

# Moving in Serbia

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 Serbia: 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 project, started in January 2013, it consists in 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 as it embraces many of its aspects (common identity thanks to transnational mobility, European citizens/passengers' rights, etc.). Lastly, the policy on transports and mobility is essential for the development of a sustainable economy.

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

Citizens are given 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.

They will be able to formulate recommendations and present them to the EU institutions.

## ***Background***

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

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

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

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

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

To sum up, the 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 as 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:***

The 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,...):

- 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, involve 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 in occasion of the final event 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:

- A.N.P.C.P.P.S.România / National Association for Consumers' Protection and Promotion of programs and strategies (Romania - RO)
- 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)

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 CEPS***

Consumer Center of Serbia (CEPS) is a nongovernmental organization which was founded in October 2008. CEPS is a network of citizens associations for the consumer protection, acting in the Republic of Serbia, which in its work program aims to assist members of the organization in achieving the protection of their rights they have support for the harmonization of Serbian legislation with the highest standards of consumer protection in the developed democracies as well as compliance with the standards of the European Union.

Consumer Center of Serbia is dedicated to the protection and promotion of consumer interests through active use of research, media, law, advocacy and information dissemination. CEPS does not belong to any political party, nor does it subscribe to any political ideology. The work of CEPS is transparent, and transparency of CEPS is ensured by timely and truthful informing the organizations that are part of the CEPS network and the general public through the media.

From its establishment CEPS has realised some important projects:

- *National Consumer Counseling Office* is one of the most important projects of CEPS which was approved for the first time in 2010. by the Ministry of Trade in Serbia. The main objective of this project was the direct protection of consumers through advocacy in immediate relation with traders and the wide promotion of Serbian consumer law and international

consumer rights which all consumers have to be aware about. Project proved to be very successful and was extended by Ministry twice: 2011 – 2012., and 2012 – 2014. *National Consumer Counseling Office* is already widely known institution through the Serbian population.

- *Improving the Ambience for Consumer Protection in Southern Serbia* is the project we are conducting in 2013. and it is funded by Fund for an Open Society in Serbia. Fund together with CEPS has recognised the needs of Serbian consumers for establishing new organizations in southern Serbia which were never existed in in that part of Serbia. Statistically, the southern Serbia has the lowest level of the consumer protection because most of the consumer organizations with local coverage are operating in the north and because of that, in order to change that trend and improve consumer protection in this area the main aim of this project was establishing new organizations in this area based on the interested participants from the local community who would take place in this process.
- *Informing and Education of Consumers* is one of the projects which Consumer Center of Serbia started with raising awareness of consumers about their rights and legal instruments and procedures of protection. This project was realised in 2008. and founded by Ministry of Trade.
- *Children with Healthy Habits – Healthy People* realised in 2011. with partner organization „Zlatna grana“.

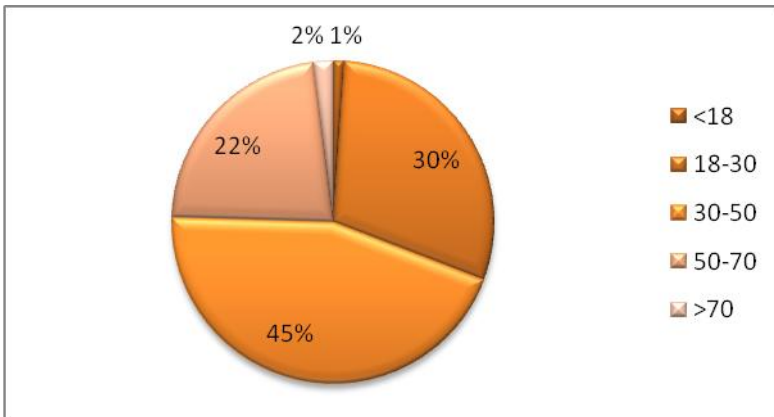
Consumer Center of Serbia has participated in many activities and events:

Constitutive session of the Council for Security of the Products, Ministry of Trade, 2013; Consumer rights fair, 2013; Anticorruption forum of Serbia, 2013; Alternative settlement of consumer disputes - IPA, 2013; Stop GMO campaign, CEPS, 2012; Consumer law, Trace/ Brussels, 2012; Unfair terms in consumers contracts, TAIEX, 2011; and many other activities.

## *Chapter 1 - Project Methodology*

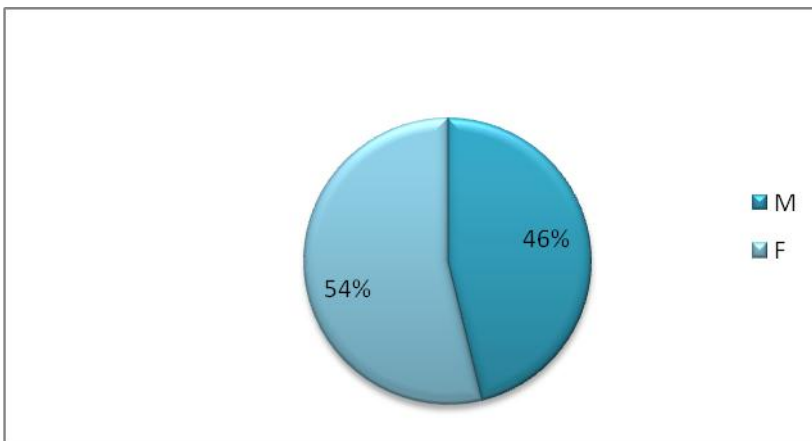
- **The "Civic Information" Approach:** This report has no statistical value but provides a picture in the field of mobility and transport through data collected by citizens and civic organizations at National level. The methodology is inspired by the method of civic information, defined as the capacity 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. In this project, such a method is implemented by involving civic organizations in the 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 may 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 was necessary to produce the same questionnaire for citizens, passengers and commuters divided into two sections: a common section (the same for all the Country 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 the information gathered by the "Section A" of the questionnaire "PRELIMINARY DATA AND INFORMATION", please to draft information related:

○ Age



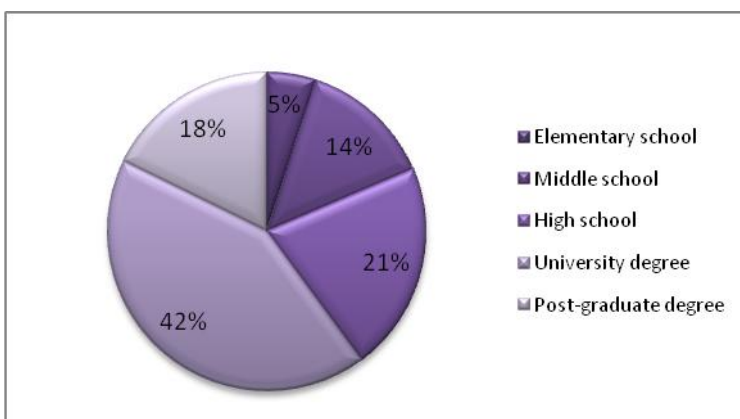
<18		1%
18-30	136	30%
30-50	204	45%
50-70	103	22%
>70	9	2%

○ Gender



M	211	46%
F	246	54%

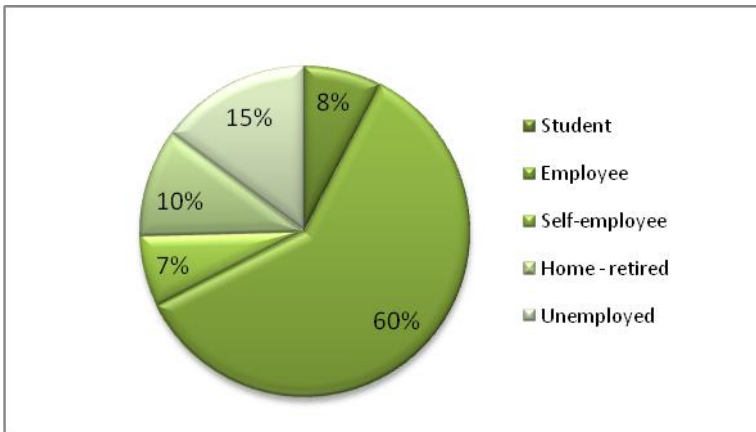
○ Qualification



Elementary school	23	5%
High school	62	14%
Vocational studies	97	21%
University degree	194	42%
Post-Graduate degree	81	18%



○ Occupation



<i>Belgrade (capital)</i>	297	65%
<i>North ( Vojvodina)</i>	44	9%
<i>West</i>	40	9%
<i>East</i>	41	9%
<i>South</i>	36	8%

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

In particular:

- indicate if you have involved the local offices of your association, other associations, if have been 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 of awareness and training.

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

- 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 457 responses.*

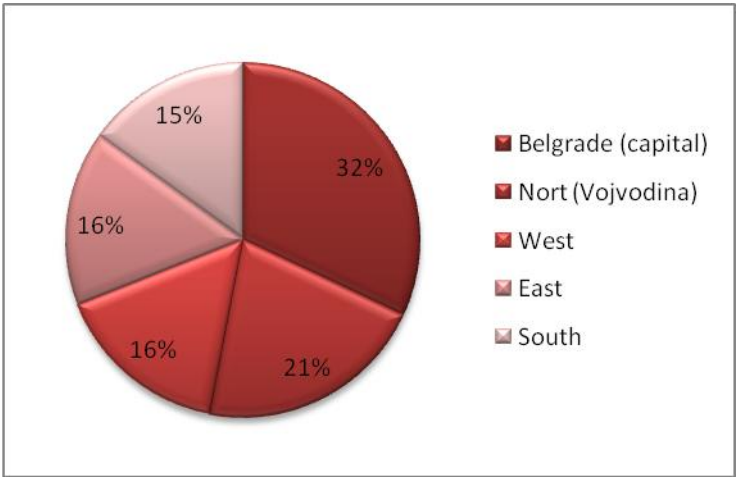
*> Consumers were able to fill in the paper based form of the questionnaire in our central office i Belgrade. As CEPS is federation of organizations the questionnaire was sent to the five more organizations: Municipality Organization for Consumer Protection of Prokuplje, Center for Consumer Protection of Senta, Consumer Center of Pancevo, Center for Education and Consumer Protection Kovacica, Center for Education and Center for Consumer Protection of Kanjiza.*

*> Questionnaire was also available electronically on web site of the organization as well as the project informations. Online questionnaire was created and sent to the consumers via email. For contacts we mainly used the consumers that are registered in our data base but it was also sent to all commuters and actors relevant for this project ( non governmental organizations, municipalities, tourist agencies, etc.)*

*> Social networks were also used. All project activities and questionnaire were available on Facebook and Twitter.*

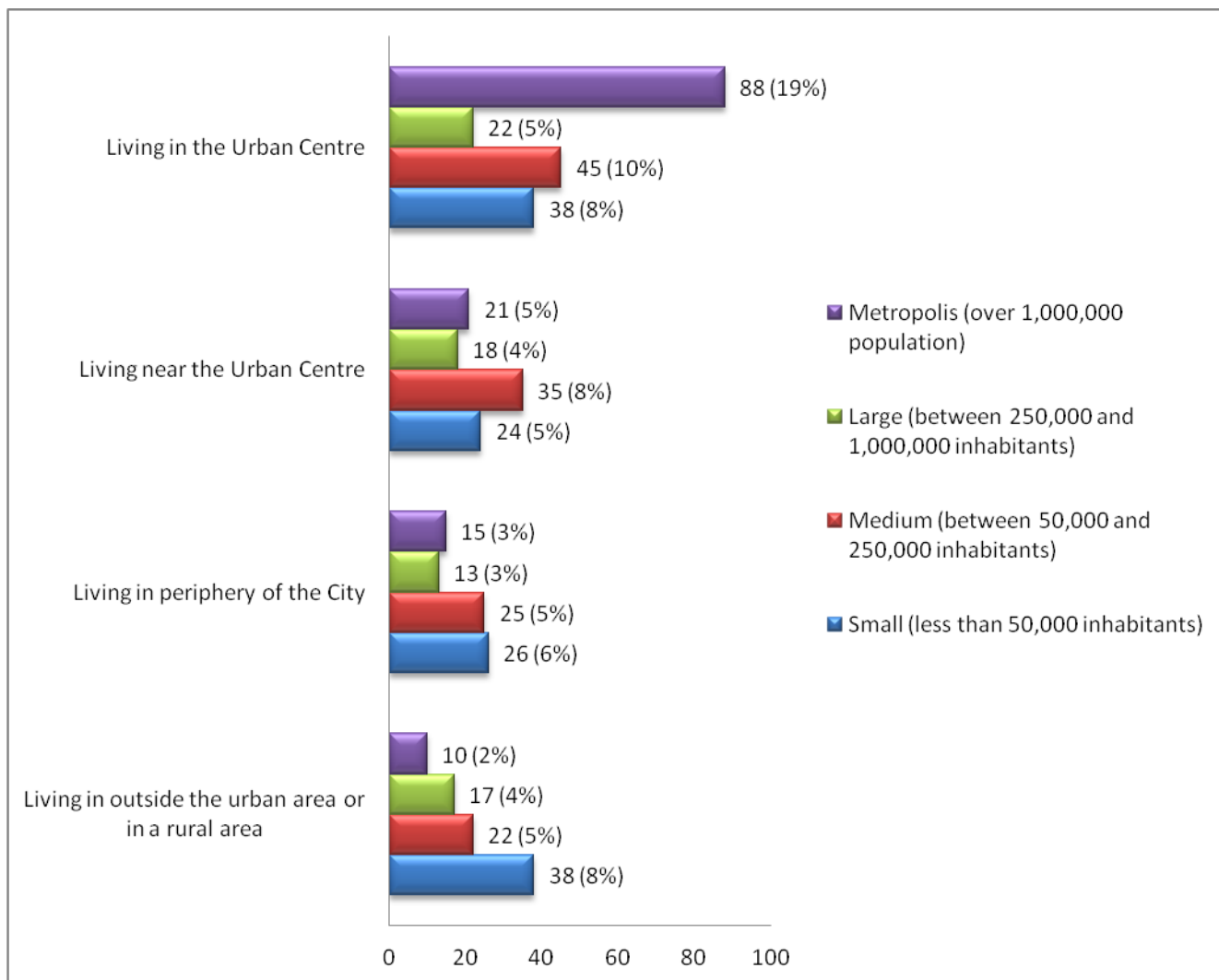
- **Geographical impact:** According the information gathered by the “Section A” of the questionnaire "PRELIMINARY DATA AND INFORMATION", please to draft information related:
  - Area in which interviews live (North/ Centre/ South/ Islands) and where the interviews live: City - Town center/ Near the city center/ In the periphery of the city/ Outside of the urban area - rural area;

Interviews per region



<i>Belgrade (capital)</i>	146	32%
<i>North ( Vojvodina)</i>	96	21%
<i>West</i>	73	16%
<i>East</i>	73	16%
<i>South</i>	69	15%

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



o Name and Number of Cities and Region where interviews come from

Aleksinac	Arilje	Beograd	Čačak
Čelarevo	Crna Trava	Čuprija	Gornji Milanovac
Indija	Jagodina	Kanjiža	Kisač
Kladovo	Knjaževac	Kovačica	Kragujevac
Kruševac	Leskovac	Loznica	Lučani
Mladenovac	Niš	Novi Bečej	Novi Sad
Pančevo	Paraćin	Požega	Prijepolje

### *Chapter 3 - The mobility in the Country*

In the coming period the improvement in the area of transportation and mobility will be one of the challenges to meet European standards on its way to membership of Europe Union. Serbia is the country with low percentage of passengers car ownership per capita (220 vehicles per 1000 people, by Eurostat yearbook) but it is still country with high level of pollution per capita. In 2010. in Serbia the 1.560.500 car were registered, but around 70% are older then 10 years with old generation engine that causes the motor vehicle emission in Serbia.

By the survey we have conducted it is shown that for regular daily movements for work, study, home, etc., passengers in Serbia are willing to use public transportation bus or tram, bike or go by foot more then using private cars for 389 responses against 149, in multiple responses option. That is very positive result, but what is serious concern for us that they have shown that the main reason why they use public transportation is because they have no other option beside it is cheaper, and with out any environment cocerns, as it was shown in one of the questions. Just 19 of 192 of those who are using publcic transportation from home to work is aware that public transportation has environment fiendly importance. It is also disappointing , as it was shown in the survey, that those who are using private cars for every day movement i most of the cases do that for the reason of habit by 49% , but looking from the other side these numbers can be changed under the systematic plan of permanent education.

Serbia in general is the country with high level of mobility considering the permanent migrations of people. In the last two decades huge number of people from around the country moved in the capital of Belgrade looking for better job opportunities and more dynamic life and it is trend that is still going on. Just on University of Belgrade there is 90 000 students, and 40 000 of those who are coming from another parts of Serbia stayng in Belgrade to study, but with plan to settle for life. One characteristic that marks all of them and that makes big impact on mobility is that majority of those people are going back and visiting their hometowns on weekly or monhtly bases and majority of them are using public transportation for that ocasion

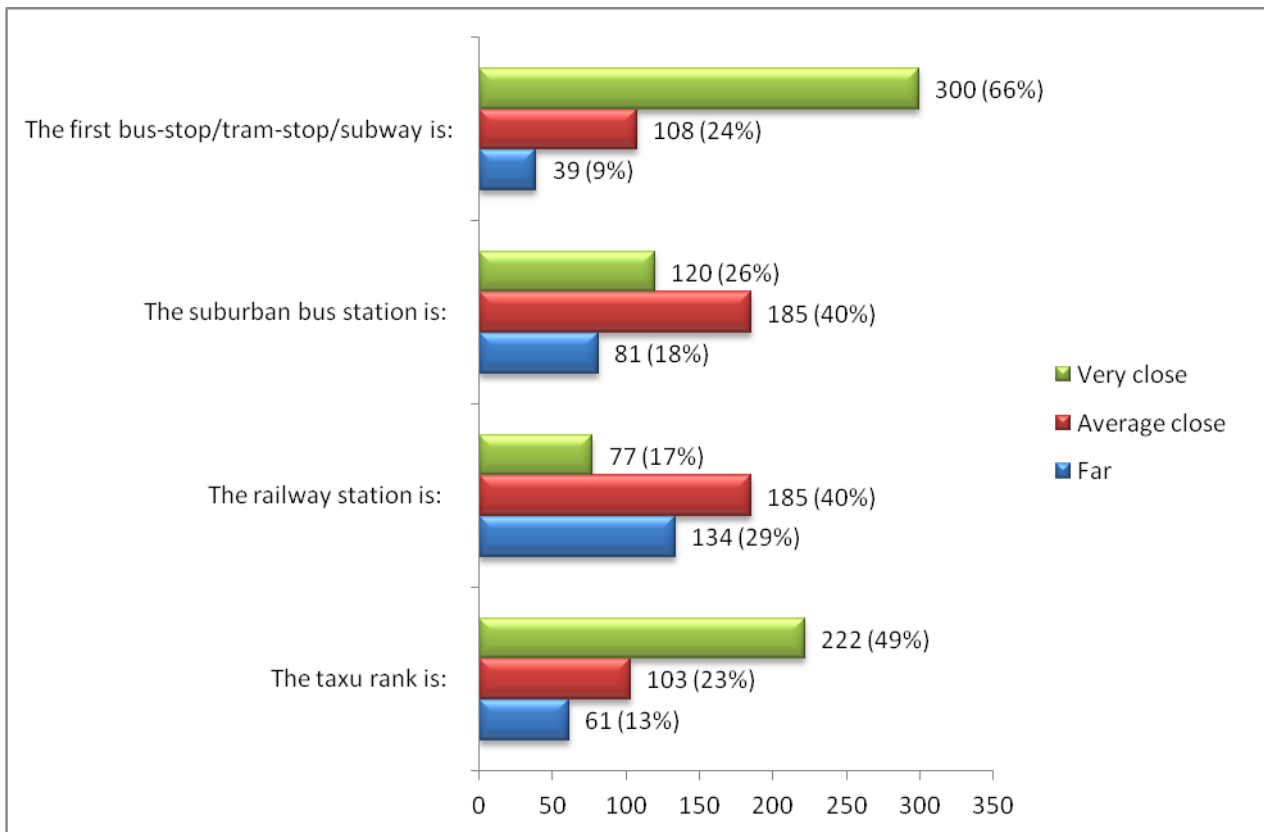
That trend will be continued in the future and because of that government has to put a lot of effort to improve the sector of transportation and build infrastructure in order to make public transportation accessible to all.

There were some improvements and some innovations but major innovations introduced recently by the Government were in the area of city public transportation sector. Recenty, city government from the city of Belgrade provided 200 new "Solaris" buses and 30 trams from Spanish producer "KAF" for City Transportation Company of Belgrade that raised the level of qulity to much much higher level. Citizens are very pleased with those actions and many of them who refused paying for the ticket for long time, and sayng that it is secton that government has to finace, are now changing the opinion.

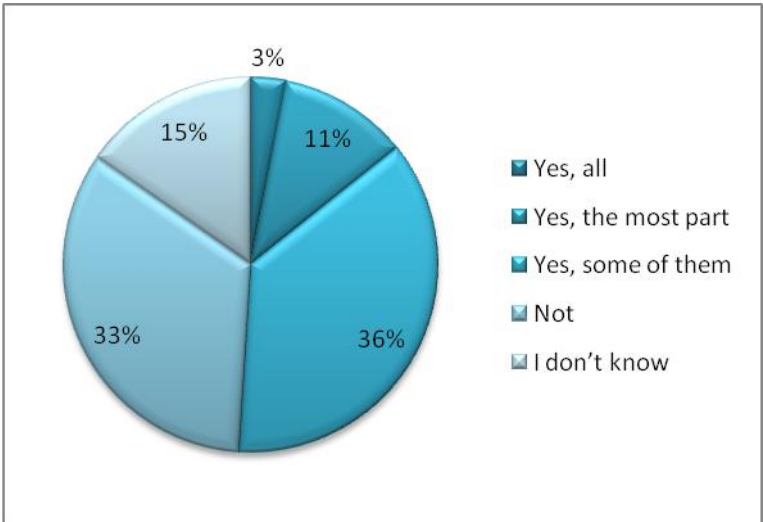
On the national level government provided 12 new trains but no any improvement on infrastructure and it is on citizens and associations to put pressure on government to do more in reaching these goals.

Chapter 4 - Data collected

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

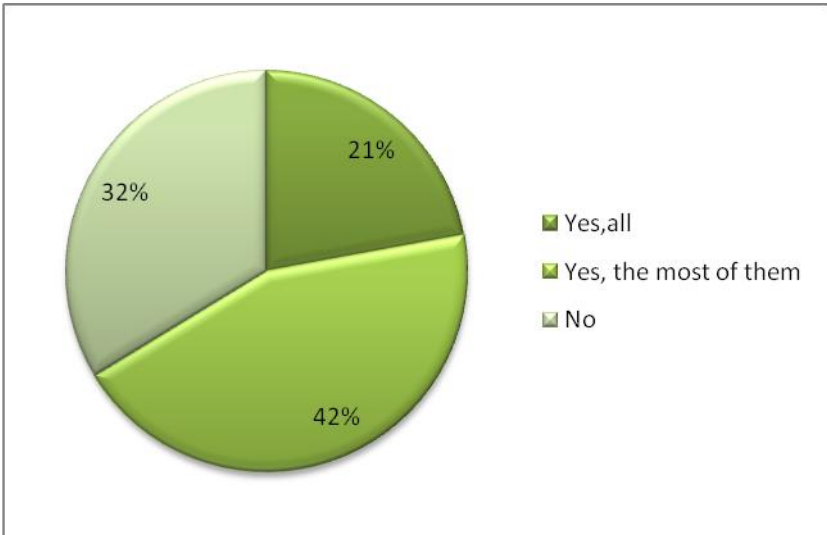


- “A.8 In your city, are being used vehicles of public transport with alternative power supply (egg electricity, natural gas, etc ...) compared to traditional fuels?”



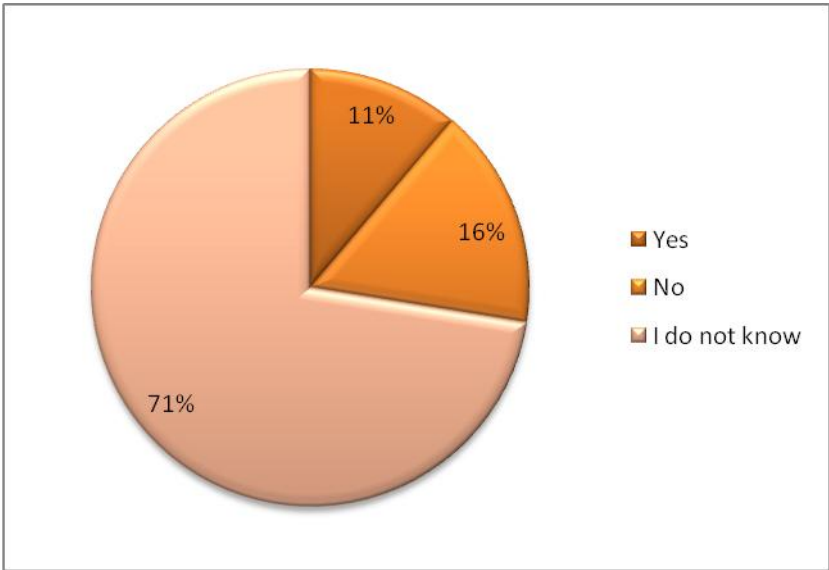
<i>Yes, all</i>	<i>15 (3%)</i>
<i>Yes, the most part</i>	<i>49 (11%)</i>
<i>Yes, some of them</i>	<i>164 (36%)</i>
<i>Not</i>	<i>149 (33%)</i>
<i>I do not know</i>	<i>69 (15%)</i>

- “A.9 In your town is there a mobile information system available to the citizens (egg poles, electronic information boards, app for tablets and smart phones)?”



