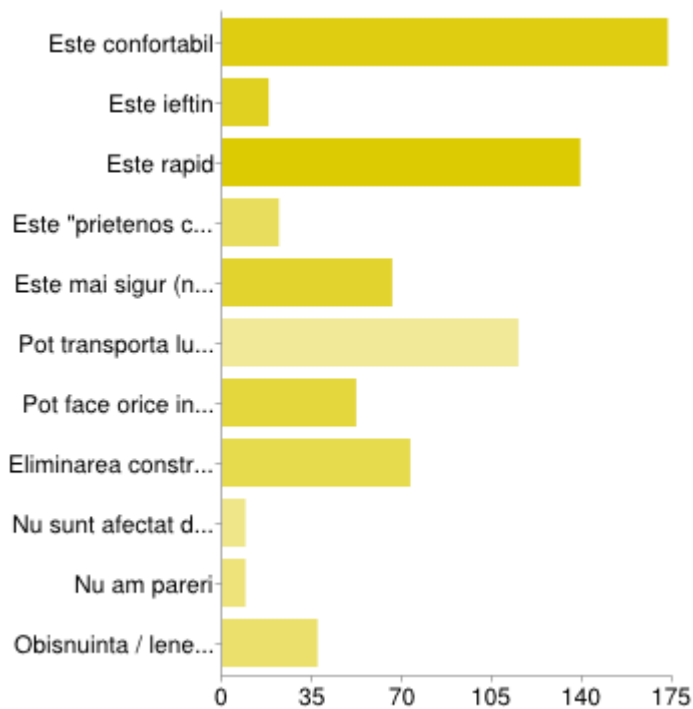
### B.3.2. Why do you use these kind of vehicles? / Motorcycle/ Scooter



It is comfortable	2	4%
It is cheap	4	7%
It is rapid	15	26%
It is friendly with the environment	7	12%
It is much safer (no risks of thefts or assaults)	4	7%
I can transport things or persons, at my own will	3	5%
I can do anything I wish during the journey (example:reading)	4	7%

Elimination of temporal constraints	1	2%
I am not being affected by traffic	3	5%
I do not have any opinions	122	1%
Habitude / laziness (ex: I walk less)	2	4%

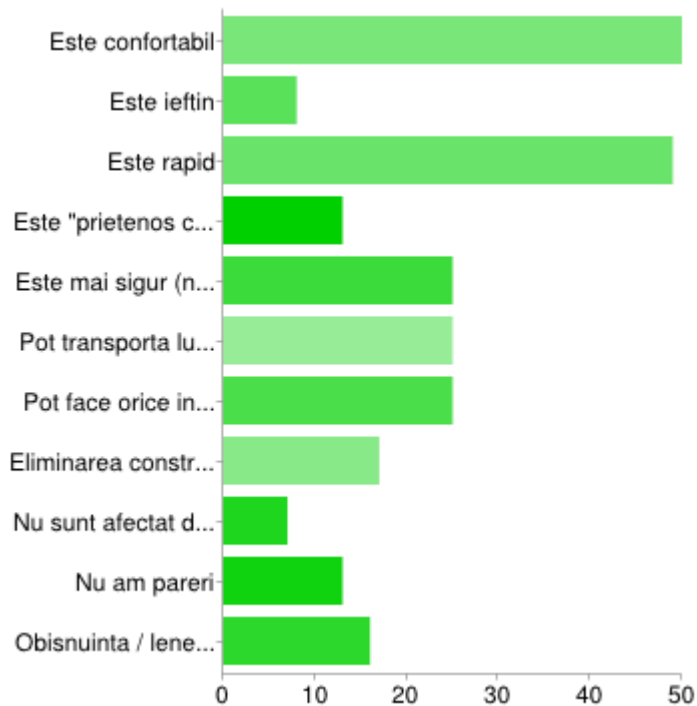
### B.3.3. Why do you use this kind of vehicles? / Car



It is comfortable	173	24%
It is cheap	18	3%
It is rapid	139	19%
It is friendly with the environment	22	3%
It is much safer (no risks of thefts or assaults)	66	9%
I can transport things or persons, at my own will	115	16%
I can do anything I wish during the journey (example:reading)	52	7%
Elimination of temporal constraints	73	10%

I am not being affected by traffic	9	1%
I do not have any opinions	9	1%
Habitude / laziness (ex: I walk less)	37	5%

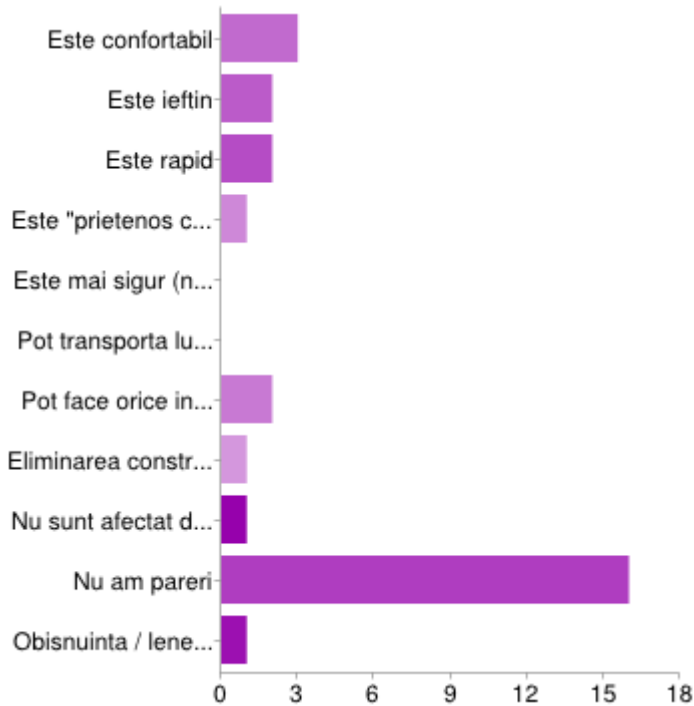
### B.3.4. Why do you use these kind of vehicles? / Taxi



It is comfortable	50	20%
It is cheap	8	3%
It is rapid	49	20%
It is friendly with the environment	13	5%
It is much safer (no risks of thefts or assaults)	25	10%
I can transport things or persons, at my own will	25	10%
I can do anything I wish during the journey (example:reading)	25	10%
Elimination of temporal constraints	17	7%
I am not being affected by traffic	7	3%

I do not have any opinions	135%
Habitude / laziness (ex: I walk less)	166%

### B.3.5. Why do you use these kind of vehicles? / Car sharing

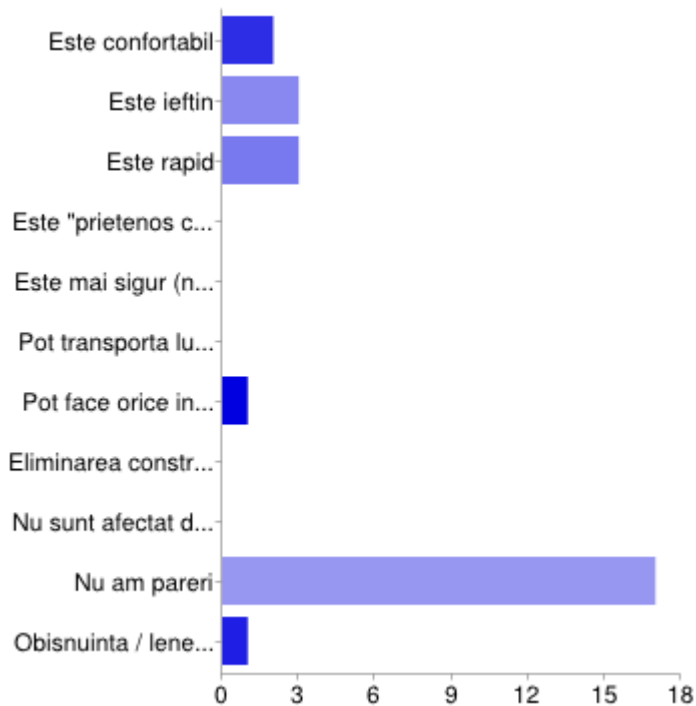


It is comfortable	3	10%
It is cheap	2	7%
It is rapid	2	7%
It is friendly with the environment	1	3%
It is much safer (no risks of thefts or assaults)	0	0%
I can transport things or persons, at my own will	0	0%
I can do anything I wish during the journey (example:reading)	2	7%
Elimination of temporal constraints	1	3%
I am not being affected by traffic	1	3%
I do not have any opinions	16	55%

Habitude / laziness (ex: I walk less)

1 3%

### B.3.6. Why do you use these kind of vehicles? / Car pooling



It is comfortable

2 7%

It is cheap

3 11%

It is rapid

3 11%

It is friendly with the environment

0 0%

It is much safer (no risks of thefts or assaults)

0 0%

I can transport things or persons, at my own will

0 0%

I can do anything I wish during the journey (example:reading)

1 4%

Elimination of temporal constraints

0 0%

I am not being affected by traffic

0 0%

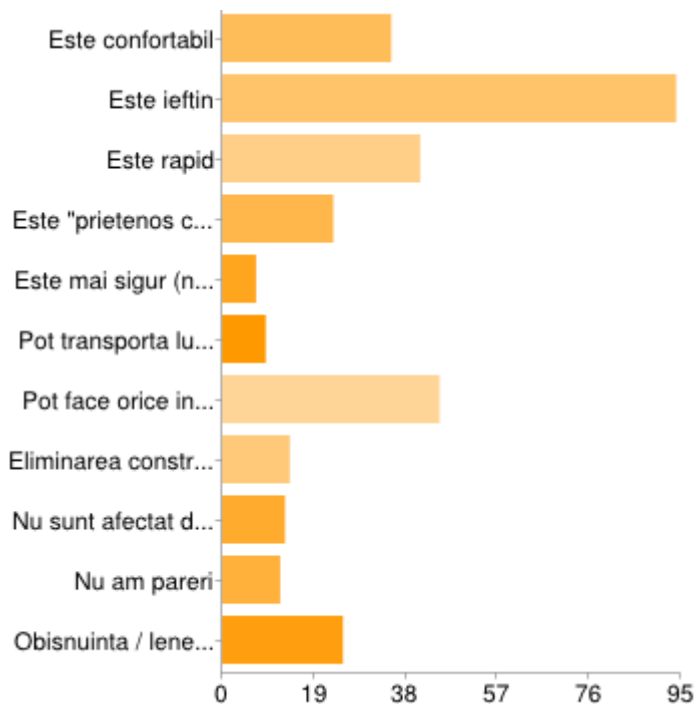
I do not have any opinions

17 63%

Habitude / laziness (ex: I walk less)

1 4%

### B.3.7. Why do you use these vehicles? / Tramway/ Bus



It is comfortable

35 11%

It is cheap

94 30%

It is rapid

41 13%

It is friendly with the environment

23 7%

It is much safer (no risks of thefts or assaults)

7 2%

I can transport things or persons, at my own will

9 3%

I can do anything I wish during the journey (example:reading)

45 14%

Elimination of temporal constraints

14 4%

I am not being affected by traffic

13 4%

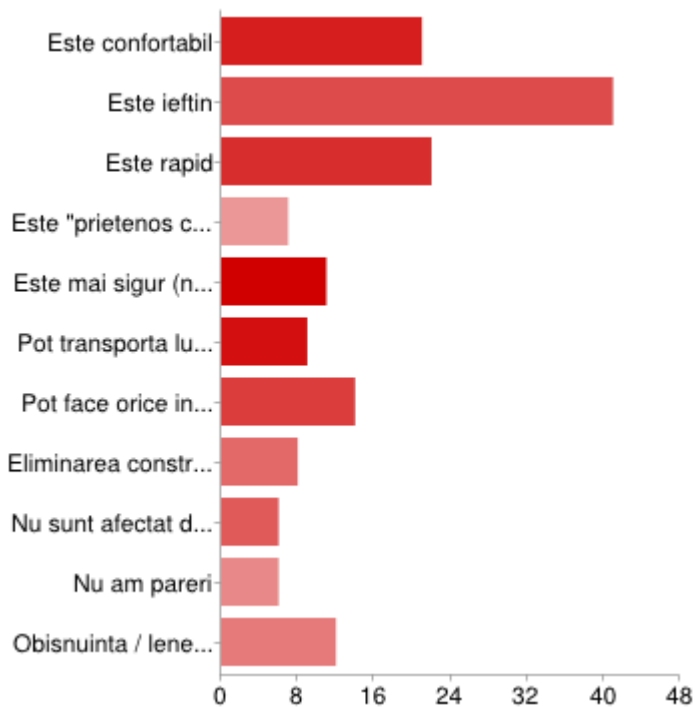
I do not have any opinions

12 4%

Habitude / laziness (ex: I walk less)

25 8%

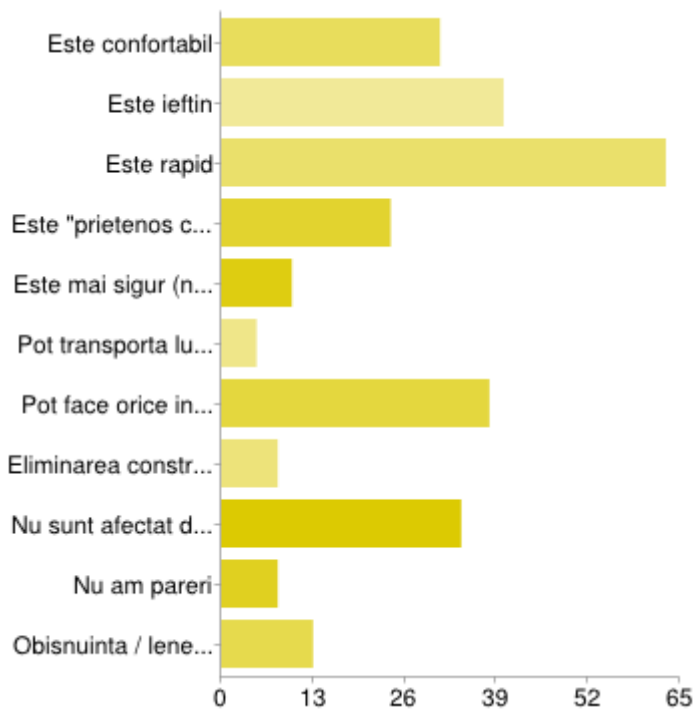
### B.3.8. Why do you use these vehicles? / Suburban bus



It is comfortable	21	13%
It is cheap	41	26%
It is rapid	22	14%
It is friendly with the environment	7	4%
It is much safer (no risks of thefts or assaults)	11	7%
I can transport things or persons, at my own will	9	6%
I can do anything I wish during the journey (example:reading)	14	9%
Elimination of temporal constraints	8	5%
I am not being affected by traffic	6	4%
I do not have any opinions	6	4%
Habitude / laziness (ex: I walk less)	12	8%

