

Moving in Slovakia

DATA AND CIVIC RECOMMENDATIONS



SPOLOČNOSŤ OCHRANY SPOTREBITEĽOV

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

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

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



This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Mobility and transport in Slovakia: 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

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 eight 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.

Opportunity for citizens' participation

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 trans-national 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.

Building of common European identity

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 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.).

Project 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 analyze critical situations, identify solutions and formulate policy recommendations.

Consultations

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

- during the first phase, the partners will organize four 1-day consultation meetings for 20 people each in every participating country;
- during the second phase, every partner organisation will collect the results from the 4 consultations and draft a questionnaire which will be used to interview travellers (on trains, buses, plane, etc.) on the results of the first phase. Four participants in each meeting will be selected and trained to interview people travelling on public transports (20 per each participant which means 320 per country) on the main problems and recommendations which emerged from the first-step consultations. This will enlarge and diversify the consultation target, 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.

Project partners

The project is coordinated by Cittadinanzattiva onlus-Active Citizenship Network 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 (Country Romania - RO)
- Vartotojų teisių gynimo centras / Association Consumer Rights Protection Center (Country Lithuania - LT)
- Index Foundation (Country Bulgaria - BG)
- Associação In Loco / In Loco Association (Country Portugal - PT)
- Spoločnosť ochrany spotrebiteľov S.O.S. / Society of Consumer Protection (Country Slovakia - SK)
- Centra potrošača Srbije / Consumer's Center of Serbia - CEPS (Country Serbia - SRB)
- Fundación Ciudadanía / Citizenship Foundation (Country Spain – ES)

Slovak Perspective of the Project

Spoločnosť ochrany spotrebiteľov S.O.S. Poprad / Society of Consumer Protection S.O.S. Poprad

FOCUS AND MAIN SPECIALIZATION OF SLOVAK ASSOCIATION

S.O.S. Poprad focus on providing expert advice to consumers and patients and runs daily ADR centre which helps them to reach amicable settlement of their disputes. Advisory team was created by wide scope of experts with practical experience from public services sector in the field of consumer rights protection, supervision of their implementation and financial control. S.O.S. Poprad educates and publish for consumers. It does cooperate very closely also with associations of people with health handicaps, professionals with legal background.

SCOPE OF ACTIVITIES

- protect the rights and legal interests of consumers and patients
- use ADR and ODR (CDR) tools to resolve disputes between consumers and sellers, or service providers, in handling complaints
- promote economic interests and rights of consumers, review and evaluate their problems, consult government recommendations, prepare official reports
- search for and analyze the most common deficiencies of traders
- analyze and regularly update the official black list of adjudicated unfair contract terms and misleading practices
- monitor contract terms in consumer contracts generally
- analyze and use of existing adjudicated decisions in extrajudicial practice
- collection of practical experiences and initialisation of legislation changes in order to protect the rights of consumers and patients
- provide education and updated information for consumers and professionals through interactive seminars, workshops and training presentations
- organize presentations of consumer activities and their right-protection-principles directly in business sector on the premises of traders, with main focus on the traders performance of their legal duties regarding consumers
- publish consumer manuals, periodicals and publications dealing with consumer policy, disputes, presentation of the results of the association
- run ADR advice centre, providing information and advice to consumers
- cooperate with other civic associations and NGO organisations, the scope of which is designed to protect consumer, human and patients' rights in Slovakia and abroad
- cooperate with government, national, local and control authorities, natural and legal persons established by national and EU law in connection with consumer and patient rights
- address authorities with petitions in accordance with the provisions of the Act. 85/1990 the Right to Petition

PROJECTS REALISED

PROJECT: **ADR Consumer Advisory Centre 2013 (January 2013 - December 2013)**

PROJECT: **I am the Unfair Contract Term. Let´s to Be Introduced, Please!**

PROJECT: **Consumers on the Court – Prosecution as the Prevention.**

PROJECT: **RESTART SLOVAKIA: Black List of Unfair Contract Terms 2012**

- winner of the competition of Slovak Centre for Philanthropy

PROJECT: **Future Active Citizens: Volunteering as an Exercise of Democracy**

- six project partners from Italy, Germany, Austria, Slovenia, Romania and UK

PROJECT: **Education for consumers and patients of High Tatras (April 2012 - December 2012)**

- training sessions for associated organisations

PROJECT: **ADR Consumer Advisory Centre 2012 (April 2012 - December 2012)**

PROJECT: **How to Say NO to Unfair Consumer Contracts? (April 2012 - December 2012)**

- six training seminars for different public and expert groups

PROJECT: **ADR Consumer Advisory Centre 2011 (September-December 2011)**

PROJECT: **Do NOT Be Afraid of the Courts, Enforcement of the Law is Just the Process (September-December 2011)**

- national collective redress representing interests of group of consumers on court

PROJECT: **How to Enforce Consumer Rights in Practice, so even handicapped are not handicapped (September-December 2011)**

- education for consumers with disabilities, seminars in sign language for deaf consumers
- first Consumer Dictionary in Braille writing
- CD with the Consumer Dictionary for blind consumers

PROJECT: **Monitoring of Patients' Rights in Europe - II . Part (April , May, June 2011)**

- publications, educational activities and results of the EIA and monitoring of patients' rights in Europe in association SOS Poprad .

PROJECT: **SK 0136 - The institutionalization of alternative dispute resolution (October 2009 - April 2011)**

- members and representatives of associations S.O.S. Poprad worked in positions mediator 1, mediator 2, assistant for publicity and seminars and coordinator

PROJECT ADR: **OMBUDSPOT – National ADR Consumer NETWORK (May-December 2010)**

- association members S.O.S. Poprad worked in positions mediator, contact person and publicity manager (Mgr. Petra Vargova Čakovská)

PROJECT: **Counseling and Out-of-Court Settlement of Consumer Disputes (2010)**

- City called Svit approved association S.O.S. Poprad project for 2010

PROJECT: **Implementation of ADR tools to settle consumer disputes under the guidance of City of Kežmarok project activities (2008 - 2009)**

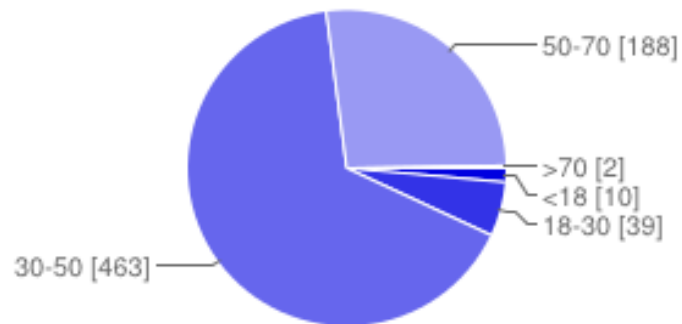
PROJECT : **Out-of-Court Settlement of Consumer Disputes, Enforcement of Consumer Law (2008)**

Chapter 1 - Project Methodology

In particular, refer to:

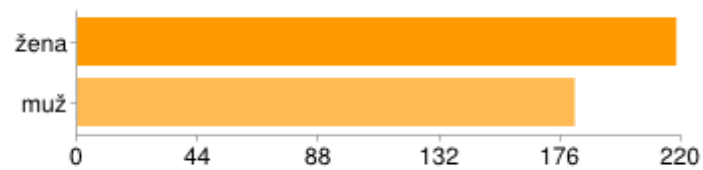
- **The "Civic Information" Approach:** This report has no statistical value but provides a picture in the field of mobility and transport through data collected by citizens and civic organizations at National level. The methodology is inspired by the method of civic information, defined as the capacity for organized citizens to produce and use information to promote their own policies and participate in public policymaking, in the phase of definition and implementation as well as that of evaluation. According to this method, when citizens, despite their presumed lack of competence in the public sphere, organize themselves and take action together regarding public policies, they are able to produce and use information deriving from experts and other sources, as well as from their own direct experience with the issue being addressed. 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



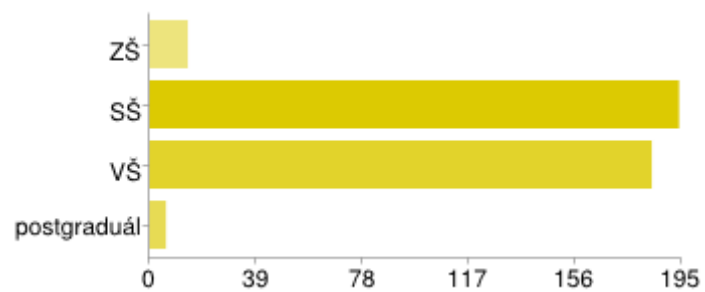
less than 18	15	4 %
18 - 30	43	12 %
30 - 50	157	44 %
50 - 70	123	35 %
over > 70	17	5 %

○ Gender



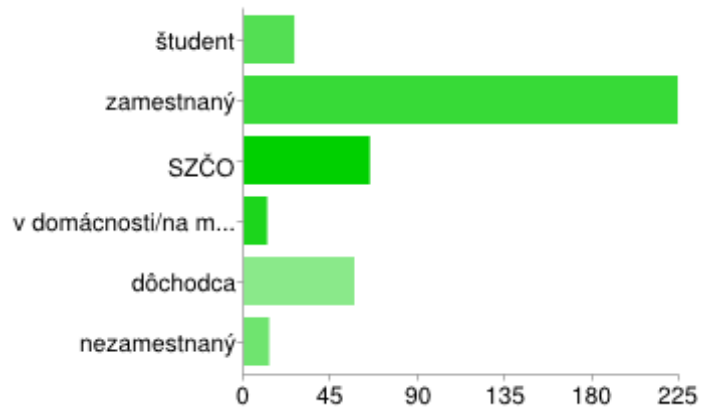
women	218	55 %
men	181	45 %

○ Qualification



basic school	14	4 %
high school	194	49 %
university degree	184	46 %
PhD.	6	2 %

○ Occupation



student	26	7 %
employee	224	56 %
self employed	65	16 %
house wife/maternity leave	12	3 %
retired	57	14 %
unemployed	13	3 %

Chapter 2 - Dissemination Strategy and geographical impact

In particular:

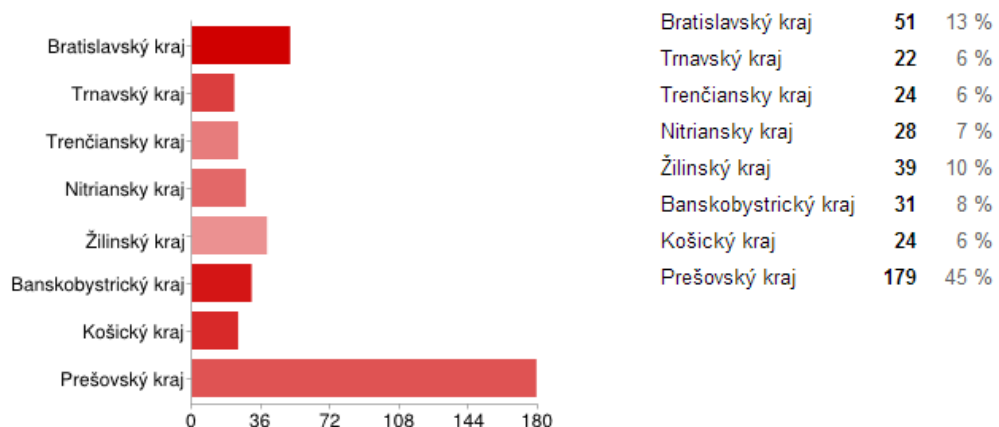
To widespread the questionnaire, we have trained four people. Two of them are working for our association, one is our volunteer and one works for other NGO. Although we haven't signed agreements especially for this project activities with them, we closely cooperated also with five associations working for people with health disabilities, three Slovak consumer organizations, Ministry of economy, Ministry of Justice, Slovak Trade Inspection, local traders, representatives of regional and local authorities and many more.