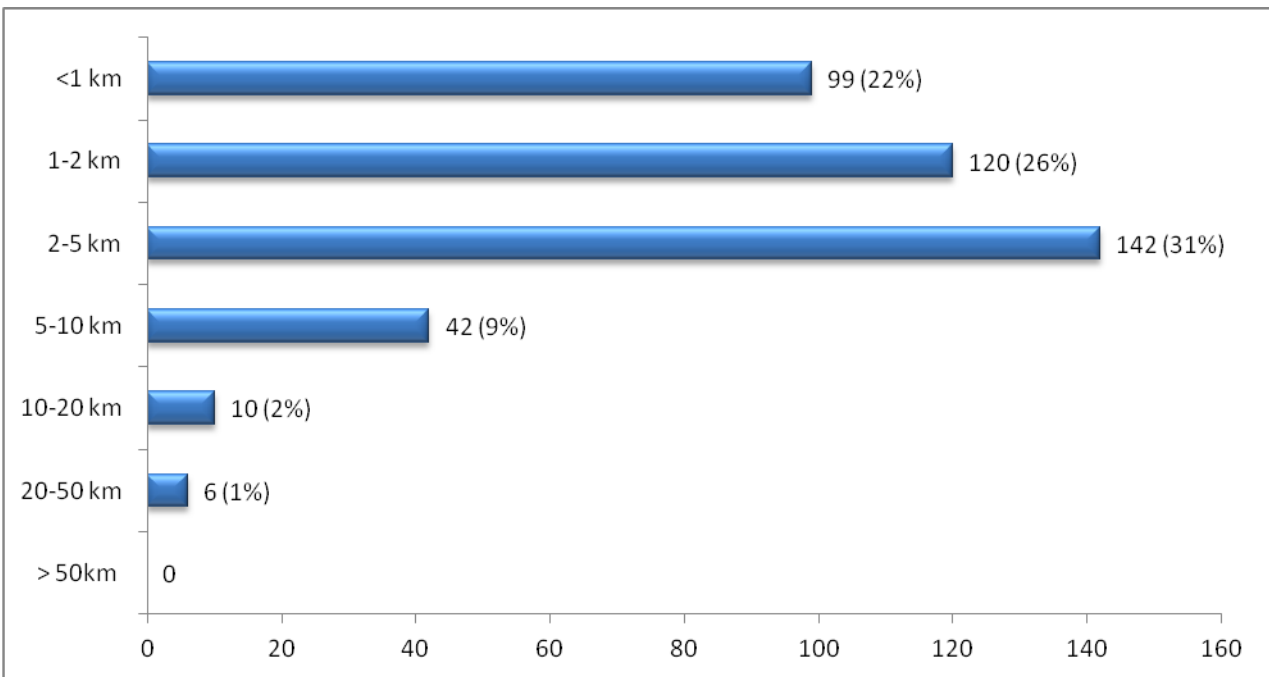
<i>Yes, all</i>	<i>95 (21%)</i>
<i>Yes, the most of them</i>	<i>191 (42%)</i>
<i>No</i>	<i>170 (32%)</i>

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



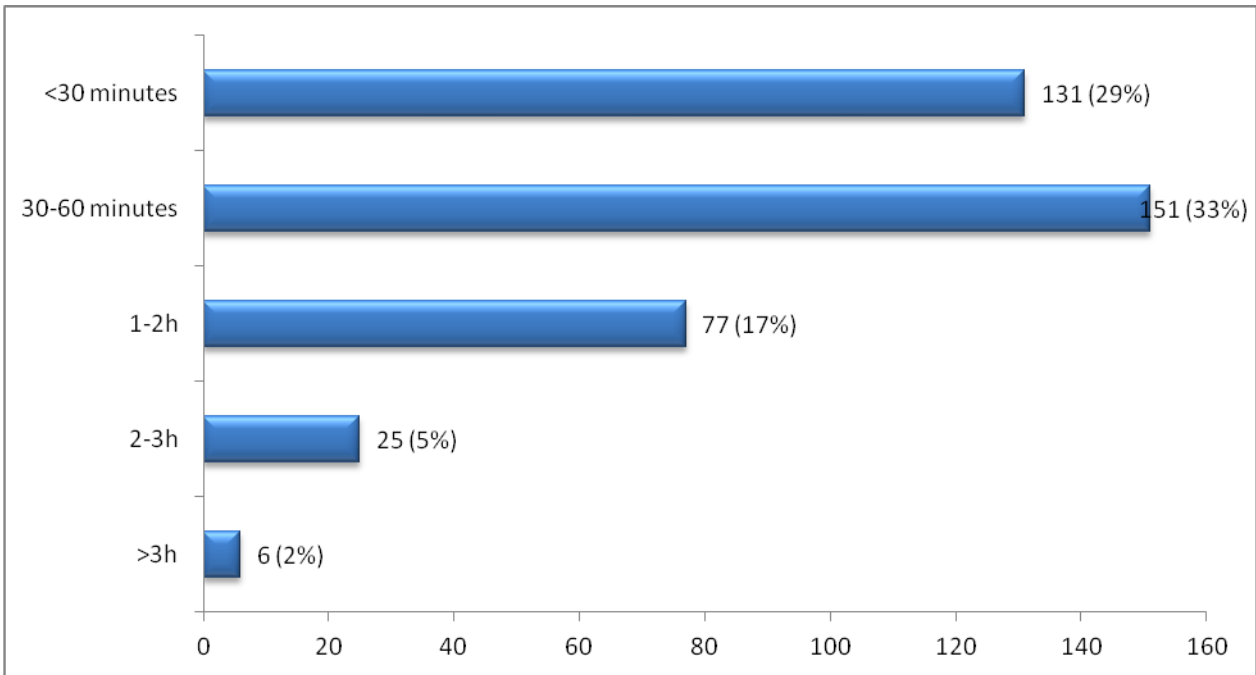
<i>Yes</i>	<i>49 (11%)</i>
<i>No</i>	<i>74 (16%)</i>
<i>I do not know</i>	<i>326 (71%)</i>

- By means of graphs / tables, report data regarding REGULAR AND DAILY MOVEMENTS (Section B):
  - “B.1 For your travel routine, how many miles you totally walk (A / R) during the day?”



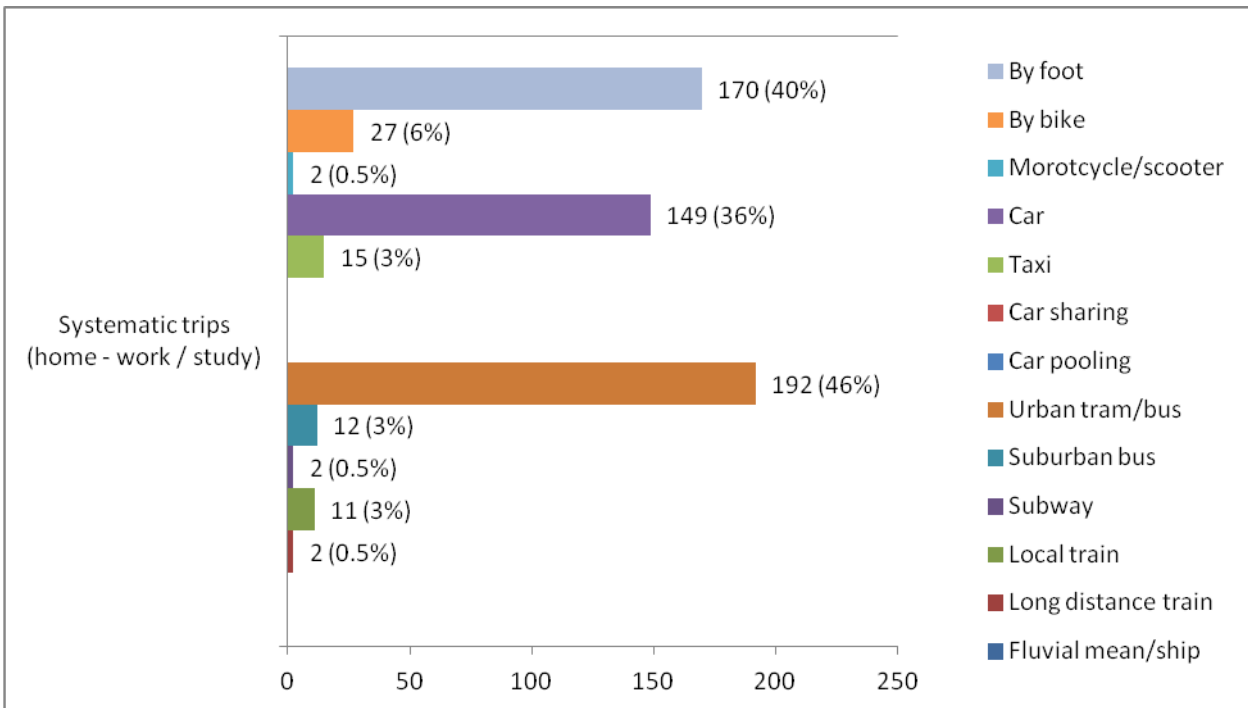


- “B.1.1 For your regular trips how long it takes overall in average each day?”

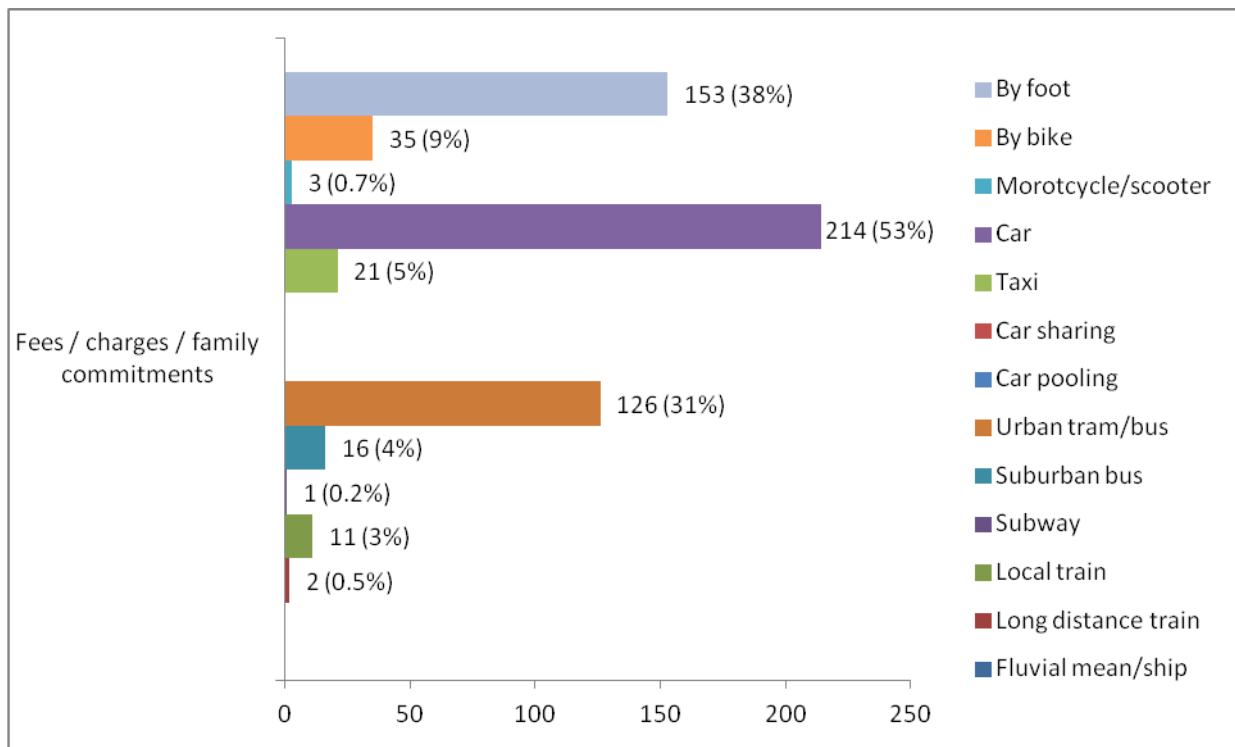


- “B.2 Which vehicle you use for your regular / daily trips?”

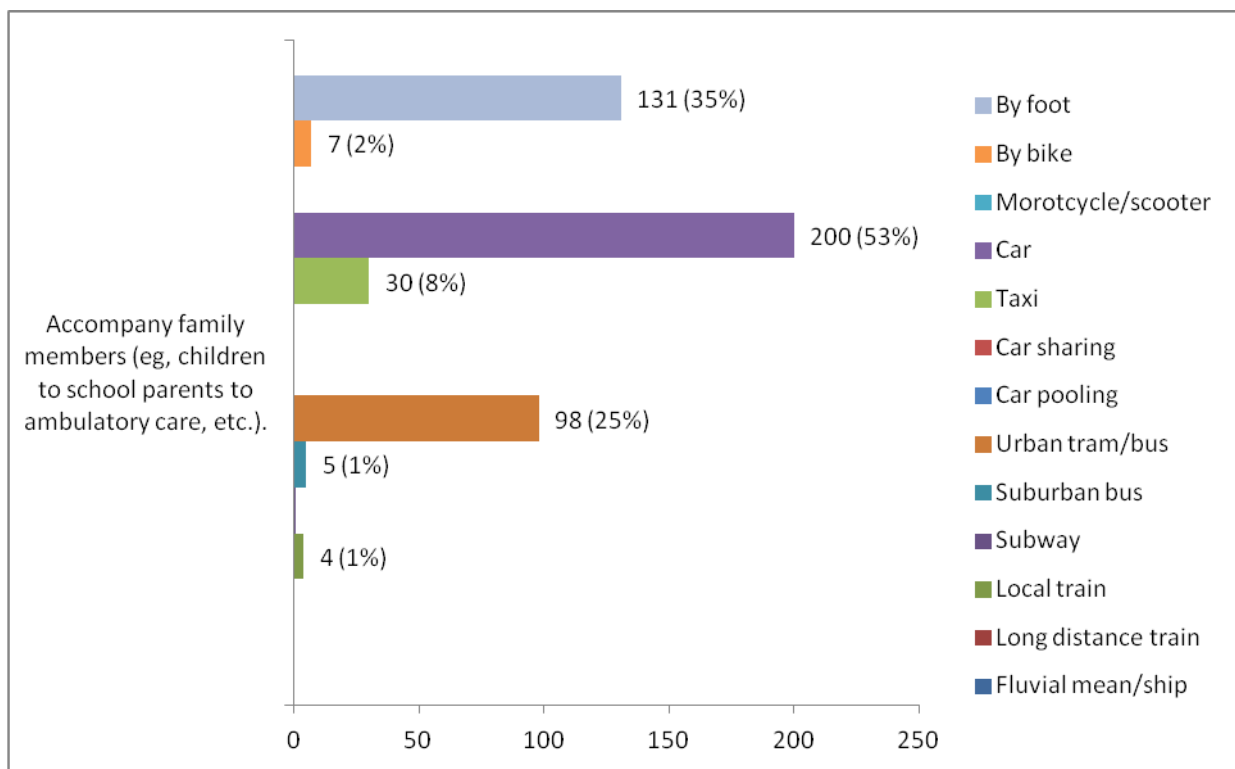
**B.2.1.**



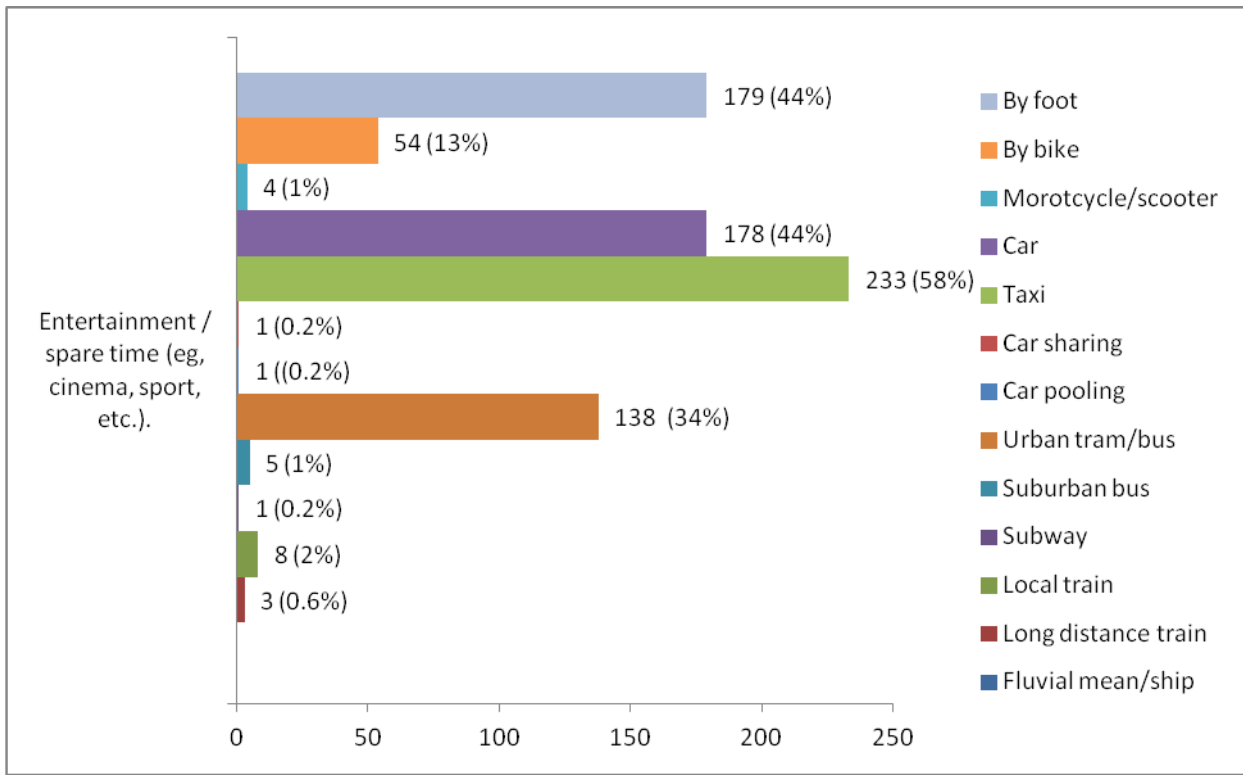
B.2.2.



B.2.3.

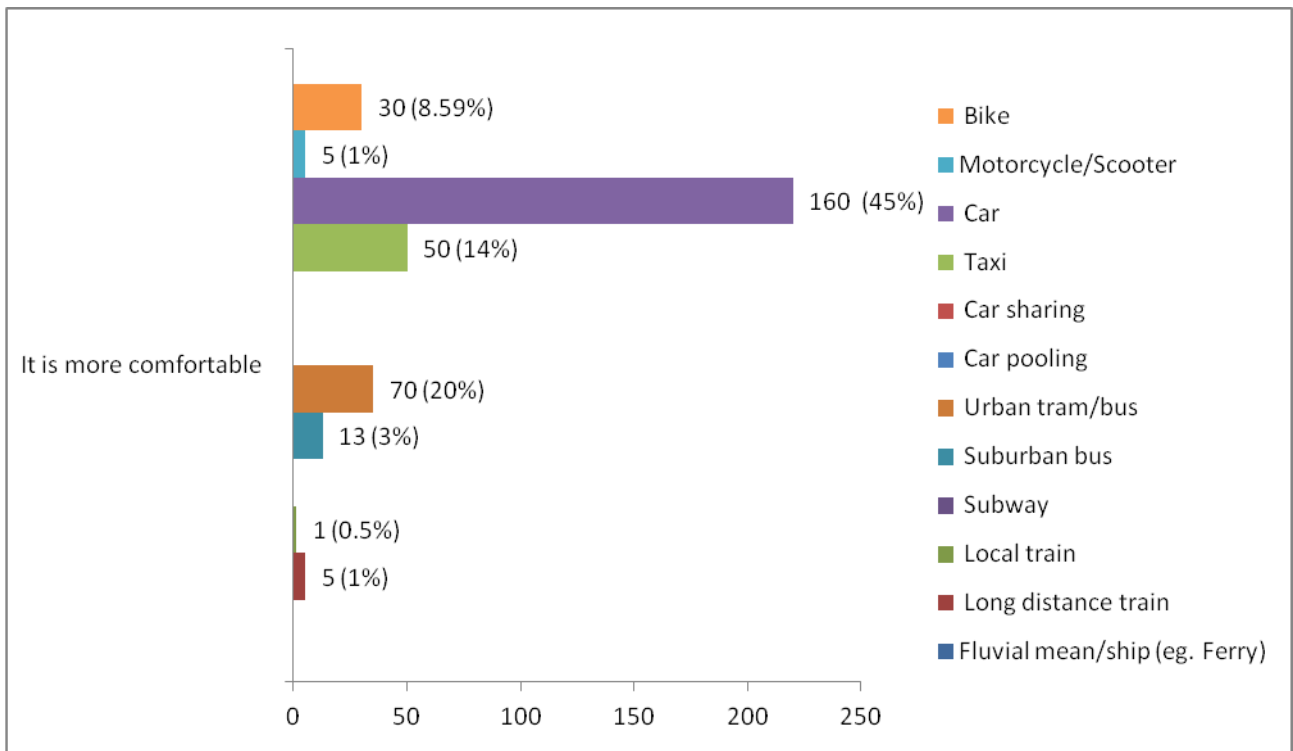


B.2.4.

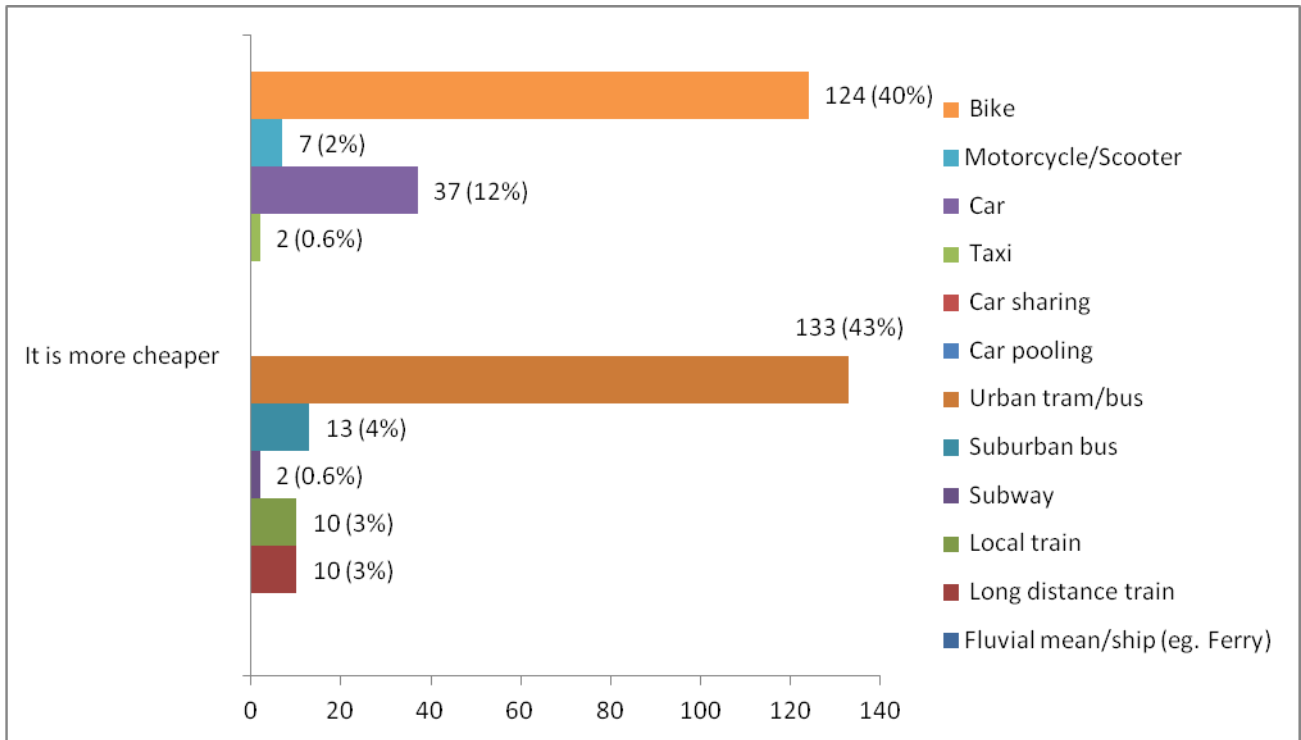


○ “B.3 Why you use these vehicles?”