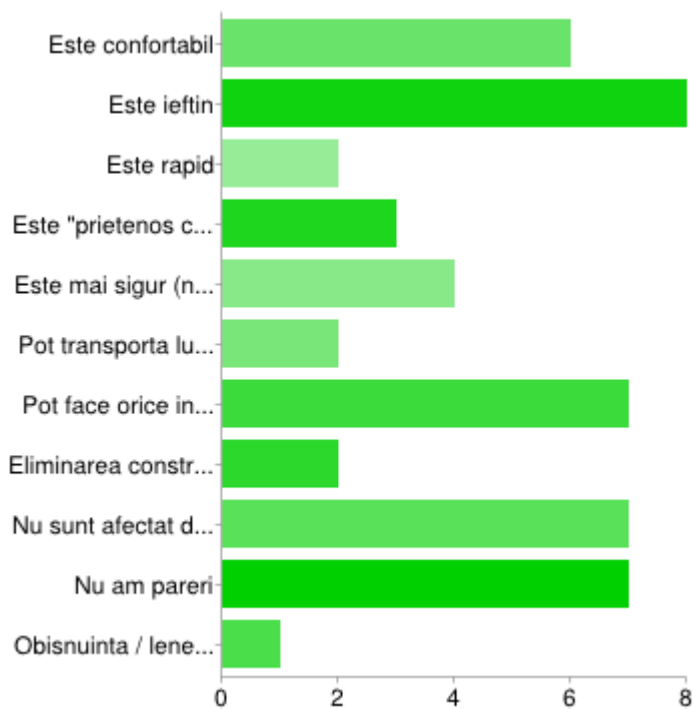


### B.3.9. Why do you use these vehicles? / Subway



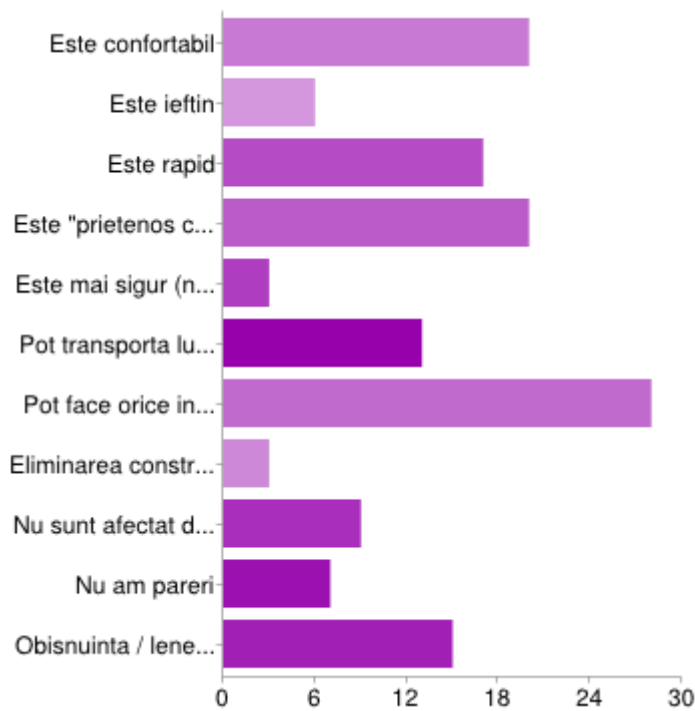
It is comfortable	<b>31</b>	11%
It is cheap	<b>40</b>	15%
It is rapid	<b>63</b>	23%
It is friendly with the environment	<b>24</b>	9%
It is much safer (no risks of thefts or assaults)	<b>10</b>	4%
I can transport things or persons, at my own will	<b>5</b>	2%
I can do anything I wish during the journey (example:reading)	<b>38</b>	14%
Elimination of temporal constraints	<b>8</b>	3%
I am not being affected by traffic	<b>34</b>	12%
I do not have any opinions	<b>8</b>	3%
Habitude / laziness (ex: I walk less)	<b>13</b>	5%

### B.3.10. Why do you use these vehicles? / Local train



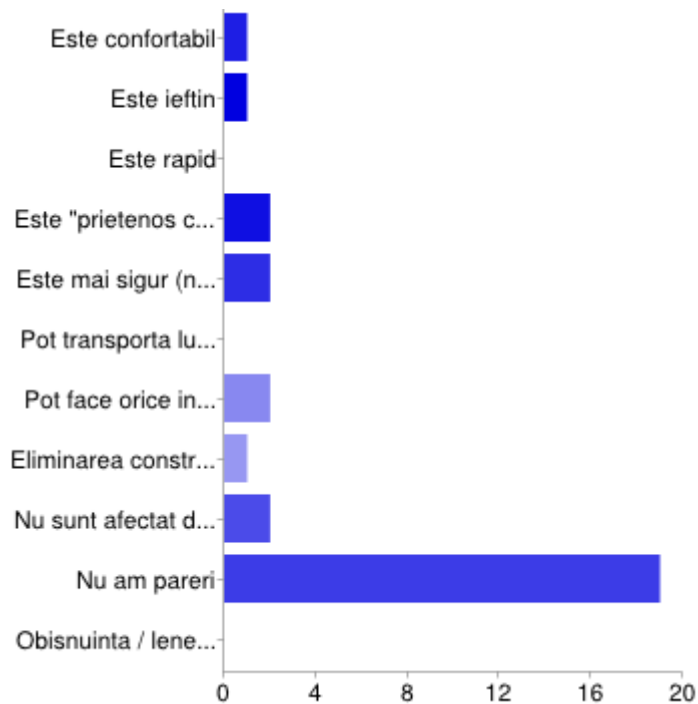
It is comfortable	6	12%
It is cheap	8	16%
It is rapid	2	4%
It is friendly with the environment	3	6%
It is much safer (no risks of thefts or assaults)	4	8%
I can transport things or persons, at my own will	2	4%
I can do anything I wish during the journey (example:reading)	7	14%
Elimination of temporal constraints	2	4%
I am not being affected by traffic	7	14%
I do not have any opinions	7	14%
Habitude / laziness (ex: I walk less)	1	2%

### B.3.11. Why do you use these vehicles? / Long distance train



It is comfortable	20	14%
It is cheap	6	4%
It is rapid	17	12%
It is friendly with the environment	20	14%
It is much safer (no risks of thefts or assaults)	3	2%
I can transport things or persons, at my own will	13	9%
I can do anything I wish during the journey (example:reading)	28	20%
Elimination of temporal constraints	3	2%
I am not being affected by traffic	9	6%
I do not have any opinions	7	5%
Habitude / laziness (ex: I walk less)	15	11%

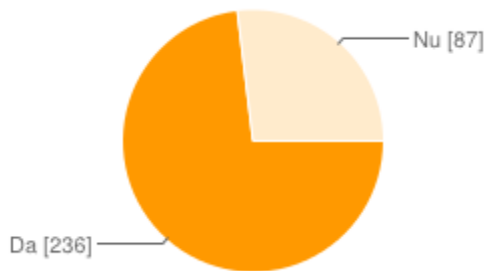
### B.3.12. Why do you use these vehicles? / Maritime transport / (ex. Ferry-boat)



It is comfortable	1	3%
It is cheap	1	3%
It is rapid	0	0%
It is friendly with the environment	2	7%
It is much safer (no risks of thefts or assaults)	2	7%
I can transport things or persons, at my own will	0	0%
I can do anything I wish during the journey (example:reading)	2	7%
Elimination of temporal constraints	1	3%
I am not being affected by traffic	2	7%
I do not have any opinions	19	63%
Habitude / laziness (ex: I walk less)	0	0%

- By means of graphs / tables, report data regarding LONG DISTANCE JOURNEYS IN YOUR COUNTRY AND ABROAD (Section C):

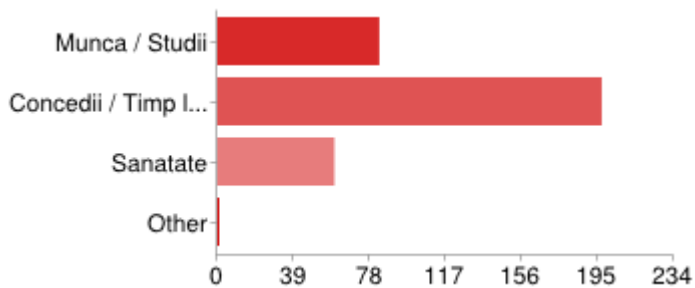
- “C.1 Throughout the year do you usually move within your country for long distances (> 250 km)?”



Yes	236 (73%)
No	87 (27%)

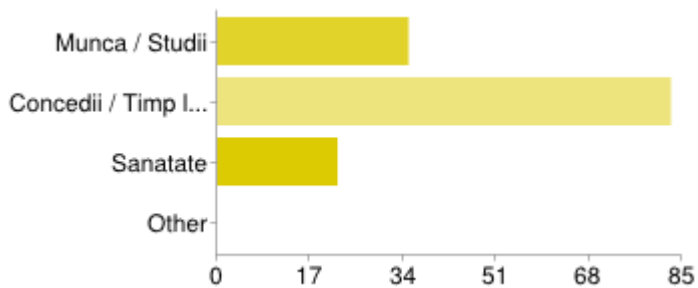
- “C.1.1 If so, why and by what vehicle?”

#### C.1.1.1. Car



Job / Studies	<b>83</b>	24%
Holiday / Free time	<b>197</b>	58%
Health	<b>60</b>	18%
Other	<b>1</b>	0%

### C.1.1.2. Train



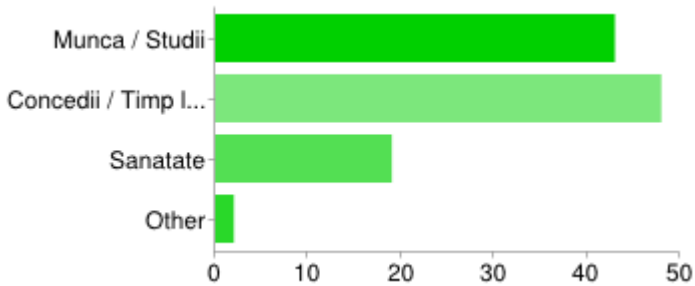
Job / Studies            **35** 25%

Holiday / Free time    **83** 59%

Health                    **22** 16%

Other                      **0** 0%

### C.1.1.3. Bus



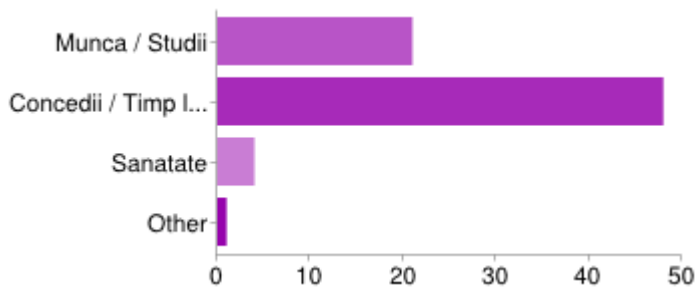
Job / Studies            **43** 38%

Holiday / Free time    **48** 43%

Health                    **19** 17%

Other                      **2** 2%

### C.1.1.4. Plane



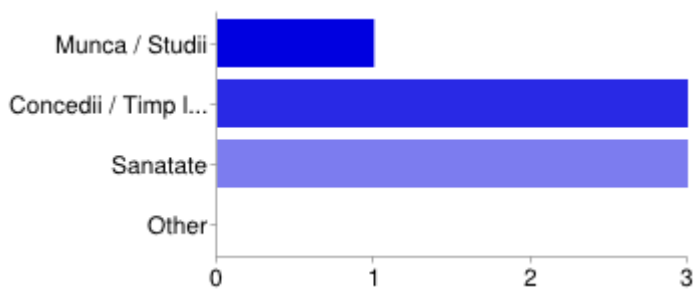
Job / Studies            **21 28%**

Holiday / Free time    **48 65%**

Health                    **4 5%**

Other                      **1 1%**

### C.1.1.5. Maritime transport / Boat



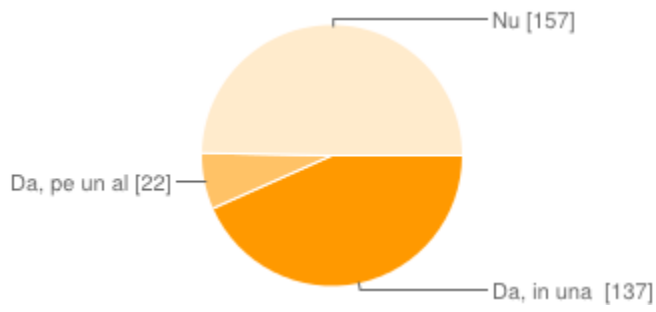
Job / Studies            **1 14%**

Holiday / Free time    **3 43%**

Health                    **3 43%**

Other                      **0 0%**

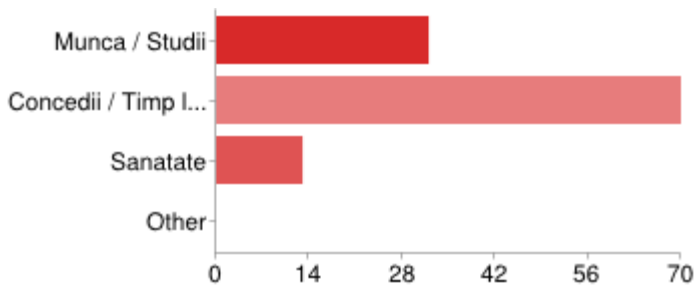
- “C.2 During the past two years have you made at least one trip abroad?”



<i>Yes, in a European Country</i>	<i>137 (43%)</i>
<i>Yes, in another continent</i>	<i>22 (7%)</i>
<i>No</i>	<i>157 (50%)</i>

○ “C.2.1 If so, why and by what vehicle?”

C.2.1.1. Car



Job / Studies      **32** 28%

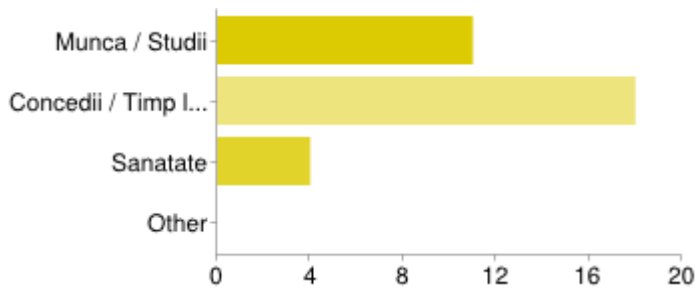
Holiday / Free time    **70** 61%

Health                    **13** 11%

Other                      **0** 0%

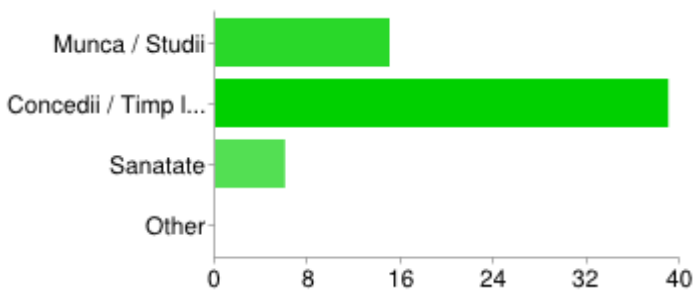


### C.2.1.2. Train



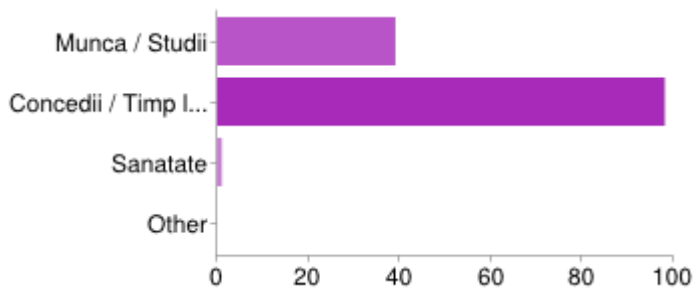
Job / Studies	11	-	33%
Holiday / Free time	18	-	55%
Health	4	-	12%
Other	0	-	0%