The information about project activities was published and presented in media, on our website, through profile on social networks, by email, electronically within our database of consumers and partners in the whole Slovakia.

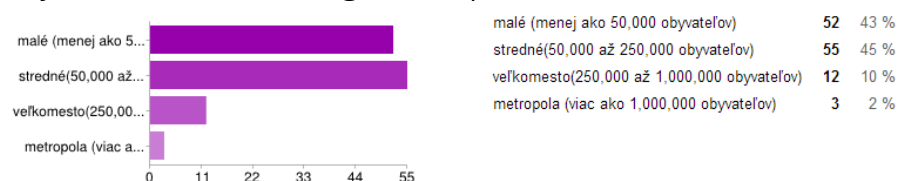
Geographical impact: According the information gathered by the "Section A" of the questionnaire "PRELIMINARY DATA AND INFORMATION", please to draft information related:

There are eight counties/regions in Slovakia. We have reached all of them, although the most of the people filling the questionnaire were from the region where our organization is based – Prešovský kraj. We believe, gathered information is very valuable and illustrative, regarding the context of our project, because this region is known as the tourist centre. The quality of services, connected with public and private mobility, is very tried in this region, on a daily bases, and by many international and Slovak visitors.

Bratislavský kraj is the name for the county/region, where Slovak capital Bratislava is. After the National Park called High Tatras, which is the first, most visited attraction of our country, Bratislava is the second most popular place to see and the first one to live, stay and work.



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



small, less than - 43 %
middle (50 000 – 250 000 inhabitants) – 45%
big city (250 000 to 1 000 000) – 10 %
metropolis (over a million inhabitants) – 2 %

- **Name and Number of Cities and Region where interviews come from**
We haven't specialized to identify the actual names of towns where respondents come from. They just stated the region/county, where they are from, and the size of the village/town/city, where they live.

Chapter 3 - The mobility in the Country

In particular, refer to:

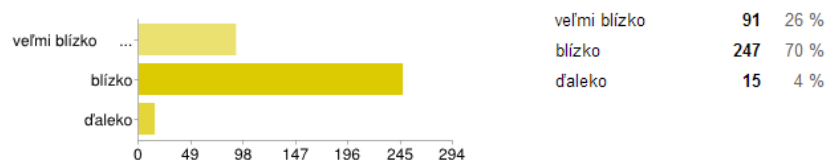
- Elements of context and official data at national level in terms of mobility and transport
- Major innovations introduced recently by the Government
- Comments of the Association on the situation of transport and mobility in your Country

We have realized, people in Slovakia don't realize the importance of sustainable mobility yet enough. Even in bigger cities situation with transport is not so critical like in European metropolises like Rome, Paris or London. Sustainable system of transport is an issue in first five largest cities, where it is modern thinking and also working public transport. People don't really think about the possibility to use different type of transport when they have car. And the system doesn't force them to do it. It is very alarming, consumers still believe the cars are actually the cheapest type of transport for them. Although public transport does exist in most of the towns and regions, it is also a question of social status, not to use it. The public vehicles are often old, dirty, with many of poor and not very representative individuals on board. Bus stations are often cold buildings, where is dangerous to stay alone. Cycle-paths are seen more as the possible way how to relax, so they exist more in country side and around cities than in the city centers and as a part of main roads and only a few people see them as the way how to get to work, school, cinema or hospital. And walking is just a fashionable hint for people with alternative soul. Cities don't provide easy and fast possibilities for walking as part of our daily life. Cities are designed for cars. Walking people have to adapt to cars and vehicles of public transport. There is a lot of architectural barrier and long waiting on traffic lights for walkers, so they naturally choose different way to get where they need.

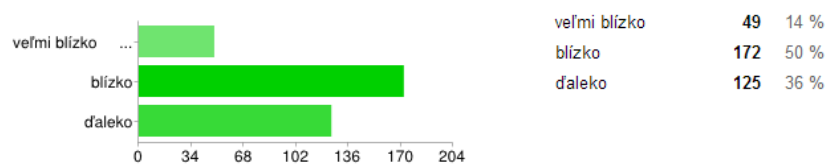
Chapter 4 - Data collected

- 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?”

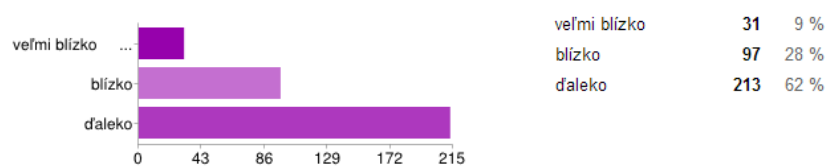
autobus/električka/metro zastávka [A.7. Ako je mesto, v ktorom žijete, vybavené verejnou dopravou?]



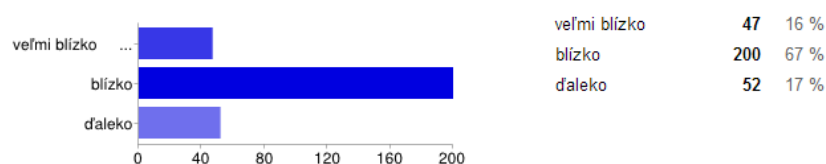
prímestská autobusová stanica [A.7. Ako je mesto, v ktorom žijete, vybavené verejnou dopravou?]



železničná stanica [A.7. Ako je mesto, v ktorom žijete, vybavené verejnou dopravou?]



taxi stanovište [A.7. Ako je mesto, v ktorom žijete, vybavené verejnou dopravou?]



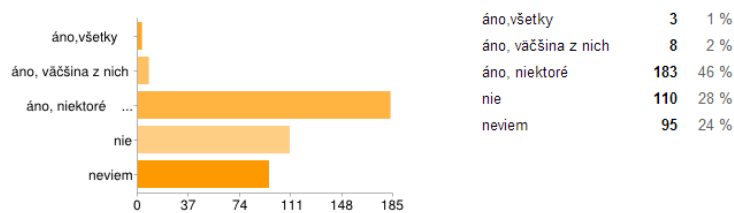
The first graph shows how far is bus, tram or metro station from the place where respondents live. Very close – 26 %, close 70 % and far 4 %.

The second green graph is showing results regarding public bus station. 14 % respondents have one very close, 50 % close and 36 % still long distance for them.

The third graph is about train station. The results are quite surprising even for us. 9 % people live very close to train station. 28 % of asked respondents have one very close. And shocking 62 % still have to transport to far train station in their city.

And the last graph was focused on taxi stands. As it shows, taxi is the best accessible way of transport. 16 % of people have it very close, 67 % very close and only for 17% respondents are taxi stands long way.

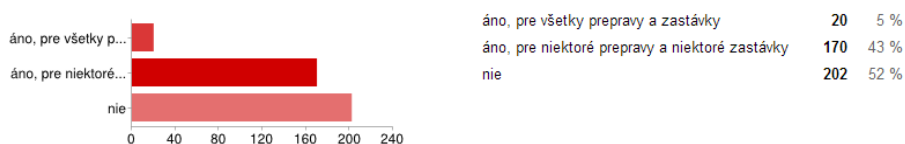
- “A.8 In your city, are being used vehicles of public transport with alternative power supply (eg electricity, natural gas, etc ...) compared to traditional fuels?”



When we told people about the EU perspective to get vehicles powered by traditional fuels from the roads by 2050, nobody can actually imagine and believe it. It is still more exemption as the general standard to have buses with alternative power supply in Slovak cities. Electric trains and trams are not so unusual. They have already tradition in some regions.

Back to the results. All vehicles of public transport with alternative power supply register only 1 % of respondents. Two percents say the most of these vehicles have alternative power supply, 46 % know only about some, 28 % of people believe there are no such vehicles of public transport. And 24 % respondents don't know.

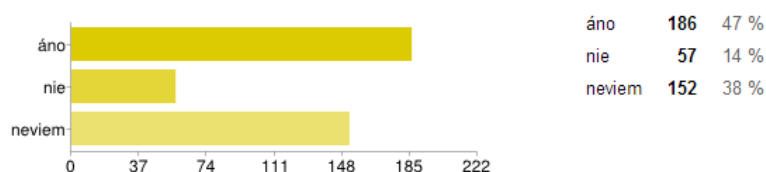
- “A.9 In your town is there a mobile information system available to the citizens (eg poles, electronic information boards, app for tablets and smartphones)?”



Electronic information boards are quite common on bus and train stations, especially in bigger towns. Application for tablets and smart phones are still the music of future for most of the places in Slovakia.

As the results from this graph show, only 5 % of respondents think there is a mobile information system available to citizens, 43 % know about some types of transport and on some stops and more than half, 52 % stated simple NO.

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

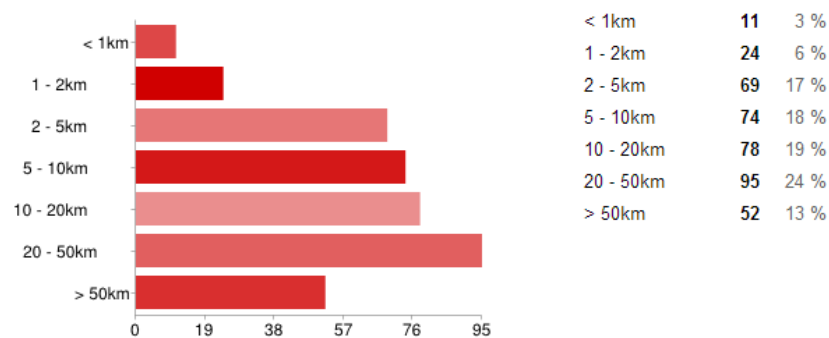


When we started to interest about Urban Mobility Plan, we have realized only a very few cities in Slovakia have such a thing. We know now our county capital City of Prešov has one and it is a very good example of how mobility can be a tool for city development. We will try to bring an expert from this regional office to conference in Brussels in December 2013 together with the representative of one NGO, which is cooperating with the regional authority on these strategic plans and strategies.