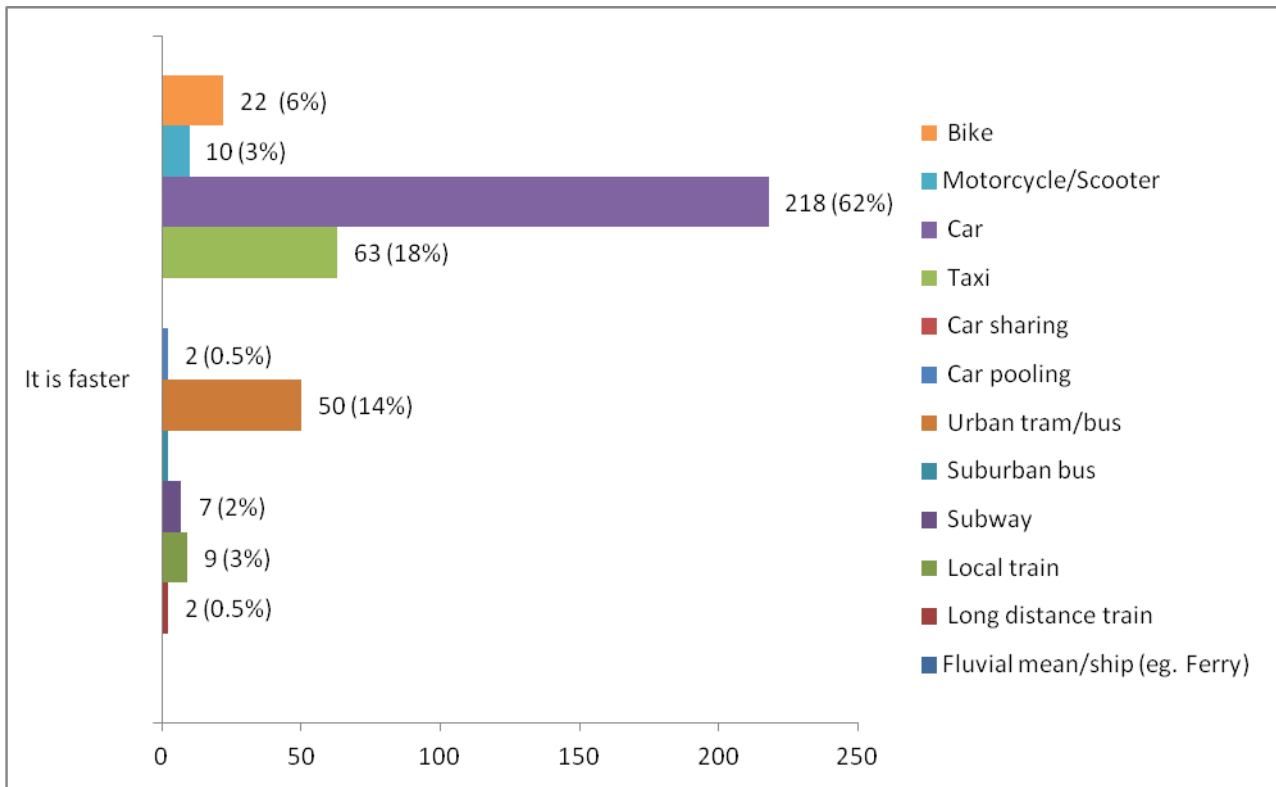
*B.3.1.*



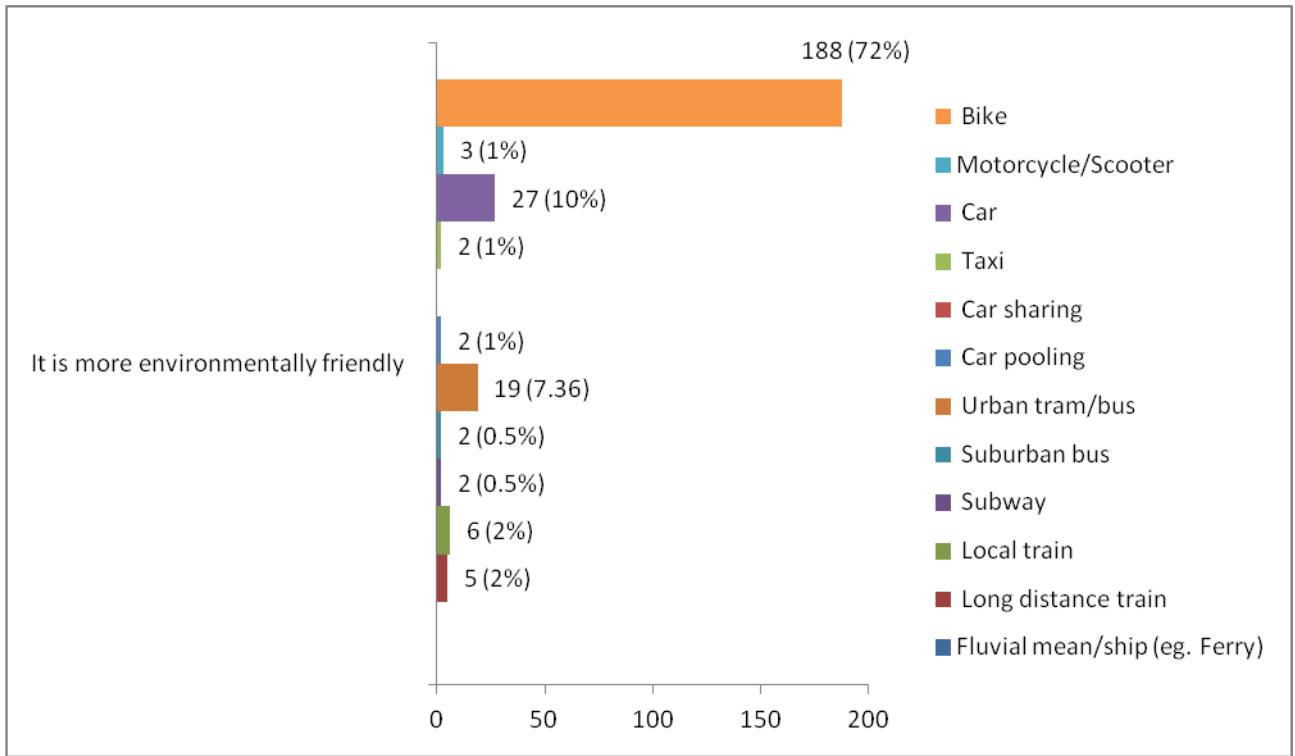
*B.3.2.*



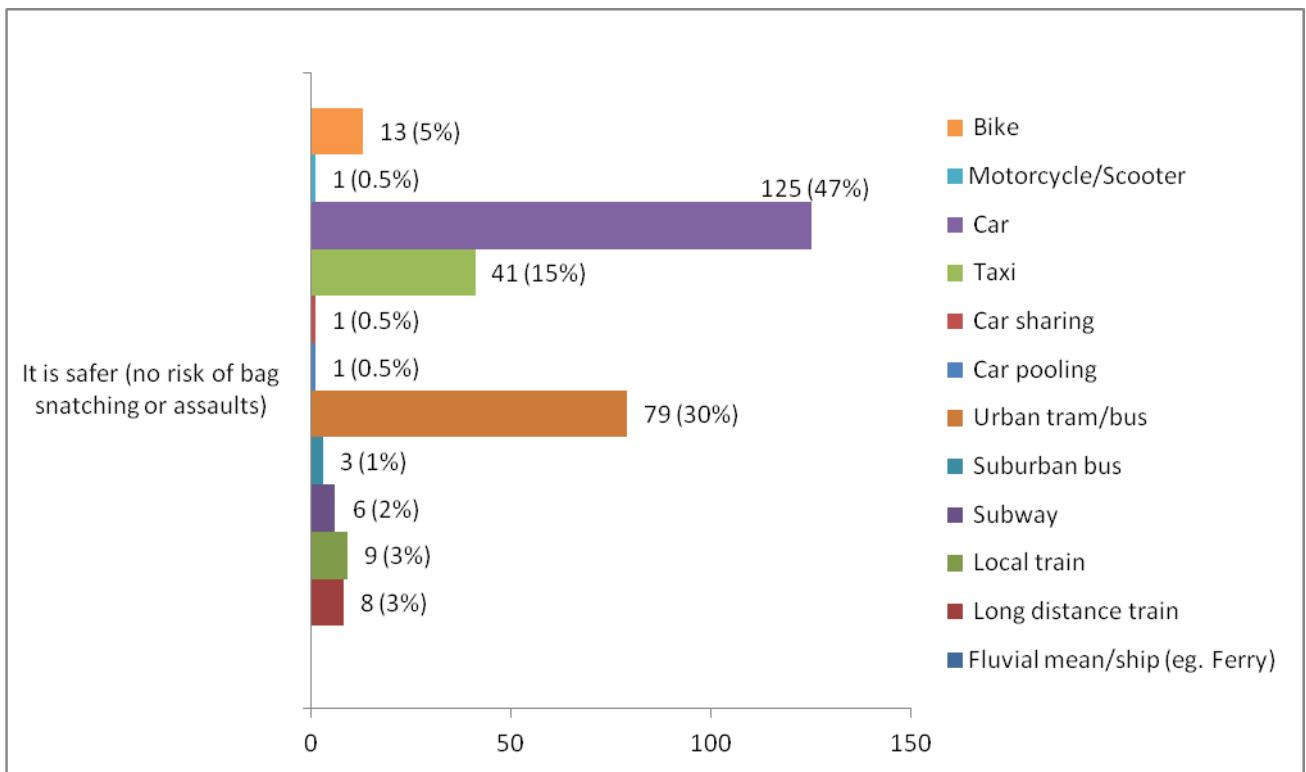
B.3.3.



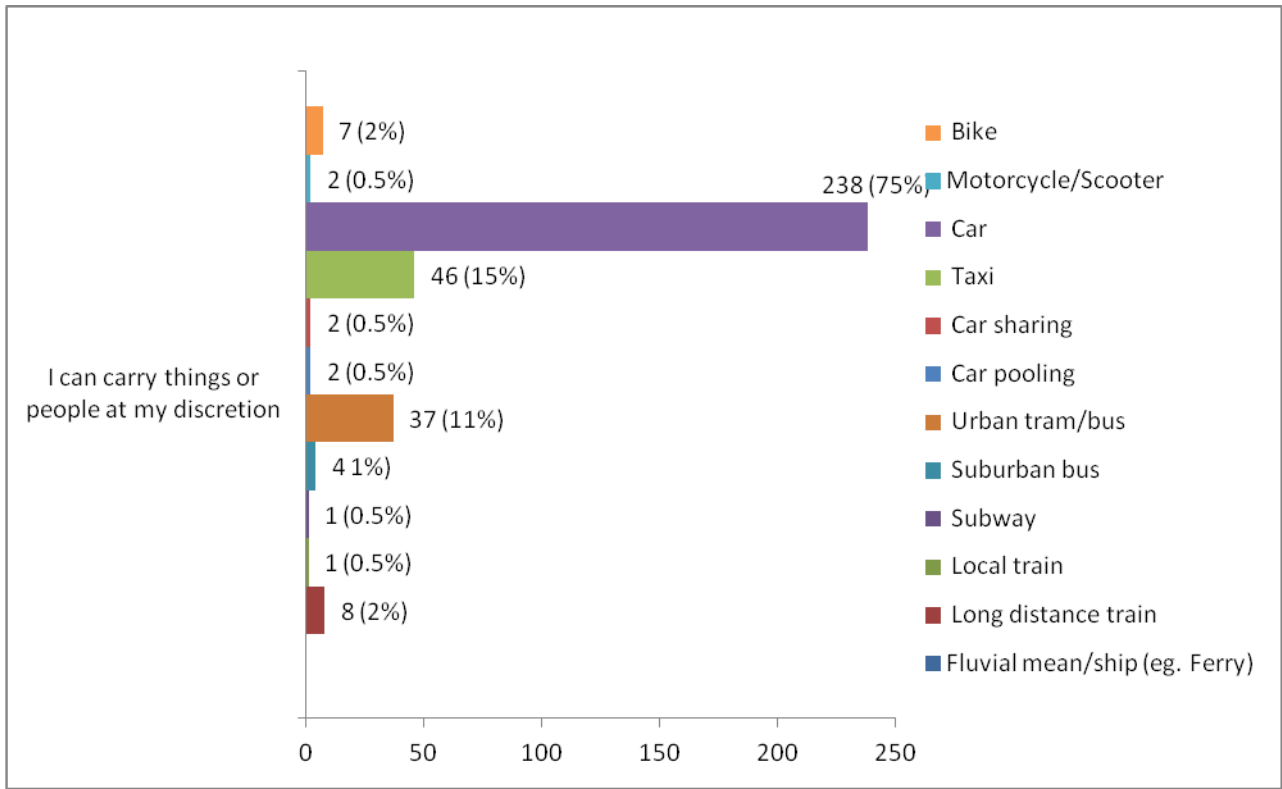
B.3.4.



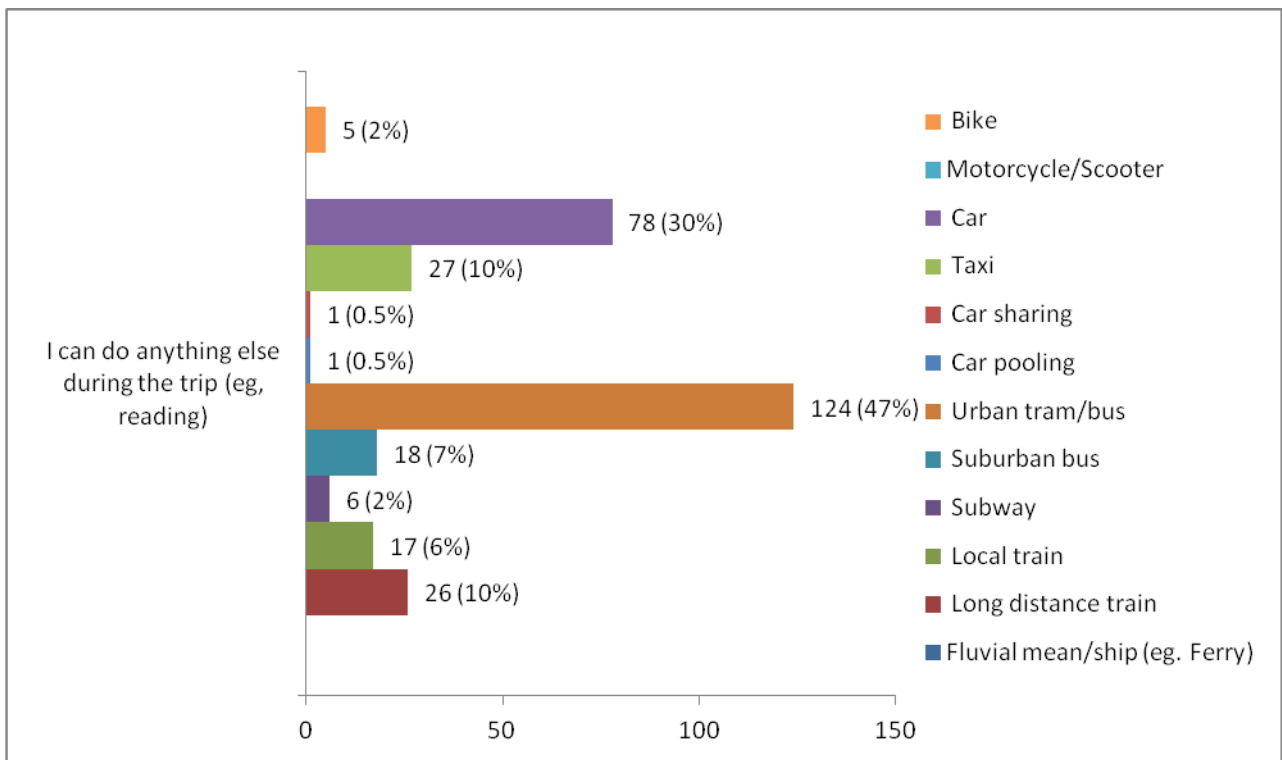
*B.3.5.*



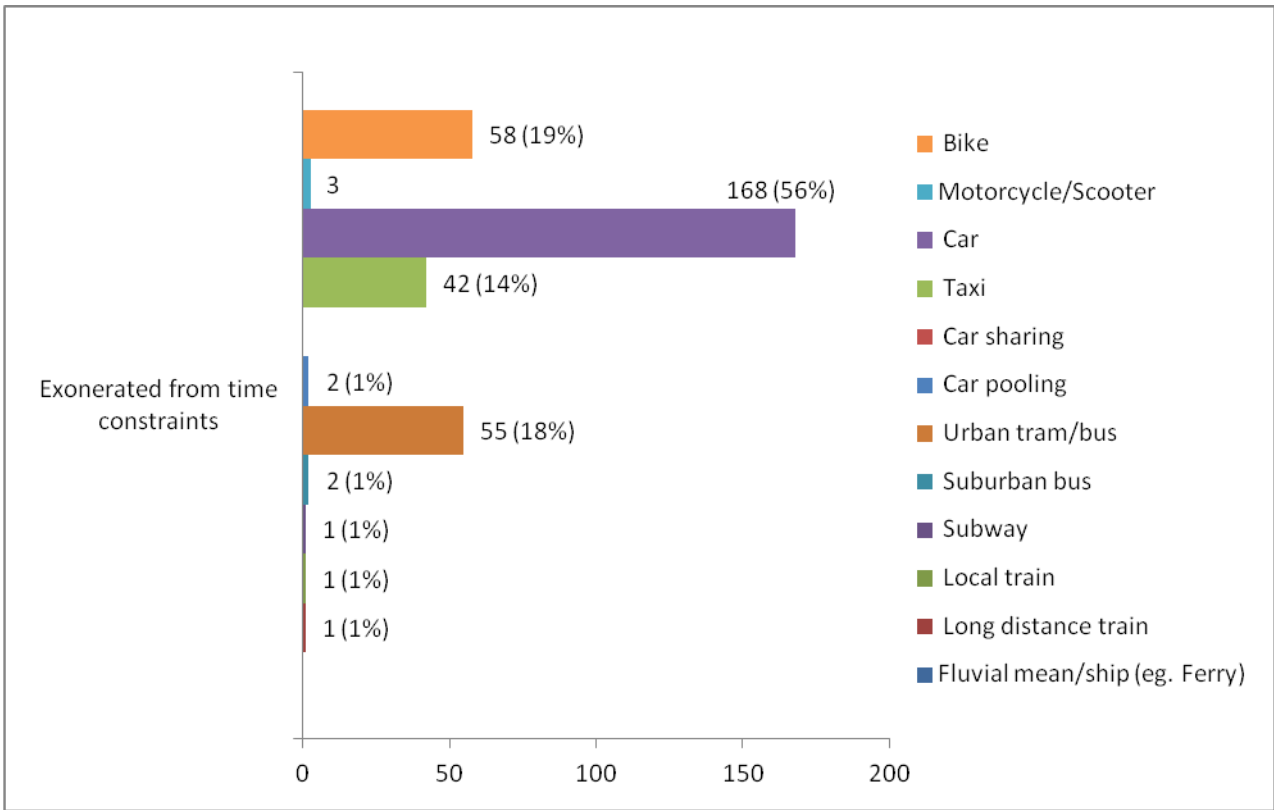
*B.3.6.*



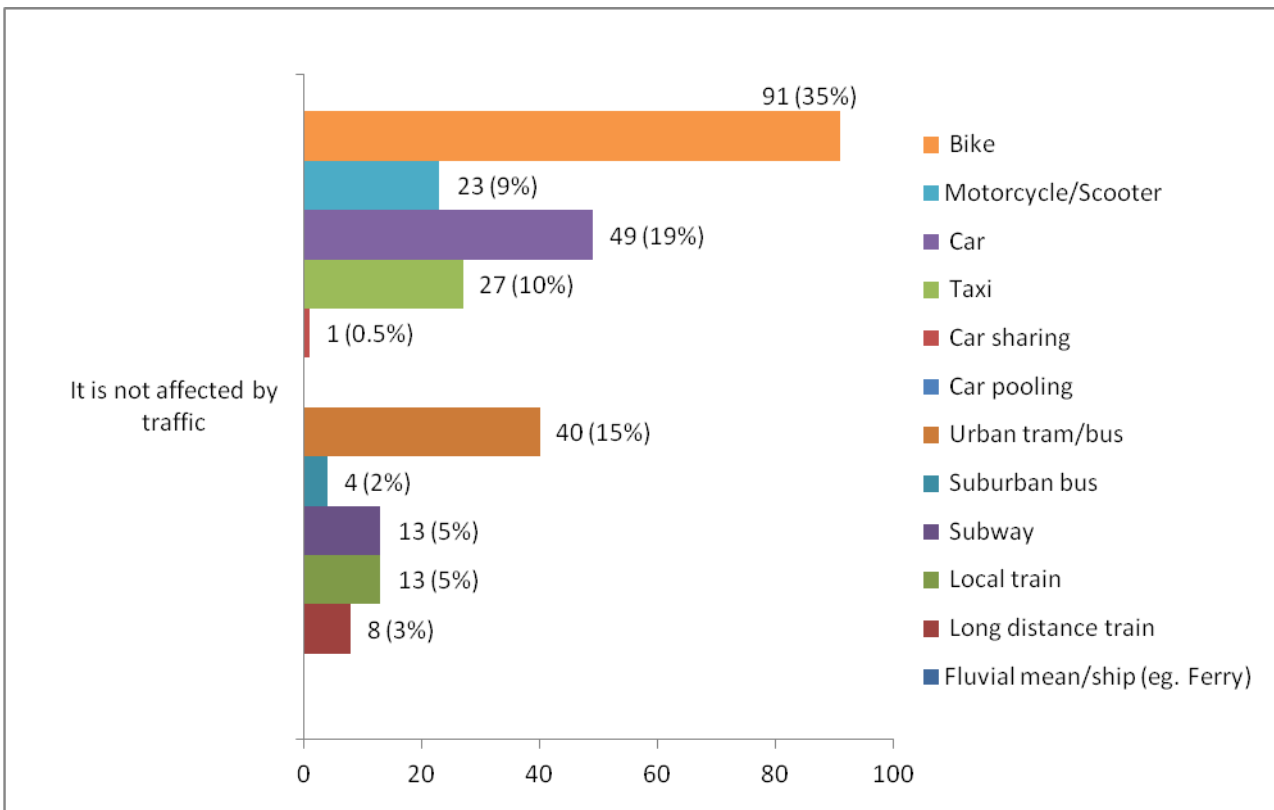
B.3.7.



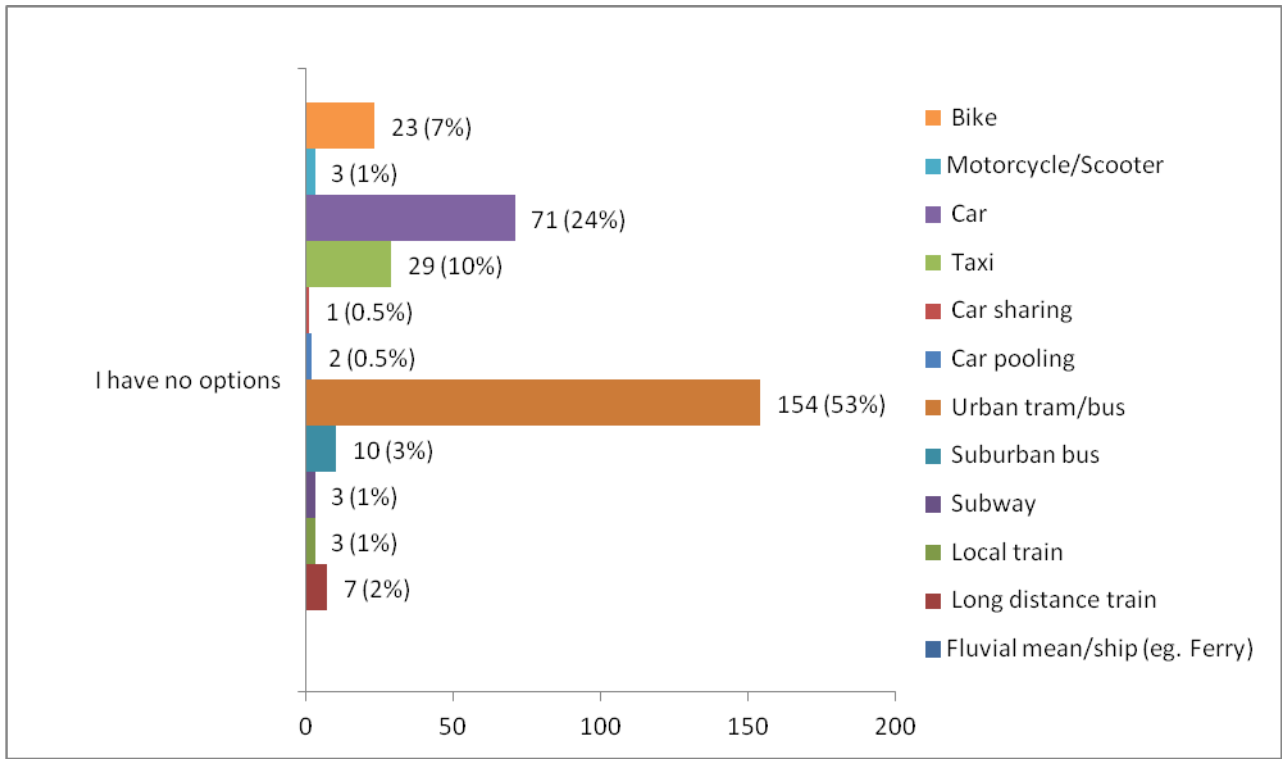
B.3.8.



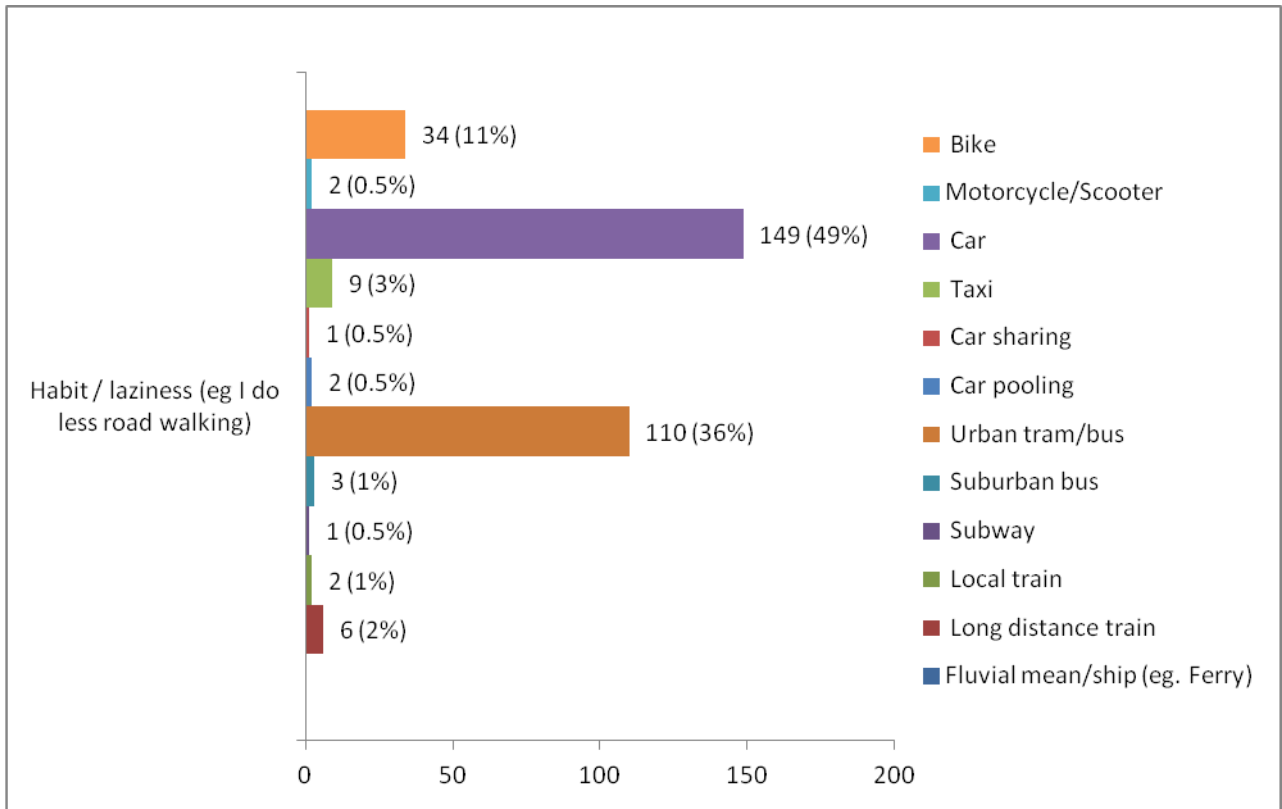
B.3.9.



B.3.10.