### C.2.1.3. Bus



Job / Studies	15	25%
Holiday / Free time	39	65%
Health	6	10%
Other	0	0%

### C.2.1.4. Plane



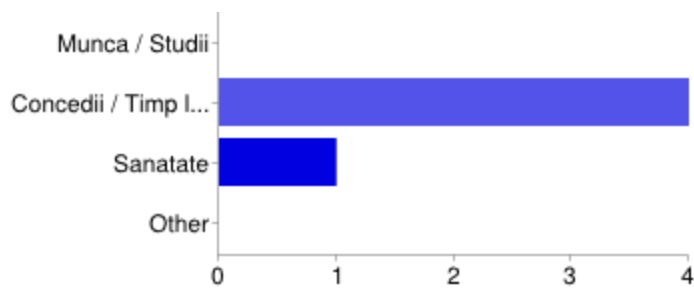
Job / Studies            **39.28%**

Holiday / Free time   **98.71%**

Health                    **1.1%**

Other                      **0.0%**

### C.2.1.5. Maritime transport / Boat



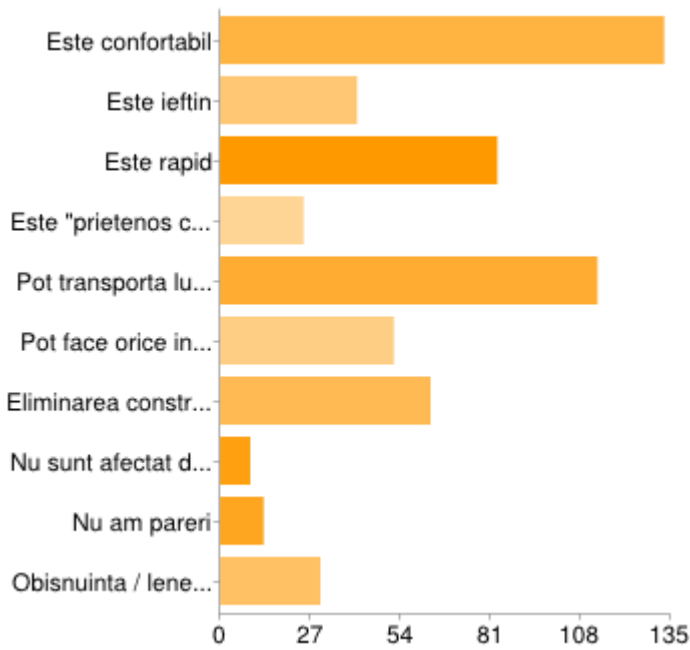
Job / Studies            **0 - 0%**

Holiday / Free time   **4 - 80%**

Health                    **1 - 20%**

Other                      **0 - 0%**

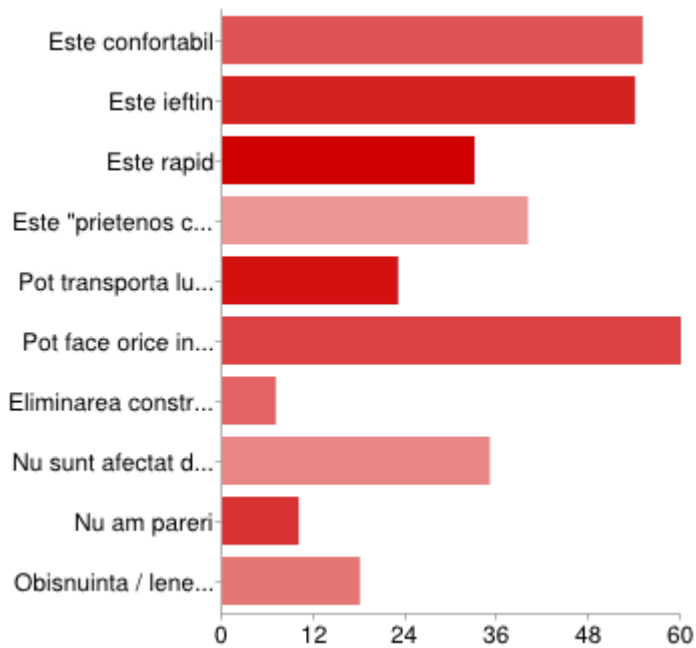
### C.3.1. Car



It is comfortable	<b>133</b>	<b>24%</b>
It is cheap	<b>41</b>	<b>7%</b>
It is rapid	<b>83</b>	<b>15%</b>
It is friendly with the environment	<b>25</b>	<b>4%</b>
It is much safer (no risks of thefts or assaults)	<b>113</b>	<b>20%</b>
I can transport things or persons, at my own will	<b>52</b>	<b>9%</b>
I can do anything I wish during the journey (example:reading)	<b>63</b>	<b>11%</b>
Elimination of temporal constraints	<b>9</b>	<b>2%</b>
I am not being affected by traffic	<b>13</b>	<b>2%</b>
I do not have any opinions	<b>30</b>	<b>5%</b>
Habitude / laziness (ex: I walk less)		

- “C.3 To travel within your own country or abroad, why did you prefer the vehicle that you indicated?”

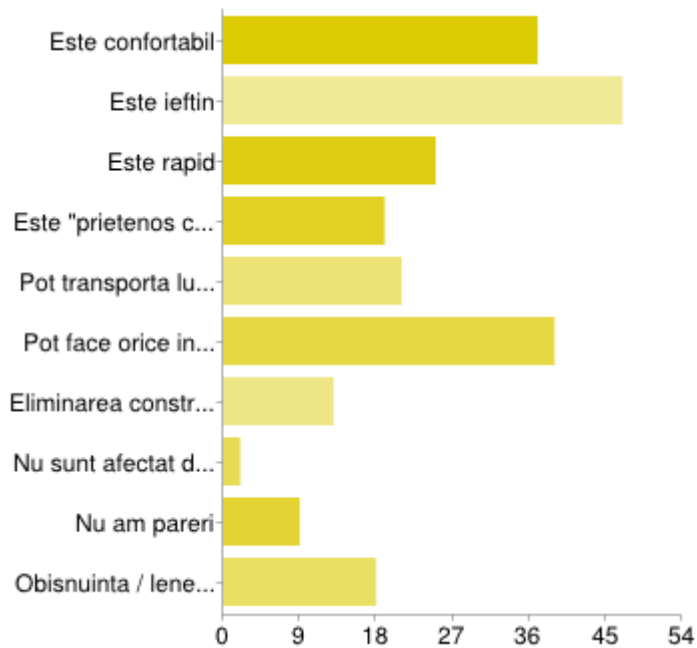
### C.3.2. Train



It is comfortable	55	16%
It is cheap	54	16%
It is rapid	33	10%
It is friendly with the environment	40	12%
It is much safer (no risks of thefts or assaults)	23	7%
I can transport things or persons, at my own will	60	18%
I can do anything I wish during the journey (example:reading)	7	2%
Elimination of temporal constraints	35	10%
I am not being affected by traffic	10	3%
I do not have any opinions	18	5%

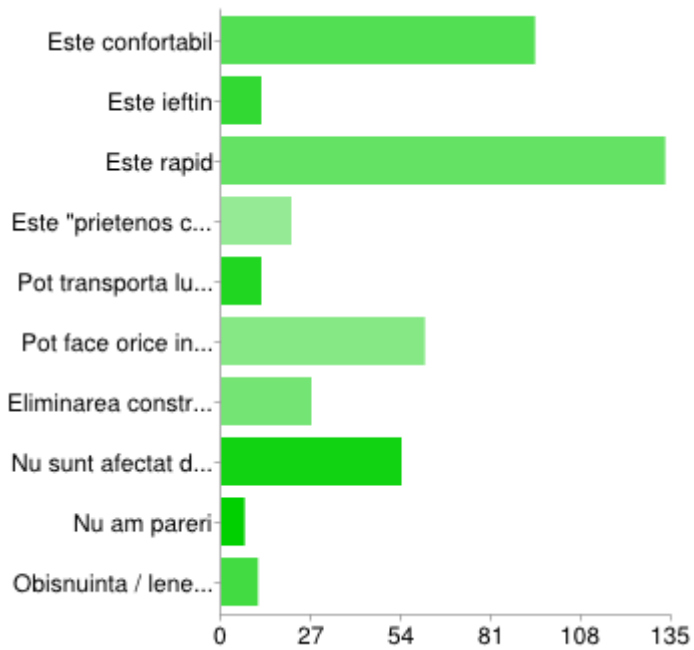
Habitude / laziness (ex: I walk less)

### C.3.3. Bus



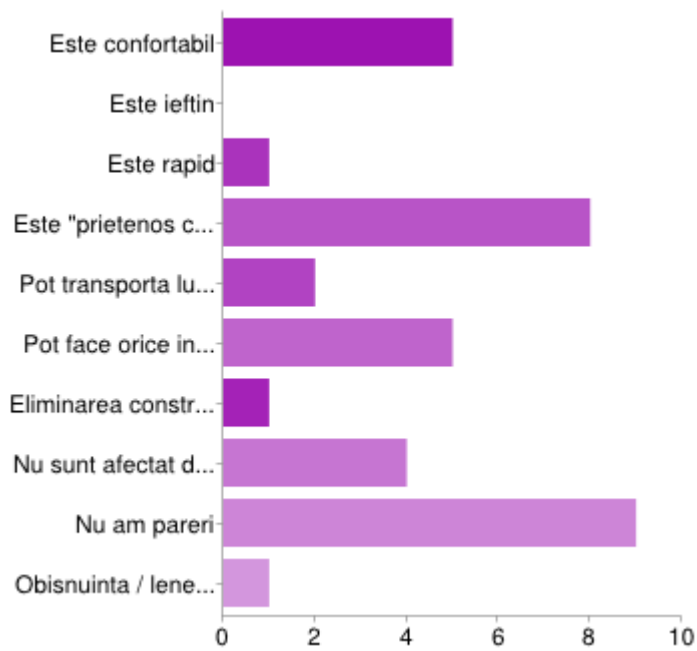
It is comfortable	37	16%
It is cheap	47	20%
It is rapid	25	11%
It is friendly with the environment	19	8%
It is much safer (no risks of thefts or assaults)	21	9%
I can transport things or persons, at my own will	39	17%
I can do anything I wish during the journey (example:reading)	13	6%
Elimination of temporal constraints	2	1%
I am not being affected by traffic	9	4%
I do not have any opinions	18	8%
Habitude / laziness (ex: I walk less)		

### C.3.4. Plane



It is comfortable	<b>94</b>	22%
It is cheap	<b>12</b>	3%
It is rapid	<b>133</b>	31%
It is friendly with the environment	<b>21</b>	5%
It is much safer (no risks of thefts or assaults)	<b>12</b>	3%
I can transport things or persons, at my own will	<b>61</b>	14%
I can do anything I wish during the journey (example:reading)	<b>27</b>	6%
Elimination of temporal constraints	<b>54</b>	13%
I am not being affected by traffic	<b>7</b>	2%
I do not have any opinions	<b>11</b>	3%
Habitude / laziness (ex: I walk less)		

### C.3.5. Maritime transport / Boat



It is comfortable	5	14%
It is cheap	0	0%
It is rapid	1	3%
It is friendly with the environment	8	22%
It is much safer (no risks of thefts or assaults)	2	6%
I can transport things or persons, at my own will	5	14%
I can do anything I wish during the journey (example:reading)	1	3%
Elimination of temporal constraints	4	11%
I am not being affected by traffic	9	25%
I do not have any opinions	1	3%
Habitude / laziness (ex: I walk less)		

- By means of graphs / tables, report data regarding “comment on specific questions in the questionnaire”, if so (Section G-other)

Note: Please, if you can, cross the data collected in the questionnaires to report the following additional information:

#### SECTION A

- Question “A.6. City you live in: (explain City and Region)”, indicate also: 1) the number of cities involved; 2) n. of questionnaires filled by city / province / region;
- Question “A.6.1” should be divide into “a” (I live in: the location in the city - center / periphery, etc..) and “b” (City size: small / medium, etc.). Then, “a” and “b” will be crossed with any questions from A.7 to A.11;

*Two examples:*

- *citizens who lives in a small/medium/big city and the connection with the bus stop/the train station, etc...(we cross “A.6.1 b” and “A.7”);*
- *citizens who lives in the center/periphery/etc.. and the presence of public transport means with an alternative power supply (we cross “A.6.1 a and A.8”); etc.*

#### SECTION B

- Question “B1” to cross with question “B.1.1” to bring out any problems;  
*The rationale is that if to travel from 2 to 10 km per day uses more than one hour, probably there is a problem!*
- Question “B1” to cross with question “A.6 a” and “A.6 b”.

*Crossing this data we can put in relationship how many miles we travel (B.1) with the size of the city (A.6.1 b) and the area where you live (A.6.1 a).*

#### SECTION C

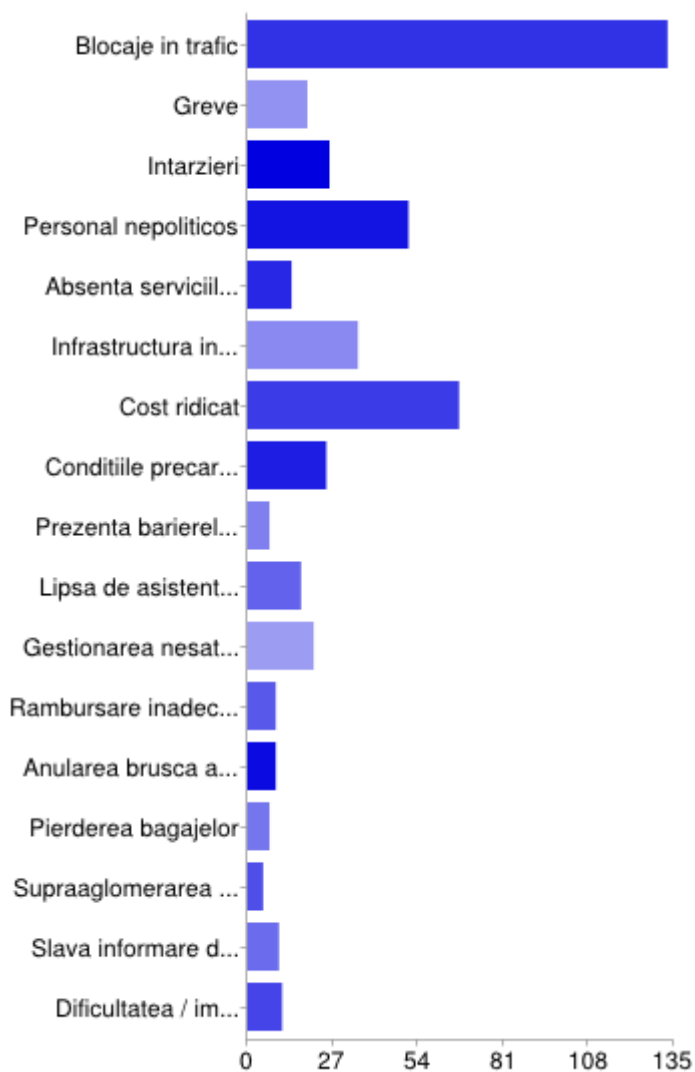
- With reference to question C.1.1. ask also the vehicle of transport most used, for whatever reason
- With reference to question C.2.1. ask also the vehicle of transport most used, for whatever reason



## Chapter 5 - Passenger Rights in EU and main violations in Romania

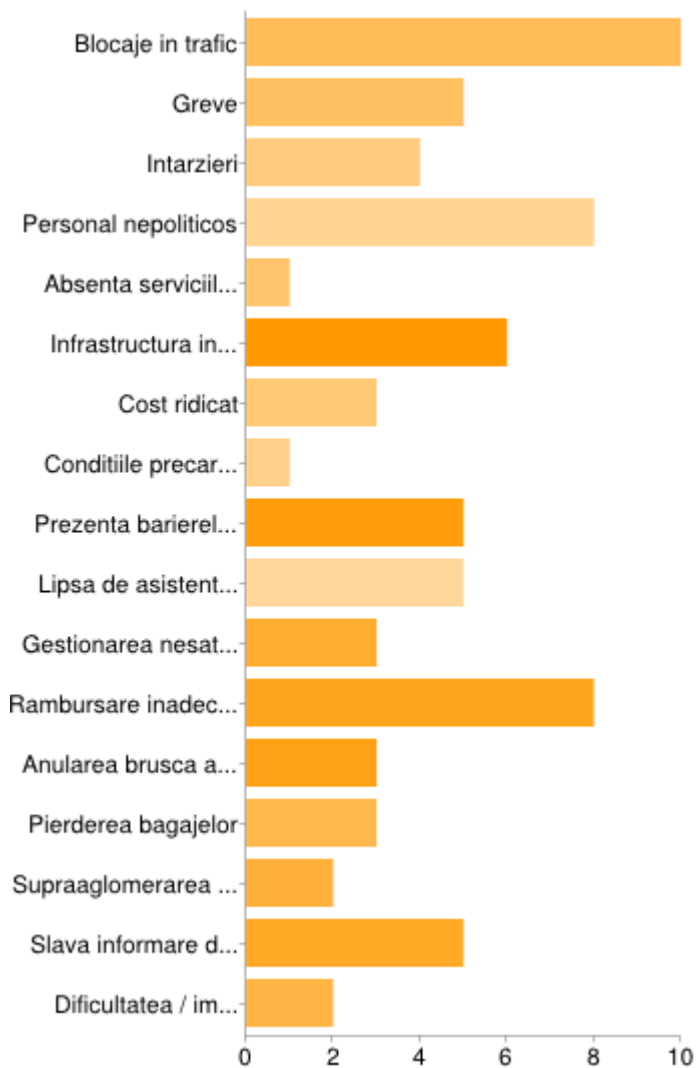
- By means of graphs / tables, report data regarding PROBLEMS AND INEFFICIENCY IN YOUR JOURNEYS (Section D):
  - What problems have you experienced in the use of public transportation for daily trips (both regular and occasional in and out of your country)?