According the results of our questionnaire, 47 % respondents think their city has urban mobility plan, 14 % selected No as the answer and 38 % simply don't know about it.

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

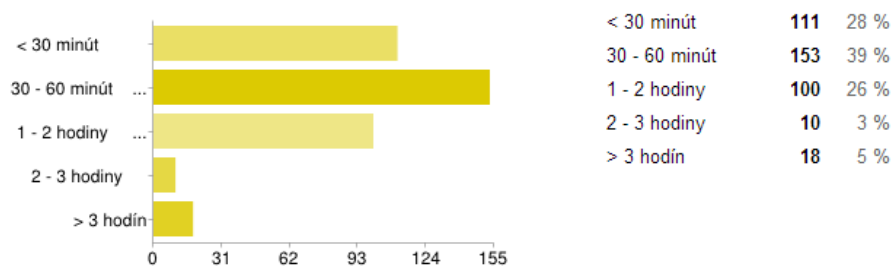
- “B.1 For your travel routine, how many miles you totally walk (A / R) during the day?”



3 % of people walk less than one kilometer every day, 6 % is between 1 -2 km, 17 % less than 5 km and 18 % is somewhere from 5 to 10 km. Longer distances are not walked on a daily bases.

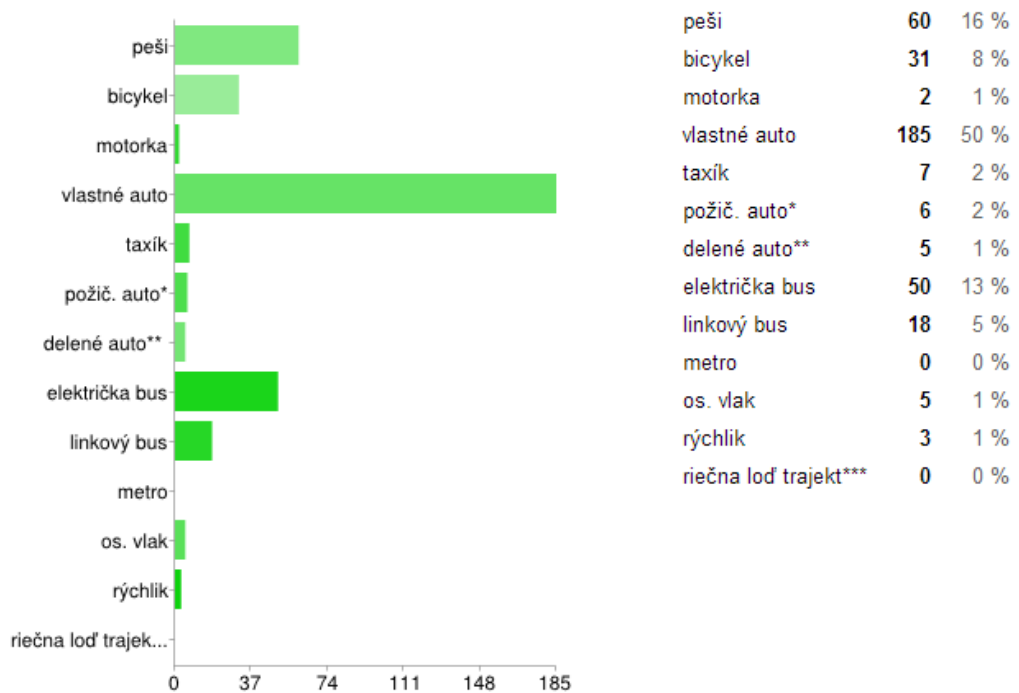
- “B.1.1 For your regular trips how long it takes overall in average each day?”

B.2. Koľko času v priemere strávite denne cestovaním?



This graph shows we are really travelling on a daily bases. At least most of us. 28 % of people spend less than half an hour on a go, 30 % transport between 30 to 60 minutes, 26 % from one to two hours on the way, 3 % two to three hours and 5 % loose more than five hours by travelling every day.

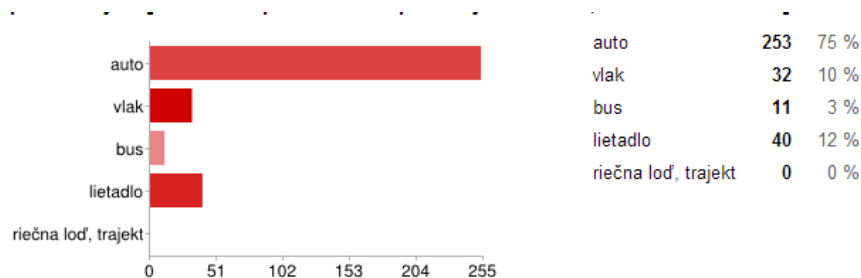
- “B.2 Which vehicle you use for your regular / daily trips?”



16 % walk, 8 % use bicycle, 1 % motorbike, 50 % their own car, 2 % taxi, 2 % borrowed car, 1 % of respondents share car, 13 % tram or bus, 5 % public local bus, no underground in Slovakia, 1 % local train, 1 % express train, and no ferry.

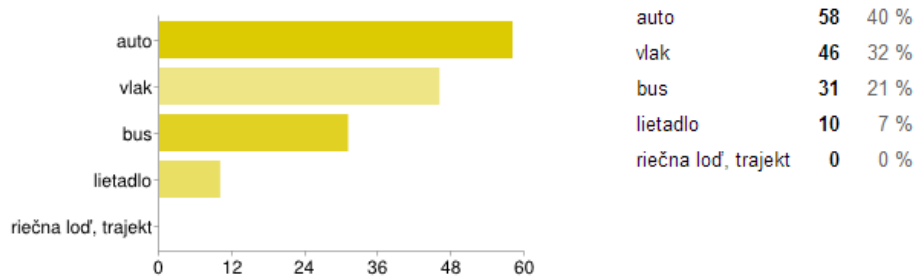
“B.3 Why you use these vehicles?”

...because it is more comfortable...



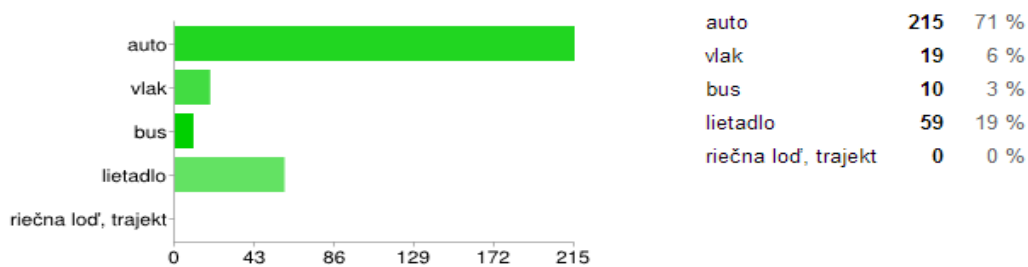
Car is still the most comfortable option for 75 % of respondents, train for 10 %, bus 3 % and plane for 12 %.

...because it is cheaper...



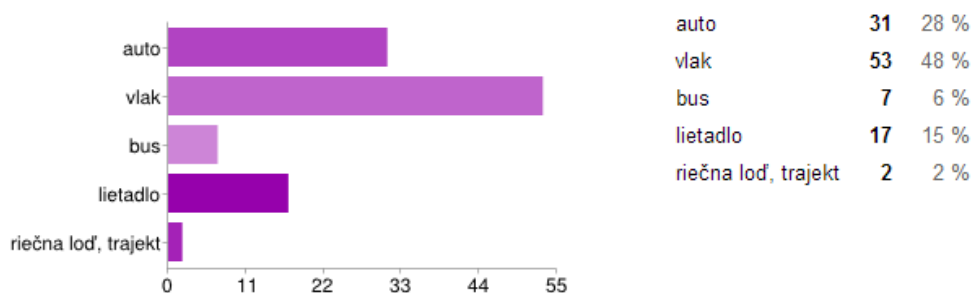
Because of the lower price and const 40 % respondents, surprisingly, choose car, 32 % opt for train, 21 % go for bus, 7 % plane and ferry is not relevant for Slovakia.

...because it is faster...



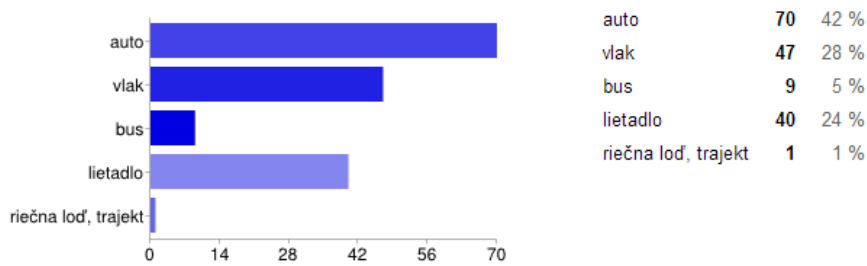
Time saving is the main reason for choosing the car (71 %), plane (19 %), train (6 %) and bus (3 %).

...because it is more eco...



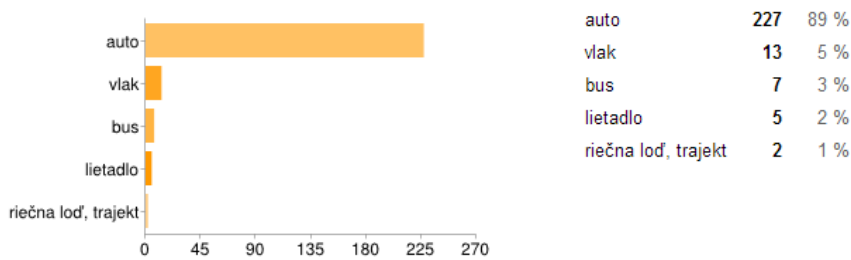
For environment friendly and ecologic type of transport people consider and most often choose trains (48 %), then, cars (28 %), plane (15 %), bus (6 %) and ferry (2 %).

...because it is safer...



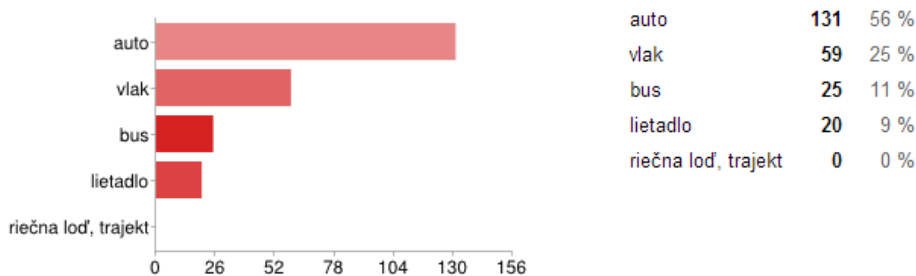
Cars – 42 %, trains – 28 %, buses – 5 %, planes – 24 %, ferries – 1 %

...because I can transport also other people or goods...