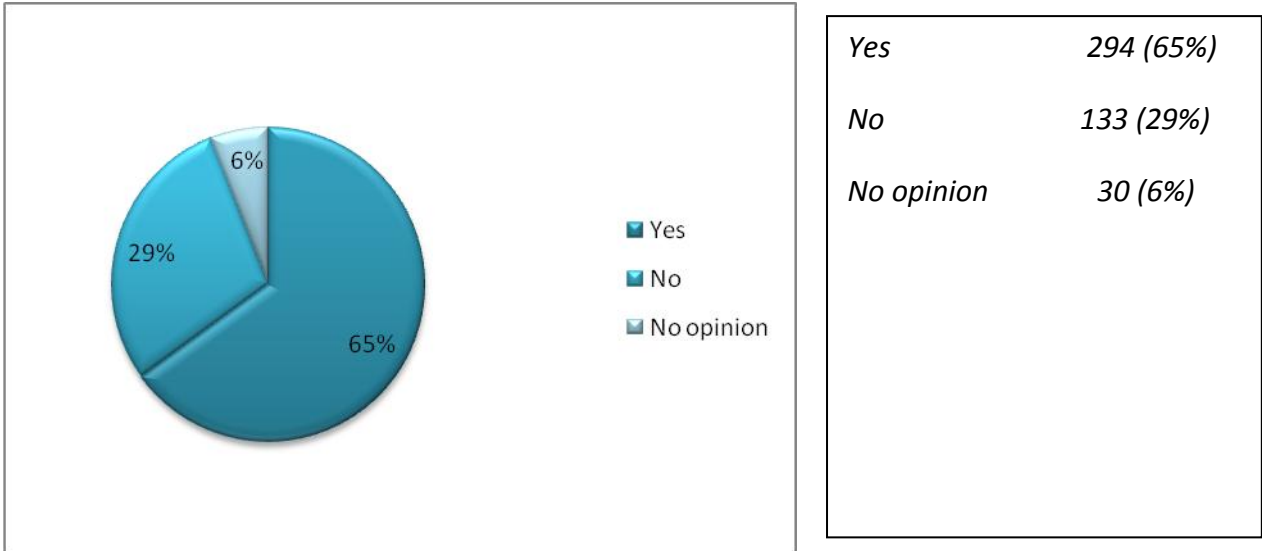
*B.3.11.*



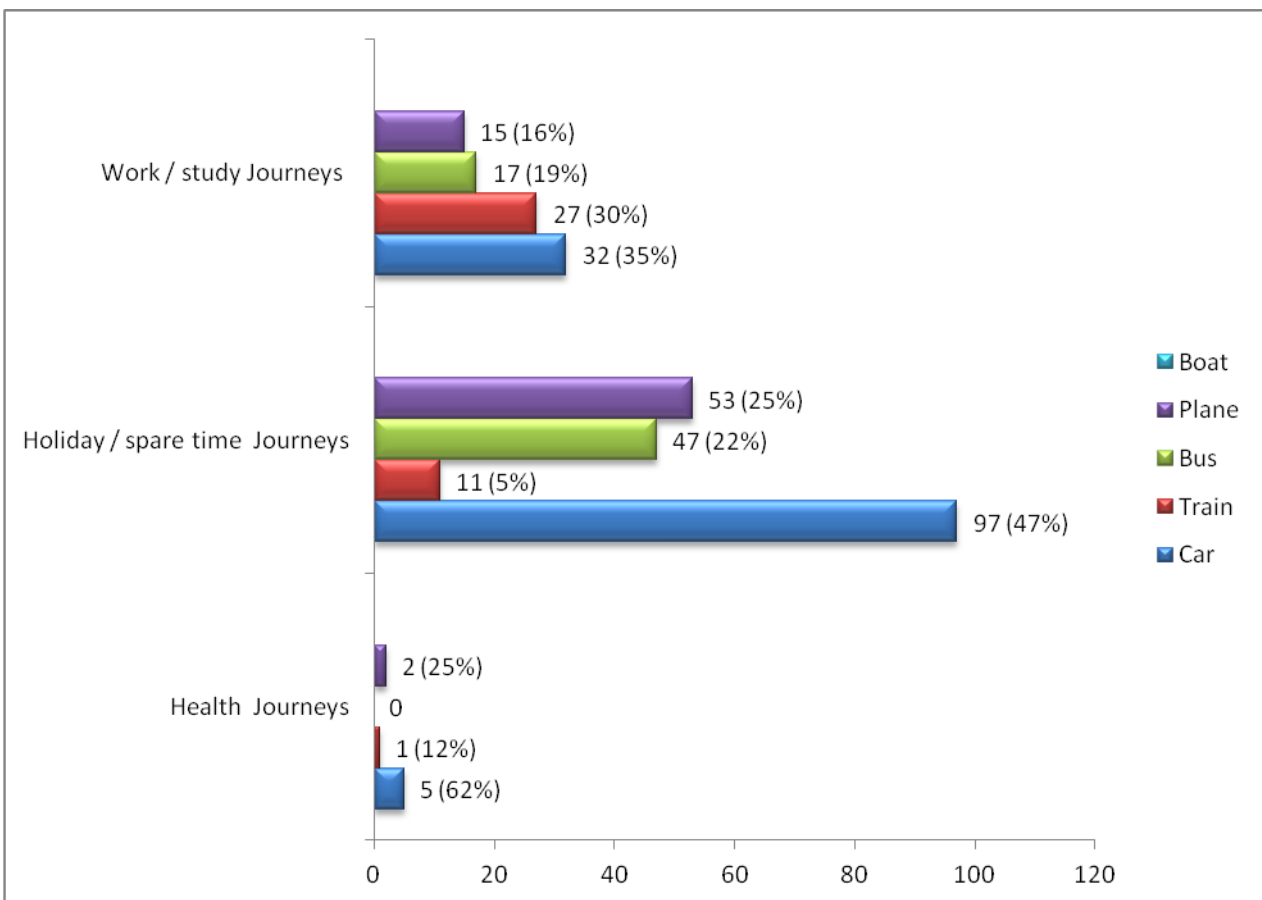


- By means of graphs / tables, report data regarding LONG DISTANCE JOURNEYS IN YOUR COUNTRY AND ABROAD (Section C):

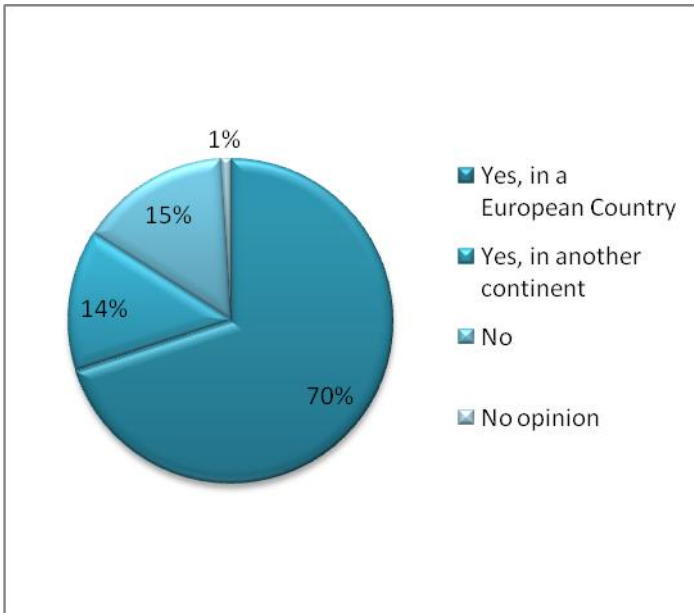
- “C.1 Throughout the year do you usually move within your country for long distances (> 250 km)?”



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

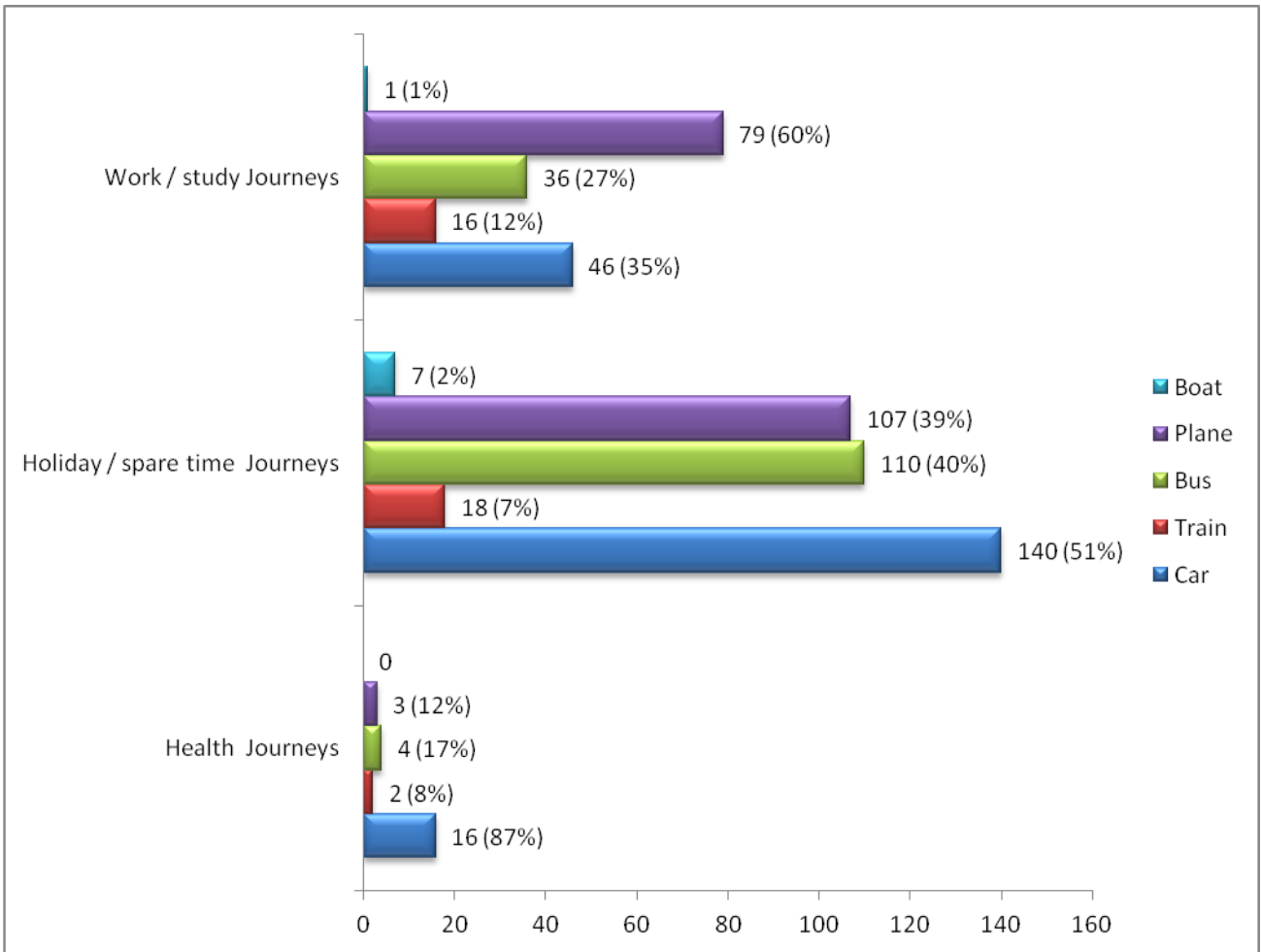


- “C.2 During the past two years did you made one trip abroad at least?”

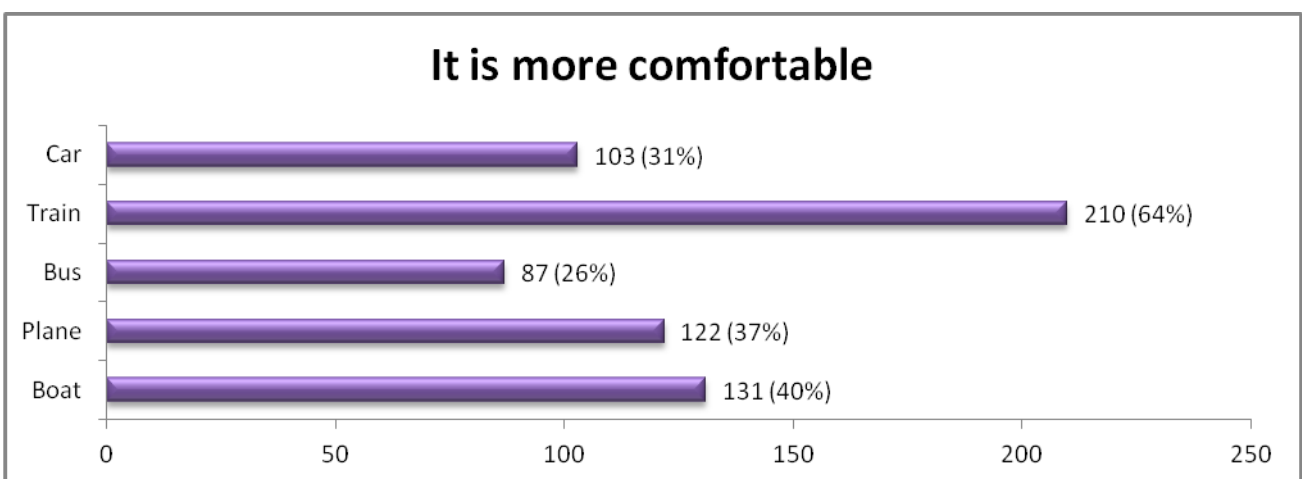


<i>Yes, in a European Country</i>	318 (70%)
<i>Yes, in another continent</i>	66 (14%)
<i>No</i>	71 (15%)
<i>No opinion</i>	1 (1%)

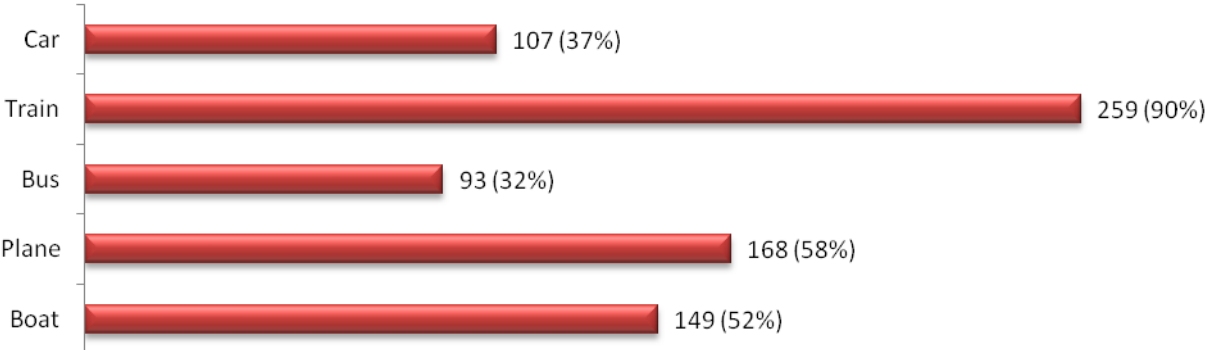
- “C.2.1 If so, why and by what vehicle?”



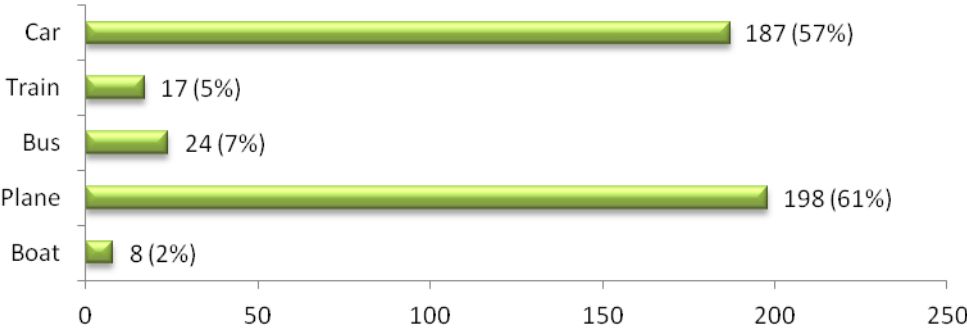
- “C.3 To travel within your own country or abroad, why did you prefer the vehicle that you indicated?”



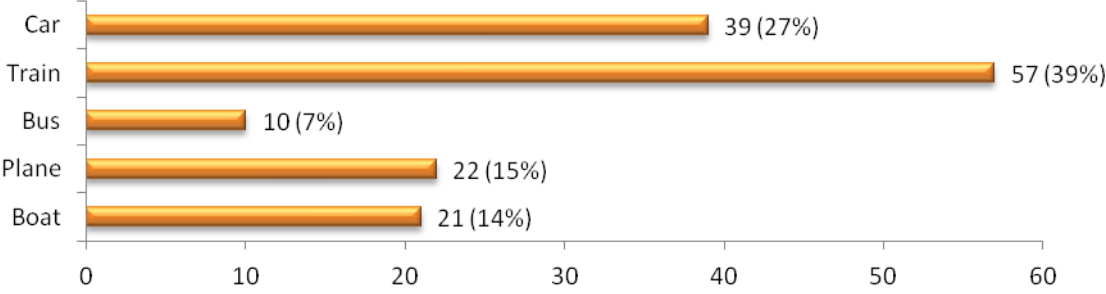
### It is cheaper

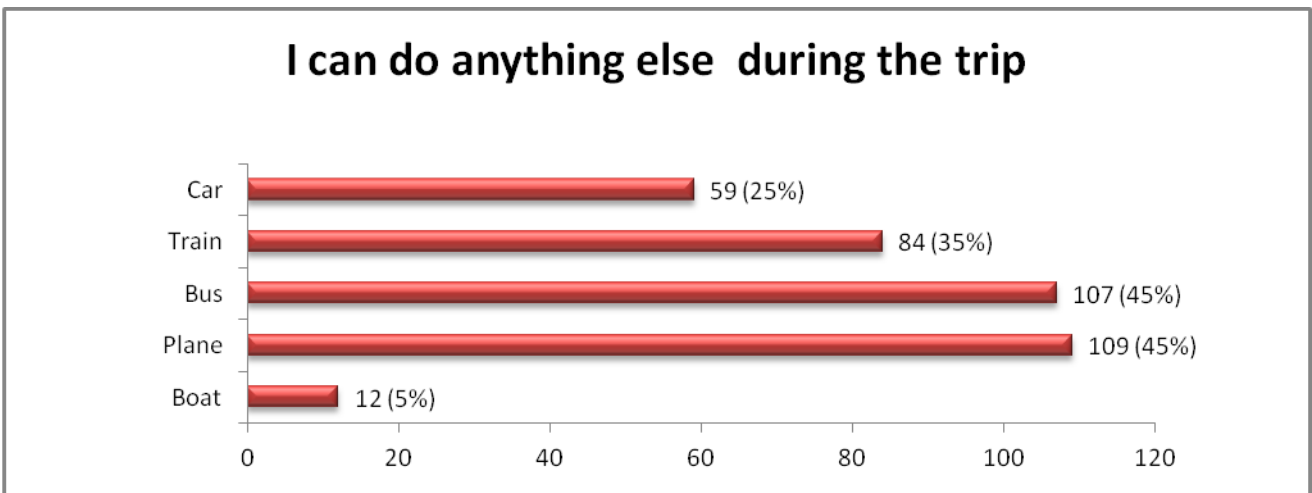
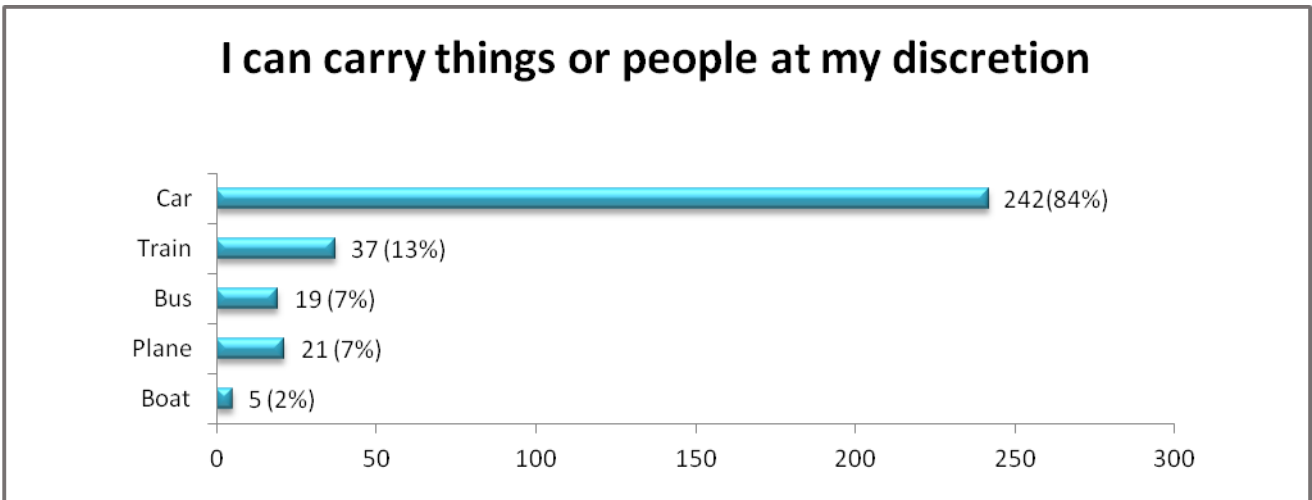
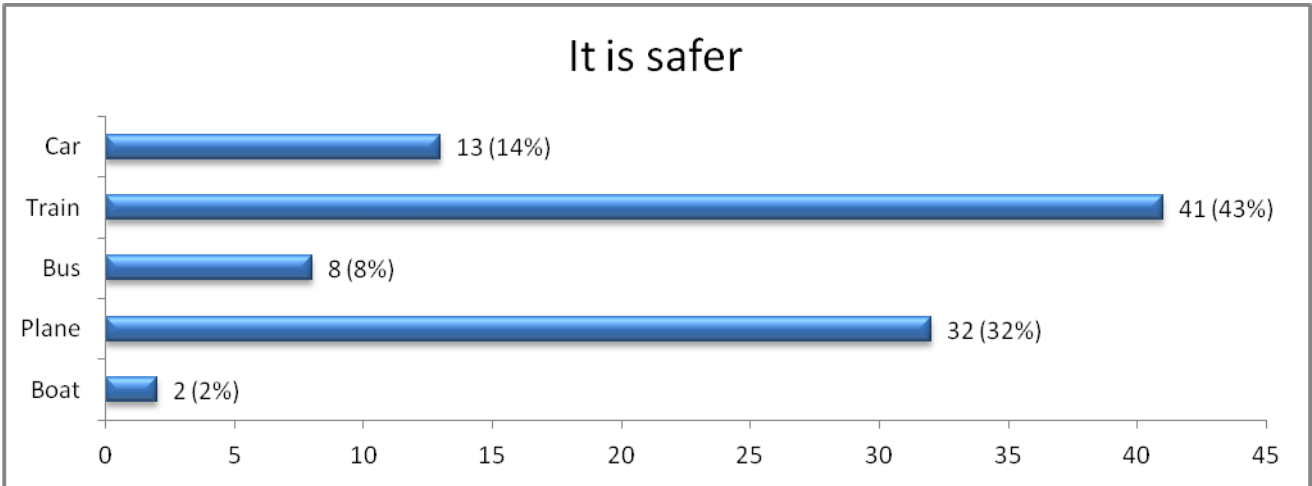


### It is faster

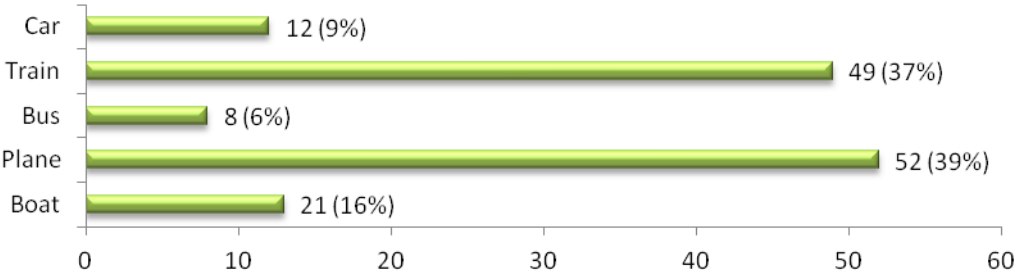


### It is more environmentally friendly

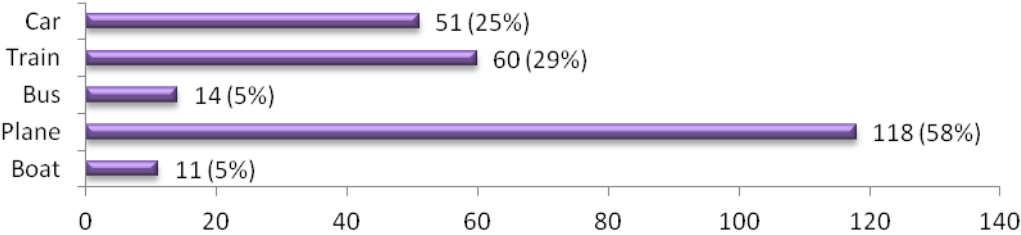




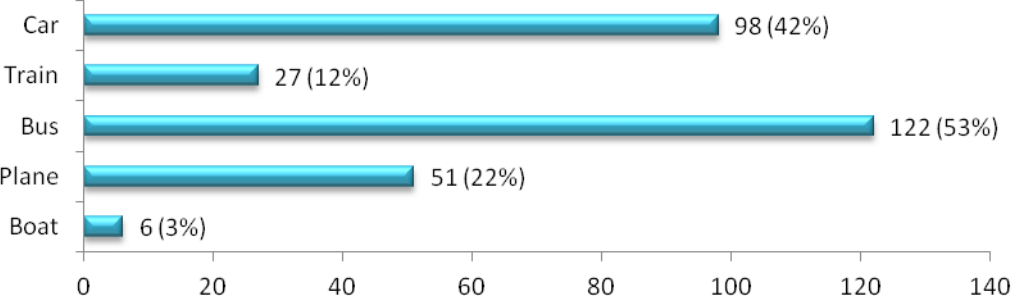
### Exonerated from time constraints

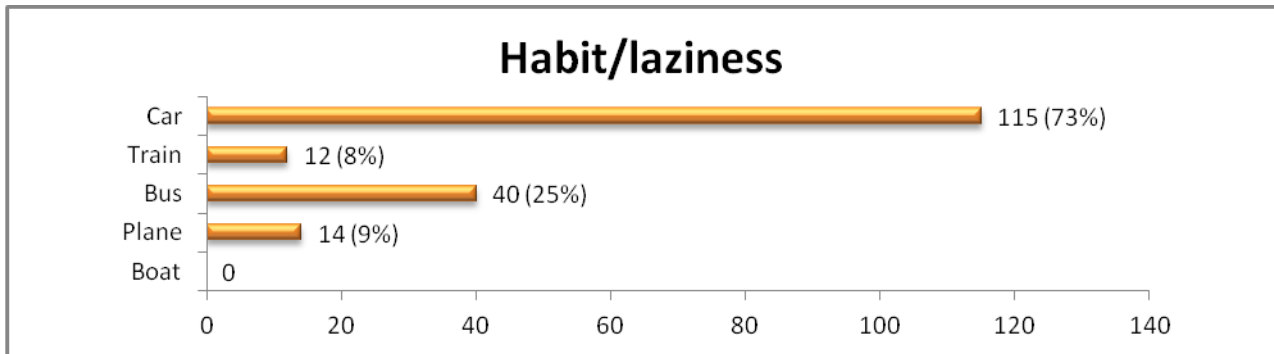


### It is not affected by traffic



### I have no options





- 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

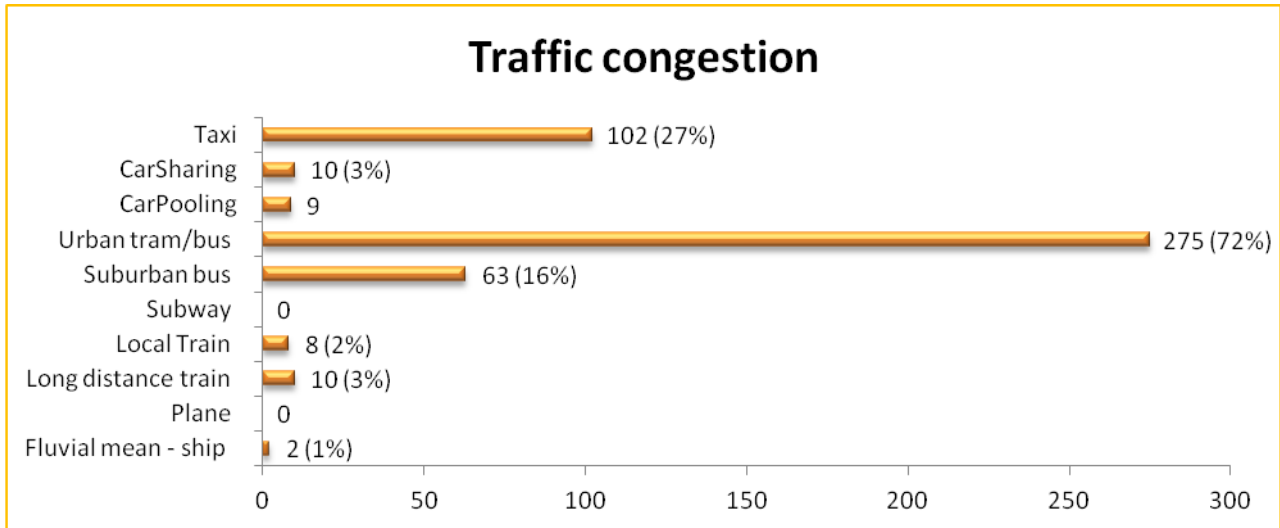
- Question “B1” to cross with question “B.1.1” to bring out any problems;  
*The rationale is that if to travel from 2 to 10 km per day uses more than one hour, probably there is a problem!*
- Question “B1” to cross with question “A.6 a” and “A.6 b”.  
*Crossing this data we can put in relationship how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