### Taxi



Traffic jams	133 - 29%
Strikes	19 4%
Delays	26 6%
Rude staff	51 11%
Lack of services (inexistence or long waiting time)	14 3%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	35 8%
High costs	67 14%
Poor hygiene conditions	25 5%
Presence of architectural barriers	7 2%
Lack of assistance for the passengers with reduced mobility/disabilities	17 4%
Bad complaints management	21 5%
Inadequate reimbursment in case of difficulties	9 2%
Last-minute cancellation of the trip/flight	9 2%
Baggage loss	7 2%
Overcrowding / overbooking for flights	5 1%
Weak information regarding different options of transport and travelling times	10 2%
Difficulty / impossibility of booking / on-line payment services	11 2%

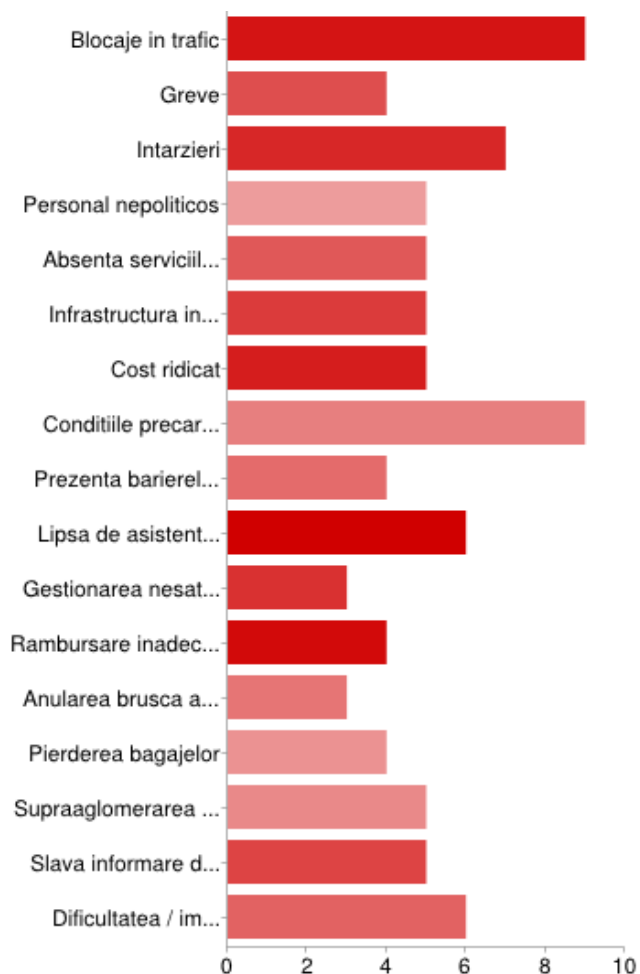
**D.1.2. What problems have you encountered in the usage of public transportation for daily trips (regular and occasional) in your country and abroad?/ Car sharing**



Traffic jams	10 - 14%
Strikes	5 - 7%
Delays	4 - 5%
Rude staff	8 11%
Lack of services (inexistence or long waiting time)	1 1%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	6 8%
High costs	3 4%
Poor hygiene conditions	1 1%

Presence of architectural barriers	5	7%
Lack of assistance for the passengers with reduced mobility/disabilities	5	7%
Bad complaints management	3	4%
Inadequate reimbursement in case of difficulties	8	11%
Last-minute cancellation of the trip/flight	3	4%
Baggage loss	3	4%
Overcrowding / overbooking for flights	2	3%
Weak information regarding different options of transport and travelling times	5	7%
Difficulty / impossibility of booking / on-line payment services	2	3%

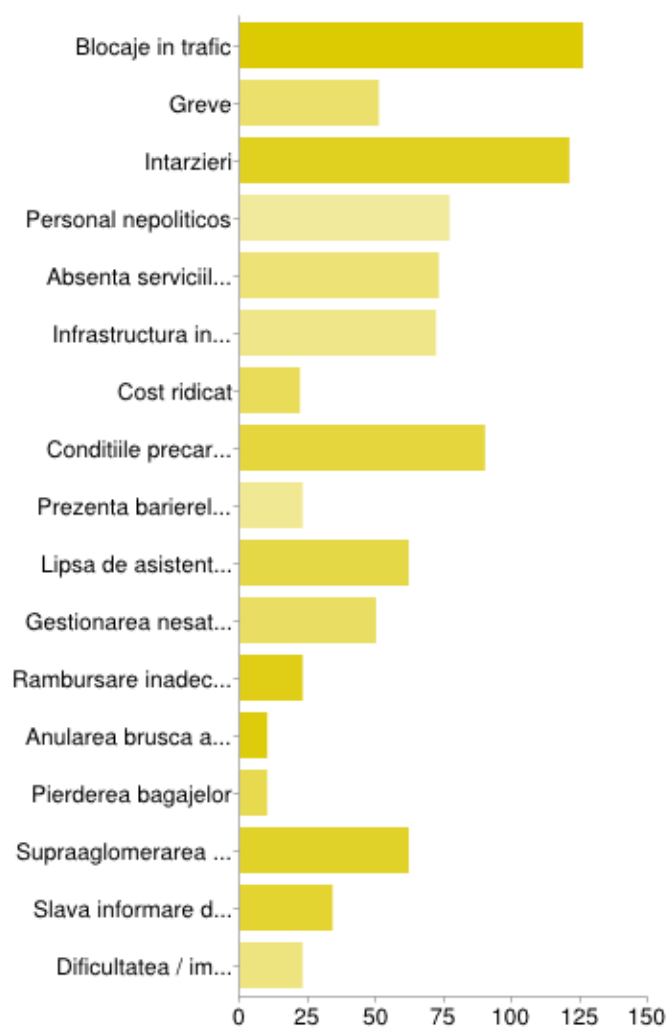
**D.1.3. What problems have you encountered in the use of public transport for daily trips (regular and occasional) in you country and abroad? / Car pooling**



	9 - 10%
Traffic jams	
Strikes	4 - 4%
Delays	7 - 8%
Rude staff	5 - 6%
Lack of services (inexistence or long waiting time)	5 - 6%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	5 - 6%
High costs	5 - 6%
Poor hygiene conditions	9 - 10%
Presence of architectural barriers	4 - 4%
Lack of assistance for the passengers with reduced mobility/disabilities	6 - 7%
Bad complaints management	3 - 3%
Inadequate reimbursement in case of difficulties	4 - 4%
Last-minute cancellation of the trip/flight	3 - 3%
Baggage loss	4 - 4%
Overcrowding / overbooking for flights	5 - 6%
Weak information regarding different options of transport and travelling times	5 - 6%
Difficulty / impossibility of booking / on-line payment services	6 - 7%

-

#### D.1.4. Bus



Traffic jams	126 - 14%
Strikes	51 5%
Delays	121 13%
Rude staff	77 8%
Lack of services (inexistence or long waiting time)	73 8%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	72 8%
High costs	22 2%
Poor hygiene conditions	90 10%

Presence of architectural barriers	23	2%
Lack of assistance for the passengers with reduced mobility/disabilities	62	7%
Bad complaints management	50	5%
Inadequate reimbursement in case of difficulties	23	2%
Last-minute cancellation of the trip/flight	10	1%
Baggage loss	10	1%
Overcrowding / overbooking for flights	62	7%
Weak information regarding different options of transport and travelling times	34	4%
Difficulty / impossibility of booking / on-line payment services	23	2%

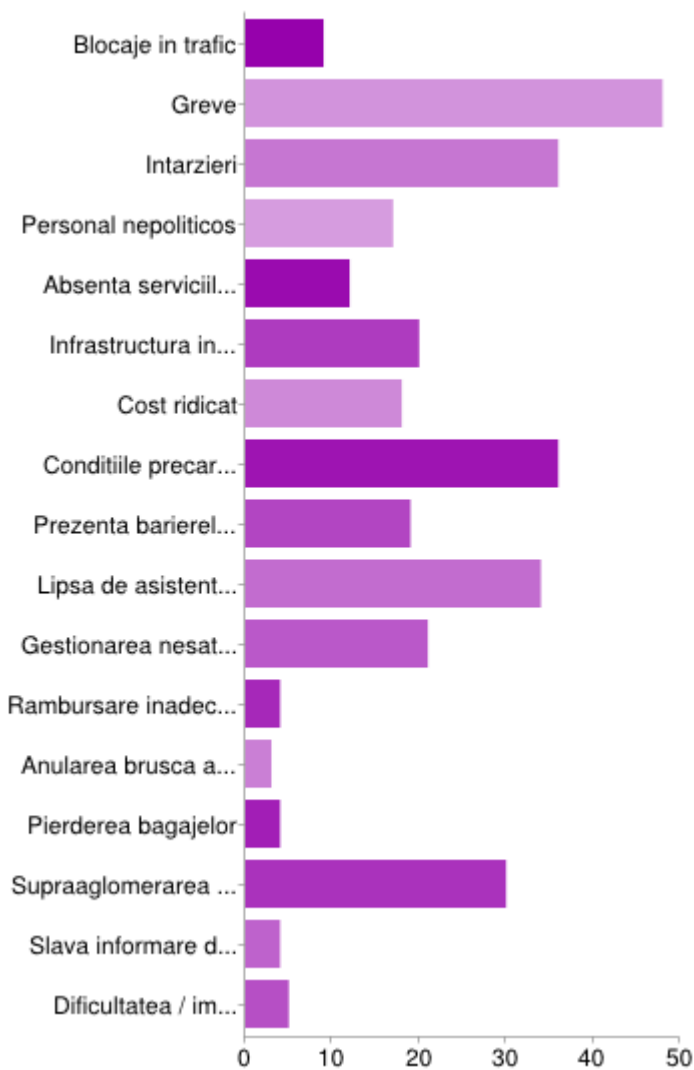
#### D.1.5. Suburban Bus



	<b>66 - 12%</b>
Traffic jams	
Strikes	<b>27 - 5%</b>
Delays	<b>63 - 11%</b>
Rude staff	<b>44 - 8%</b>
Lack of services (inexistence or long waiting time)	<b>36 - 7%</b>
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	<b>47 - 8%</b>
High costs	<b>23 - 4%</b>
Poor hygiene conditions	<b>49 - 9%</b>
Presence of architectural barriers	<b>19 - 3%</b>
Lack of assistance for the passengers with reduced mobility/disabilities	<b>38 - 7%</b>
Bad complaints management	<b>35 - 6%</b>
Inadequate reimbursement in case of difficulties	<b>15 - 3%</b>
Last-minute cancellation of the trip/flight	<b>7- 1%</b>
Baggage loss	<b>7- 1%</b>
Overcrowding / overbooking for flights	<b>42 - 8%</b>
Weak information regarding different options of transport and travelling times	<b>20 - 4%</b>
Difficulty / impossibility of booking / on-line payment services	<b>15 - 3%</b>

#### D.1.6. Metro

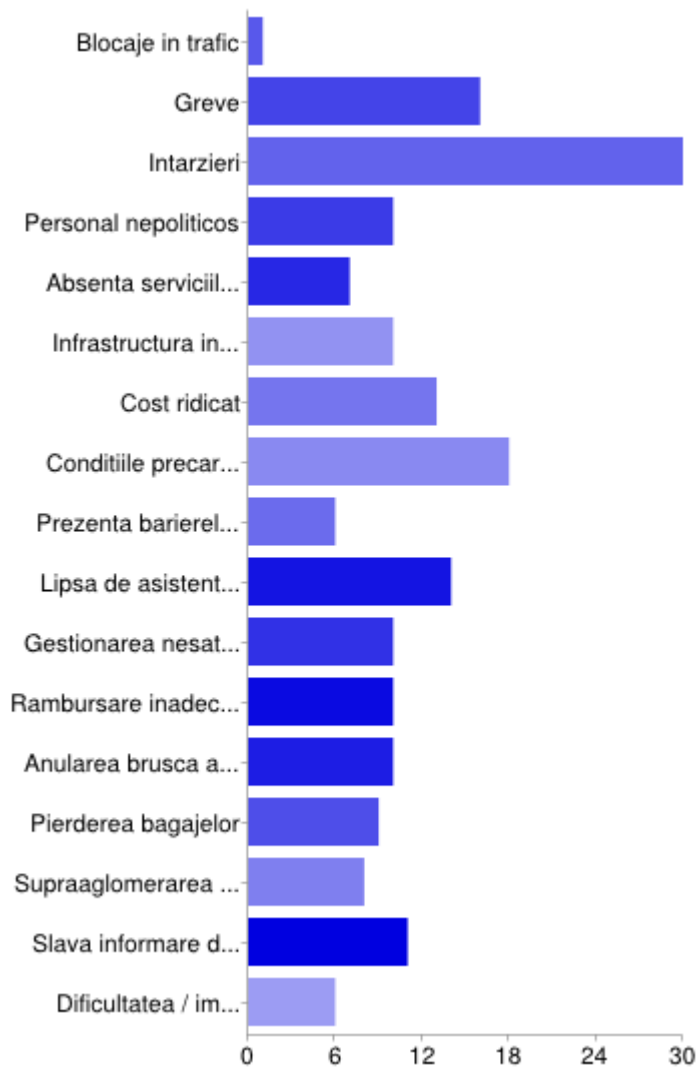




Traffic jams	9 - 3%
Strikes	48 - 15%
Delays	36 - 11%
Rude staff	17 - 5%
Lack of services (inexistence or long waiting time)	12 - 4%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	20 - 6%
High costs	18 - 6%
Poor hygiene conditions	36 - 11%

Presence of architectural barriers	19 - 6%
Lack of assistance for the passengers with reduced mobility/disabilities	34 - 11%
Bad complaints management	21 - 7%
Inadequate reimbursement in case of difficulties	4 - 1%
Last-minute cancellation of the trip/flight	3 - 1%
Baggage loss	4 - 1%
Overcrowding / overbooking for flights	30 - 9%
Weak information regarding different options of transport and travelling times	4 - 1%
Difficulty / impossibility of booking / on-line payment services	5 - 2%

#### **D.1.7. Local Train**



	1 - 1%
Traffic jams	
Strikes	16 - 8%
Delays	30 - 16%
Rude staff	10 - 5%
Lack of services (inexistence or long waiting time)	7 - 4%
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	10 - 5%
High costs	13 - 7%

Poor hygiene conditions	18 - 10%
Presence of architectural barriers	6 - 3%
Lack of assistance for the passengers with reduced mobility/disabilities	14 - 7%
Bad complaints management	10 - 5%
Inadequate reimbursement in case of difficulties	10 - 5%
Last-minute cancellation of the trip/flight	10 - 5%
Baggage loss	9 - 5%
Overcrowding / overbooking for flights	8 - 4%
Weak information regarding different options of transport and travelling times	11 - 6%
Difficulty / impossibility of booking / on-line payment services	6 - 3%

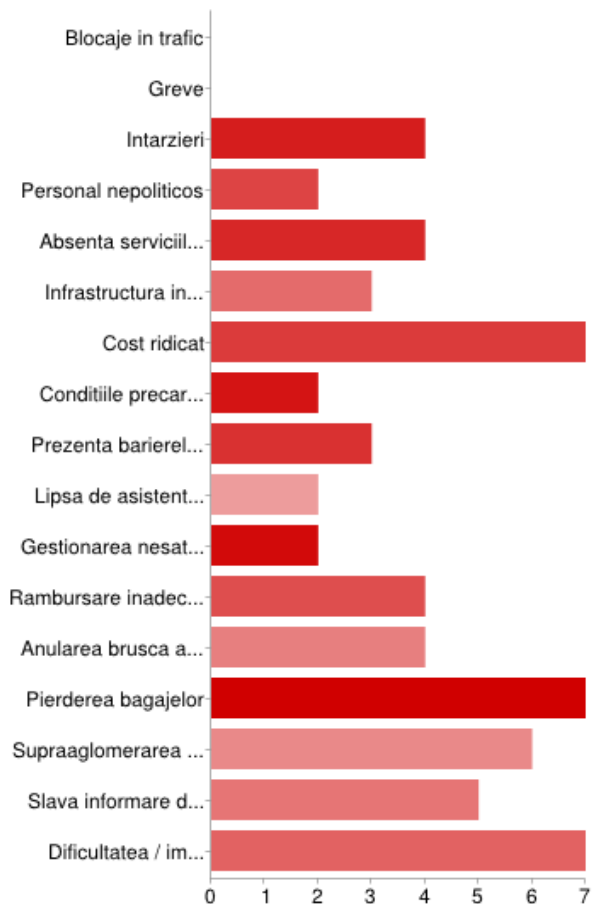
#### D.1.8. Long Distance Train



Traffic jams	3	-	1%
Strikes	3	-	8%
	2		
Delays	6	-	17%
	8		
Rude staff	2	-	5%
	2		
Lack of services (inexistence or long waiting time)	2	-	6%
	5		
Inadequate infrastructure (ex. stations/roads, dangerous crossroads, inadequate stops, etc.).	2	-	6%
	6		

High costs	3 - 8%	2
Poor hygiene conditions	3 - 9%	7
Presence of architectural barriers	1 - 4%	5
Lack of assistance for the passengers with reduced mobility/disabilities	3 - 8%	2
Bad complaints management	2 - 7%	8
Inadequate reimbursement in case of difficulties	1 - 3%	3
Last-minute cancellation of the trip/flight	1 - 4%	5
Baggage loss	6 - 1%	
Overcrowding / overbooking for flights	2 - 6%	5
Weak information regarding different options of transport and travelling times	1 - 4%	8
Difficulty / impossibility of booking / on-line payment services	7 - 2%	

#### **D.1.9. Maritime transport / Boat**



	0 - 0%
Traffic jams	0 - 0%
Strikes	0 - 0%
Delays	4 - 6%
Rude staff	2 - 3%
Lack of services (inexistence or long waiting time)	4 - 6%
Inadequate infrastructure (ex. Stations/roads, dangerous crossroads, inappropriate stops, etc.).	3 - 5%
High costs	7 11
Poor hygiene conditions	2 - 3%
Presence of architectural barriers	3 - 5%

Lack of assistance for the passengers with reduced mobility / disabilities	2 - 3%
Bad management of complaints	2 - 3%
Inadequate reimbursement in case of difficulties	4 - 6%
Last-minute cancellation of the travelling / flight	4 - 6%
Baggage loss	7 - 11 %
Overcrowding / overbooking for planes	6 - 10 %
Weak information regarding different options of transport an travelling times	5 - 8%
Difficulty / impossibility of booking / On-line payment services	7 - 11 %

According EU Communcation “*A European vision for Passengers: Communication on Passenger Rights in all transport modes*” (COM(2011) 898 final)<sup>1</sup>, passenger rights are based on three cornerstones: non-discrimination; accurate, timely and accessible information; immediate and proportionate assistance.