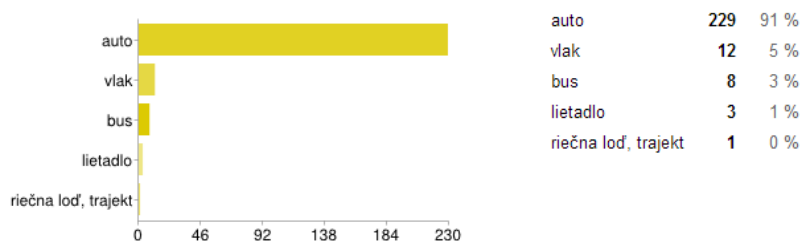
Cars – 89 %, trains – 5 %, buses – 3 %, planes – 2 %, ferries – 1 %

...because I can do also something else, read or watch movie, for example...



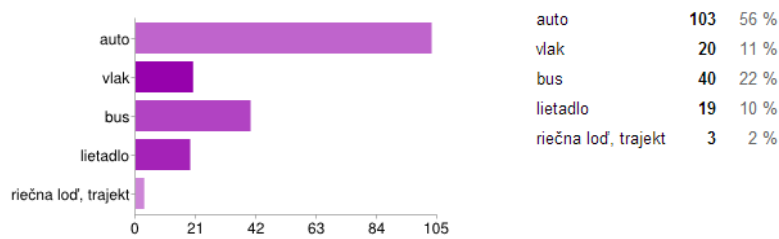
Cars – 56 %, trains – 25 %, buses – 11 %, planes – 9 %

...because I am not limited by time table...



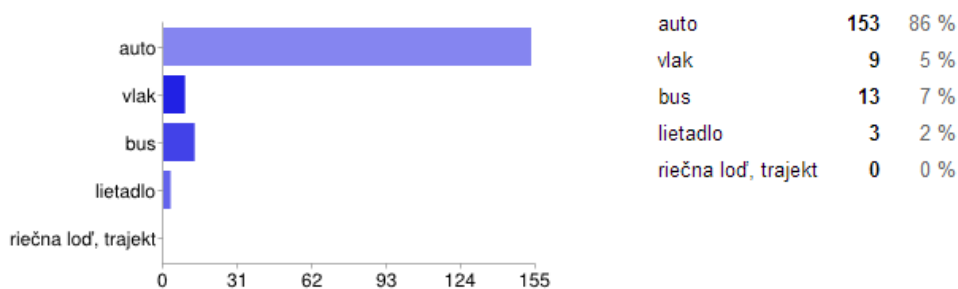
No time limitation is advantage for 91 % of its users.

...because I have no choice...



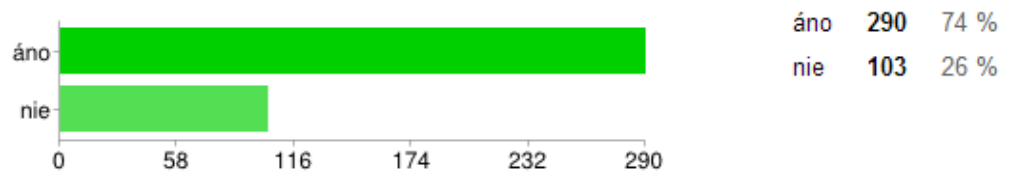
As the only choice see the car 56 % of respondents, train 11 %, bus 22 %, plane 10 % and ferry 2 %.

...because it is habit, my laziness...

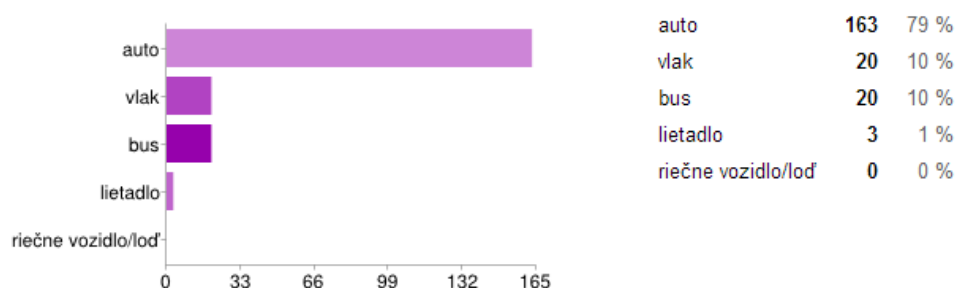


the car – 86 %, train – 5 %, bus – 7 %, plane – 2 %

- 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)?”

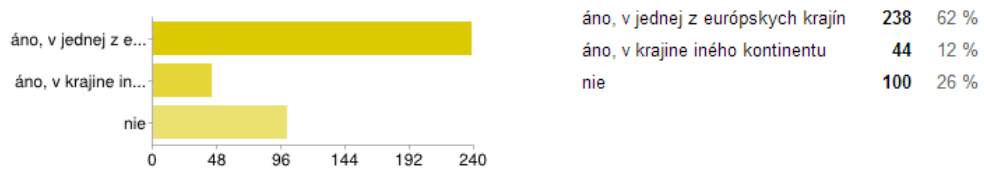


- “C.1.1 If so, why and by what vehicle?”



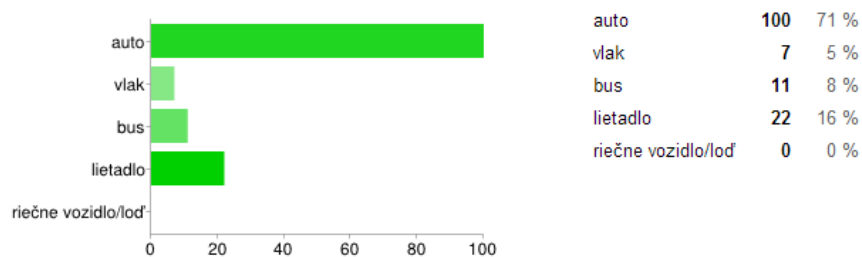
by car 79%, by train 10 %, by bus 10 %, by plane 1 %

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



There was 62 % of respondents in one European country last year, 12 % on different continent and 26 % nowhere outside Slovakia.

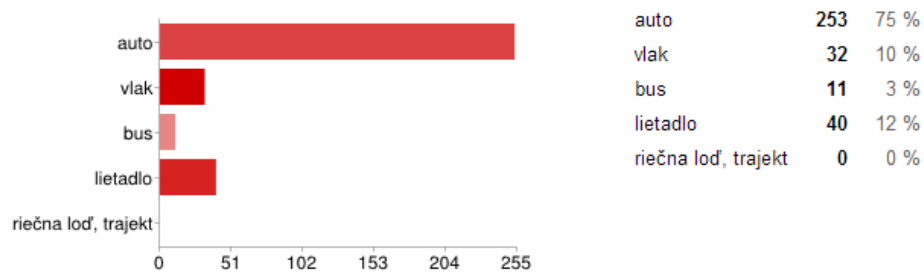
- “C.2.1 If so, why and by what vehicle?”



71 % by car, 5 % by train, 8 % by bus, 16 % by plane

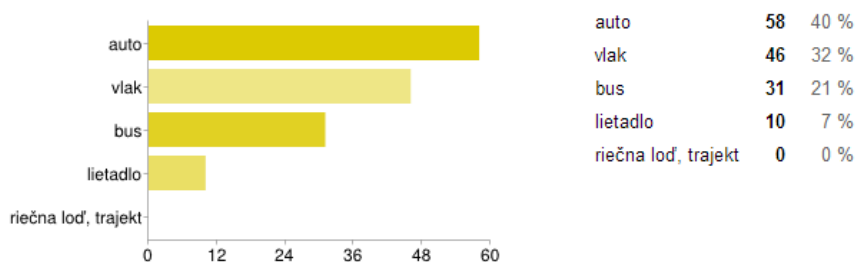
- “C.3 To travel within your own country or abroad, why did you prefer the vehicle that you indicated?”

...comfortable...



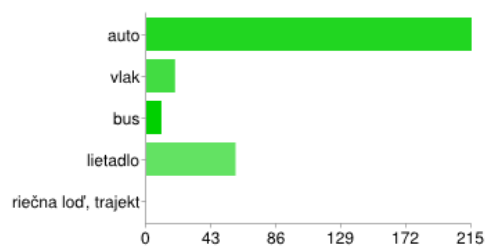
car is the most comfortable for 75 % respondents, train for 10 %, bus for 3 %, plane 12 %

...cheap...



car 40 %, train 32 %, bus 21 %, plane 7 %

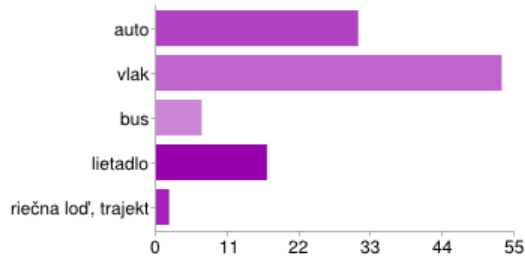
...faster...



auto	215	71 %
vlak	19	6 %
bus	10	3 %
lietadlo	59	19 %
riečna loď, trajekt	0	0 %

car 71 %, train 6 %, bus 3 %, plane 19 %

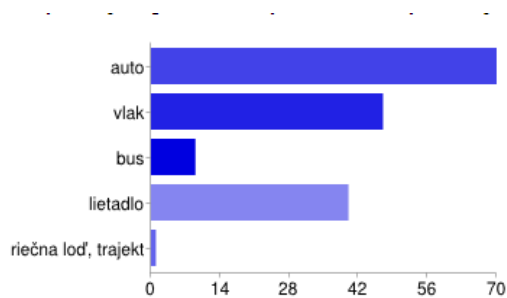
...eco...



auto	31	28 %
vlak	53	48 %
bus	7	6 %
lietadlo	17	15 %
riečna loď, trajekt	2	2 %

car 28 %, train 48 %, bus 6 %, plane 15 %, ferry 2 %

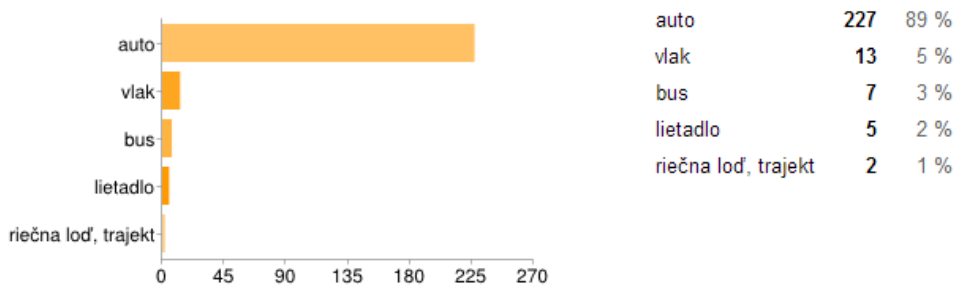
...safe...