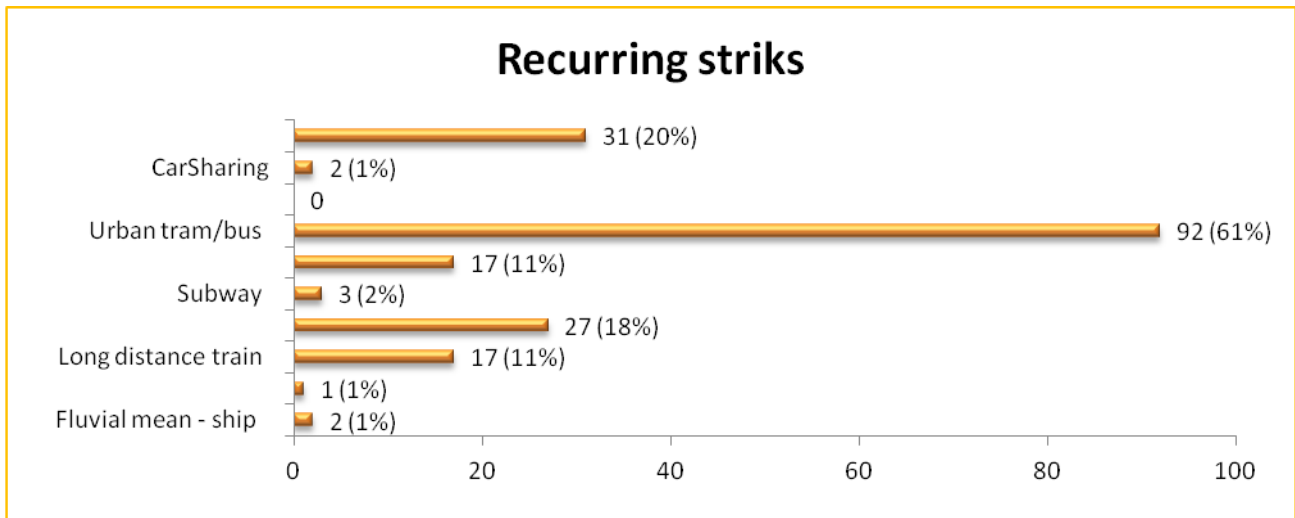
- With reference to question C.1.1. ask also the vehicle of transport most used, for whatever reason
- With reference to question C.2.1. ask also the vehicle of transport most used, for whatever reason

**Chapter 5 - Passenger Rights in EU and main violations in Serbia**

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



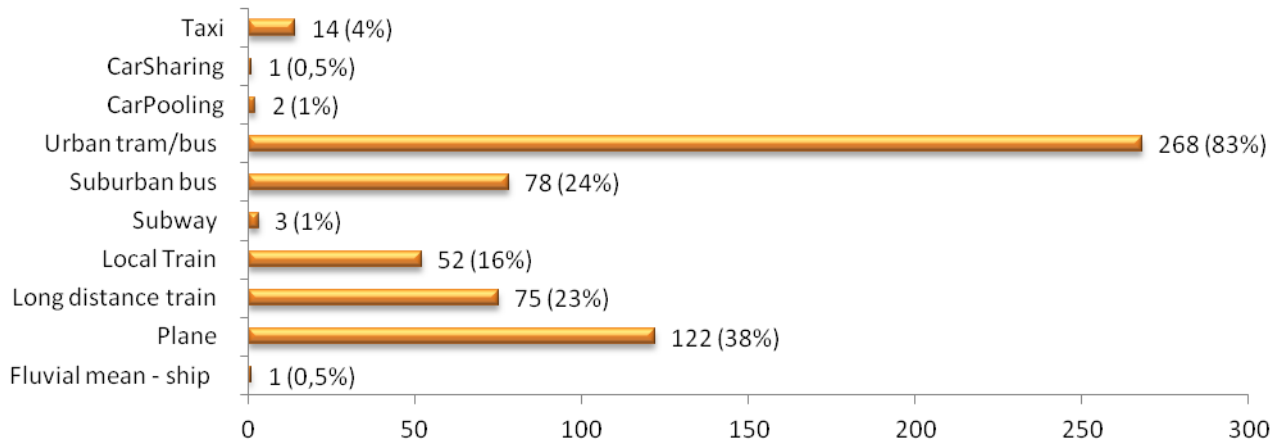
Total number of answers to multiple-choice:  
383 people



Total number of answers to multiple-choice:  
152 people

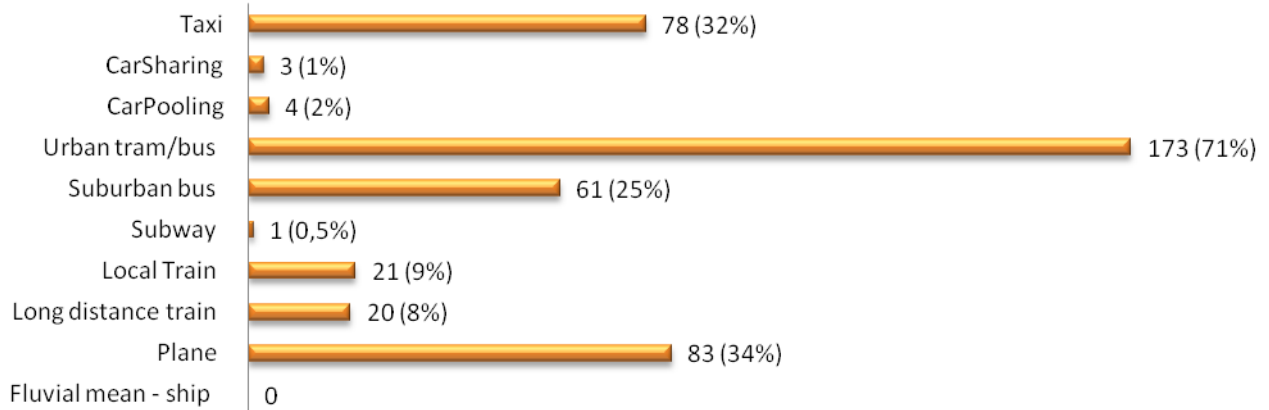


## Delays



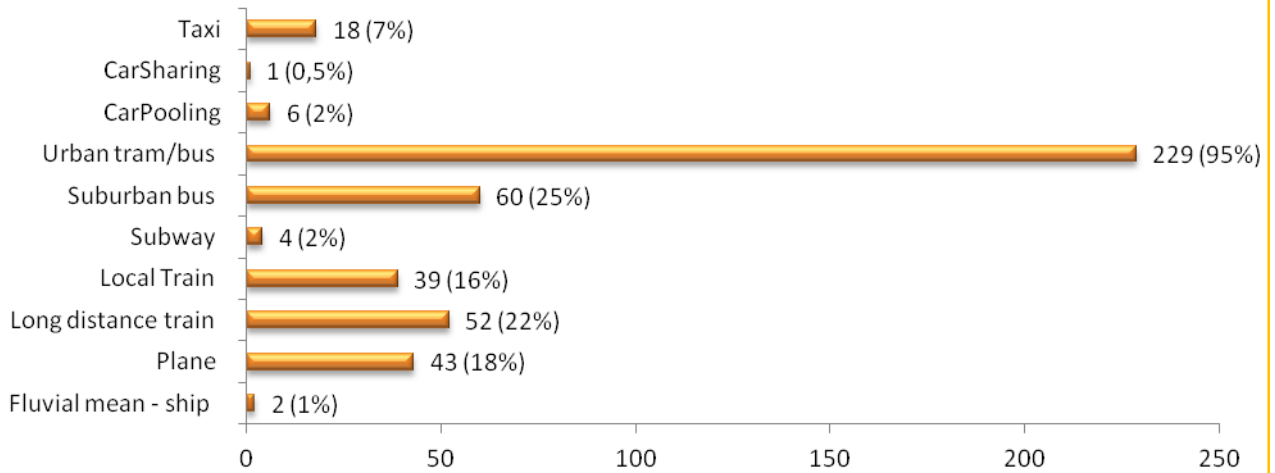
Total number of answers to multiple-choice:  
321 people

## Rude staff on board



Total number of answers to multiple-choice:  
242 people

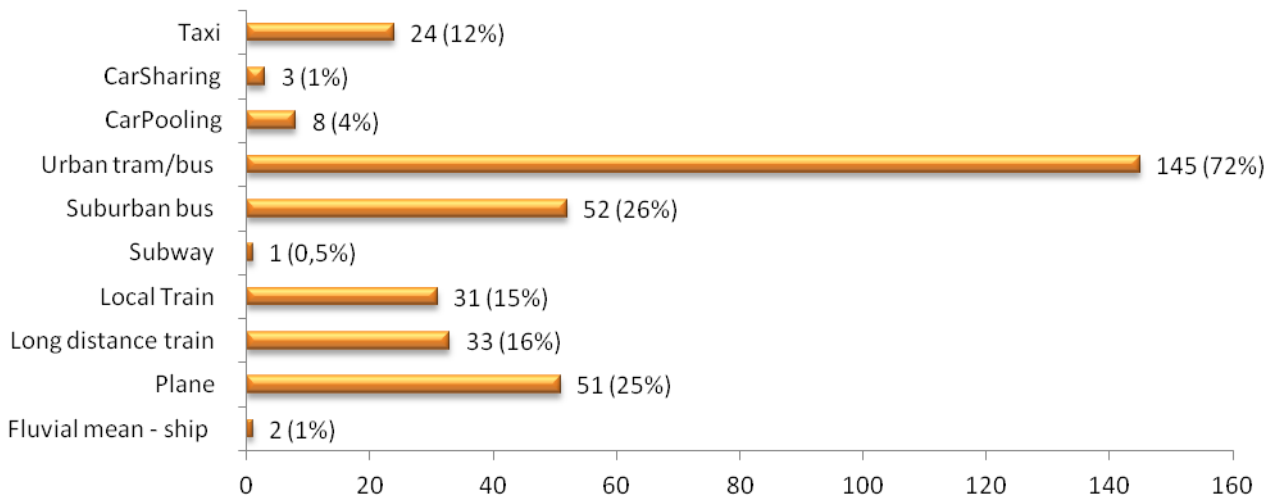
## Lack of service



Total number of answers to multiple-choice:

241 people

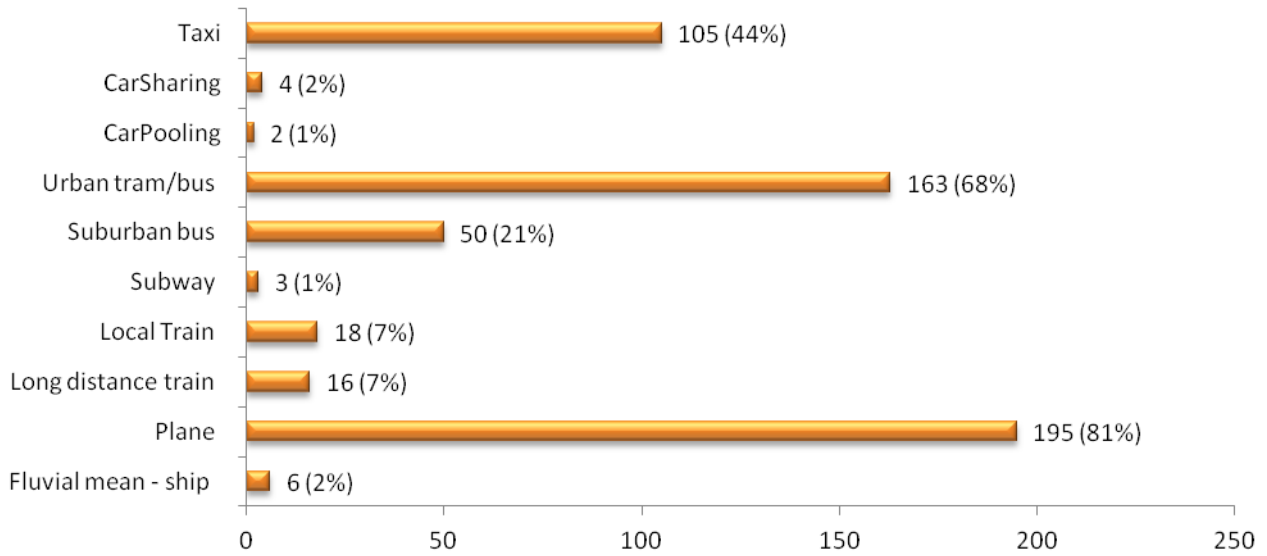
## Inadequate infrastructure



Total number of answers to multiple-choice:

202 people

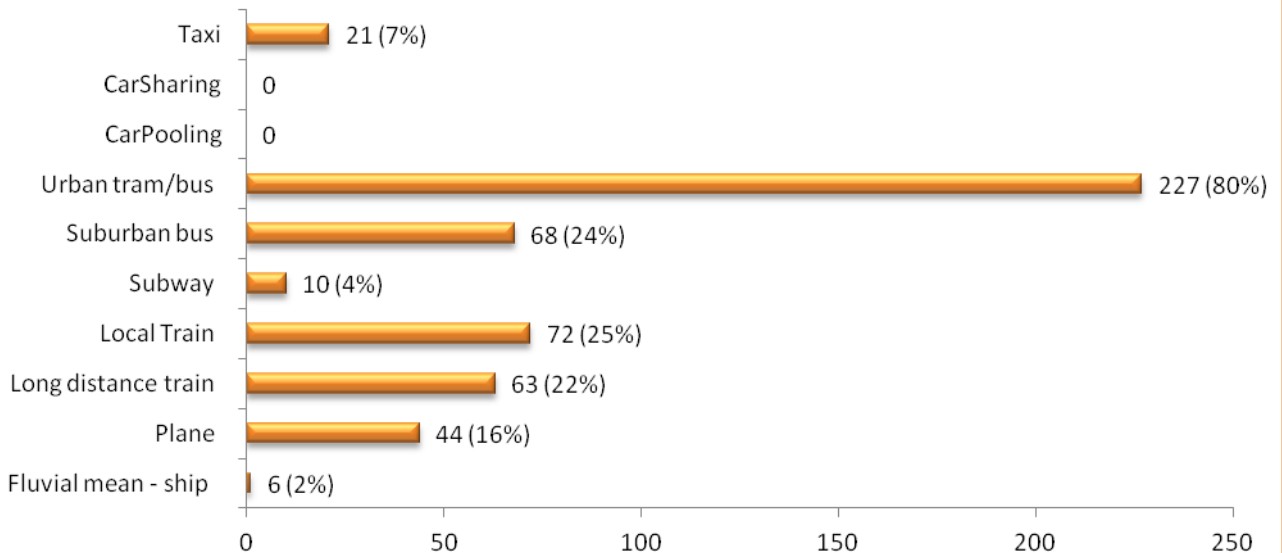
## Increase in rate



Total number of answers to multiple-choice:

241 people

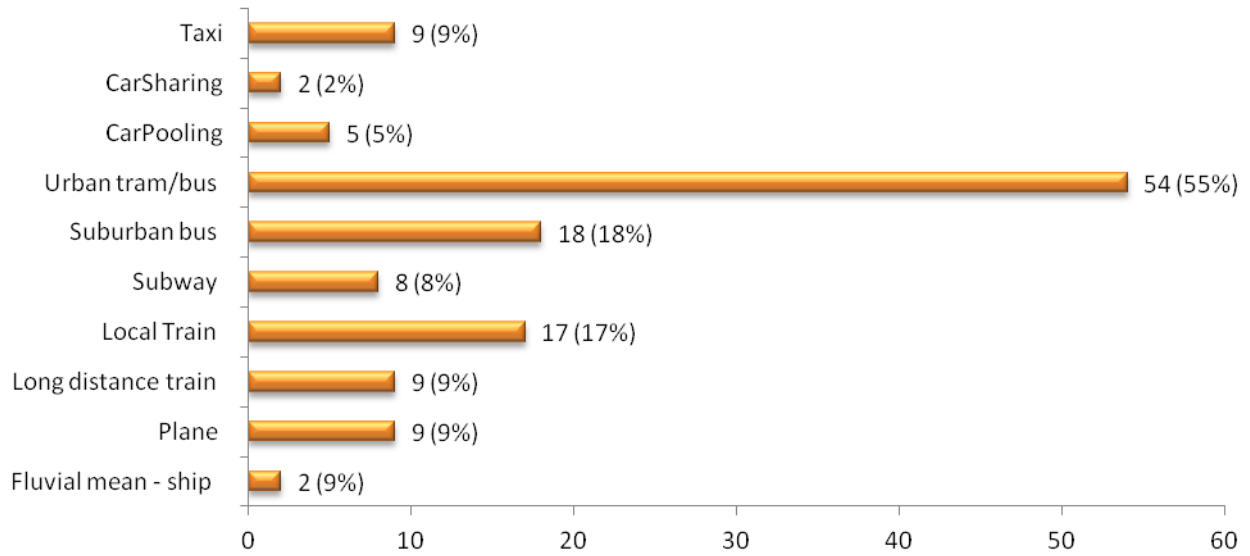
## Poor hygienic conditions



Total number of answers to multiple-choice:

283 people

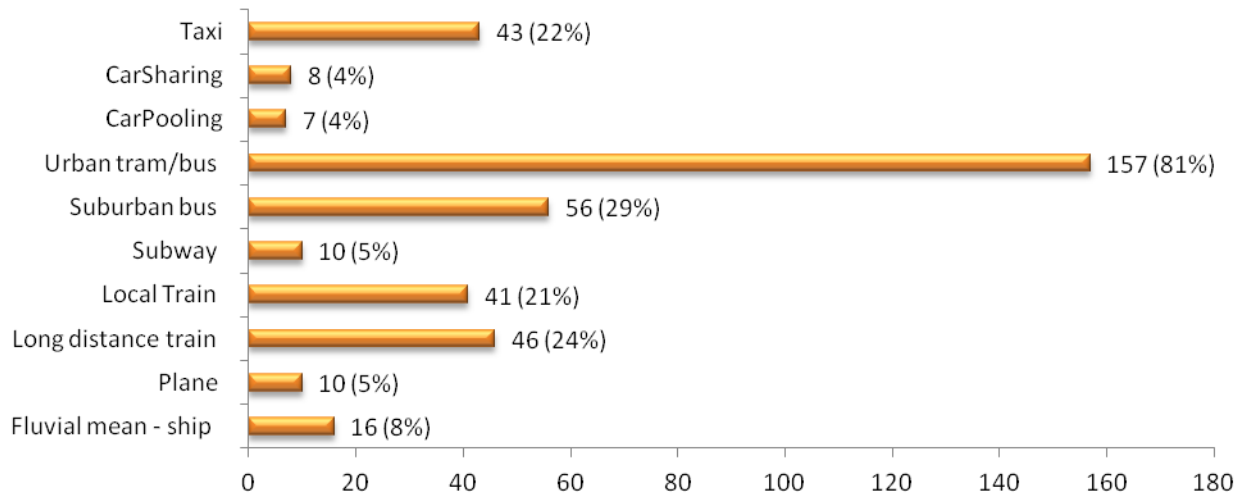
## Presence of architectural barriers



Total number of answers to multiple-choice:

98 people

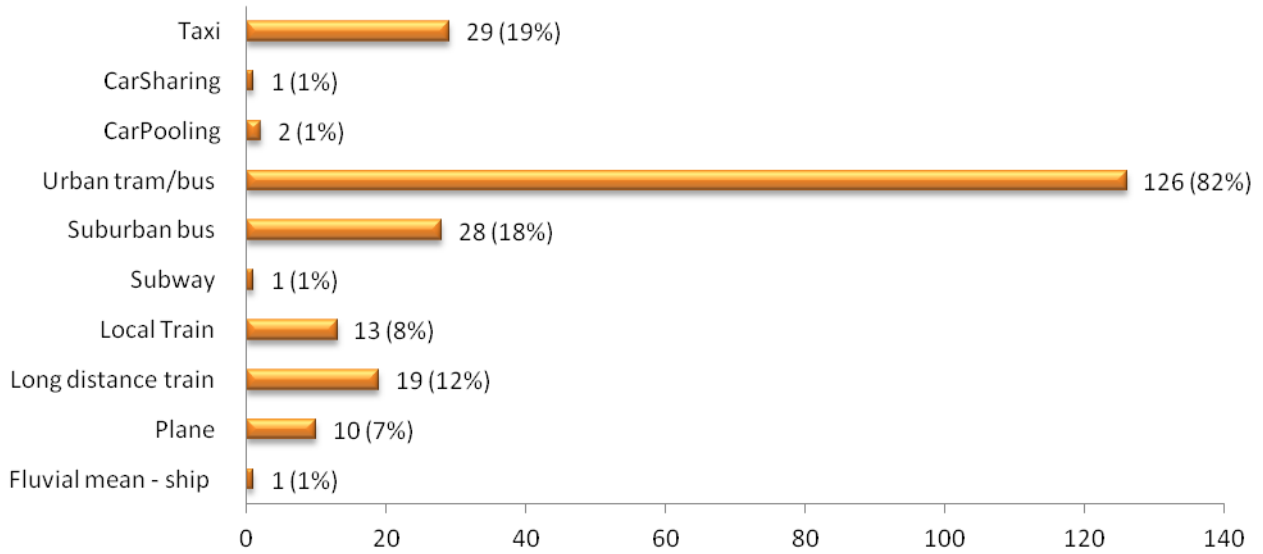
## Lack of assistance for passengers with reduced mobility/disabled



Total number of answers to multiple-choice:

194 people

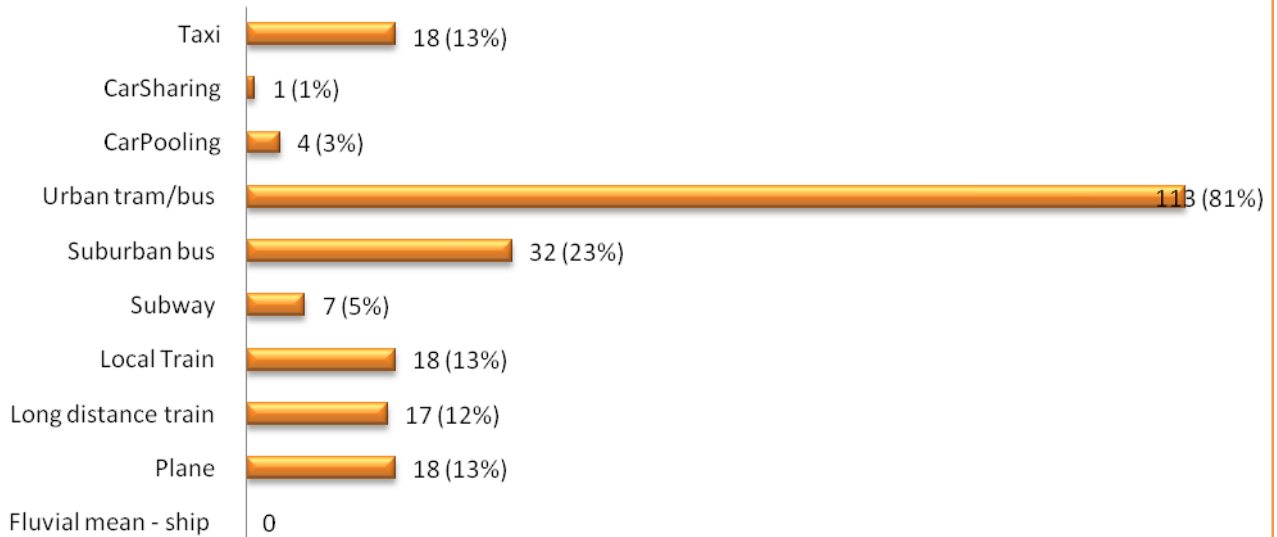
## Unsatisfactory handling of complaints



Total number of answers to multiple-choice:

153 people

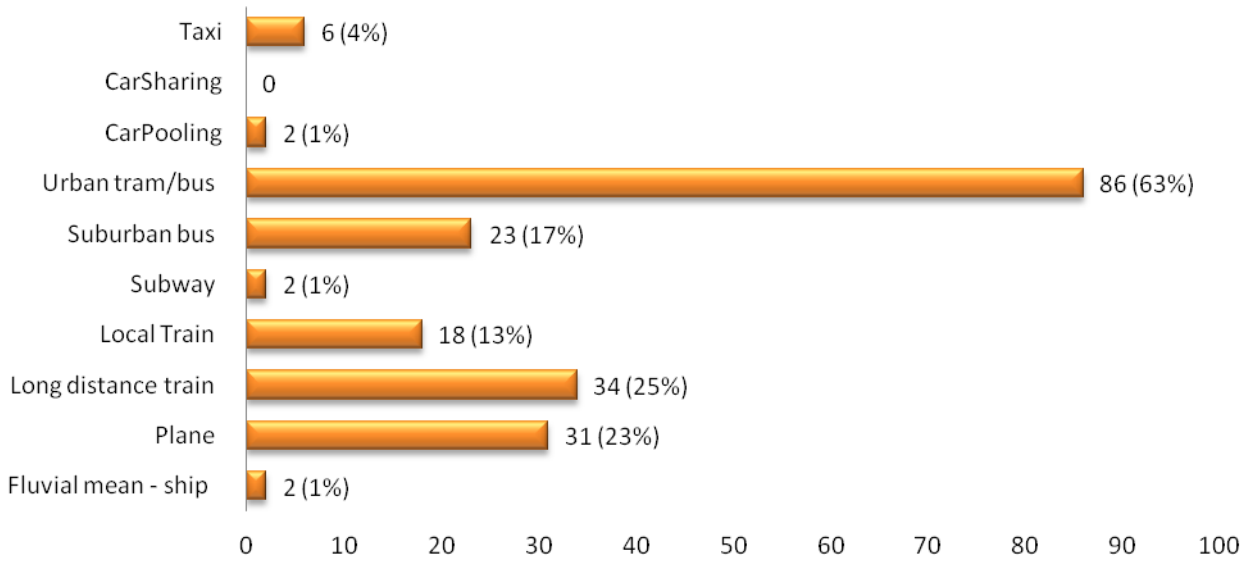
## Inadequate reimbursement in cases of a malfunction