The following ten rights that stem from these principles form the core of EU passenger rights:

- (1) Right to non-discrimination in access to transport
- (2) Right to mobility: accessibility and assistance at no additional cost for disabled passengers and passengers with reduced mobility (PRM)

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<sup>1</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0898:FIN:EN:PDF>

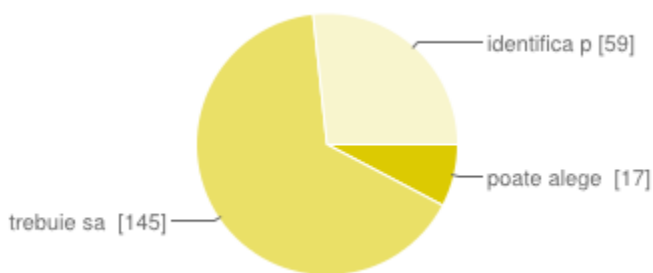


- (3) Right to information before purchase and at the various stages of travel, notably in case of disruption
- (4) Right to renounce travelling (reimbursement of the full cost of the ticket) when the trip is not carried out as planned
- (5) Right to the fulfillment of the transport contract in case of disruption (rerouting and rebooking)
- (6) Right to get assistance in case of long delay at departure or at connecting points
- (7) Right to compensation under certain circumstances
- (8) Right to carrier liability towards passengers and their baggage
- (9) Right to a quick and accessible system of complaint handling
- (10) Right to full application and effective enforcement of EU law

- In the last paragraph of this chapter, by means of graphs / tables, report data regarding DID YOU KNOW THAT ... (Section E):

- **Passenger rights & airplane**

- In case of denied boarding, the airline:



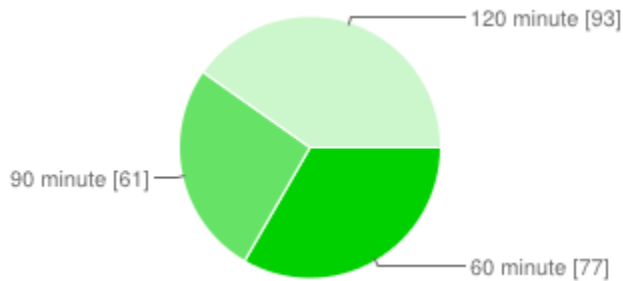
*Can arbitrarily choose who to let on land  
17 (8 %)*

*Must do first appeal to people who  
voluntarily renounce their reservations  
145 ( 66 %)*

*The company identifies who to leave to  
the ground on the basis of the order of  
booking 59 (27 %)*

- Passenger rights & train

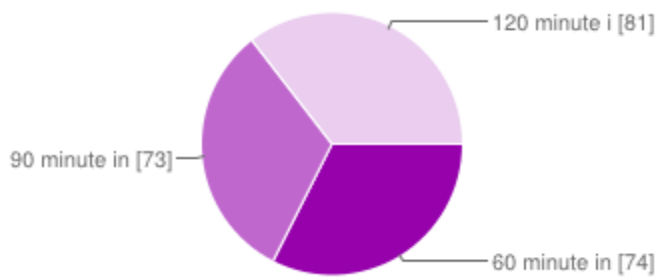
- The passenger can choose to get a full refund of the ticket if his train has a delay of more than:



<i>60 minutes</i>	<i>77 (33%)</i>
<i>90 minutes</i>	<i>61 (27%)</i>
<i>120 minutes</i>	<i>93 (40%)</i>

- Passenger rights & long distance bus

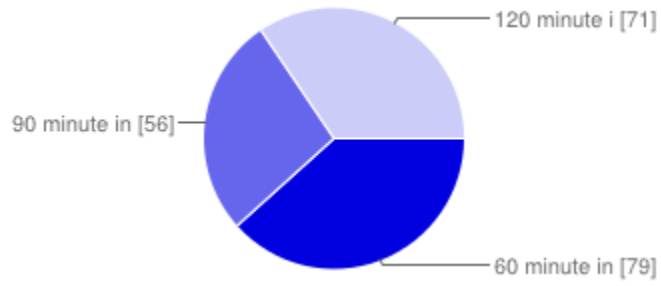
- I have the right to a refund of the ticket in the event that the race has changed with respect to the scheduled starting:



<i>60 minutes</i>	<i>74 (32%)</i>
<i>90 minutes</i>	<i>73 (32%)</i>
<i>120 minutes</i>	<i>81 (36%)</i>

- Passenger rights & ship

- I have the right to a refund of the ticket in case my embarkation has changed with respect to the scheduled starting:

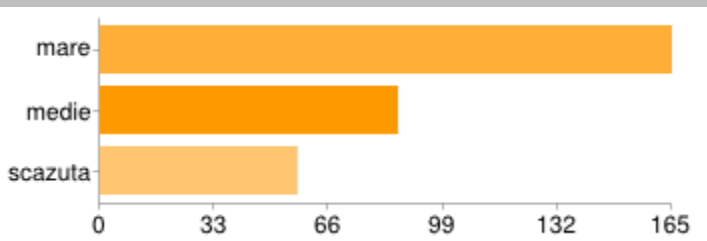


<i>60 minutes</i>	<i>79 (38 %)</i>
<i>90 minutes</i>	<i>56 (27%)</i>
<i>120 minutes</i>	<i>71 (34%)</i>

**Chapter 6 - The voice of citizens and proposal (5 pages)**

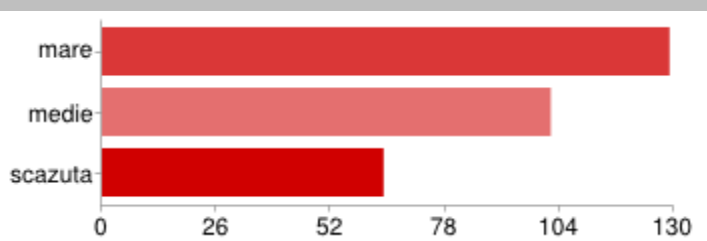
- By means of graphs / tables, report data regarding PROPOSALS (Section F):
  - What action would you propose to the institutions to improve mobility?
  - Interventions to encourage the use of bicycles

1. Increase the infrastructural facilities in the city (eg more bike paths, etc.).



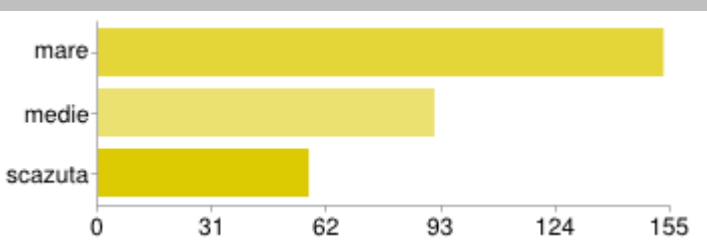
High	165	54%
Medium	86	28%
Low	57	19%

2. Raise awareness among citizens through dedicated initiatives (eg ecological days, etc.).



High	129	44%
Medium	102	35%
Low	64	22%

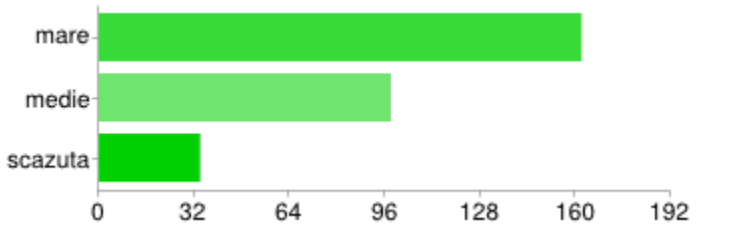
3. Make it easier the use of bicycles in combination with other vehicles (eg parking for bikes in the vicinity of railway stations, metro, etc.).



High	153	51%
Medium	91	30%
Low	57	19%

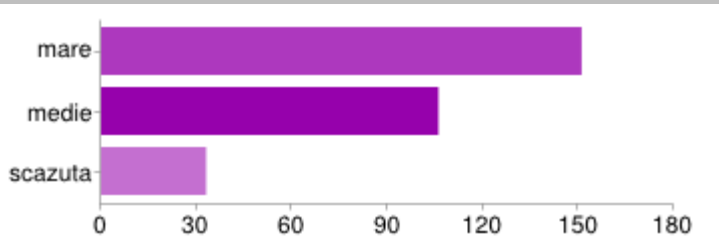
- Interventions to promote the use of local public transport / long distance

4. Introduce / increase discounts and tax breaks for tickets for public transport (eg deductibility of the cost of).



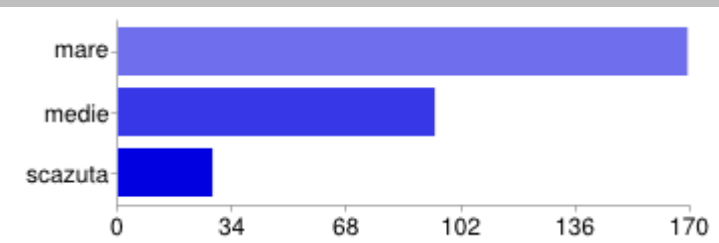
High	162	55%
Medium	98	33%
Low	34	12%

5. Toughen penalties for those who are not provided with a valid travel document.



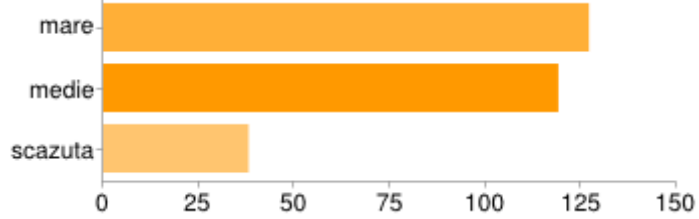
High	151	52%
Medium	106	37%
Low	33	11%

6. More facilities for vulnerable segments of the population (eg, students, seniors, unemployed, etc.).



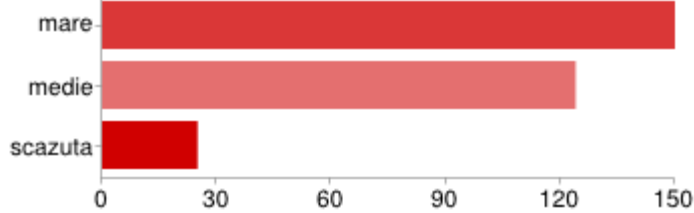
High	169	58%
Medium	94	32%
Low	28	10%

7. Introducing / increasing the integration tariff for the use of more vehicles (eg. same ticket for the use of multiple means, including different; increase the time of validity of the traveling, etc.).