auto	70	42 %
vlak	47	28 %
bus	9	5 %
lietadlo	40	24 %
riečna loď, trajekt	1	1 %

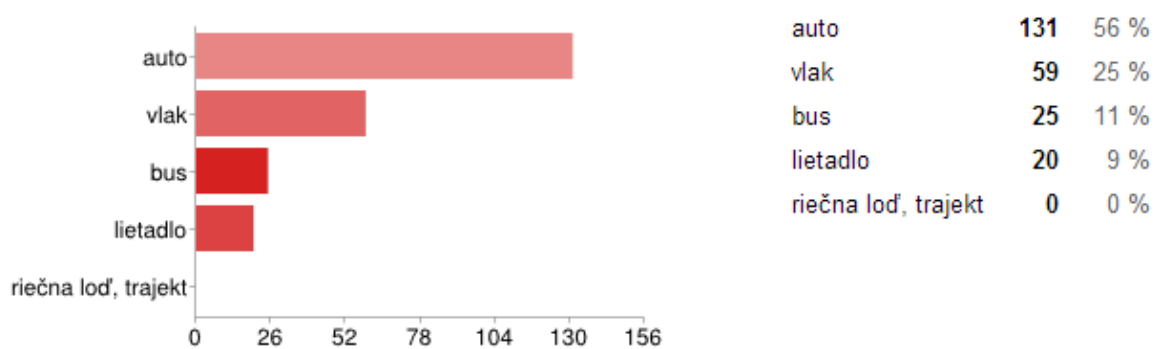
cars 42 %, train 28 %, bus 5 %, plane 24 %, ferry 1 %

...possibility to transport other people or goods



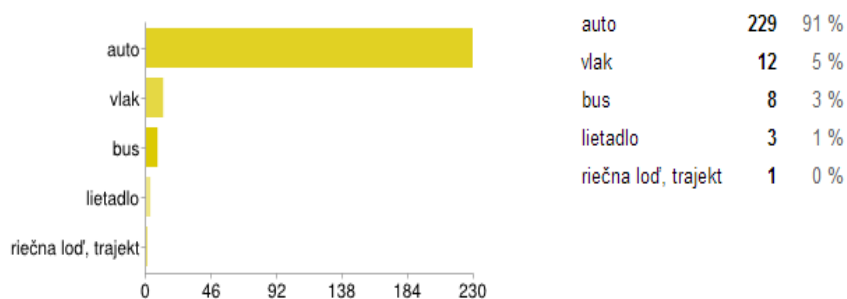
car 89 %, train 5 %, bus 3 %, plane 2 %, ferry 1 %

...can do other things, for example to read or watch movie...



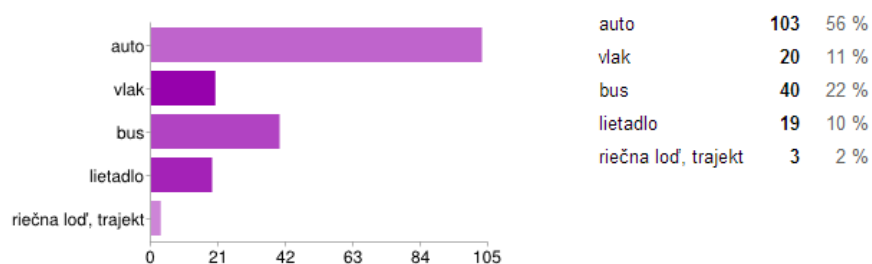
car 56 %, train 25 %, bus 11 %, plane 9 %

...no time limitation



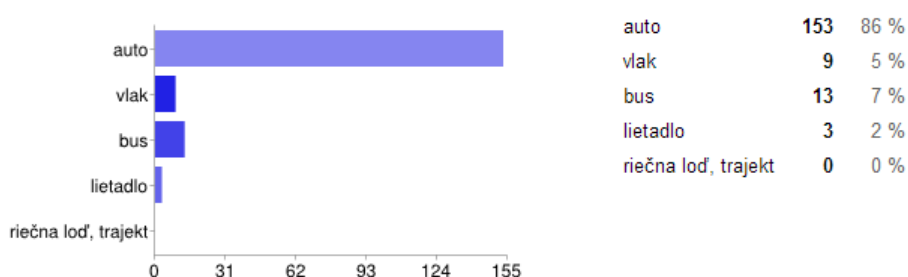
car 91 %, train 5 %, bus 3 %, plane 1 %, ferry 0 %

...no other choice...



car 56 %, train 11 %, bus 22 %, plane 10 %, ferry 2 %

...habit, laziness



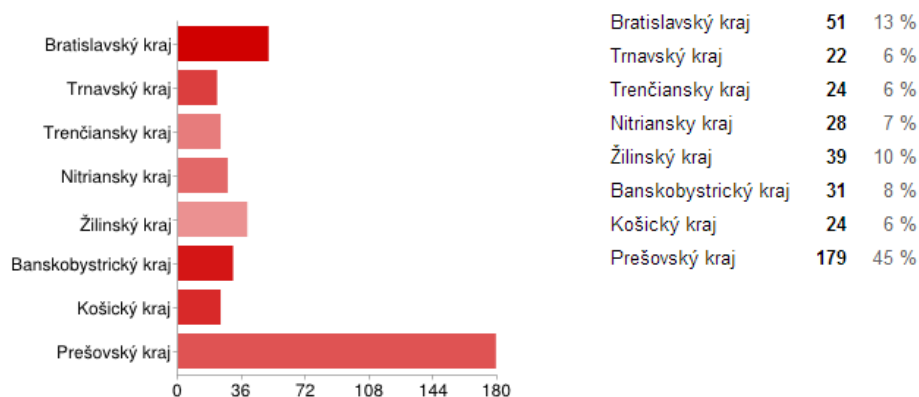
car 86 %, train 5 %, bus 7 %, plane 2 %

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

SECTION A

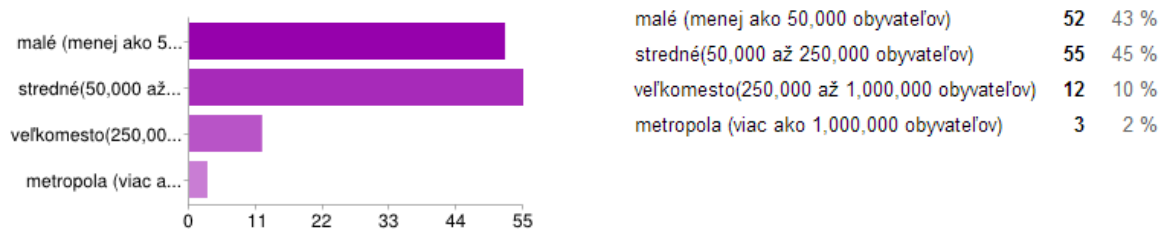
- Question "A.6. City you live in: (explain City and Region)", indicate also: 1) the number of cities involved; 2) n. of questionnaires filled by city / province / region;

A.3. Vyberte kraj, v ktorom žijete



We haven't collected information about the name of the city, only the name of the region/county. There was 51 respondents from Bratislavsky kraj answering the questionnaire, 22 respondents in Trnavský kraj 24 respondents from Trenčiansky kraj, 28 respondents from Nitriansky kraj, 39 respondents from Žilinsky kraj, 31 respondents from Banskobystricky kraj, 24 respondents from Košický kraj and 179 respondents from Prešovský kraj.

- 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;



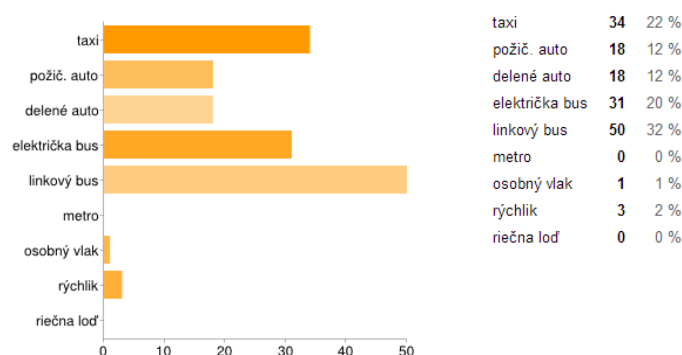
52 respondents live in the centre of the town with less than 50 000 inhabitants. 55 respondents live in the city centre of the city with 50 000 to 250 inhabitants. 12 respondents live in the centre of the city of 250 000 to 1 000 000 inhabitants and three respondents live straight in the centre o the city with more than million inhabitants.

Chapter 5 - Passenger Rights in EU and main violations in Slovakia

- 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)?

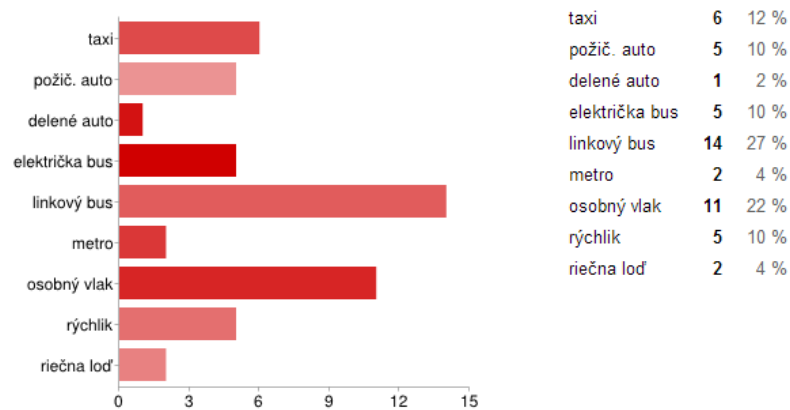
traffic jam

dopravné zápchy [D.1. S akými ťažkosťami ste sa stretli pri využívaní prostriedkov verejnej dopravy na svojich cestách?]