Total number of answers to multiple-choice:

140 people

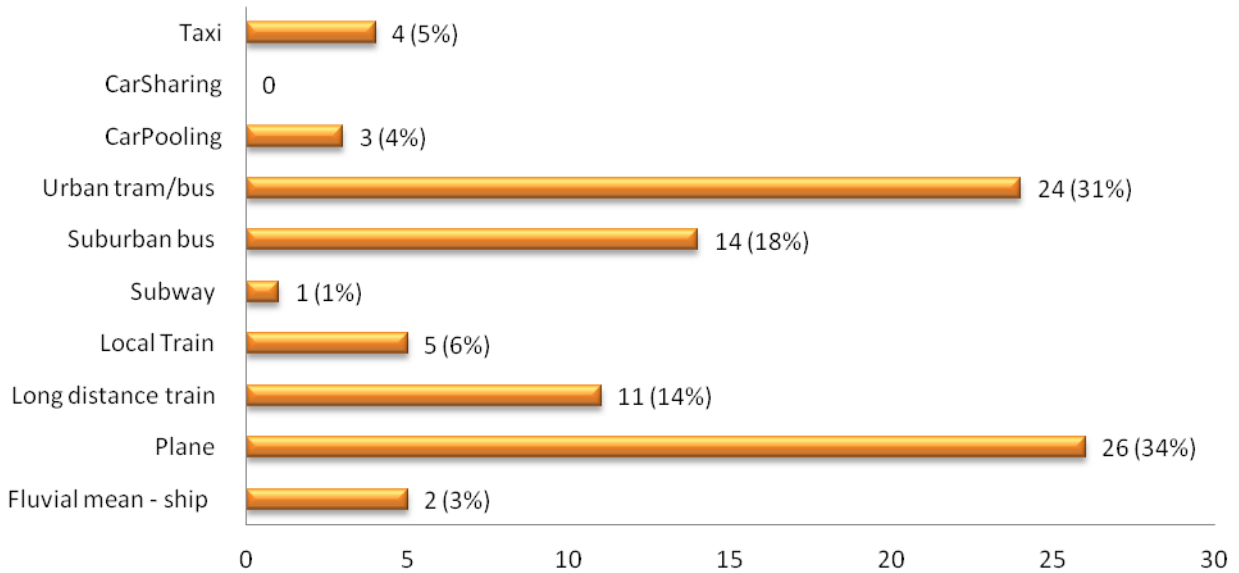
### Sudden cancellation of rides/flight



Total number of answers to multiple-choice:

136 people

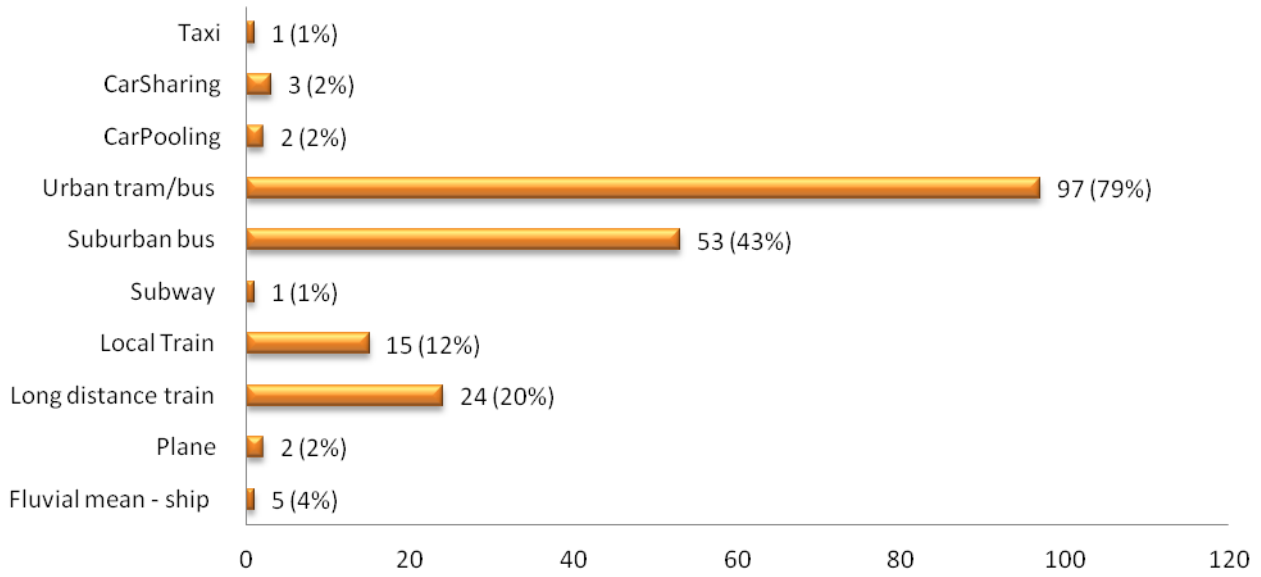
### Lost of luggage



Total number of answers to multiple-choice:

77 people

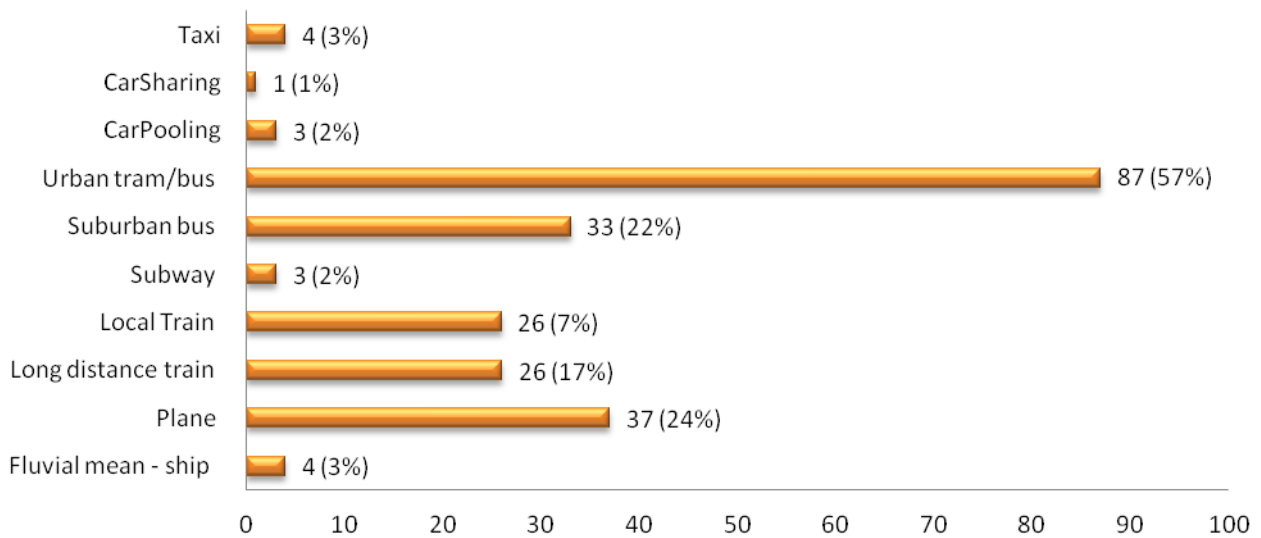
### Overcrowding/overbooking for airplanes



Total number of answers to multiple-choice:

123 people

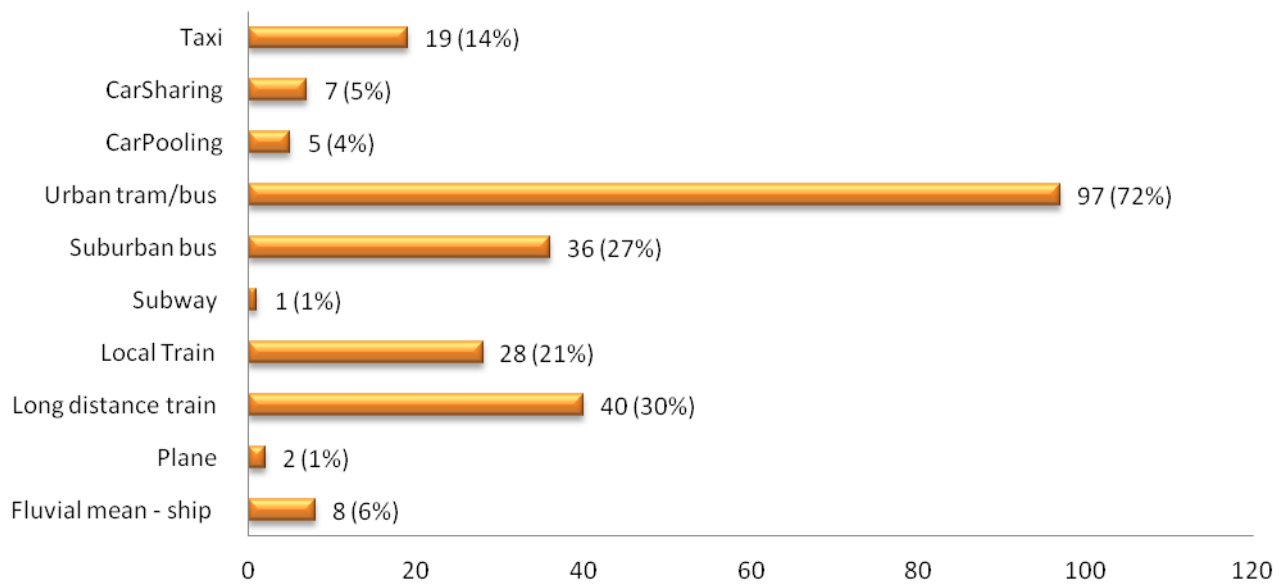
### Poor information about the different options of transport and travel times



Total number of answers to multiple-choice:

152 people

### Difficulty/impossibility of booking/payment service online



Total number of answers to multiple-choice:

135 people

According to EU Communication “*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.

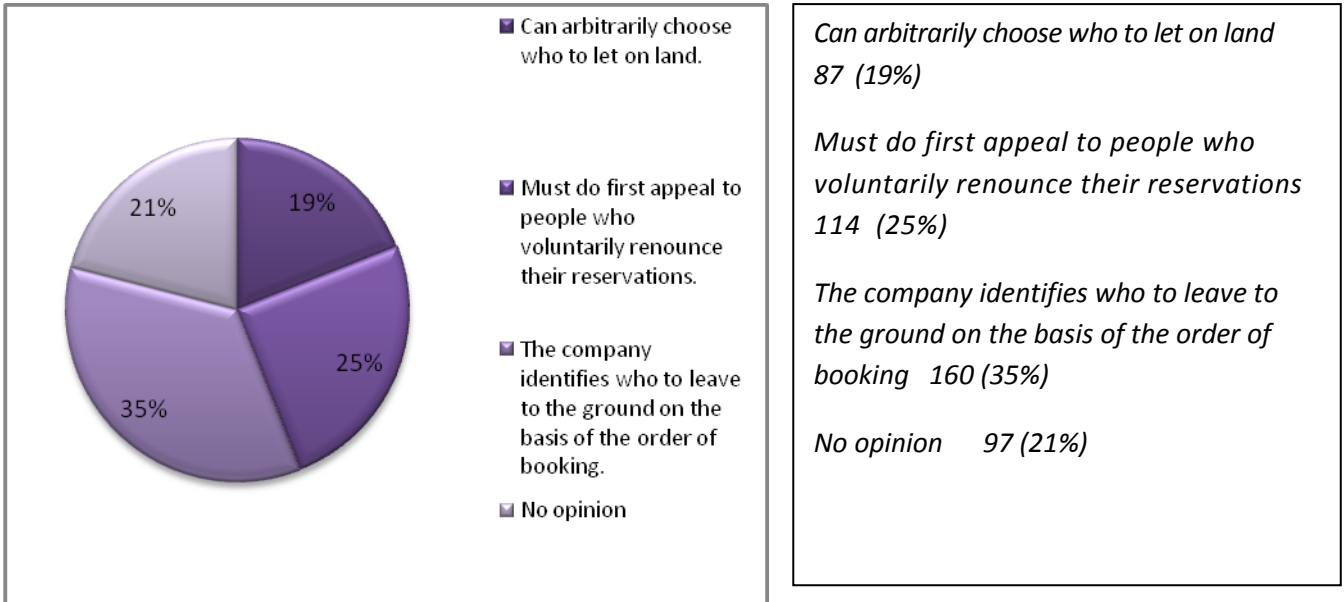
The following ten rights that stem from these principles form the core of EU passenger rights:

- (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)
- (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 fulfilment 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

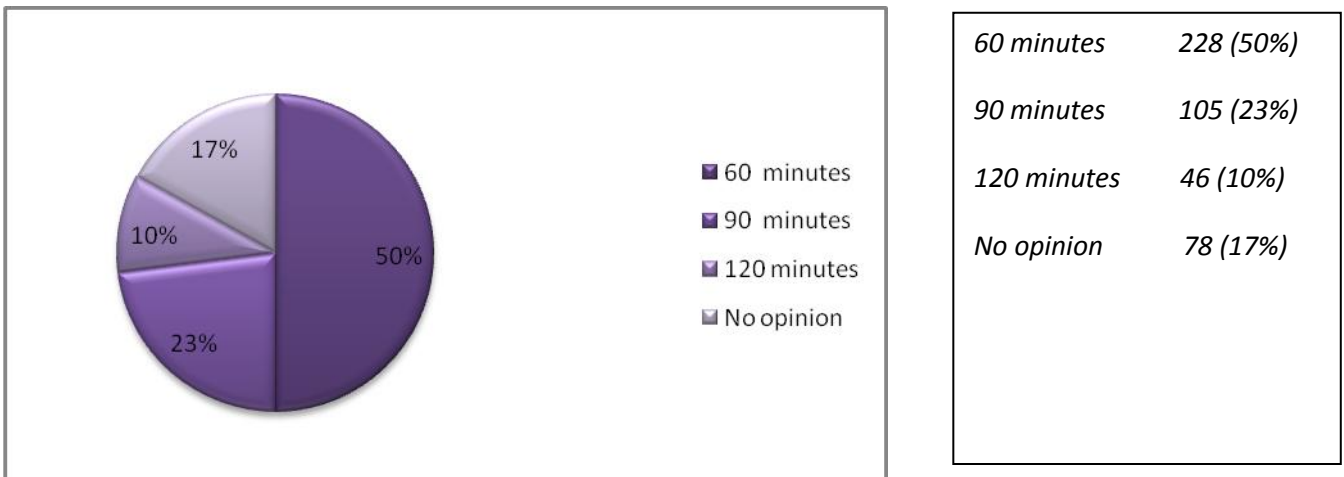
<sup>1</sup> <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0898:FIN:EN:PDF>



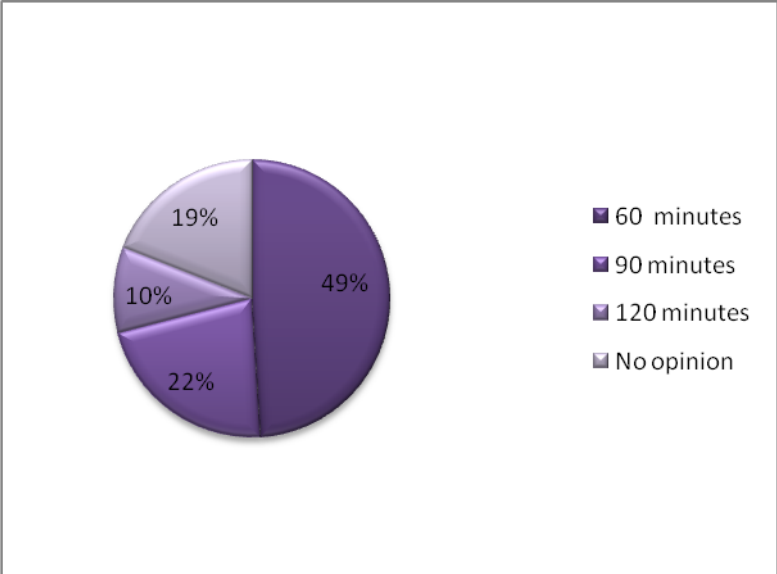
- In the last paragraph of this chapter, by means of graphs / tables, report data regarding DID YOU KNOW THAT ... (Section E):
  - Passenger rights & airplane
- In case of denied boarding, the airline:



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

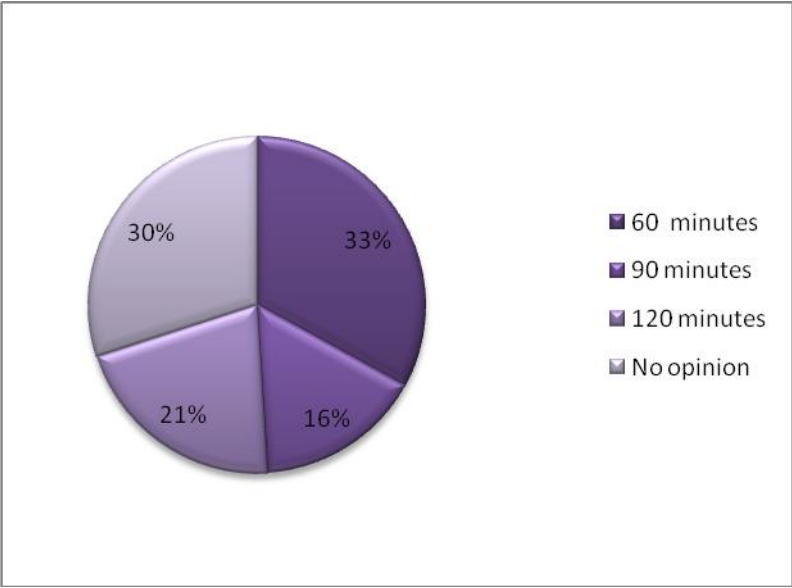


- Passenger rights & long distance bus
- I have the right to a refund of the ticket in the event that the race has changed with respect to the scheduled starting:



<i>60 minutes</i>	<i>222 (49%)</i>
<i>90 minutes</i>	<i>99 (22%)</i>
<i>120 minutes</i>	<i>47 (10%)</i>
<i>No opinion</i>	<i>89 (19%)</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:

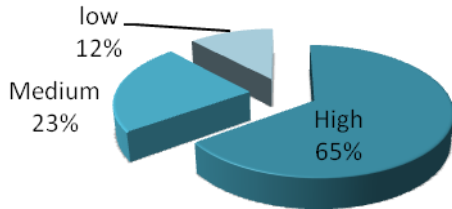


<i>60 minutes</i>	<i>152 (33%)</i>
<i>90 minutes</i>	<i>73 (16%)</i>
<i>120 minutes</i>	<i>96 (21%)</i>
<i>No opinion</i>	<i>136 (30%)</i>

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

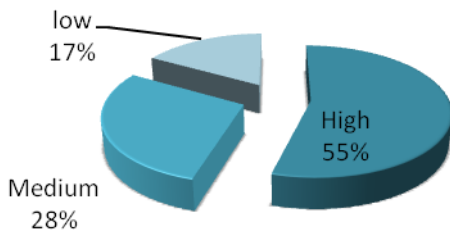
- By means of graphs / tables, report data regarding PROPOSALS (Section F):
  - What action would you propose to the institutions to improve mobility?
  - Interventions to encourage the use of bicycles

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



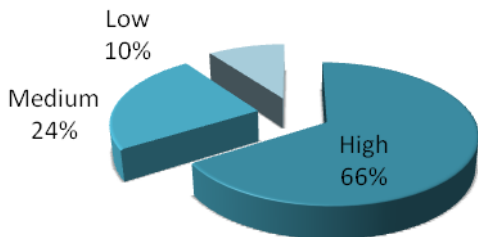
High	285	65%
Medium	101	23%
Low	44	12%

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



High	228	55%
Medium	119	29%
Low	70	17%

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	281	66%
Medium	102	24%
Low	43	10%

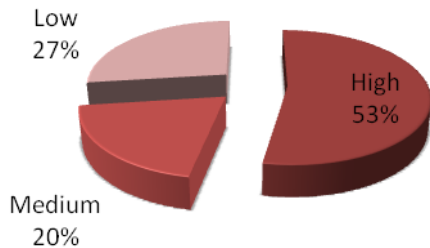
- Interventions to promote the use of local public transport / long distance

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



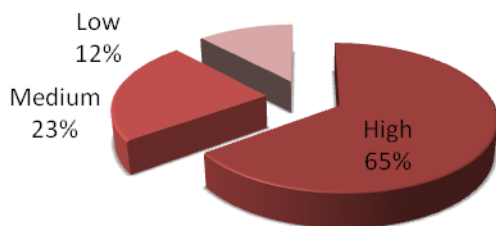
High	294	68%
Medium	95	22%
Low	43	10%

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



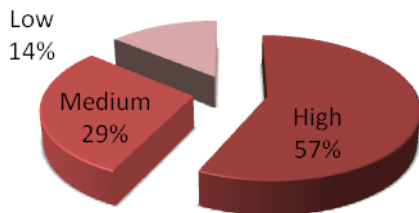
High	232	53%
Medium	88	20%
Low	118	27%

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



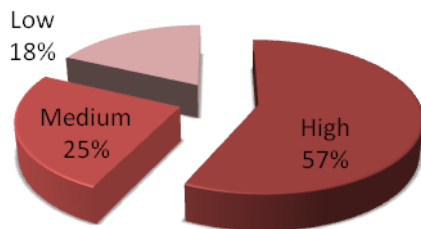
High	276	65%
Medium	99	23%
Low	48	12%

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.).



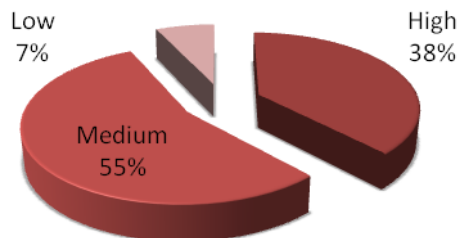
High	248	57%
Medium	126	29%
Low	61	14%

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



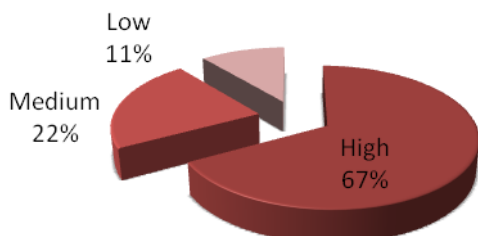
High	251	57%
Medium	108	25%
Low	80	18%

9. Introduce / increase the on-call service



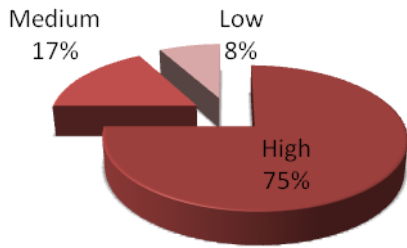
High	158	38%
Medium	232	55%
Low	31	7%

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



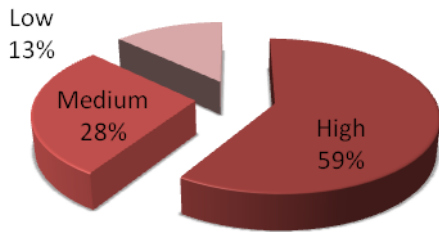
High	294	68%
Medium	121	28%
Low	17	4%

11. Cleaning ability in vehicles



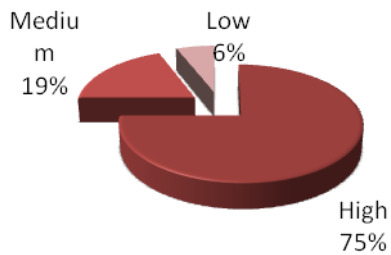
High	328	75%
Medium	74	17%
Low	35	8%

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



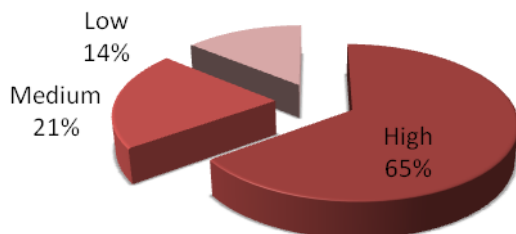
High	255	59%
Medium	121	28%
Low	56	13%

13. Invest in the newest and most comfortable vehicles.



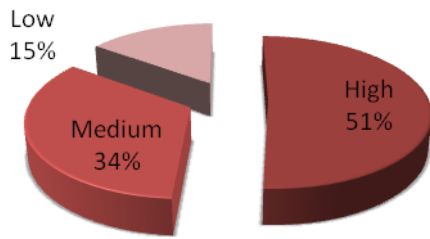
High	326	75%
Medium	83	19%
Low	26	6%

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



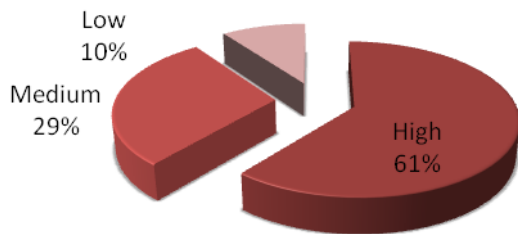
High	281	65%
Medium	91	21%
Low	61	14%

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



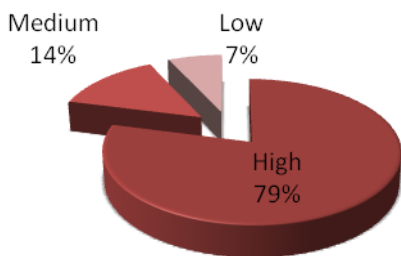
High	222	51%
Medium	148	34%
Low	65	15%

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



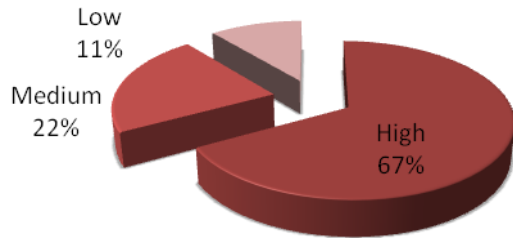
High	268	61%
Medium	127	29%
Low	44	10%

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



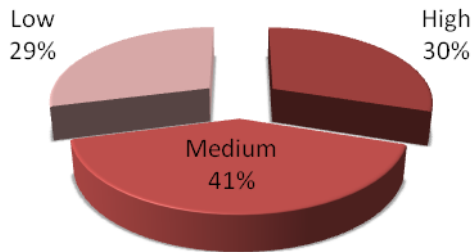
High	341	79%
Medium	61	14%
Low	30	7%

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



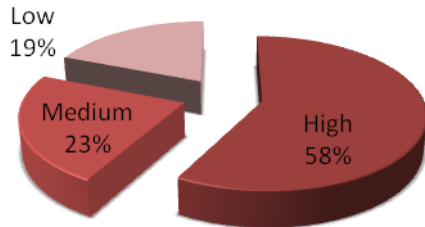
High	254	58%
Medium	109	25%
Low	74	17%

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



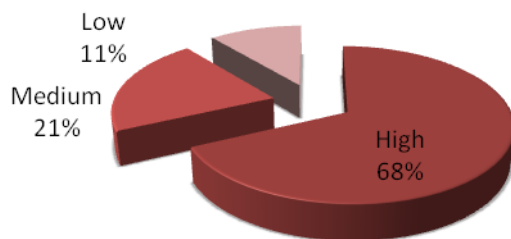
High	128	30%
Medium	176	41%
Low	124	29%

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



High	252	58%
Medium	100	23%
Low	82	19%

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

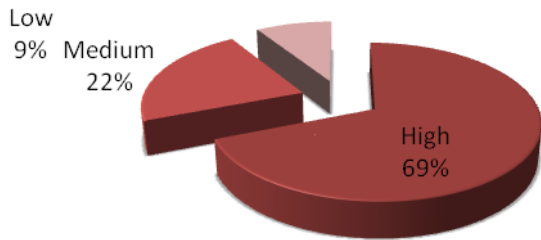


High	290	68%
Medium	89	21%
Low	47	11%

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

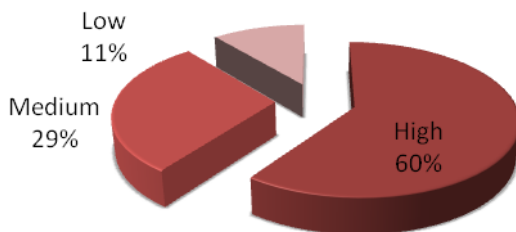


improvement of road safety.