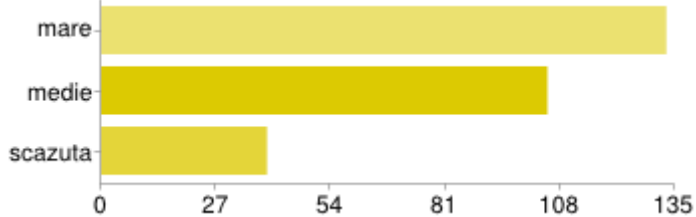
High	127	45%
Medium	119	42%
Low	38	13%

8. Increase the lanes and preferential pathways for the benefit of public transport and car pooling



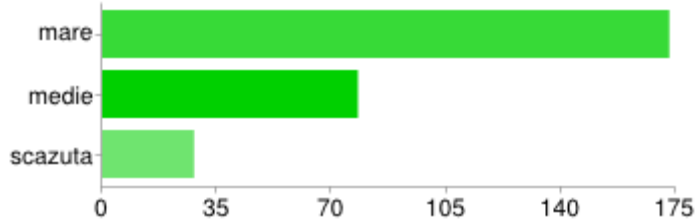
High	150	50%
Medium	124	41%
Low	25	8%

9. Introduce / increase the on-call service



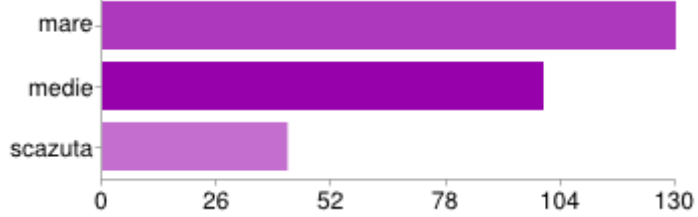
High	133	48%
Medium	105	38%
Low	39	14%

10. Increase the frequency of strokes / territorial coverage of the service



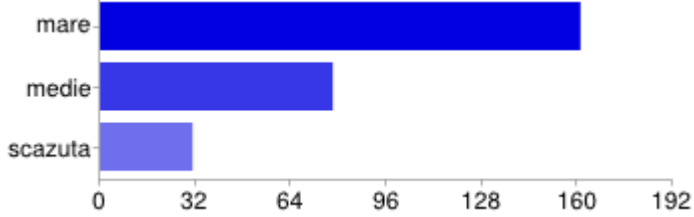
High	173	62%
Medium	78	28%
Low	28	10%

11. Cleaning ability in vehicles



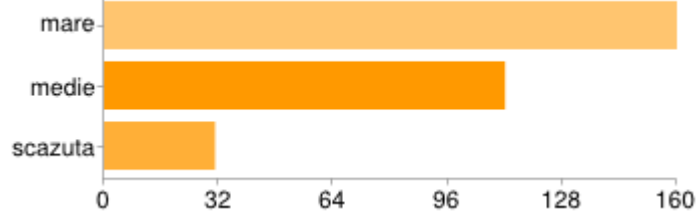
High	130	48%
Medium	100	37%
Low	42	15%

12. Ensure greater safety in vehicles (eg use of video surveillance systems).



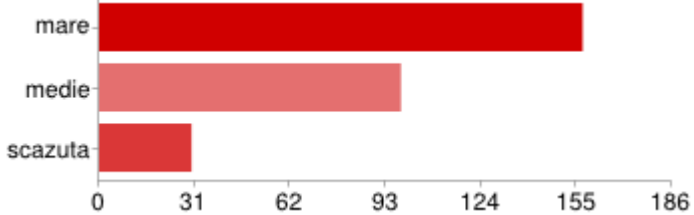
High	161	60%
Medium	78	29%
Low	31	11%

13. Invest in the newest and most comfortable vehicles.



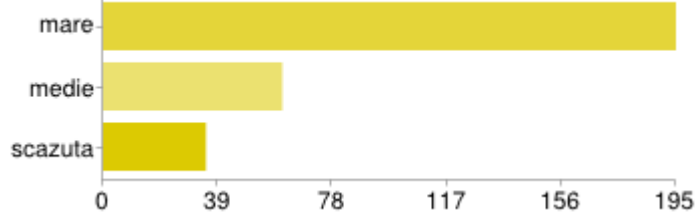
High	160	53%
Medium	112	37%
Low	31	10%

14. Possibility to buy a ticket on board at no extra cost.



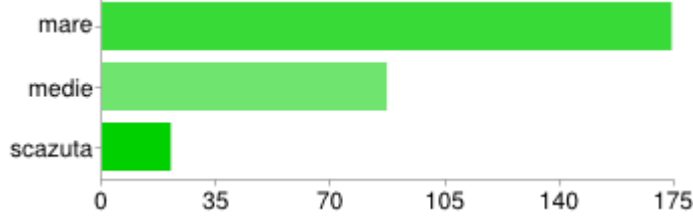
High	157	55%
Medium	98	34%
Low	30	11%

15. Increase the number of parking spaces for the exchange where you can leave the car.



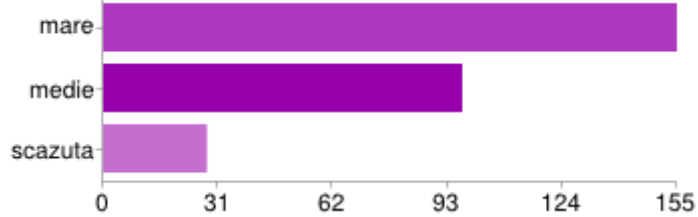
High	195	67%
Medium	61	21%
Low	35	12%

16. Improve the connection of the stations of arrival / departure with other transportation options for onward travel.



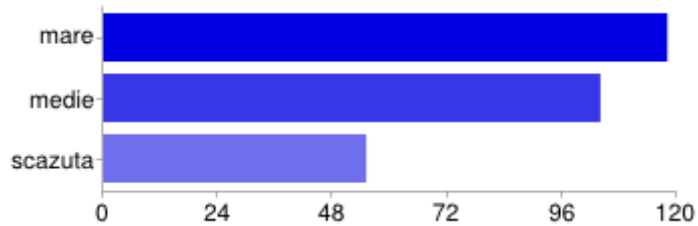
High	174	62%
Medium	87	31%
Low	21	7%

17. Break down the barriers that prevent accessibility to passengers with reduced mobility / disabled.



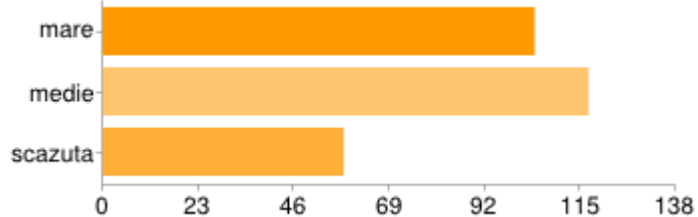
High	155	55%
Medium	97	35%
Low	28	10%

18. Offer extra comfort (eg, wi-fi, tv, newspapers, etc.).



High	118	43%
Medium	104	38%
Low	55	20%

19. Provide seats for subscribers (eg for commuters).

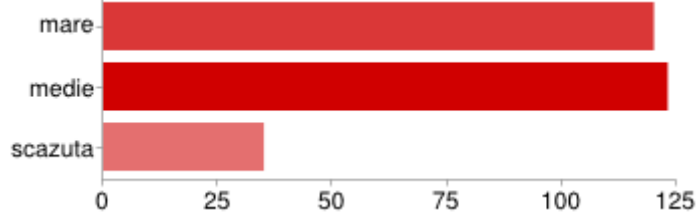


High	104	37%
Medium	117	42%
Low	58	



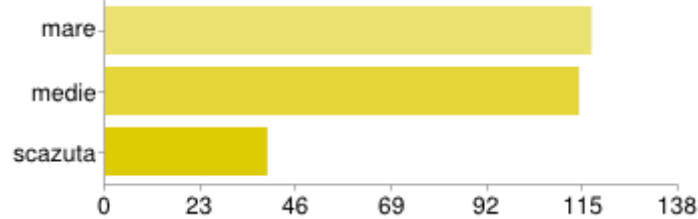
21%

20. Introduce / enhance tools to solve quickly and free small disputes.



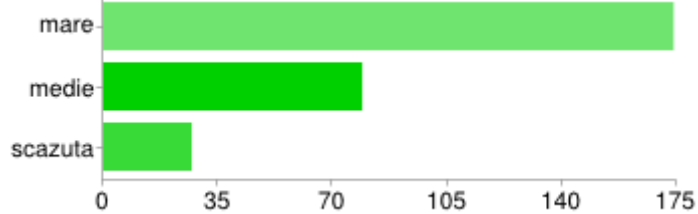
High	120	43%
Medium	123	44%
Low	35	13%

21. Introduce / increase automatic compensation for those affected by inefficiency.



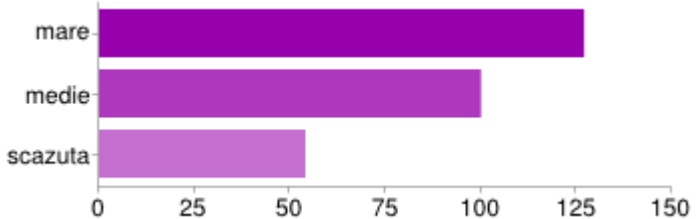
High	117	43%
Medium	114	42%
Low	39	14%

22. Promote the use of technologies for intelligent traffic control and the improvement of road safety.



High	174	62%
Medium	79	28%
Low	27	10%

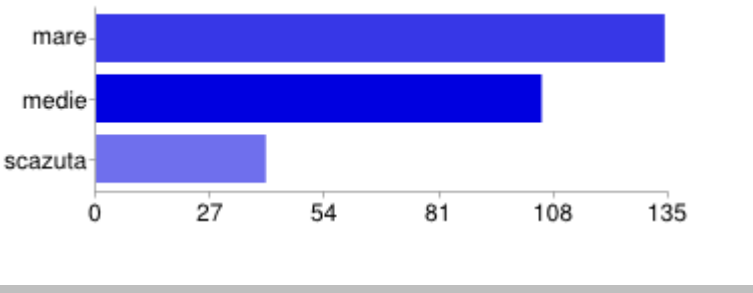
23. Promote the use of technology to introduce smart ticketing you can book / buy tickets h24.



High	127	45%
Medium	100	36%
Low	54	19%

24. Promote the use of technologies to provide more information to users on the service, on

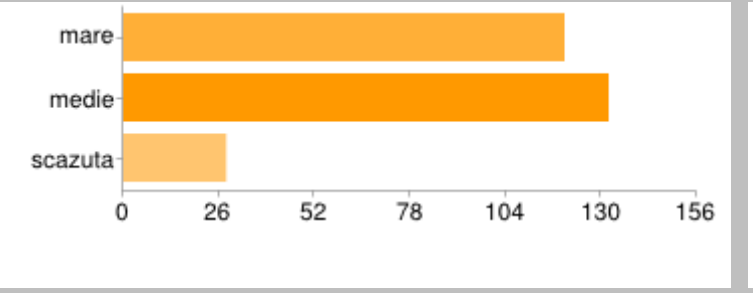
travel options and connections and real-time traffic (eg app for mobile, wi-fi, etc.).



High	134	48%
Medium	105	38%
Low	40	14%

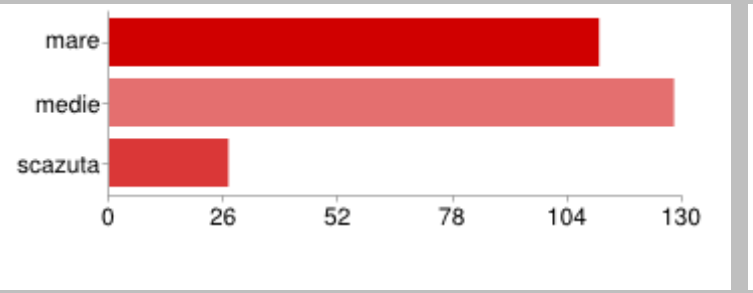
- Interventions to encourage car sharing

25. Making more accessible information on the service and availability.



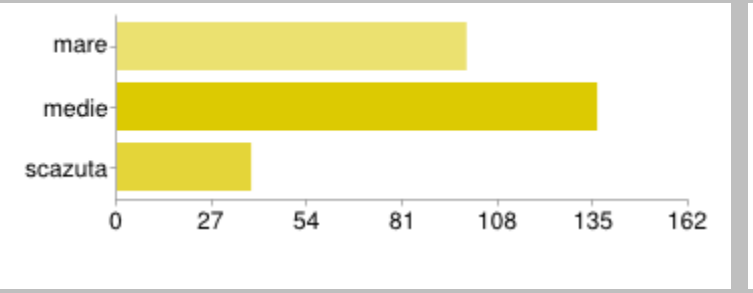
High	120	43%
Medium	132	47%
Low	28	10%

26. Provide integration, also in terms of costs, with the use of local public transport.



High	111	42%
Medium	128	48%
Low	27	10%

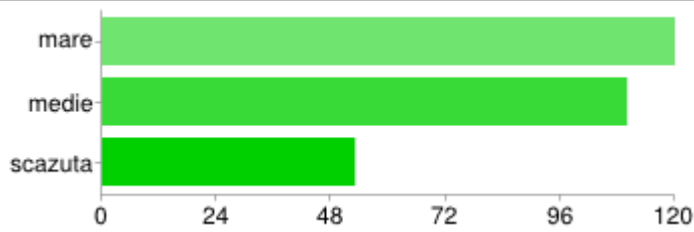
27. Predicting exchange points more and better connected.



High	99	36%
Medium	136	50%
Low	38	14%

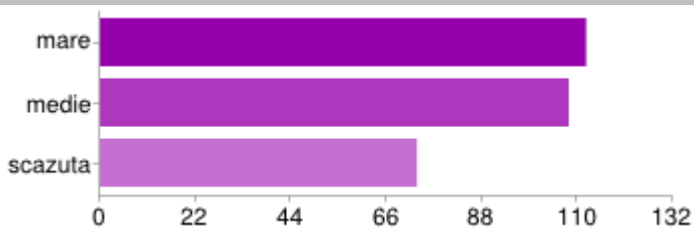
- Interventions to reduce the environmental impact of private vehicles

28. Introduce / increase the penalties for non-periodic monitoring of the exhaust gas of his own car.



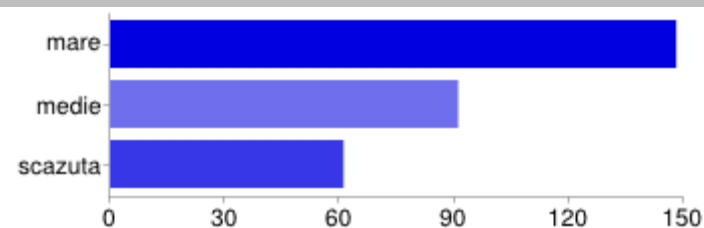
High	120	42%
Medium	110	39%
Low	53	19%

29. Introduce / increase the traffic ban for a few days (eg ecological days).



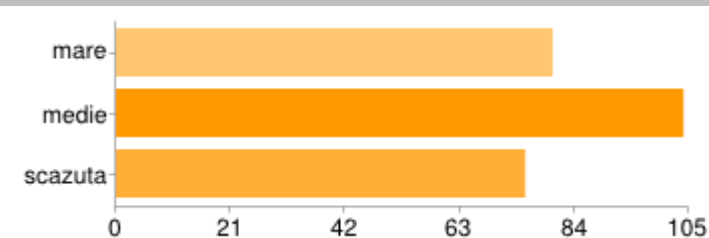
High	112	38%
Medium	108	37%
Low	73	25%

30. Restrict the movement for the most polluting vehicles (eg toll schedules, for zones, etc.).



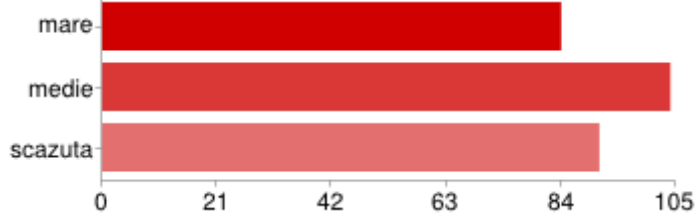
High	148	49%
Medium	91	30%
Low	61	20%

31. Introduce / increase circulation number plate.



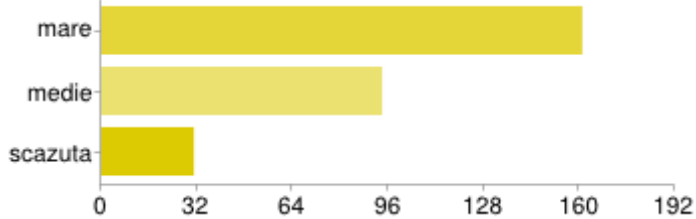
High	80	41%
Medium	104	40%
Low	75	29%

32. Introduce / increase a tariff policy on differentiated parking (eg distinction between residents and non-residents, including most polluting cars and less polluting, etc.).



High	84	30%
Medium	104	37%
Low	91	33%

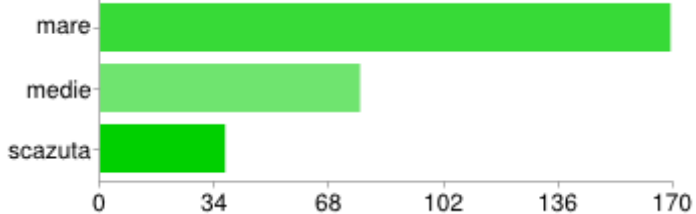
33. Promote educational programs to driving style safe and environmentally friendly in order to reduce road accidents as well as reducing noise and environmental pollution.



High	161	56%
Medium	94	33%
Low	31	11%

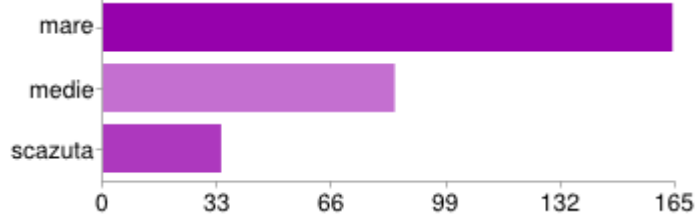
- Interventions to promote the use / purchase of environmentally friendly cars

34. Introduce tax relief for producers in order to reduce the selling price to the price list.



High	169	60%
Medium	77	27%
Low	37	13%

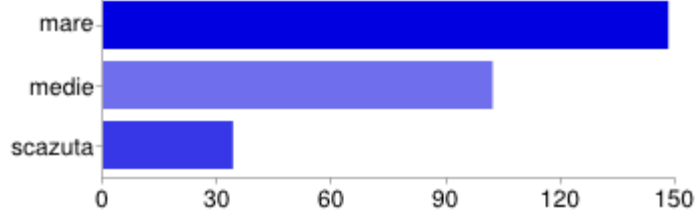
35. Introduce tax breaks for those who purchase.



High	164	58%
Medium	84	30%
Low	34	12%

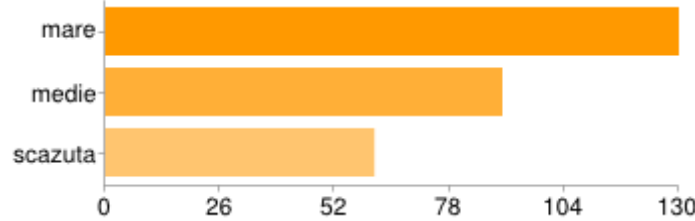
36. Expect more numerous dedicated infrastructure (charging stations for electric

cars, dedicated parking spaces for cars LPG, etc.).



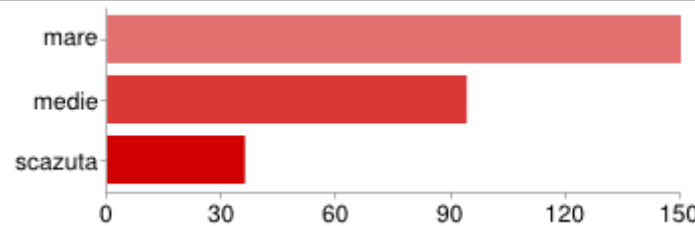
High	148	52%
Medium	102	36%
Low	34	12%

37. Provide reserved parking / free for eco-friendly cars.



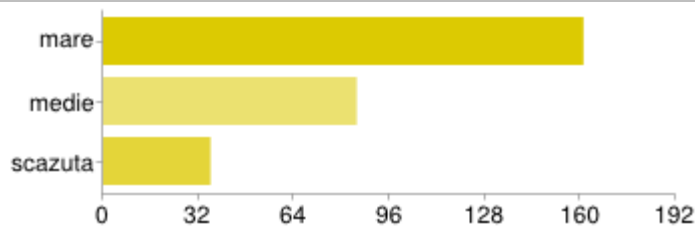
High	130	46%
Medium	90	32%
Low	61	22%

38. Apply discounts in highway tolls.



High	150	54%
Medium	94	34%
Low	36	13%

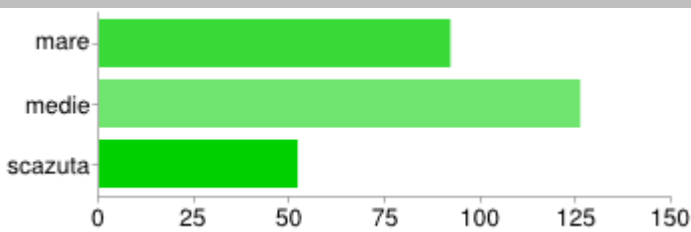
39. Apply discounts on additional costs (eg Rc car, car tax, etc.).