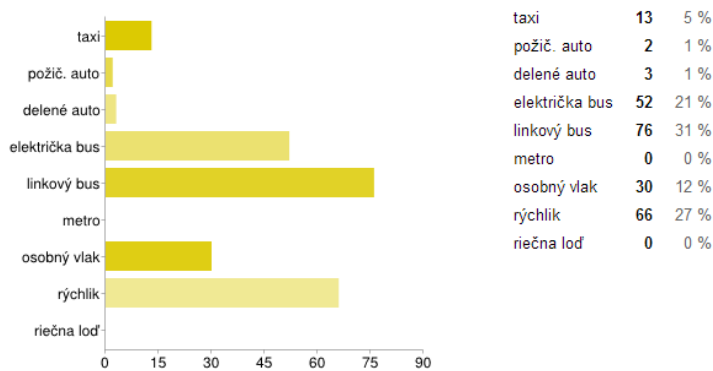
taxi – 34 %, borrowed car – 12 %, shared car 12 %, tram and bus – 20 %, express bus – 32 %, local train – 1 %, express train – 2 %

recurring strikes



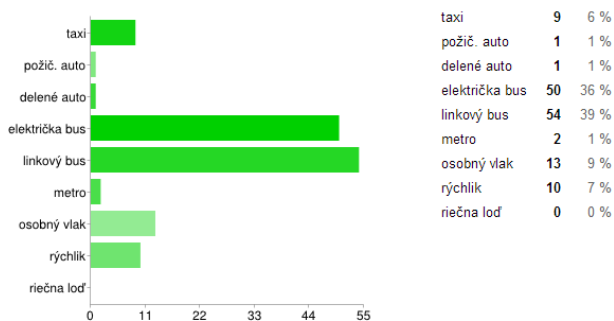
taxi – 12 %, borrowed car – 10 %, shared car 2 %, tram and bus – 10 %, express bus – 27 %, underground – 4 %, local train – 22 %, express train – 10 %, ferry – 4 %

delay



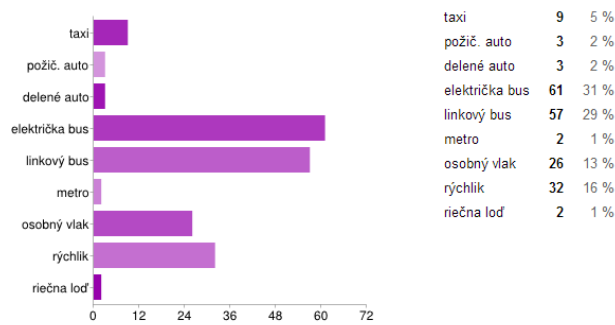
taxi – 5 %, borrowed car – 2 %, shared car 1 %, tram and bus – 21 %, express bus – 31 %, underground – 0 %, local train – 12 %, express train – 27 %, ferry – 0 %

rude staff



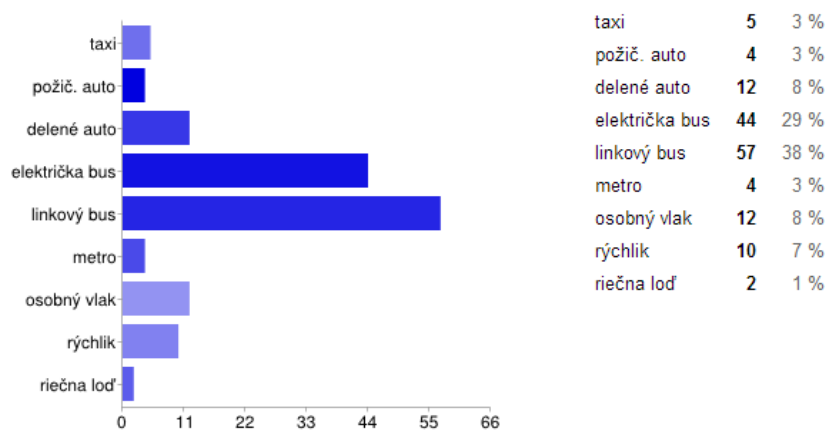
taxi – 6 %, borrowed car – 1 %, shared car 1 %, tram and bus – 36 %, express bus – 39 %, underground – 1 %, local train – 13 %, express train – 7 %, ferry – 0 %

lack of or absence of services, long waiting times



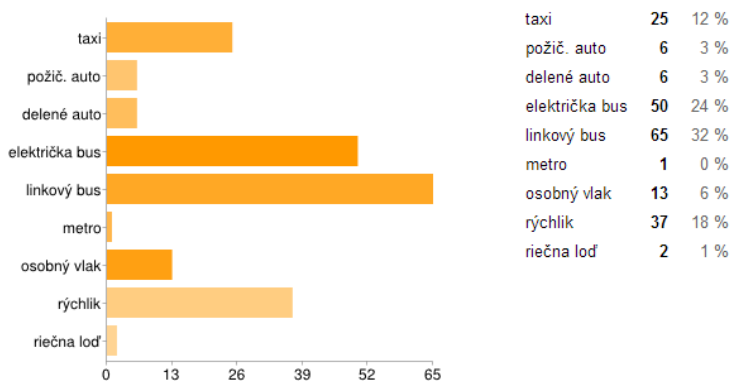
taxi – 5 %, borrowed car – 3 %, shared car 2 %, tram and bus – 31 %, express bus – 29 %, underground – 1 %, local train – 13 %, express train – 16 %, ferry – 1 %

lack of infrastructure, for example stations, roads, stops, dangerous crossroads



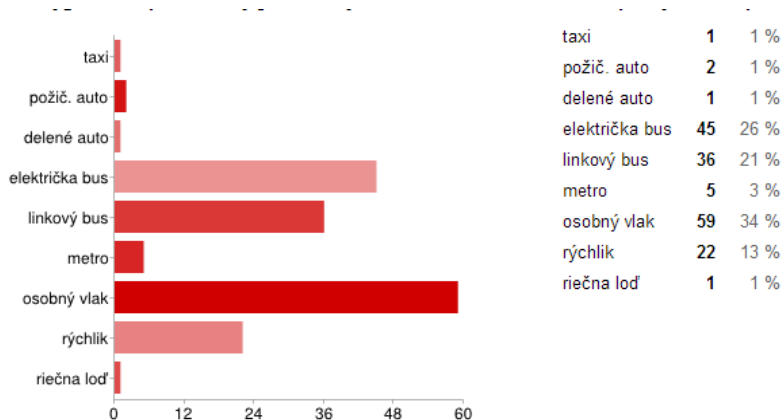
taxi – 3 %, borrowed car – 3 %, shared car 8 %, tram and bus – 29 %, express bus – 38 %, underground – 3 %, local train – 8 %, express train – 7 %, ferry – 1 %

travel costs too high



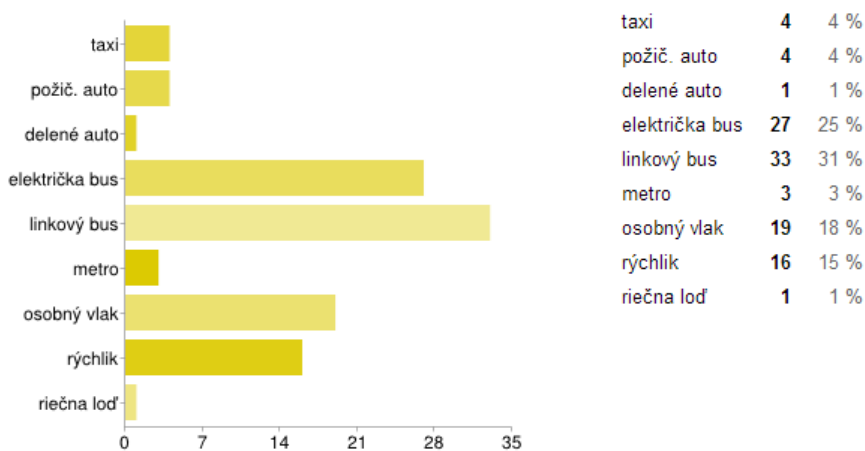
taxi – 12 %, borrowed car – 3 %, shared car 3 %, tram and bus – 24 %, express bus – 32 %, underground – 0 %, local train – 6 %, express train – 18 %, ferry – 1 %

bad hygiene



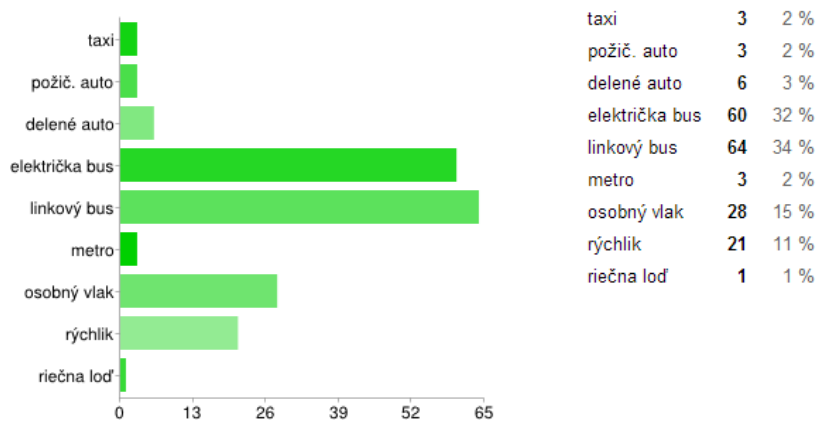
taxi – 1 %, borrowed car – 1 %, shared car 1 %, tram and bus – 26 %, express bus – 21 %, underground – 3 %, local train – 34 %, express train – 13 %, ferry – 1 %

architectonical barriers



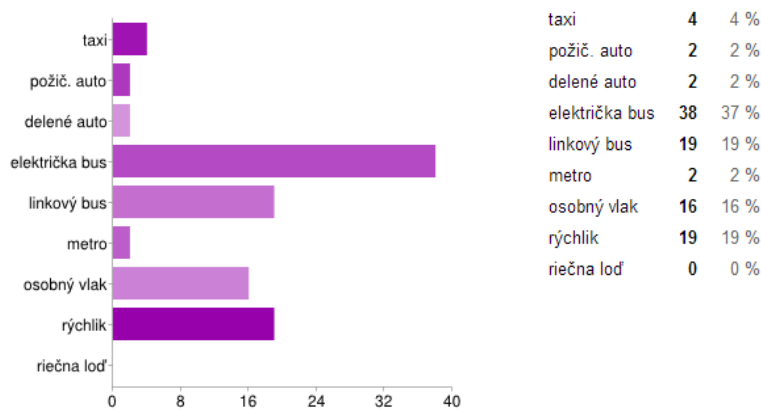
taxi – 4 %, borrowed car – 4 %, shared car 1 %, tram and bus – 25 %, express bus – 31 %, underground – 3 %, local train – 18 %, express train – 15 %, ferry – 1 %