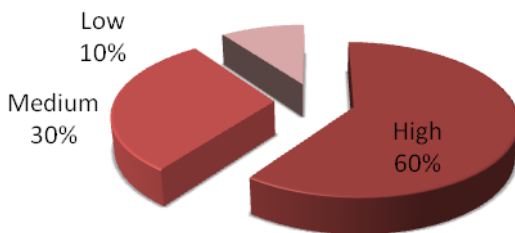
High	296	69%
Medium	94	22%
Low	39	9%

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



High	263	60%
Medium	127	29%
Low	48	11%

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	253	60%
Medium	127	30%
Low	42	10%

- Interventions to encourage car sharing

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



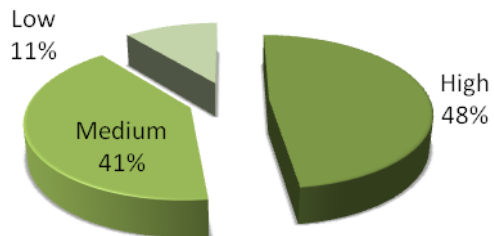
High	272	63%
Medium	121	28%
Low	39	9%

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



High	273	64%
Medium	106	25%
Low	47	11%

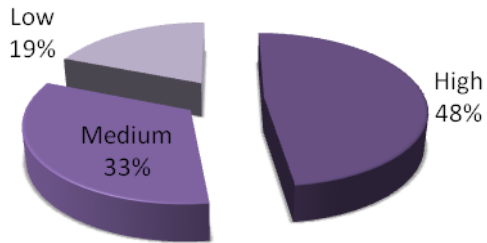
27. Predicting exchange points more and better connected.



High	206	48%
Medium	176	41%
Low	47	11%

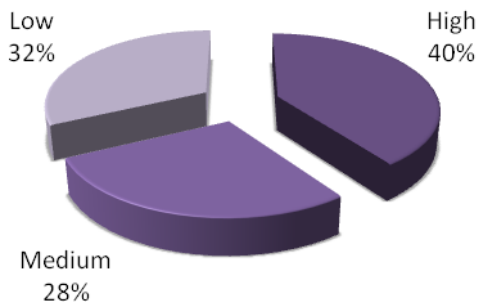
- Interventions to reduce the environmental impact of private vehicles

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



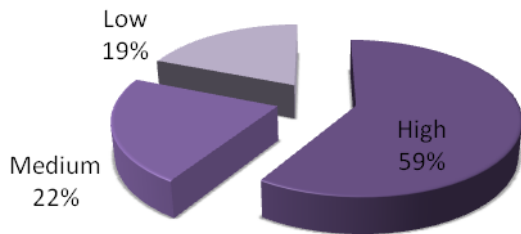
High	211	48%
Medium	145	33%
Low	83	19%

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



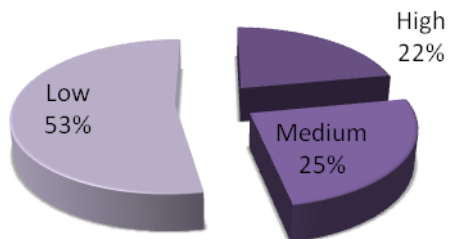
High	175	40%
Medium	122	28%
Low	140	32%

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



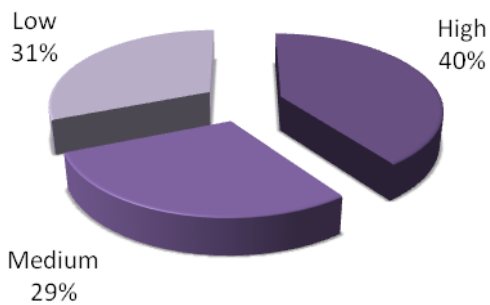
High	254	59%
Medium	95	22%
Low	82	19%

31. Introduce / increase circulation number plate.



High	97	22%
Medium	110	25%
Low	232	53%

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	176	40%
Medium	128	29%
Low	136	31%

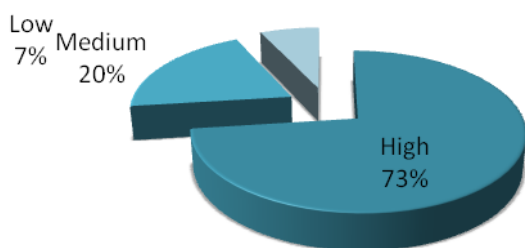
33. Promote educational programs to driving style safe and environmentally friendly in order to reduce road accidents as well as reducing noise and environmental pollution.



High	299	68%
Medium	92	21%
Low	48	11%

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

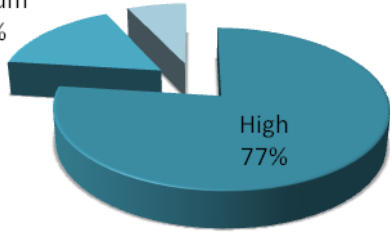
34. Introduce tax relief for producers in order to reduce the selling price to the price list.



High	315	73%
Medium	87	20%
Low	30	7%

35. Introduce tax breaks for those who purchase.

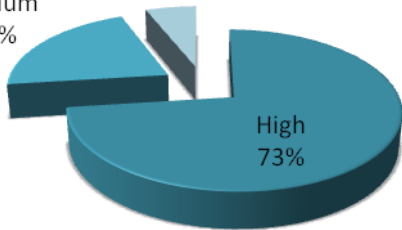
Low 7% Medium 16%



High	331	77%
Medium	67	16%
Low	30	7%

36. Expect more numerous dedicated infrastructure (charging stations for electric cars, dedicated parking spaces for cars LPG, etc.).

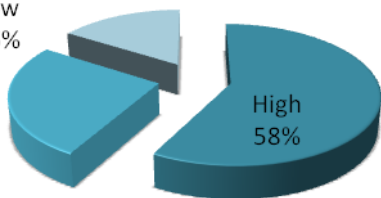
Low 6% Medium 21%



High	319	73%
Medium	92	21%
Low	26	6%

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

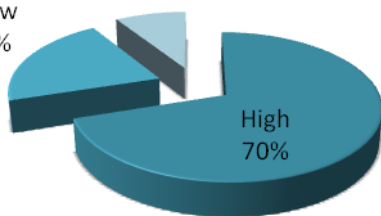
Low 16% Medium 26%



High	254	58%
Medium	114	26%
Low	70	16%

38. Apply discounts in highway tolls.

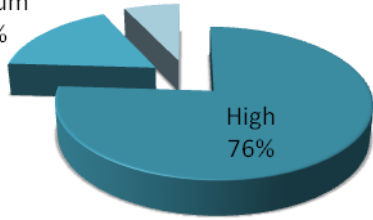
Low 9% Medium 21%



High	307	70%
Medium	92	21%
Low	39	9%

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

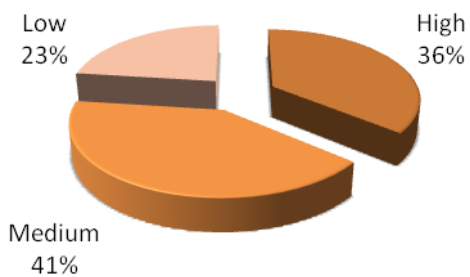
Low 7%  
Medium 17%



High	333	76%
Medium	75	17%
Low	31	7%

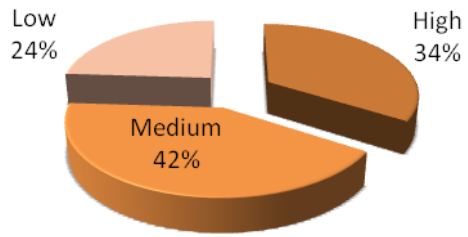
○ General interventions

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



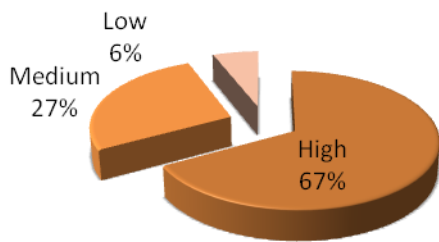
High	156	36%
Medium	177	41%
Low	99	23%

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	145	34%
Medium	179	42%
Low	103	24%

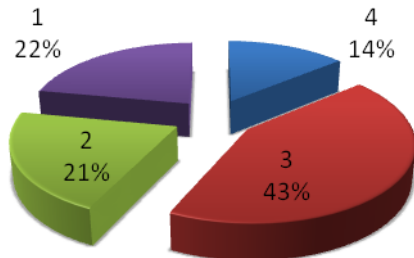
42. Encourage competition between transport operators (rail, air, road, marine)



High	289	67%
Medium	116	27%
Low	26	6%

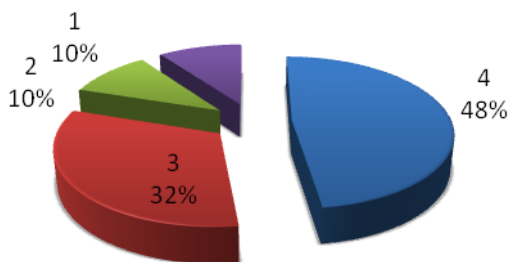
In the second paragraph of this chapter, By means of graphs / tables, report data regarding the responses to the question "F.2. DO YOU AGREE WITH THE FOLLOWING STATEMENTS? (Maximum 1 = disagree, 4 = maximum agreement) "

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



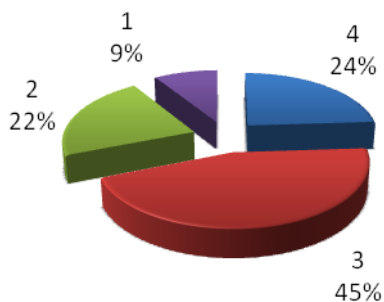
1	96	22%
2	92	21%
3	188	43%
4	61	14%

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



1	44	10%
2	43	10%
3	140	32%
4	210	48%

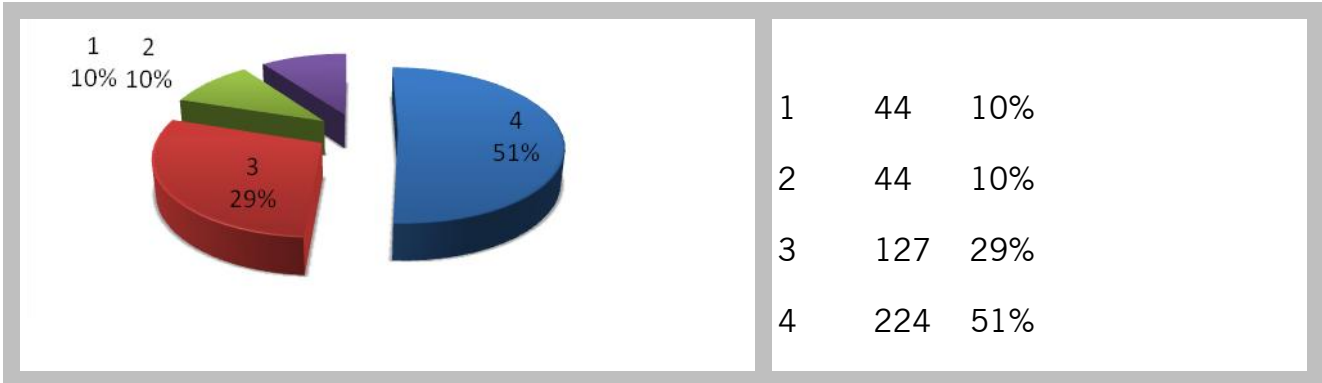
- F.2.3. The adoption of models of sustainable mobility mainly depends on the social responsibility of the manufacturers of the means of transport



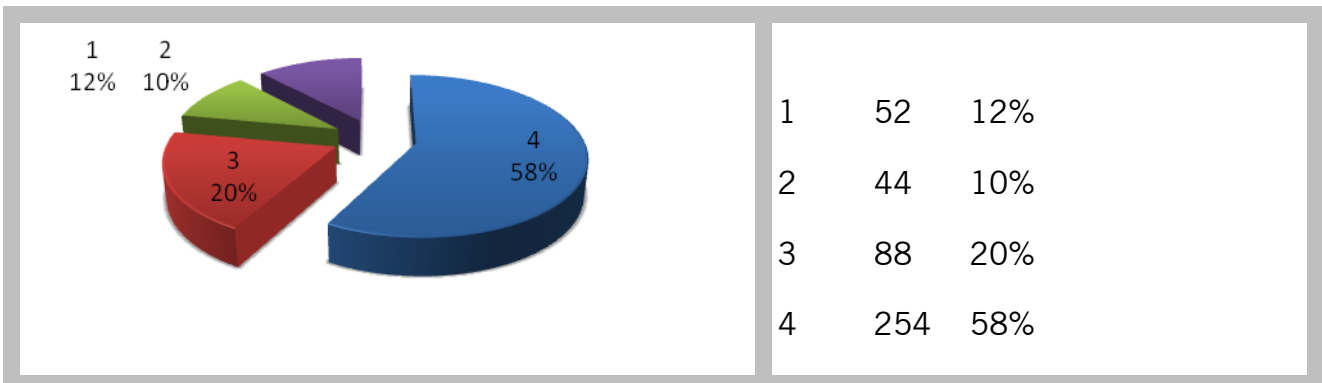
1	40	9%
2	96	22%
3	197	45%
4	105	24%



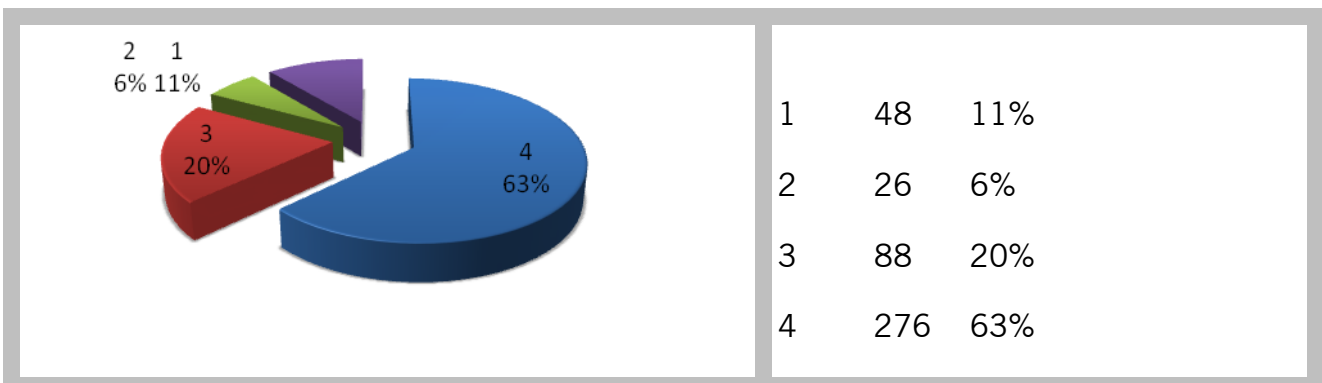
- F.2.4. Information campaigns and awareness play an important role to change the habits of mobility



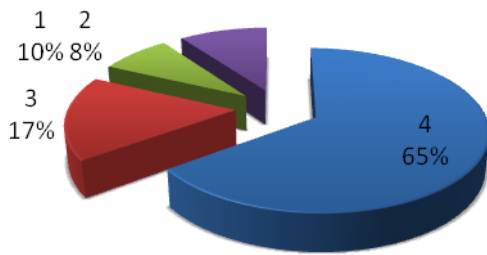
- F.2.5. In terms of mobility, public administrations should consult citizens more in defining and evaluating the plans of urban mobility



- 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



1	44	10%
2	35	8%
3	74	17%
4	284	65%

- 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

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.

It is important to know that instead of use of environmentally friendly vehicles, such as the prohibition on driving a car day or eco-driving even /odd days, more effective is affirmative action and imposing greater taxes for polluters to persuade citizens to change their stream of consciousness to preserve environment.

Smaller buses but more often.

Establish educational centers within schools and businesses in order to increase public awareness of the need to enhance mobility. Organize a public forum on the same topic and take concrete steps to bring it closer to the citizens ideas about the importance of this type of mobility.

Poor choice of transport - no metro, which is unthinkable, no local water transport, bus transport is solid, but not enough, local train is still very limited in scope. Immediate start work on the project, subway lines, and will be financed in the same way as the two new bridges.

Increase the number of bus stops, increase the number of bike trails. Get newer and cleaner buses, provide parking for bicycles.

Extend the existing and build new bike paths, edit and customize Coastal Sava for the use thereof.

Inform citizens.

Senta is a small town, urban traffic virtually doesn't exist. In my case, the use of public transport is only alternative, it would be the best to the develop local railways!

More often and better transport, as well as cheaper ticket.

The necessity of subway construction as the only solution for traffic jams.

Make the vehicle of public transport more comfortable, increasing the level of hygiene and installation of air conditioning in all vehicles. Establish a call center that would, in real time, receive complaints and comments of citizens to public transport services, and thus enable the application of arrogance driver, driving fast, long conversations over mobile phones and other irregularities that we are now witnessing. Provide parking area near the terminus of public transport, which would enable the passengers out of the city (and the suburbs) get to this point by their own transport, without need to enter the city, leaving the car in a secured (free) parking, and for city use public transportation / bike.

Consistent implementation of traffic regulations on all parties without exception.

Introduced competition in public transport.

Higher interest by the local government for cooperation of the citizens!

Cheaper individual tickets, introduce the possibility of buying return (bus) tickets at a lower price. Connect different private carriers.

Increase the number of new buses to replace worn-out used, not infrequently. Of course, increase the number of parking lines. More significant and clear traffic signs.

Serbia and Belgrade must make a subway that will connect suburbs. I also believe that our rivers are completely unused to traffic. I'm glad someone remembered to deal with this issue.

To improve the urban traffic: double buses that everyone can sit down, the better frequency of transport (2 minutes), cleaner buses and drivers who do not smoke on the buses (the same goes for taxi drivers). Likely under this circumstances, more people would use public transport then their own car.

Increase the awareness of the importance of the use of bicycles, provide adequate highway and tracks.

Bike to work!

Higher level of standards in the execution of all types of services and monitoring of continuous and severe sanctions for non-compliance.

Friendly vehicles to alternative energy for the vulnerable citizens .

Promoting cycling. Ban on old vehicles.

The increase primarily GDP, and therefore an investment in the same. Before replacing at least half of all public transport vehicles, as well as increase the capacity of transport units for at least 50%. This is the only way to increase mobility!

Improve conditions for public transport for mothers with children.

Bike paths and strips on the road, turning lanes into cycle, active protection of bicycle safety, safe bicycle garage. Instead of the yellow bus lane, for example, the introduction of red tape for cars in the driveway center. So the cars have only one bar, public transport and cyclists considerably more space for the smooth operation of this form of transportation. It is very important to everyday infrastructure is easily accessible by public transportation and bike - small shops instead of hypermarkets that are accessible only by car, sports facilities, then clinics / pharmacies, craft shops, restaurants, markets, nurseries and schools. Traffic lights are designed for the purpose of personal cars and public transport vehicles are usually blocked. You need to reverse the situation and programmable traffic lights to buses. Introduce a temporary pedestrian (weekends) in all parts of the city, with a tendency to move into permanent after 2-3 years of adjustment. At least once a month to impose a ban on personal transport vehicles (except bicycles) in the center. Drastically lower the prices of public transport and introduce the tickets for 1, 3, 5 and 7 days. Set up information boards with the times of arrival vehicles. More often public transport and reorganize public lines. Introduce accountability for misconduct driver (closing the door in your face, do not open all the doors in the cells, the cells missing the 2-3 meters ...).

Free internet point in more places and more info institutions to inform citizens. Change the school system to provide better information on contemporary issues, and more advertisements for modern and eco-friendly technology, discounts for eco stuff, etc.

Inserting information in the bus (on the screen) on efficient driving - introducing more bike trails. Education of drivers of public transport and telephone applications for citizens in terms of more things (for example, often see drivers who smoke while driving, throw the whole empty pack of cigarettes out of the window, do not rule out the engine during stops and in places that are not designed for that, generate noise and emit harmful gases into the environment, torture with music).

Reduce the price of tickets in public transport by 50% and at least 30% and more people who drive a car will start to use public transport because with this price it is not economically feasible to ride public transportation.

It takes a lot of work on the infrastructure for cyclists.

It is necessary to build a subway under urgent!

Frequent and neater transport and the most importantly thing is to adopt proposals form consumers-passengers and ensure their participation in decision-making on transport.

It is necessary to make people aware, explain the ways of improving the mobility and build parking spaces.

## *Civic recommendations*

### *During the meeting with four groups, we have concluded:*

- We should be more devoted to bicycling in general and for that purpose the active and permanent campaign should be conducted on the level of every EU member state. Let's make bicycling something what is IN and very "cool", let's make it popular and trendy;
- All country and every city, especially capital of Belgrade and big cities should be intersected with bicycle lanes. Citizens should be able to travel from upper north to the bottom south of the country and from city to city using just their bicycles. For that reason all bicycle infrastructure need to be built in urban and rural areas what includes building of bicycles highways, reconstruction of old and ruined infrastructure and harmonization of regular traffic for bicycle commuters. Also the rail traffic needs to be harmonized and bike cars provided.

Bicycling needs to be promoted in general and especially promoted as smart way of transportation in cities that can help creation of bicycling culture where the clean environment, economic sustainability and physical activities would be valued;

- Modernization of the Serbian rail: for the purpose of mobility from many aspects the Serbian railroad needs to be modernized and rail traffic in general promoted. Currently the rail cars are outdated and rail roads very old what is the main cause why the citizens in Serbia avoid the rail traffic. Generally the quality of the rail transportation needs to be improved what means:
  - replacement of old trains with new that meets all EU standards and quality criteria;
  - providing at least one bike car per train;
  - camera coverage and other safety requirements;
  - higher level of rail service;
  - better hygiene in the train;
  - precise timeline with electronic information boards;
  - replacement of old rail roads that would make trains go much faster;
  - clean and pleasant rail station;
- River traffic: more attention needs to be paid on river traffic. Serbia has four rivers (Sava, Danube, Tisa and Begej) where the river passenger and cargo traffic can be performed. River traffic can be very important part of public transportation but for that there are some prerequisites that government has to insure and to regulate in that area and some of these requisites, that river public transportation can not function with out, are the river gas stations and river passenger stations.

This is very big problem for every Serbian city that is located near the river, or the river is passing trough. Although lying on two rivers, Belgrade, the capital of Serbia, still has

no fuel station that would make it possible for boat owners to fill the tank while on river.

One gas company called "NIS" has begun the process of acquiring a permit to set up this facility for supplying recreational vessels on the Danube with fuel and it is expected that floating fuel station will be put in operation shortly before the start of the boating season, in March 2014. and will have a capacity of 60,000 liters, but it is not realized yet.

- Active media campaign: national government needs to be more involved in promoting environmental protection and mobility and for that reason more active campaign is needed.

The national government needs to be pushed to put more effort in to promotion of these values, and to encourage to respect them, using some of the many resources that are available. For example:

- more intensive TV and radio campaign can be performed on the national and private frequencies during the European mobility week and in the week when the World Earth Day is celebrated, with commercials and television spots that would promote all these values;
  - street campaign with street actions that would be performed during these events, that would show how the environment, clean energy and alternative way of transportations are very important for us;
  - 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;
  - in terms of permanent campaign the TV and radio shows on national frequencies needs to be restructured, TV dramas and popular telenovelas can be changed for more useful and science based program that would all promote clean environment, clean energy and healthier way of life;
  - special program can be designed just for the kids and younger generations in general, that would promote these values and deliver the message on funny and creative way through the cartoons and funny TV spots and radio commercials;
- Primary education in elementary schools: one of the very important factors that will orientate new generations is work with kids in the classroom and outdoors what will inspire long-term interest in science exploration and environmental preservation. Elementary students are filled with a natural curiosity and ecology is an accessible science that promotes observation and investigation, as well as environmental awareness.

Also school programs needs to be revised in order to incorporate these topics in the school program that could encourage children to formulate their own opinions, make decisions and urge their involvement with the impact of their own actions in the environment. Children needs to learn why these topics are important and what does the ecology mean, what is the clean energy and why they should use public transportation and many things more.

- No tax on mobility: in Serbia and many, many other countries the public transportation services are still under VAT system as well as the cycling equipment and similar merchandise. The government needs to adopt the tax free regime for all goods that helps mobility and environment protection.  
In many European countries there is tax exemption for bicycles, tricycles, rollers and pedelec (pedal electric cycle) with other equipment (cycle helmets and bulb horns, lights, including dynamo packs, mirrors and mudguards to ensure riders visibility, cycle clips and dress guards) in order to encourage more commuters to cycle on their every day journey.  
Public transportation should also be exempt from the tax system in order to reach cheaper prices of the transportation services that would encourage citizens to use more public transportation versus private cars.
- Reduction of fuel taxes for public transportation: one of the biggest causes why the public transportation is sometimes very expensive are high fuel taxes. Fuel prices by it self, usually, are not so expensive as the fuel with tax making the fuel prices very high. Fuel taxes are usually going from 50% to 80% what is the case in Serbia too.  
For this reason, fuel taxes need to be subject of change for some categories as public transportation in order to decrease public transportation service prices and to gain more users of public transportation.
- Government officials to use public transportation or bikes: politicians needs to be aware that citizens are sometimes lead by examples and in order to show that pollution reduction, clean energy and healthy environment are true values which government is representing all government officials need to show their own example and in this case ride public transportation or cycle.  
During the years some practice would be established where all government officials would have to use public transportation or bike instead of car. That kind of practice could be realized few times a year and for example it could be organized for World Day of Planet or for European mobility week during all week.  
This kind of examples would encouraged all citizens and motivate them to do adopt the same practice and turn it to the way of life.
- More traffic signals for pedestrians:
  - more traffic lights with push button for pedestrians with minimum waiting time for green light;
  - more traffic lights with audible pedestrians signal;
  - more crosswalks for pedestrians where they will be able to cross the street what would make the movement much easier;
  - more green zones between the pedestrians sidewalk and driveway with dense bushes that could protect pedestrians from noise and smoke;
  - more cameras and speed limitations for pedestrian safety;
- Subway: construction of the subway will be one of the biggest challenges for Belgrade in this and next decade. More then two millions of people live in Belgrade and more then one million is using public transportation and only underground rapid transit rail system can take that pressure because it is the fastest and the most efficient way of public transportation today.  
Comparing to the vehicle powered on conventional fuels, the subway is 100% long term sustainable and also very adaptive to ecological principles.