High	161	57%
Medium	85	30%
Low	36	13%

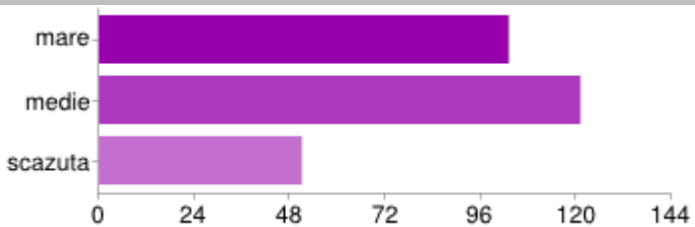
- General interventions

40. Change the opening / closing of public offices, schools, etc..



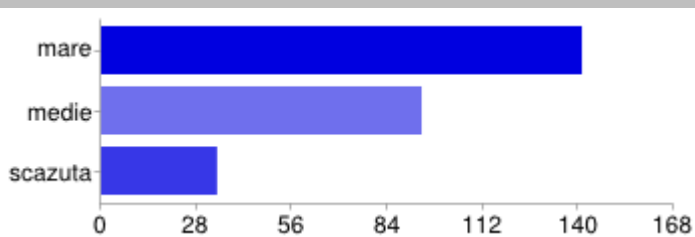
High	92	34%
Medium	126	47%
Low	52	19%

41. Encourage a change schedules of opening / closing of the private offices, shops, etc.. sites in some particular areas of the city (eg the old town, crowded areas, etc.).



High	103	37%
Medium	121	44%
Low	51	19%

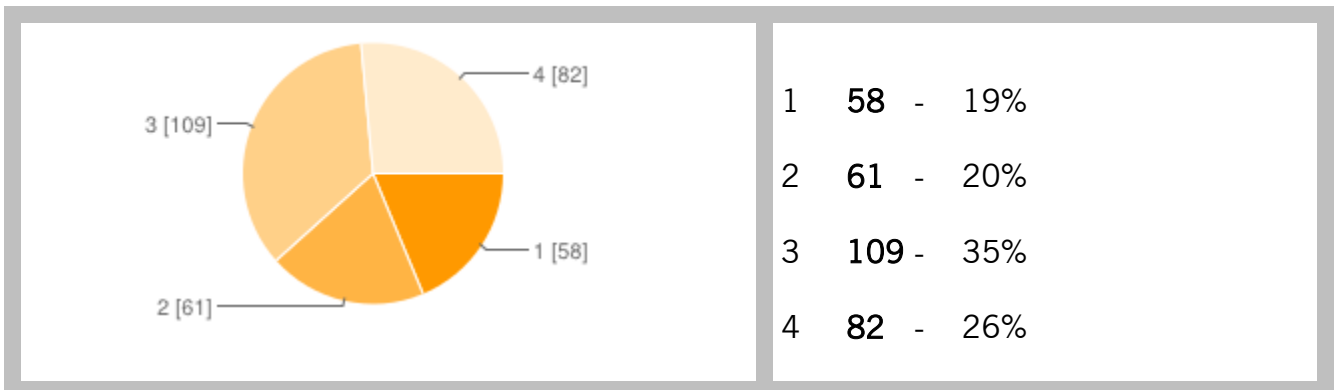
42. Encourage competition between transport operators (rail, air, road, marine)



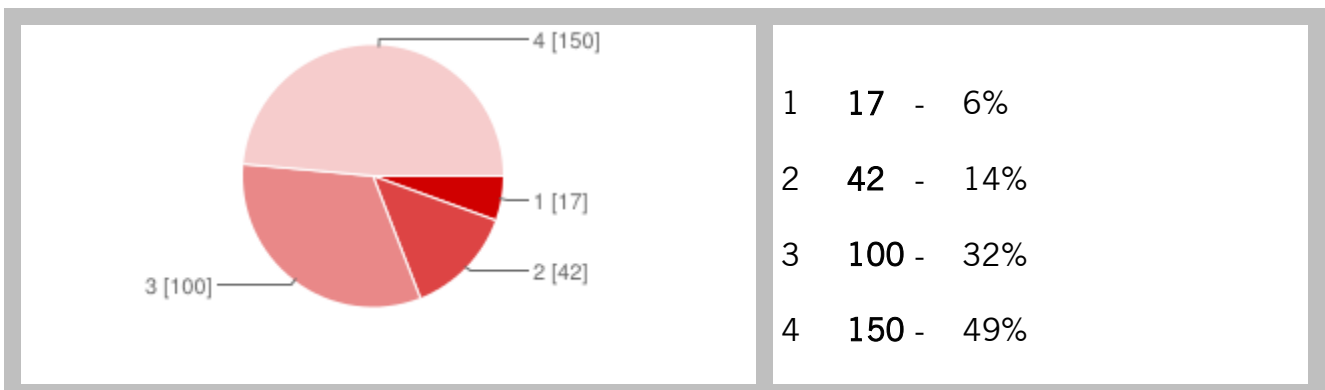
High	141	52%
Medium	94	35%
Low	34	13%

In the second paragraph of this chapter, By means of graphs / tables, report data regarding the responses to the question "F.2. DO YOU AGREE WITH THE FOLLOWING STATEMENTS? (Maximum 1 = disagree, 4 = maximum agreement) "

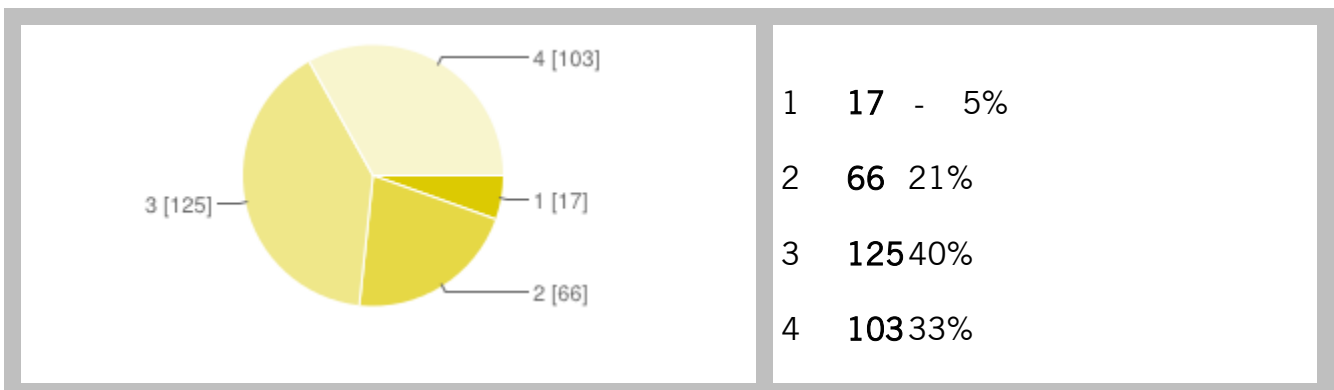
- F.2.1. The adoption of models of sustainable mobility depends mainly on civic pride of citizens



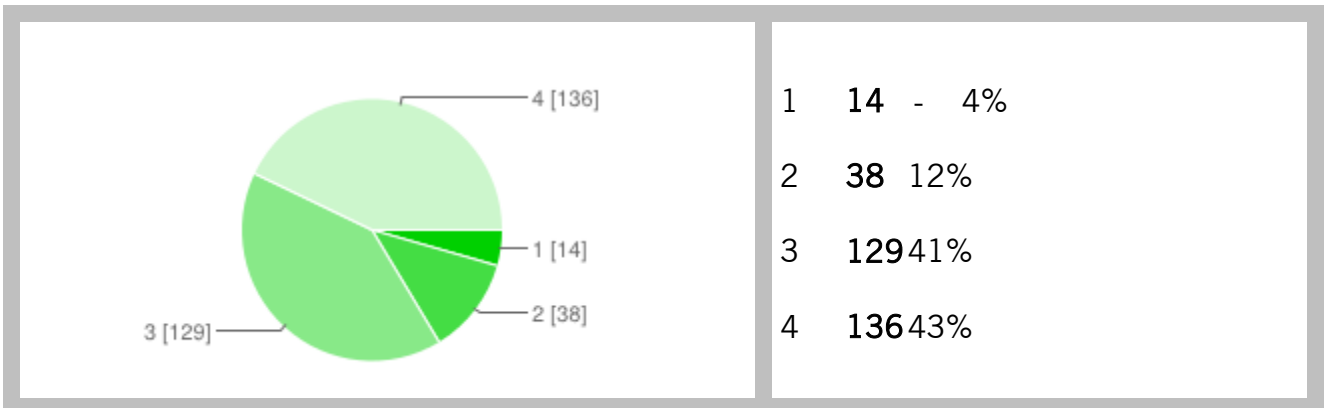
- F.2.2. The adoption of models of sustainable mobility depends mainly on the good governance of public administrations



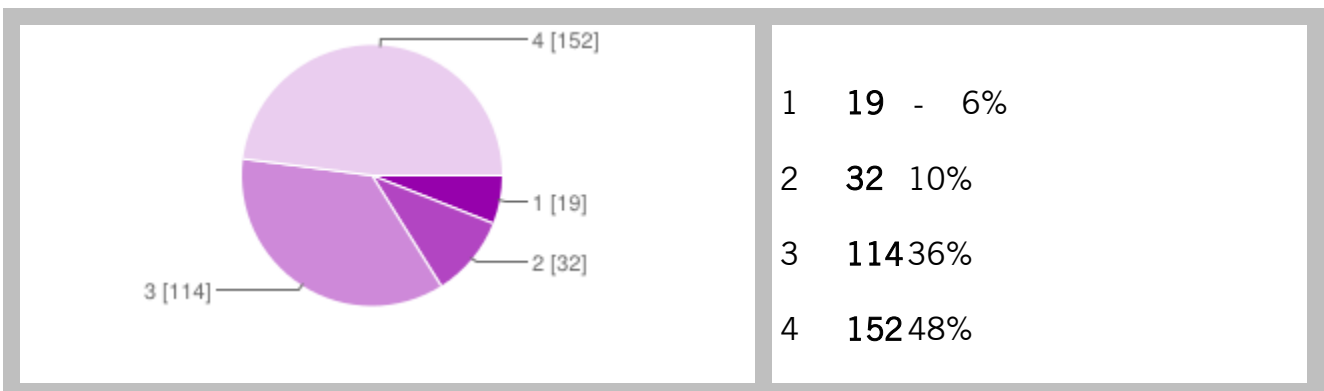
- F.2.3. The adoption of models of sustainable mobility mainly depends on the social responsibility of the manufacturers of the means of transport



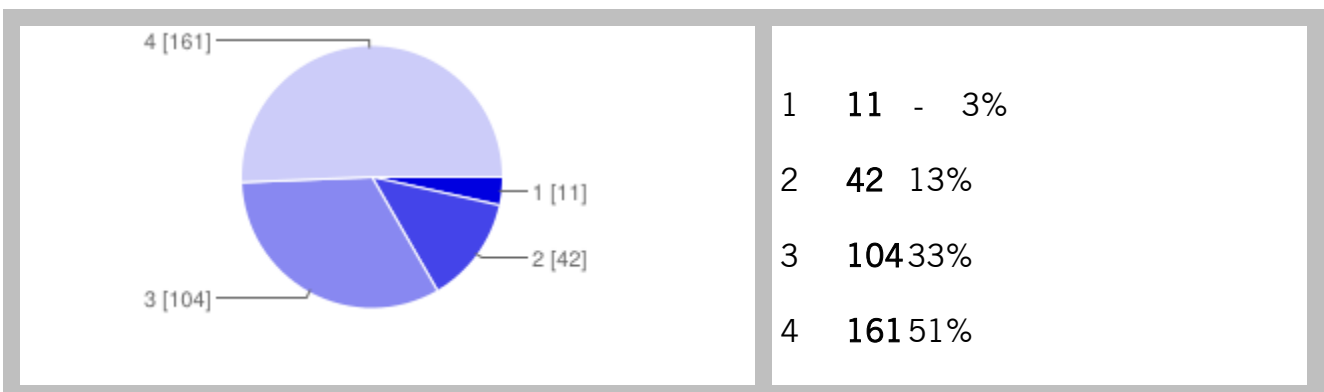
- F.2.4. Information campaigns and awareness play an important role to change the habits of mobility



- F.2.5. In terms of mobility, public administrations should consult citizens more in defining and evaluating the plans of urban mobility

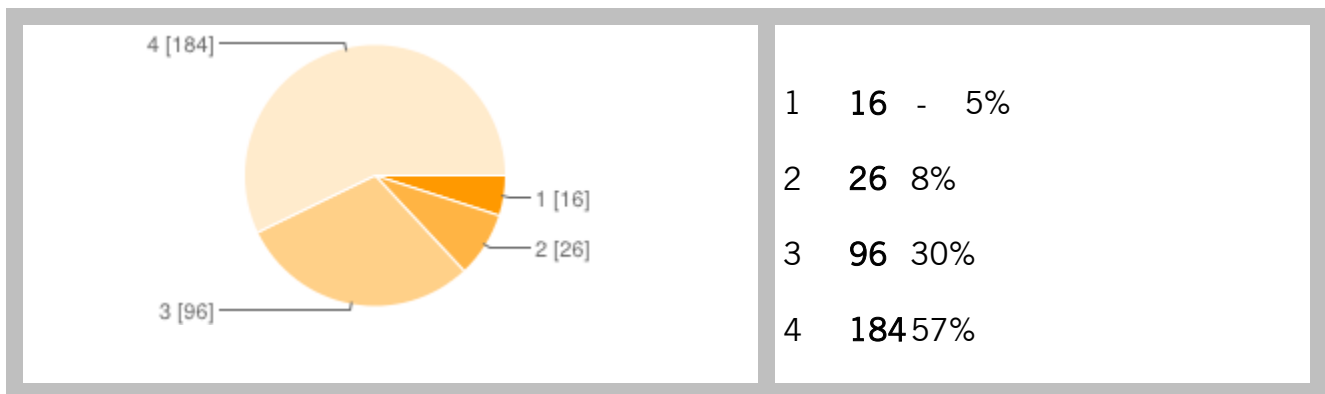


- F.2.6. The public transport companies should involve citizens in monitoring the quality of services





- F.2.7. Citizens should increase their knowledge about the standards of quality of public transport services and how to safeguard the rights of travelers



- In the last paragraph of this chapter, report all the information gathered into the last section (Section G -Other) of the questionnaire, bound to the free compilation. Its function is to collect any further information or consideration that interviews wanted to tell us (eg, suggestions or problems not mentioned in the questionnaire). In order to be brief, in fact, some themes, although significant when speaking of mobility, have not been treated. One of them is related to the logistics of goods, both by road and rail, of which it is possible to guess the impact on the daily mobility of each of us.

#### Unedited opinions and suggestions:

- Active media campaign: national government needs to be more involved in promoting environmental protection and mobility and for that reason more active campaign in needed:
  - more intensive TV and radio campaign;
  - live public speaks by the government representatives that would send direct message to all citizens how important these values are and the message that government is ready to put an action on these issues;
- Repair of roads in Bucharest; repair potholes on the road;
- The introduction of electric vehicles by mayors and government;

- More parking lines and construction of the bicycle, as well as marking strip for cyclists;
- More educational programs in schools about the importance of environmental protection and how each person can contribute to the betterment;
- Inform citizens;
- More often and better transport, as well as cheaper ticket;
- More measures for parking rules;
- Achieving lanes just for transportation, which is not involved in the traffic jams at peak hours;
- Studying the travel needs of city citizens over 24 hours, supplementation of the means of transportation at night;
- For a sustainable development of the environment it is necessary for community members to be informed and made aware of the problems facing the environment, should always be consulted in decisions that concern us all. Decisions will be respected democratic style better;
- Introducing several buses that run on biodiesel oil burned.

### *Civic recommendations*

As a result of the focus groups, participants proposed the following solutions:

- Participants stressed the need to take emergency measures in order to have the road infrastructure, national roads, regional repaired;
- Creating more bike lanes was another major problem which was brought to the foreground by the participants;
- Residents of small towns of the country consider the introduction of multiple modes of transportation (buses, vans) necessary;
- Some participants thought that a balance must be established between economic development on one hand and the requirements of quality and safety for society on the other hand, in order to develop a modern and sustainable transport. In this regard, they proposed a viable development plan created as a result of the collaboration between Government and the regions, so that the Government would not change its development strategies after every political cycle; this measure was taken in order to carry out the actions and commitments which were developed;
- We should be more devoted to bicycling in general and for that purpose the active and permanent campaigns should be conducted by every EU member state. Let's make cycling something that is IN and very "cool", let's make it popular and trendy. Cycling needs to be promoted in general and especially promoted as a smart way of transportation in cities that can help creation of a cycling culture where clean environment, economic sustainability and physical activities are to be valued;
- Other participants at the Focus Group have proposed more measures for parking rules;
- Moreover, some other proposals were promoting measures for children education regarding the notions of mobility since the early years of school;
- Another important measure regards the restraint of the heavy motor vehicles within the city;
- An interesting proposal resulted from the discussions concerns the efficiency of parking lots, which should be accompanied by green spaces ("ladder" parking lots for example) and banning traffic in downtown weekends - the location on the streets of synthetic sports fields. Proposals also concern organizing sports competitions in these days which would take place in this location;

- Active media campaign: national government needs to be more involved in promoting environmental protection and mobility and for that reason campaigns should be much better promoted:
  - more intensive TV and radio campaign;
  - more public speeches held by the government representatives that would address a direct message to all citizens regarding how important these issues are how the government is ready to take action on these matters.
- School programs need to be revised in order to incorporate these topics in the school programme that could encourage children to formulate their own opinions, make decisions and urge their involvement in the impact of their own actions on the environment. Children need to learn why these topics are important and what does the ecology mean, what does the clean energy mean and why they should use public transportation and other kinds of conveyance;
- Another idea discussed within the focus group is about creating lanes only for public transport, which are not involved in the traffic jams at peak hours.

## Good practices

1. A.N.P.C.P.P.S. Romania - Infocons has been organizing, in partnership with the Romanian Athletics Federation, **International Championships in Athletics** (CIA ), which is the most important national athletic competition , having as a main objective the promotion of sporting activities in Romanian citizens' life, especially teenagers and children .

## 2. European Project Implementation MMOVE - Mobility Management Over Europe , by Brasov Metropolitan Agency .

### PROJECT OBJECTIVES

Improving the efficiency of mobility policies implemented in small and medium cities (in Europe) in order to become aware of regional decision-making and of the importance of sustainable mobility policies .

### Activities and Results

The project involved several activities, such as:

- Exchange of good practices;
- Promoting efficient transport policies;
- Elaboration of feasibility studies / transferability of good practices in cities which are partners of this project;

Following activities have resulted :

- A feasibility study for the implementation of mobility policies in Brasov (worth 40,000 Euro);
- Exchange of best practices in mobility field with other European cities;
- Development of local expertise in terms of mobility and traffic management;
- Local communication campaigns regarding mobility

### PARTNERS

This project involved 11 partners from 8 European countries, and the lead applicant has been Municipality Reggio Emilia in Italy. AMB has been the only partner from Romania . The project was implemented between October 2008 - September 2011. Much more information about the project is available at [www.mmove.eu](http://www.mmove.eu).

## 3. MobiPLAN Project

Mobility Project

The "mobiPLAN" Project belonging to Brasov Metropolitan Agency for Sustainable Development has tackled an important issue for the development of Braşov metropolitan area. Faced with a trend of expansion, both residential and industrial, civil servants who work in town and country planning departments have found the lacking of certain skills needed in the development and implementation of spatial development policies and landscaping. This reality has created a type of development that may prove harmful and costly for all communities in the metropolitan area .

#### Project's Objective

The overall objective was to promote vocational education and training for the acquisition of skills and professional expertise in personal development and competitiveness on the European labor market.

The specific objectives were:

- Developing practical skills and competencies specific to the external environment and urban spatial planning, spatial planning documentation and knowledge of licensing procedures .
- Expanding the participants to new sources of information and use of specialized IT applications used in the field of urban and regional planning, familiarity with electronic administrative procedures ( electronic platform ) in management , production and release of specific documents .
- Familiarity with working mechanisms and tools used in the receiving institutions .
- Improvement and developing language skills ( especially considering the specific terms of the urban and spatial planning )
- Expanding cultural horizons through contact with another socio -economic and cultural environment .

#### Results

- Systematization of knowledge and skills of those who benefit from this project after the professional activity of the town and country planning departments;
- Developing new skills and competencies for the beneficiaries of the project investment;
- Increased competitiveness on the labor market and the capacity of adaptability to dynamic requirements in the field of expertise ( planning, urban planning, spatial development, etc. . )
- Improvement work skills of country planning departments of local governments located in Brasov and in the metropolitan area of Brasov.

- Using innovative concepts and methodologies for implementing optimal policies for urban development planning .

#### Target Group

The target group of " mobiPLAN " Project was constituted by the civil servants and employees of government from each territorial administrative unit responsible for urban ( town and country planning ) . - 15 people.

Receiving institutions were:

Municipality of Razlog , Bulgaria

SVIM - Sviluppo Italia Marche , Marche Region , Italy

Development Agency in Athens, Greece

Duration of internship placement was 2 weeks . Each receiving institution ensured the development of the stage for 5 members of target group.

Shelf placement target group contained:

- Workshops ( organized by priority themes );
- Case studies and practical applications;
- Visits to the major urban landmarks;
- Training in spatial planning , economic planning and strategic management of specific legislation - town and country planning , etc.

#### Financing

The project is funded by the Leonardo Da Vinci Programme Lifelong Learning .

4. Romania joined the European Union and was part of the initiative - "**A day without a car**". Thousands of cities and towns across Europe and beyond participate to this action which is organized every year on September 22 and is part of the "European Mobility Week". This event belongs to the European Community Initiative and aims to draw attention to the need of environmental protection.

Increasingly more and more cities from Romania have joined this campaign. On the occasion of this project, people have chosen one day a year to leave their car at home and to go to work or to school by public transport or bicycle .

5 . Organizing numerous events all around the country, on the occasion of **European Mobility Week** - annual campaign on sustainable urban mobility which aims to invite people to try alternatives to driving: cycling, walking or using public transportation .

6 . *Constant activity of NGOs that promote cycling.* One of the most active organizations of this kind is the Cyclists' Federation of Romania ( FBR ) .

#### **7. Establishment of the first metropolitan transport authority from Romania.**

Since June 1, 2009, the Society Association Metropolitan Transport Timișoara has begun to function as the first metropolitan transportation authority from Romania. On this occasion, several localities from Banat region have established a route that will serve the residents of the metropolitan area of Timisoara. Timișoara is a founding member, together with Remetea Mare, Ghiroda and Moșnița Noua. This initiative is the "first step towards a metropolitan area where all facilities exist."

#### **8. The cycling "phenomenon" intensifies in Romania**

The amount of bicycles which are sold each year in our country worth about 45 million euros, according to the appraisments made using data published by the statistical office of the European Union - Eurostat, and in almost 30% of Romanian households a bicycle can be found.

However, 5.2 % of Romanians still choose as the main means of transportation bike , either to get to work or to go shopping, below the average European level of 7.4 %. We should take into consideration the fact that the inhabitants of countries such as Britain, Spain, Italy and France are more developed when it comes to the facilities available to those who prefer to travel " two wheels" , according to information collected by the Commission.

However, Bucharest can " praise " itself at this moment with only seven lanes allocated to cyclists, having a total length of several kilometers, despite the fact that since 2008 there were 194 kilometers of trails arranged for those who enjoy " two wheels" transportation, four miles further than Budapest. Most routes for cyclists , however, were subsequently suppressed by the police because of the obstacles which came accross during the trip, either because there were no appropriate curbs on the road.

**9. Public Transportation Society Alba Iulia - STP** is a private company operating in Alba Iulia , the main town of Alba County located in the centre Romania. The company was founded in 1979 being the local public transport operator. At this time, it is serving Metropolitan Area



STP Alba Iulia, with a fleet of about 70 buses and 150 employees. Services offered in addition to other transport companies , public or private , are:

- The company has so far recruited 510 observers in order to monitor the quality of public transportation and to improve the services offered, based on the results obtained . Due to the local context (such as the fact that a small number of users public transport are able to use the internet ) STP uses to perform investigations on quality, printed on paper questionnaires that are applied by some observers in a special bus students of the university in the city. The length of the questionnaires is suitable for being completed during the trip . In addition , we believe that these surveys provide a greater degree of accuracy because they are made during the trip (sometimes observers bring the day after the trip but most are made during the trip ) ;
- Increase satisfaction : the response obtained from ENERQI shows that the overall level of customer satisfaction has increased from an evaluation period to another, thanks to improvements made;

Examples of improvements made by STP :

- STP website to inform citizens ( with route planner ) ;
- Information panels in more than 70 % of the stations , the display of the arrival time ;
- Electronic ticketing ;
- A telephone line that people can call for free to make proposals for improving local transport or to report any issue arising ) ;
- Campaign : video bus (during a festival in the city, a double-decker bus has been transformed into a mobile movie theater there were projected short films ) ;
- Revolution Bus ( an old bus used in the communist era was reinstated on a main line; inside the bus there was organized a photo exhibition with pictures of the revolution of 1989 and a few actors recreated the atmosphere) voice announcements on buses and in stations ;
- Maps of public transport inside each station and inside all buses ;
- Courses for drivers.

## **10 . 7 cities in Romania have public transport on Google**

Public transport in 7 cities of Romania - Bucharest, Ploiesti , Cluj- Napoca , Iasi , Timisoara, Constanta, Craiova - has been available on Google Maps starting with September. Transit service called Google Maps is useful in order to get directions which now include public transportation, besides those for cars and those related to walking. Google Maps displays all

existing routes available to reach a certain destination, including all lines of recommended transportation - subway, bus, tram and trolley, and information about the stations and routes. Transit service is a new enhancement brought to Google maps in order to make them more accurate, useful and complete for Romanian and foreign tourists who travel by public transport in order to get to the next destination .

Information about public transportation are available on the desktop version of Google Maps, and Android and iPhone.

This is the second stage of development of Google Maps Google Transit in Romania , after, in March 2012, Brasov became the first city for which there were provided information on public transport.

11 . Opened in 2008 by the Association MaiMulteVerde and UniCredit Tiriac Bank, as a solution to the problem of transportation in Bucharest, **Cicloteque** has become in a few years first bike-sharing network in Romania .

Besides the centre opened within Faculty of Law in 2008, there have been opened two new centers , Youth and Herăstrău Park in 2010 gave users the ability to rent a bike from the center and return it to another. At the moment , Cicloteque comprises five centers , the last two centres settled in Titan Park and Drumul Taberei , being opened in 2011.

In the third year of operation centers network Cicloteque registered in the system nearly 12,000 users, leased 20,000 bicycles and argued numerous cycling events , all of them promoting cycling in Bucharest. In 2010 , the service Cicloteque became sustainable as they have proposed the two sides since the center first opened in 2008 : all recurring administrative costs (salaries , utilities , taxes , service bicycles, etc. ), being fully matched receipts. Amounts received as sponsorship of UniCredit Tiriac Bank have been and will continue to be used for the development and expansion of this service.

Cicloteque provides visitors an amount of 300 bikes and protective equipment ( theft , helmet , gloves , knee pads , etc. ) needed for the safety of those who cycle .

Bicycle rental and booking can be done online through the new registration system [www.cicloteque.ro](http://www.cicloteque.ro) and users receive membership cards with the first visit to the center.

Rental rates for bicycles are very friendly : 2 lei per hour , £ 10 per day or \$ 20 for two days, and students , pensioners and unemployed persons receive special rates halved.

11,970 users have signed up in 2010 Cicloteque system , benefiting from the advantages of it , and bicycles were rented over 20,000 times. Most rentals have been recorded in Cicloteque Center from Tineretului Park : 9,500 in the six months of operation.

The 300 bicycles have been rented for a total of 35,000 hours, which is the average reading of 10 km per hour means a saving of 52.5 tonnes of CO2 emitted into the atmosphere. Compared to year 2009, the number of users has increased almost three times, which shows that the interest of Bucharest in cycling is growing from year to year.

Since the bike-sharing service Cicloteque acquired self-financing capacity and interest of Bucharest for bicycles is increasing and UniCredit Tiriac Bank MaiMultVerde plans are extending this service .

#### **11 . Citizen participation in the elaboration and adoption of the biker law Bucharest**

Amid an inadequate infrastructure for urban cyclists in Bucharest and for cyclists to be seen as full participants in urban traffic, not just tolerated , Green Revolution project " Citizen participation in the elaboration and adoption of the biker law Bucharest " .

The project is financially supported by the Fund for Civic Innovation program funded by the Trust for Civil Society in Central and Eastern Europe , managed by the Foundation for Civil Society Development . This project aims to involve citizens , decision makers , authorities , experts and community transport policy and legislation for cyclists inadoptarea bicycle traffic in Bucharest.

The ultimate goal of the project is adopted , the General Council of Bucharest , a decision on the technical design of horses decirculatie bike that will shape the future urban design .

To achieve these standards, the Green Revolution team will take into account the current situation and the use of existing bike trails, and the effectiveness of the current design STAS them. In this respect, it will assess the design of existing tracks , based on information provided by public authorities and photo and video documentation of land , and will probe the opinion of cyclists and public community . Subsequently , it will incorporate the recommendations of experts in urban mobility and land , both in Romania and in countries with tradition in the use of bicycles .

In this way, we can identify the optimal solutions for infrastructure in Bucharest, which aims to design proper bicycle traffic routes, so they can be used safely in traffic.

During the six months which organized the project will be organized press conferences and public debates to ensure citizen participation in developing design solutions for bicycle traffic routes in Bucharest.

"We encourage cycling for a healthier and greener city , but public authorities must prioritize walking pebiciclete and rearrange entire urban space available according to these priorities. Infrastructure required bicycle use is the most important condition for developing a friendly town with cyclists . "said Raluca Fiser , president of Green Revolution .

Proposal documentation framework for achieving decirculatie bicycle pathways in Bucharest can be accessed here : Proposal documentation framework .

- Green Revolution Association and the City District 1 held in 2009 and 2010 project " La Pedale ", which aimed to promote alternative transport in the capital . The project targeted two centers of bike -sharing, where people of Bucharest could rent 250 bicycles for free .

" La Pedale" Project has had a hugely successful since its' launch day. This is a good proof of the fact that people of Bucharest are very eager to use bike in movement," said Raluca Fiser .

The two bike hire centers "La pedals " have been Herastrau ( the Baraka ) and Kiselev Park .

Bucharest residents could rent bikes green day , including weekends , between the hours 11.00-19.00 . The rentals were made on the basis of identification (ID card , driver's license or passport ) to a maximum of two hours . An adult could rent at three bicycles, one for adults and two for children or teens.

The " La Pedals " enjoyed great success among Bucharest: in two guidebooks were over 50,000 registered users.

The project initiators encouraged civic spirit of Bucharest , offering them the chance to demonstrate care for the goods they share with their fellow citizens . The project was part of a long-term strategy of the Green Revolution Association , which encourages the use of bicycles as a means of urban transport .

President of Green Revolution , Raluca Fiser said this is the first step towards transforming Bucharest into a European capital.

12 . **Bicycle with basket full** ( <http://www.greenrevolution.ro/proiecte/detaliu.php?id=53> )

1 Km made by bicycle can mean 150 grams less CO<sub>2</sub> in the atmosphere

3km traveled by car = 0.45 Kg CO<sub>2</sub> emissions (23% of car trips are micide 3 km)

5km traveled by car = 0.75 Kg CO<sub>2</sub>

10 km traveled by car = 1.50 Kg CO<sub>2</sub>

If we take into account the impact of vehicle production , operation and hub- traffic ( 70 % Km in urban areas , 25 % Km outside the city , 5% highway ) 1 km traveled by car = 0271 Kg CO2 3 km traveled car = 0813 kg CO2

Between 3.07 - 31.10.2013 , clients of Mega Image Supermarket can rent one of the 8 bikes of the project's fleet , for the maximum duration of 24 hours or come up with your own bike shopping and features a secure parking at the entrance of the store. Thus , they can shorten the time to get to the store and at the same time by renting a bicycle can realize and experience the direct benefits of this vehicle ( health , entertainment, utility , environment) .

Operating conditions :

Any person making purchases from Mega Image stores that worth at least 40 LEI, can rent a bike for free .

Thus, any client of Mega Image Supermarket who wishes to carry his groceries at home by bike, will have to submit tax receipts to the Green Revolution promoter and, based on the identification document , will have to fill out a form and will receive free bike rental for up to 24 h.

Bikes can be rented and returned in the range 4:30 p.m. -20:30, from Monday to Sunday.

HEALTHY CIVIC COMMUNICATION  
 INFORMATIONAL CORPORATE SOCIAL  
 COMMUNITY UNIVERSALITY RESPONSIBILITY  
 COMMUNICATION EMPowerMENT RIGHTS  
 CITIZENS CITIZENS CITIZENS  
 HEALTHY NETWORK FEDERALISM  
 SUSAINMENT ADVOCACY PUBLIC  
 ACTIVISM SERVICES  
 CONSUMERISM

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](http://www.mobilityweek.eu))



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