- More cycle infrastructure:
  - more cycle lanes;
  - more cycle traffic signals;
  - more cycle parking lots;
  - more rent-a-cycle check points;
  - more cycle long distance highways;
  - development of national cycle route map;
- More restricting yellow lines that restrict movement of private cars during rush hours in favor of public transportation and harsher penalties for violating the rules, what also includes better monitoring with more cameras and speed limitations for pedestrians safety.
- More trams: public transportation in Serbian cities is mainly operated by buses. Bus transportation in terms of pollution, even much better than car, is still high level polluter comparing with trams. Trams powered on electricity are representing perfect usage of clean energy and it should take bigger role in the Sustainable Urban Transport City Plan in every city in Serbia.
- The lack of charging stations for electric vehicles is one of the main reasons why people around the world still do not believe electric vehicles are an alternative to petrol and diesel cars. Although he has produced a relatively large number of electric cars, the number of charging stations for electric cars is very small.  
 In Serbia till today there is no any existing charging stations for electric cars. It is the government responsibility to put the first effort in this area and build infrastructure to encourage all actors in this area, customers and producers. The goal is: to create a network of charging stations around the state so anyone owning an electric car knows a power jolt is nearby.



## *Good practices*

- *Public transportation in the city of Pancevo*

Description - Public transportation in the city of Pancevo is mainly based on the bus transportation by the 95 % and taxi transportation by 5%.

In the city of Pancevo there are few transportation companies operating, but the "PUC Pancevo Transportation" is the most used one because of the best and most frequent timetable they are offering on the main route to the city of Belgrade what is about 12 kilometers long.

For majority of the passengers using this transportation and traveling to the another city is only option and part of every day routine as going to work, in school, shopping, meet with someone or else.

For many years vehicles of this company were powered on the diesel conventional fuel what had its negative ecology and economic impact as these fuels are becoming more and more expensive what encreases cost of transportation services for citizens and becoming less accessible to all.

For that reason city of Pancevo together with PUC Pancevo Transportation launched pilot project of start using Compressed natural gas (CNG) in Pancevo public transportation. Department for Environmental Protection of city of Pancevo provided funds for one new bus which was powered on natural gas (CNG) which is much more accessible in terms of costs and has much less negative ecology impact as diesel fuel.

By the project they planned to buy few of these buses to the end of the year, present the project to the citizens, analysis pubic opinion and make economic analysis for purpose of transition from diesel fuel to compressed natural gas and for purpose of implementing this technology on all vehicles that are used for public transportation of the citizens.

In the CNG buses the bus ticket will be cheaper for passengers than ticket in the buses powered on diesel fuel and these buses will have its timetable during the day.

Main objectives / Resources / Outcomes - Main objective of this project was to reduce pollution and eradicate emissions in terms of negative impact on ecology. These fuels are also cleaner-burning and renewable, so they put little relative strain on the environment. LPG and CNG are fuels that when burned, emit much less pollutants (than gasoline) including carbon monoxide, unburned hydrocarbons, Green fuel pumpsulfur dioxide, particulates and volatile organic compounds.

Also another main goal is to improve economic sustainability of the transportation company and to bring business on the another level where the expenditures will go permanently lower. This will also make expenditures lower for citizens.

Actors involved :

- Public Utility Company Pancevo Transportation;
- City of Pancevo - Department for Environmental Protection;

Development of the Good practice (activities):

- Promoting natural gas in the transportation sector;
- Providing new buses and technical equipment;
- Promoting natural gas and its benefits for citizens and among the citizens;

Obstacles found - This practice was well accepted by the citizens of Pancevo but main obstacle was that this vehicles and motors are expensive and that funding is needed and that it will take some time to implement new motors in old vehicles and to buy new vehicles with this technology.

City of Pancevo together with CUP Pancevo Transportation launched this as pilot project to end of the year 2013. when they will make economic analysis and financial report and based on that open discussion for new budget for 2014.

Means used to overcome or remove the obstacles - The city government made promise that in the next period they will try to set up this practice as trend for coming years because transportation on natural gas is the only future for "PUC Pancevo Transportation" in terms of economic sustainability and company development and only alternative for current ecology crisis because it emit much less pollutants (than gasoline) including carbon monoxide, not burned hydrocarbons.

Also city government made promise that they will keep promoting this vehicles powered on alternative fuel and based on result of ot the pilot project, they will request funding from the national government.

Impact on all participants:

- less cost of the transportation service;
- healthier environment due to less pollution for all citizens, passengers and not passengers;
- better economic perspective for PUC Pancevo Transportation;
- all transportation sector;

According to you, is this Good practice reproducible? - Also this particular practice was very welcome by the citizens because lower cost of transportation services due to lower price of natural gas versus diesel fuel what the vehicle were using for past several years.

These activities will be good example for all transport sector how they can improve their services and will increase environmental awareness of citizens.

According to you, is this good practice innovative? - Yes for Serbia because there is just few cities who adopted this practice but just in general. There is no city who are using natural gas on every vehicle but all of them are tending to and official the keep promoting that practice.

Short description of the organisation/public institution - "ATP" was founded in 1948. At the beginning in 1990. the "ATP" becomes a public utility company, founded by the municipal assembly plant.

In addition to the basic activity, "ATP" is engaged in other activities: services tourist office, maintenance of buses and commercial vehicles for third parties, technical inspection and registration of all types of vehicles.

Within the transport sector it performs:

- 17 lines of long distance transportation;
- 5 lines in suburban transportation;
- 8 lines in urban transportation;
- 1 line (seasonal) in the carriage of passenger;

Website for the good practice:

[http://www.busevi.com/index.php?view=article&id=1642%3Aprvi-cng-autobus-u-voznom-parku-atp-qpanevoq&option=com\\_content&Itemid=8](http://www.busevi.com/index.php?view=article&id=1642%3Aprvi-cng-autobus-u-voznom-parku-atp-qpanevoq&option=com_content&Itemid=8)

- *Mobile information system – Bus Plus USSD system*

Description – Bus Plus USSD service is providing passenger information about the approach of public transport vehicles to the station and refers to the lines of public transport in daily traffic.

By calling \* 011 \* Code # station, travelers can find out how many stations are located on two lines of vehicles that arrive. In addition, lines 7, 17, 23, 29 and 95 is possible to obtain information about the approach of the vehicle in minutes.

The first official Bus Plus applications with a logo Bus Plus lets you through your cell phone, get information about public transport lines and stations in Belgrade in relation to your current location. The application also allows you to quickly search the desired stations and lines and their location on the map of the city and also shows the positions of vehicles in daily traffic for the selected lines or all lines that run into a specific station. In this way, enables the monitoring of passenger vehicles in real-time traffic.

Also, on some stations will be provided electronic information boards but not on all.

Main objectives / Resources / Outcomes - Main objective is to make public transportation more accessible to the passenger and to motivate more citizens to use public transportation in every day life by modernizing it with new technologies.

Idea is to make public transportation more comfortable for the citizens and gain trust of citizens in public transportation as they will always be able to access information about the bus they need.

Actors involved :

- City of Belgrade;

- Department of transportation of Belgrade;

Development of the Good practice (activities):

All activities were taken by the city government and private partners that include:

- informing the citizens;
- implementing the system;
- testing;

Obstacles found - These project is based on the concession between city of Belgrade and Apex Solution Technology company that private company will provide funds for all technical equipment and ensure that all system can fully start from February 2012. in exchange to percentage of all profit that is made by using public transportation by citizens of Belgrade.

Soon after the discussion was open by some groups of citizens who did not like partnership between city and private companies and who opposed the idea that some profit goes private sector.

Means used to overcome or remove the obstacles - These problems were overcome by active campaign by actors involved in the project. Main argument was that the city can not provide financial support for this system that include not just mobile information system but all system vehicle satellite control, printing ticket, ticket distribution, etc.

Factors that facilitated the process:

- Financial funds;
- Active campaign for modern and better transportation;
- Media support;

Impact on the all participants – As the public transportation is modernized, waiting the bus on station is not any more obstacle and difficulty for all passengers, those who are using public transportation every day and those who are using it with from time to time.

This practice, we believe, has encouraged the citizens for using public transportation on every day basis and especially in the moments of traffic jams, by making the public transportation service so easy to use and in the same time more comfortable and accessible.

Benefits (direct and indirect) for the different actors involved - Passengers are able to access these services from their home what helps them to better organize their time instead of loosing it on the station waiting the bus. Also this means that shoppers can stop for a coffee or wait for the bus at night in a safe haven, rather than stand at the stop.

Benefits (direct and indirect) for the citizens - As the public transportation is modernized, waiting the bus on station is not any more obstacle and difficulty for all passengers, those who are using public transportation every day and those who are using it with from time to time.

This practice, we believe, has encouraged the citizens for using public transportation on every day basis and especially in the moments of traffic jams, by making the public transportation service so easy to use and in the same time more comfortable and accessible.

According to you, is this Good practice reproducible? - Yes, city of Novi Sad was following this practice too, and now it is in the process of implementing the system because of good result that are shown in Belgrade. Also this practice is already proven in many other countries.

According to you, is this good practice innovative? - Yes because it is not implemented in all countries in EU and especially it is not implemented in smaller cities and communities and it is important to follow these practice for every city we have public transportation because just the modern and comfortable public transportation will take over the battle against cars.

Website for the good practice:

<https://www.busplus.rs/>

<http://en.wikipedia.org/wiki/BusPlus>

- *Ride across Europe*

Description - Construction of bicycle lead-up roads for better physical connections in the Hungarian-Serbian border region. Lead beneficiary is the Public Utility Company "City Roads" Novi Sad, while project partners are the Municipality of Mórahalom, Hungary, and the Public Enterprise for City Construction and Development Novi Sad. The project includes activities on the development of infrastructural facilities of bicycle lanes.

Main objectives / Resources / Outcomes - Main objectives of this project is to bring mobility of the people on the higher level in this municipalities. Construction of bicycle lead-up roads and other activities by the project will make better physical connections for those people between municipality Futog, Begec and city of Novi Sad.

Problem of these municipalities is that they do not have public transportation which is operating in it and that would take citizens from one to another part on municipality. Also the timetable of the city buses towards city of Novi Sad is very rare and not very reliable. For these reasons constructions of road for bicycles is very important for citizens because it will stimulate and motivate them to use bicycles and will bring mobility of these communities on higher level.

Actors involved :

- City of Novi Sad with municipalities Futog and Begec, Serbia;
- City of Morahalom with municipality Reska, Hungary;

Development of the Good practice (activities) - Activities of project partner Public Enterprise for City Construction and Development include the construction of the bicycle lane between Temerinski put and the E-75 Highway, while Hungarian project partner, the Municipality of Mórahalom, is in charge of the bicycle lane construction works between Mórahalom and Rösztke. Total project budget is €1,307,458.40, €361,777 of which refer to the Public Utility Company "City Roads" and €258,360 refer to the Public Enterprise for City Construction and Development.

Benefits (direct and indirect) for the different actors involved - Construction of bicycle road by it self is benefit for all, especially for city of Novi Sad because the problem of public transportation in these communities will be reduce with out bigger financial expenses for more less short period of time what is one year.

Also, bringing the bicycles as alternative to the public transportation will keep healthy environment in these communities and save it from the pollution.

Benefits (direct and indirect) for the citizens - For the citizens this means directly easier life, and more comfortable and more intensive daily movement. Before with out road for bicycle riding the bike was very hard and dangerous especially for children and third generation.

Impact on the all participants - Citizens will have be able to travel with bike without waiting the bus for long time.

Website for the good practice:

<http://www.novisad.rs/eng/ride-across-europe>

- *Rent a bike*

Description - Markoni sport is Belgrade private company for renting bikes. Markoni sport is providing citizens to rent a bike in one part of town, drive it and return it back in another part of town.

This company has few check points in central places in town which make it possible. If you rent a bike in one municipality you can return it back in another, close or very far from that one.

This company allow people to rent a bike for all day by very small prices of one euro per bike.

For citizens this means easy, quick and healthy way of transportation to the close and middle-far places, even to the very far destinations for some.

For a few years already, people are able to use bikes on daily basis for going to work, school or other occasions with out going back to return a bike.

Main objectives / Resources / Outcomes - This practice has direct impact on improving mobility and reducing the pollution. Making the usage of the bike so accessible stimulated people to use bikes more then before what have had many benefits for citizens and for city of Belgrade.

Driving the bike is completely compatible with environmental sustainability and much more healthier because it means physical activity.

Development of the Good practice (activities) - Private company Markoni sport has its offices on city central places and central municipalities. Also passenger can obtain the map with Markoni bicycle check point where to return the bike.

Obstacles found - Obstacles are that Belgrade is still in process of bicycle roads construction. Just municipality New Belgrade is covered with bicycle lanes while on the others passenger has to use just pedestrians sidewalk or just regular road what is usually very unsafe.

Means used to overcome or remove the obstacles - There is hope and promise by the city government that in the future city will build more bicycle lanes.

Impact on the all participants - Driving the bike is completely compatible with environmental sustainability and much more healthier because it means physical activity.



It is good alternative to car driving and public transportation because it is green and clean and do not produce pollution .

It is cheaper than bus ticket and gives access to everybody.

This way of transportation is very important in the small places and villages because in Serbia those are usually the places with no local public transportation and bicycle means only way of travel sometimes and it is important to continue with that practice.

According to you, is this Good practice reproducible? - Today, bike renting services can be found just in the few cities in Serbia and it is citizens primary need to have access in every community they live and every city should follow that model.

This practice can easily be reproducible with little help of local government and private sector . It is proven that there is high interest of citizens to have that kind of services in their local communities, especially in small towns and municipalities where local public transportation is not operating.

Local government and private sector can provide financial and technical help for installation of this model.

Website for the good practice:

<http://www.markonisport.rs/>

- *Old bike for new bike*

Description - This practice is action of private company where they offer 25% discount for purchase the new bike if customer brings the old bike due shopping.

Main objectives / Resources / Outcomes - General, the main objective is to motivate people and every citizen to drive bike and to use it every day for daily moving like that is in many countries as Nederland towards creation of culture of driving the bike and taking care of our environment.

To reach that general goal it is very important to motivate people to drive a bike and to make them enjoy and give them feeling of pleasure during bike rides.

One of the good ways for reaching that goal is to make the new and good bike more accessible.

Actors involved:

- Capriolo company;
- Citizens;

Impact on the all participants - As this practice is renewable every year in August, the all citizens are able to change their old bike for summer season with 25% discount;

Benefits (direct and indirect) for the different actors involved:

- Beside profit on the other sides the private companies will be encouraged make more actions similar to this which will encourage more citizens to exchange or buy new bike;
- Old bikes are being recycled;
- Culture of driving the bike is spreading among the citizens;
- Saving the environment due to reduced usage of public transportation and cars;

Benefits (direct and indirect) for the citizens - Citizens are able make some saving on the budget and purchase new bike with 25% discount, that will motivate them to use it more. In the same time it includes less usage of car and conventional fuel what will also help and support the citizens budget, and one of the most important benefit is healthier environment for all;

According to you, is this good practice innovative? - Yes in Serbia because these practices are always welcomed;

Website for the good practice:

<http://www.capriolo.com/novosti/velika-letnja-akcija-stari-za-nov-bicikl>

- *Yellow lines on the road*

Description - Yellow lines on the road in the traffic is limitative mechanism and the way how the traffic in some part of Belgrade is organized. Many boulevards and some streets have yellow lines. They are reserved for public transport, buses and taxis, and you are not allowed to use them. The yellow lanes are marked with a yellow line, and are indicated on traffic signs. Some yellow lanes, though, are active only in certain periods of the day, usually during rush hours.

Main objectives / Resources / Outcomes - In many big cities traffic jams are a big problem for citizens, passengers and commuters. Traffic jams cause a lot of difficulties for citizens and make movements very difficult.

For that reason the purpose of yellow lines is to regulate traffic during rush hours by enabling public transportation to operate. In big cities like Belgrade, with high traffic volume, yellow lines bring better organization of traffic where public transportation is privileged versus private cars, making more people use public transportation that will help with environmental sustainability and passengers' personal budgets.

Actors involved: City of Belgrade / The Secretariat for Transport

Obstacles found - Roads marked with yellow lines should be monitored with cameras, much more than they are. During big traffic jams, some drivers tend not to respect this practice and use yellow lines as regular road lanes, causing traffic overload.

Because of that, sanctions for violating these rules need to be strict and these roads need to be covered with cameras for everyday monitoring.

Means used to overcome or remove the obstacles - Strict sanctions with camera coverage for the purpose of everyday monitoring. Also, campaigns should be performed and drivers educated that respecting this rule will benefit everyone.

Factors that facilitated the process - Active campaigns and education of drivers.

Impact on all participants - Direct impact is on citizens, passengers and commuters who use public transportation. Organized traffic enables buses to go faster without many stops and generally makes public transportation operate more accurately. This leads to an increase in the number of people using public transportation due to unmotivated drivers using their cars.

Benefits (direct and indirect) for citizens - Respecting this practice, citizens get reliable public transportation that they can use every day and a clean environment on local and global levels.

According to you, is this Good practice reproducible? - Yes. It is already implemented in many big cities. This practice will make situation more difficult for drivers on the beginning but eventually this practice will motivate them to use public transportation more.

According to you, is this good practice innovative? - No but it is not implemented in every big city and not well respected.

Short description of the organization/ public institution - The Secretariat of Transport is responsible for: transport system and traffic regulation, traffic management and development of traffic management system, organization of traffic, traffic safety, maintenance and use of public parking areas, issue of permits for use of public highways for events, construction works, reconstruction, maintenance, protection use and management of local and unclassified roads as well as streets in residential areas and other public work.

Website for the good practice:

<http://www.bgsaobracaj.rs/>

- *Passenger insurance in public transportation*

Description - Passengers insurance in public transportation is very important issue and it is very important that it becomes standard for all passengers in all kind of public transportation.

In Belgrade, capital of Serbia the most used way of public transportation are buses which are provided by GSP - City Transport Company that supports public transportation in Belgrade with more then 800 buses, 220 trams and more then 120 trolley. Every day these vehicles carry more then 1.000.000 citizens and it is very important for them to be covered with insurance.

Every passenger in public transportation is insured with private company called "Danube insurance" while driving in public transportation and the passenger implied every person who is driving in the public transportation vehicle with ticket or with out ticket, and also every person on the bus station who intends to enter a bus or leave the bus. Also every person who is waiting the bus covered by the public transportation insurance. Insurance applies on every passenger whether he has the ticket or not.

Main objectives / Resources / Outcomes - Today it is very important to put passengers safety on the first place and for that reason these measures are necessary and need to become standard for all kind of public transportation everywhere.

For that purpose in Serbia the LAW ON COMPULSORY TRAFFIC INSURANCE is adopted.

Actors involved:

- „Danube“ insurance company;
- GSP – City transportation company of Belgrade;

Impact on the all participants - All passengers are receiving the benefit from this practice because the safety of the passengers is on the first place.

Also this practice improves the quality of the public transportation what will make more positive general opinion about public transportation and get more people to use public transportation.

Short description of the organization/ public institution - Danube insurance is the company which is active on Serbia insurance market for many years and it is covering many insurance areas. Company owns very strong business network with 29 offices and over 600 selling points.

Danube Insurance Company is a Belgrade-based insurer set up in 1974, following the transformation of its local state-owned peers Beograd and Yugoslavia. It turned into a joint-stock enterprise in 1990.

The company is specialized in home insurance, but is registered for all insurance classes, thus providing various types of motor vehicle and transport insurance, personal insurance and insurance of agriculture.

Website for the good practice:

<http://www.dunav.com/>

<http://www.reosiguranje.com/vesti/955-osiguranje-putnika-u-gsp.html>

- *National bus transportation timetable SERBIATRANSPORTATION*

Description - The SERBIATRANSPORTATION is association of several major transportation companies that have met and founded this association for better cooperation and improvement sector of transportation.

One of the major good for citizens is the national bus timetable that is available on the SERBIATRANSPORT website.

National bus timetable that is available on website includes all departures and arrivals from every bus station in Serbia. The website is equipped with search tool and every passenger is able access daily departure timetable for every bus station in Serbia.

This web site also contains many information about bus stations as contact number etc.

Main objectives / Resources / Outcomes - This web site is very practical because it collects all particular timetables from every city in Serbia and unifies and integrate in one.

This provides very easy access to long term timetable for every passenger and enables long term planning of citizens personal journeys.

Impact on the all participants - This practice is just one of many actions that should attract the citizens to use buses more for personal long distances journeys instead of car. It is just one of suitability that can be offered in bus transportation sector but very important one as all others because it provides easy access to integrated timetable for everyone.

Regarded to the aforesaid, timetable are updated few weeks ahead and every citizens can access them from the internet what is expected to make more people using buses and increase quality of bus transportation in general.

According to you, is this good practice innovative? - This practice is present in some countries but not for all and it should include international timetable for all Europe union. Citizens should have access to every timetable for each bus station in Europe from one single website.

Website for the good practice:

<http://www.srbijatransport.rs/>

- *Double Decker Bus*

Description - Double Decker Bus - Since few years ago Belgrade has several double decker buses on some city lines. Private company "Lasta", which is participating in the city public transportation program, provided these buses for their fleet, in order to improve quality of transportation of their passengers. These buses have 74 sitting places and lot of places for standing.

Since these buses are operating the buses on the line number 15 have become very comfortable and no crowded. Almost every time in these buses on line number 15 the passengers can find seat available and if not there is many room for standing.

On the topper floor people prefer to sit because the sightseeing that makes bus ride more interesting. People are very satisfied with this solution and prefer to use these buses rather than one floor regular and crowded buses.

Main objectives / Resources / Outcomes - This practice was proven as very successful because the people showed that they tend to use public transportation if it is reliable and comfort and that they are willing not to use their private cars if the public transportation is accurate enough and provides them certain level of satisfaction.

Development of the Good practice (activities) - In this practice the main activities were focus on getting new vehicles;

Impact on the all participants:

- Better quality of public transportation for all trough more comfort buses;
- Increment of number of citizen who are using public transportation instead of cars;
- Raising awareness of environmental sustainability;

Benefits (direct and indirect) for the different actors involved - Less traffic jams and clean environment for all;

Benefits (direct and indirect) for the citizens:

- Better quality of public transportation due to more comfort double decker buses;
- Better personal budget saving due to more intensive usage of public transportation;
- Clean environment;

According to you, is this Good practice reproducible? - Yes, it is very reproducible and should be applied in public transportation sector where ever the high volume of passengers in noticed

on bus city lines. It produces much more benefits for same cost of traveling for all, the passengers and company operator.

According to you, is this good practice innovative? - Yes, because in many big cities with very intensive traffic and public transportation with high volume of passengers the regular one floor buses are still used and these practice would help as on Belgrade line number 15.

Website for the good practice:

<http://www.politika.rs/rubrike/Beograd/Autobusi-na-sprat-od-danas-na-liniji-15.lt.html>

- *Procurement of 200 new buses and air conditioning of old*

Description - GSP - City Transportation Company of Belgrade during the summer is operating with more then 800 buses trough the city of Belgrade. Some of these buses are new but majority of them are old. Average age of Belgrade city buses is 10 years and because of that more then 80% were not equipped with air-condition devices till 2012.

This was the big problem that was causing a lot of discontentment among the passengers and commuters because the summers are getting more and more hotter and temperatures in vehicle reaches 40 to 45 degrees Celsius and very unpleasant for citizens that was discouraged them to uses the buses.

For this reason in 2011. in August the city government realized the project of air conditioning the old buses on Belgrade roads and for two weeks City Transportation Company of Belgrade end up with 318 air-conditioned buses what was around 45% of its fleet. This action has brought to much higher quality of public transportation.

- *Air-conditioning of old buses*

Description - One more practice that raised the quality of public transportation to the significant higher level took place in 2013 and still is taking place is the procurement of 200 modern new buses for City Transportation Compay of Belgrade - GSP. Buses are equipped with all new equipment cameras and air-condition devices and produces by Polish company named Solaris.

This action were carried out by the city government trough the 65 million euros financial credit that was obtained from European Bank for Reconstruction and Development (EBRD).

Main objectives / Resources / Outcomes - These project that were carried by city government and City Transportation Company of Belgrade have had huge impact on public transportation in Belgrade in general.



Quality of the public transportation was raised to the highest level to meet the highest European standards on the several levels. These improvements brought to the higher usage of public transportation by the citizens due to better comfort in the vehicles.

These vehicles are equipped with new diesel 5 engine that is much more environment friendly than old engines and cause less pollution what meets criteria for environmental sustainability.

Development of the Good practice - Main activities that were required by these projects were undertaken by city government and includes obtaining the financial resources and building the plane to realize these projects.

Obstacles found - Main obstacles were financial resources that were obtained by European Bank for Reconstruction and Development.

Means used to overcome or remove the obstacles - Main obstacles were financial resources that were obtained by European Bank for Reconstruction and Development.

Impact on the all participants - All citizens received benefit of new diesel 5 environmental friendly engines that are installed on new vehicles and that have much better impact on the environment and cause a lot less pollution.

Due to better comfort of the public buses, better cooling during the summer and better heating during the winter, there has been noticed that more citizens started to use public transportation. New buses are producing better satisfaction for all passengers and these 200 vehicles made the bus crowd very rare.

According to you, is this Good practice reproducible? Yes, for Eastern Europe it is very important for mobility that if the city government wants to make their citizens to use public transportation, is to make them feel comfortable in their vehicles. This practice was proven in Belgrade.

Website for the good practice:

<http://www.novosti.rs/vesti/beograd.74.html%3A341275-Klimatizovan-101-autobus>

<http://www.eurotransportmagazine.com/10157/news/industry-news/solaris-to-deliver-200-buses-to-belgrade/>

HEALTHY  
 INFORMATIONAL COMMUNITY  
 COMMUNICATION UNIVERSALITY  
 CIVIC SENSE  
 HEALTHY RESPONSIBILITY  
 NETWORK  
 ADVOCACY  
 ACTIVISM  
 CONSUMERISM  
 RIGHTS  
 FEDERALISM  
 PUBLIC SERVICES  
 CITIZENS

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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