lack of help for disabled



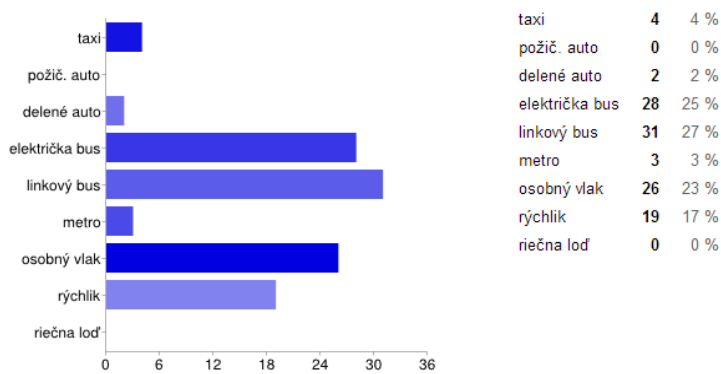
taxi – 2 %, borrowed car – 2 %, shared car 3 %, tram and bus – 32 %, express bus – 34 %, underground – 2 %, local train – 15 %, express train – 11 %, ferry – 1 %

not adequate complaint handling



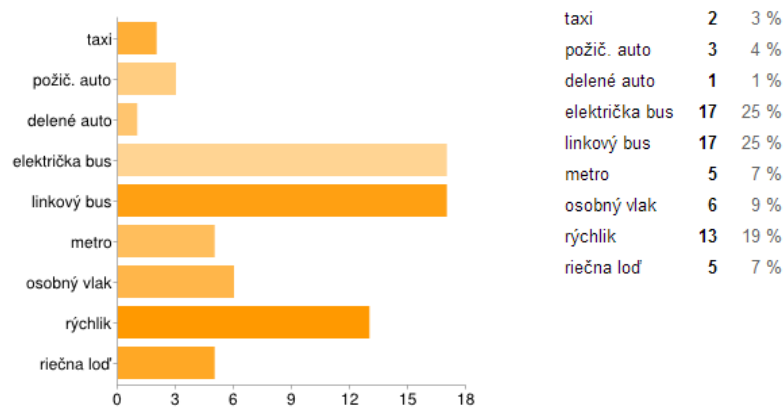
taxi – 4 %, borrowed car – 2 %, shared car 2 %, tram and bus – 37 %, express bus – 19 %, underground – 2 %, local train – 16 %, express train – 19 %, ferry – 1 %

insufficient compensation



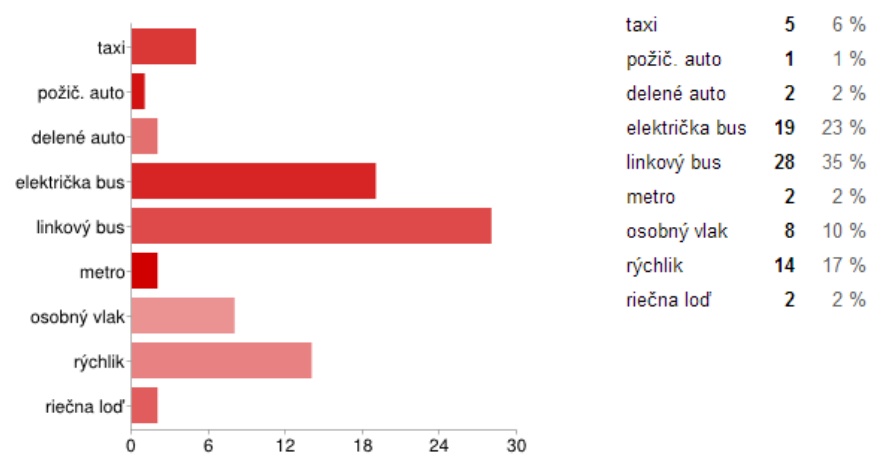
taxi – 4 %, borrowed car – 0 %, shared car 2 %, tram and bus – 25 %, express bus – 27 %, underground – 3 %, local train – 23 %, express train – 17 %, ferry – 0 %

cancellations



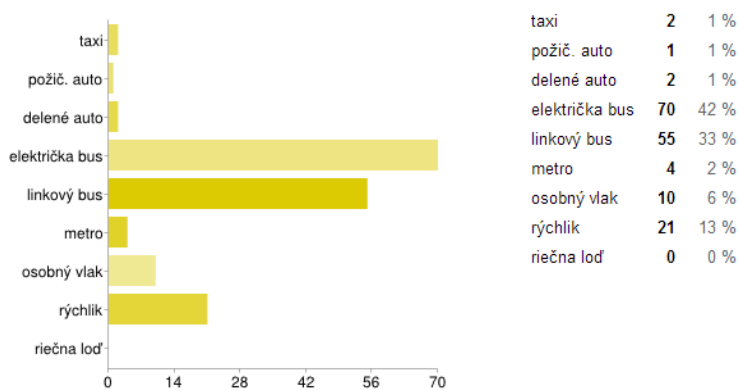
taxi – 3 %, borrowed car – 4 %, shared car 1 %, tram and bus – 25 %, express bus – 25 %, underground – 7 %, local train – 9 %, express train – 19 %, ferry – 7 %

baggage lost



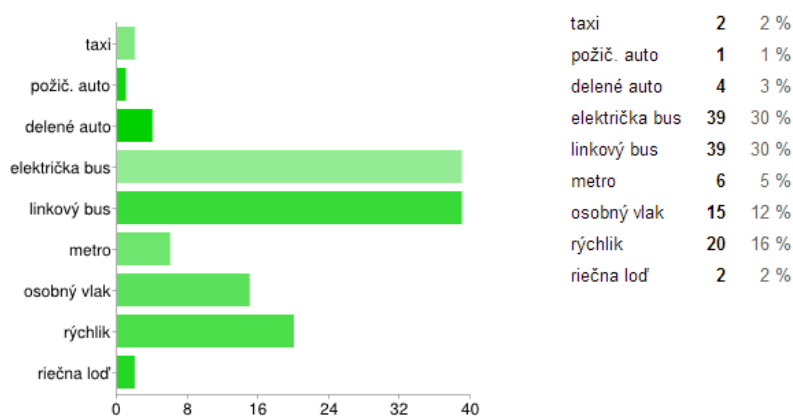
taxi – 6 %, borrowed car – 1 %, shared car 2 %, tram and bus – 23 %, express bus – 35 %, underground – 2 %, local train – 10 %, express train – 17 %, ferry – 2 %

crowded vehicles



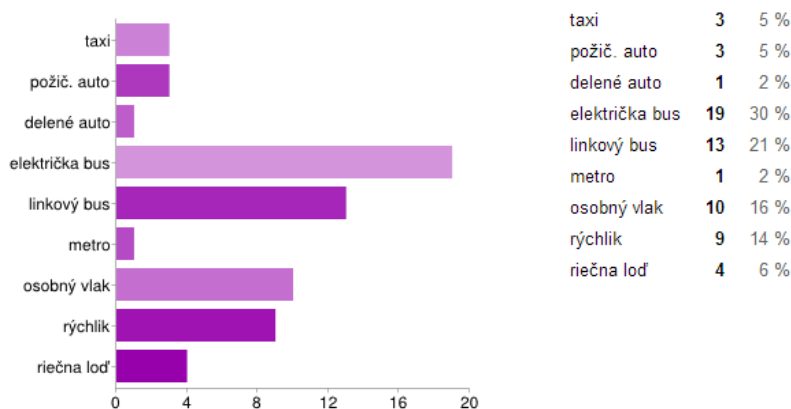
taxi – 1 %, borrowed car – 1 %, shared car 1 %, tram and bus – 42 %, express bus – 33 %, underground – 2 %, local train – 6 %, express train – 13 %, ferry – 0 %

lack of information regarding transport possibilities



taxi – 2 %, borrowed car – 1 %, shared car - 3 %, tram and bus – 30 %, express bus – 30 %, underground – 5 %, local train – 12 %, express train – 16 %, ferry – 2 %

complicated system/unpossible reservation/not working online services



taxi – 5 %, borrowed car – 5 %, shared car - 2 %, tram and bus – 30 %, express bus – 21 %, underground – 2 %, local train – 16 %, express train – 14 %, ferry – 6 %

- According to the data obtained from the questionnaires, try to list which of the following 10 rights are the most violated in your Country. This data could be very useful to draft the Civic Recommendations and very interesting for the media in terms of communication of the main results of this work.

According EU Communcation “*A European vision for Passengers: Communication on Passenger Rights in all transport modes*” (COM(2011) 898 final)¹, 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:

Following six rights are the most violated in Slovakia:

- (1) Right to renounce travelling (reimbursement of the full cost of the ticket) when the trip is not carried out as planned
- (2) Right to the fulfilment of the transport contract in case of disruption (rerouting and rebooking)
- (3) Right to non-discrimination in access to transport
- (4) Right to information before purchase and at the various stages of travel, notably in case of disruption
- (5) Right to get assistance in case of long delay at departure or at connecting points
- (6) Right to mobility: accessibility and assistance at no additional cost for disabled passengers and passengers with reduced mobility (PRM)

The rest of the rights are not so bad. Slovak passengers usually get financial compensation and for those with reduced mobility there is special

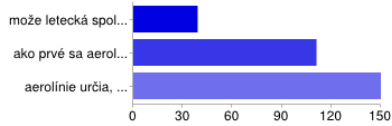
- (7) Right to compensation under certain circumstances
- (8) Right to carrier liability towards passengers and their baggage
- (9) Right to a quick and accessible system of complaint handling
- (10) Right to full application and effective enforcement of EU law

¹ <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

E.1. Práva cestujúcich - E.1.1. Lietadlo - V prípade meškajúceho letu:

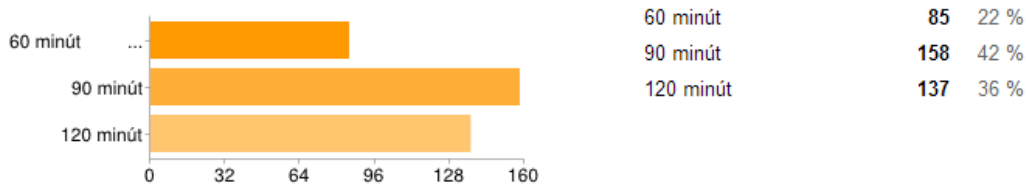


može letecká spoločnosť ľubovoľne vybrať, kto zostane na zemi	39	13 %
ako prvé sa aerolinie musia opýtať, kto sa chce dobrovoľne vzdať svojej rezervácie výmenou za iné benefity (napr. prebookovať letenku na iný let, vrátiť letenku, a pod.)	111	37 %
aerolinie určía, koho odškodnia podľa poradia v akom boli letenky rezervované	150	50 %

37 %/111 correct answers

- Passenger rights & train

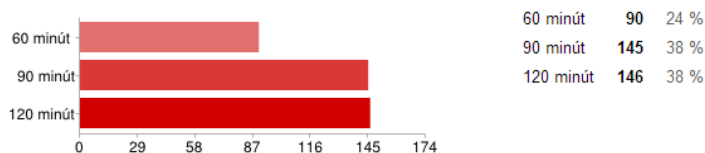
E.1. Práva cestujúcich - E.1.2. Vlak - Cestujúci môže žiadať vrátenie ceny lístka, ak jeho vlak mešká viac ako:



22 %/85 correct answers

- Passenger rights & long distance bus

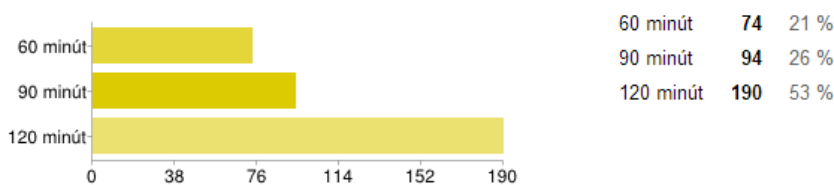
E.1. Práva cestujúcich - E.1.3. Diaľkový autobus - Mám právo na vrátenie cestovného lístka v prípade, že sa čas odchodu zmenil o:



38 %/146 correct answers

- Passenger rights & ship

E.1. - Práva cestujúcich - E.1.4. Loď - Mám právo na vrátenie ceny cestovného lístku v prípade, že môj nástup mešká:

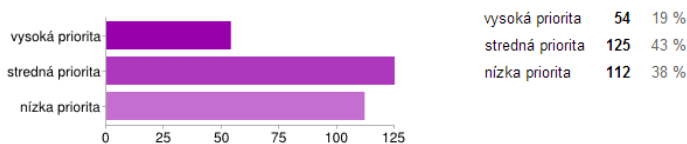


26 %/94 correct answers

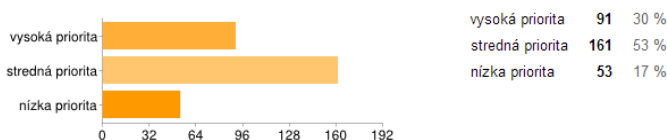
Chapter 6 - The voice of citizens and proposal

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

Zvýšiť informovanosť občanov prostredníctvom špecializovaných iniciatív, napr. ekologické dni [Ako posilniť možnosti cestovania bicyklami?]

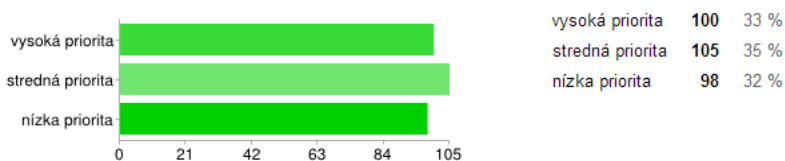


Zaviesť zvýšenie zliav a daňových úľav pre lístky na MHD (napr. uznateľnosť nákladov) [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]

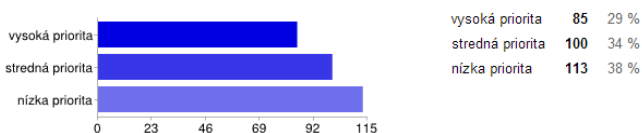


- Interventions to encourage the use of bicycles

Posilniť infraštruktúru v meste, napr. viac cyklotrás a pod [Ako posilniť možnosti cestovania bicyklami?]

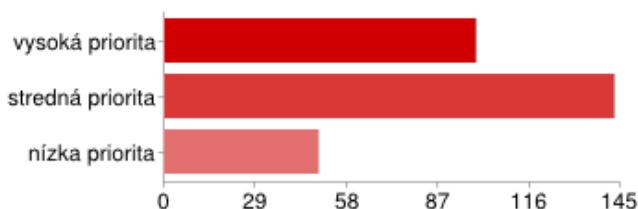


Uľahčiť používanie bicyklov v kombinácii s inými dopravnými prostriedkami, napr. parkovisko pre bicykle v okolí železničných staníc, metra a pod. [Ako posilniť možnosti cestovania bicyklami?]



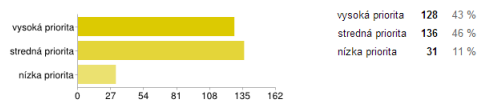
- Interventions to promote the use of local public transport / long distance

Sprísniť sankcie pre tých, ktorí nemajú platný cestovný doklad [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]

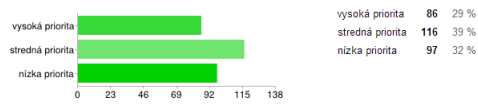


high priority – 99/34 %, medium priority – 143/49 %, low priority – 49/17 %

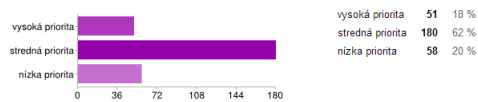
Viac pre zraniteľné časti populácie (napr. študenti, dôchodcovia, nezamestnaní atď). [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



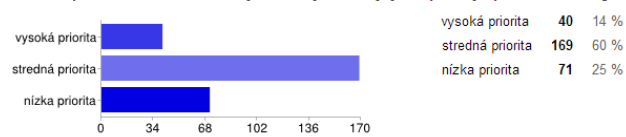
Posilniť použitie spoločných tarif pri použití viacerých druhov dopravných prostriedkov (napr. rovnaký lístok na použitie rôznych prostriedkov, predĺžiť dobu platnosti cestovania atď). [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



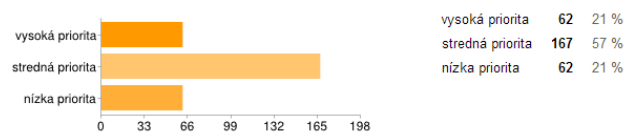
Väčší počet pruhov a chodníkov pre prostriedky verejnej dopravy [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



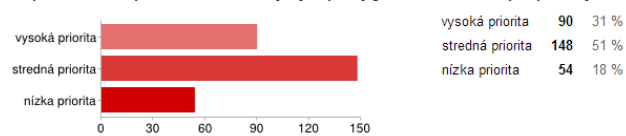
Posilniť pohotovostnú službu v jednotlivých verejných dopravných prostriedkoch [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



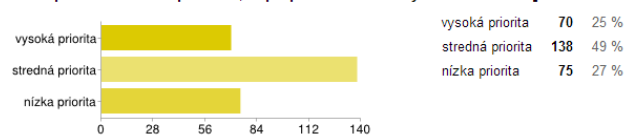
Zvýšiť frekvenciu spojov / územné pokrytie služieb [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



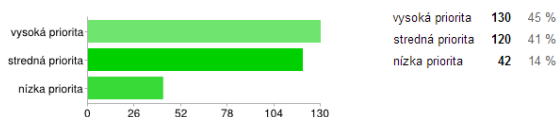
Zlepšiť čistotu v prostriedkoch verejnej dopravy [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



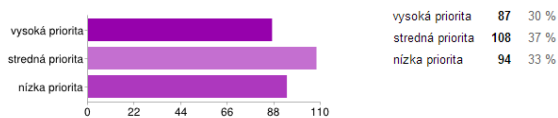
Zabezpečiť väčšiu bezpečnosť, napr. použitím video systémov v MHD [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



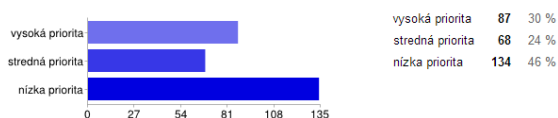
Investovať do novších a pohodlnejších vozidiel [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



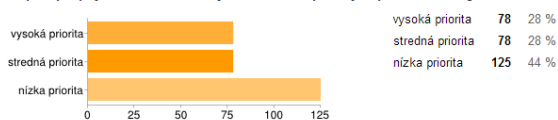
Umožniť, aby si cestujúci mohli kúpiť si lístok na palube/ v autobuse/vo vlaku bez príplatku [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



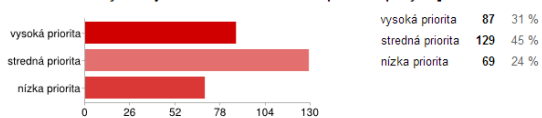
Zvýšiť počet parkovacích miest, kde môžete nechať auto do centra cestovať MHD [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



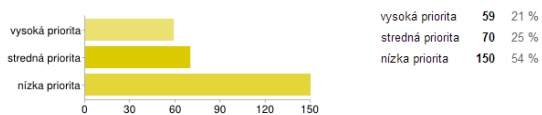
Zlepšiť prepojenie staníc viacerých druhov dopravných prostriedkov [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



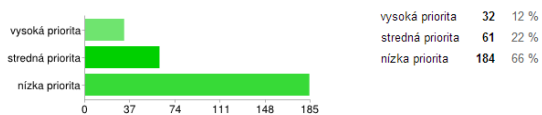
Odstániť bariéry cestujúcich s obmedzenou schopnosťou pohybu [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



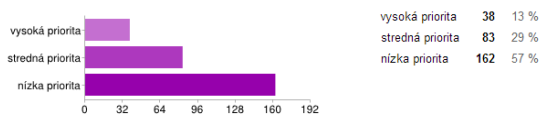
Poskytnúť väčšie pohodlie (napr. wi-fi, tv, noviny, atď). [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



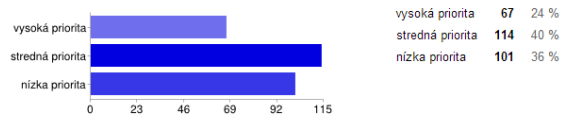
Vyhraďiť miesta pre pravidelných cestujúcich [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



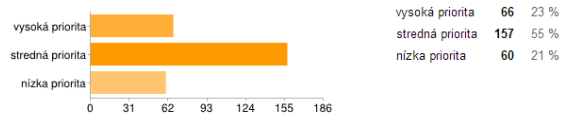
Zabezpečiť centrálny nástroj pre rýchle a bezplatné riešenie sporov nízkej hodnoty [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



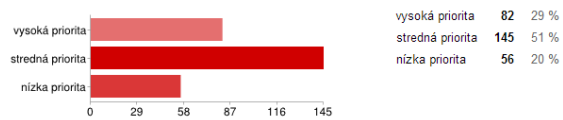
Zabezpečiť efektívnu kompenzáciu poškodeným cestujúcim [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



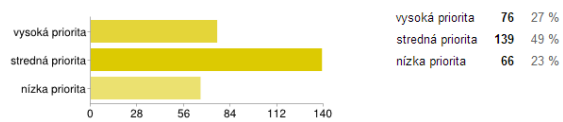
Využívať technológie inteligentného riadenia dopravy a zvyšovania bezpečnosti cestnej premávky [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]



Podporovať využívanie technológií, zaviesť možnosti rezervácie cestovných lístkov, možnosť kúpiť si lístky 24 hodín denne [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]

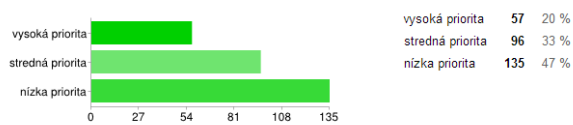


Podporovať využívanie moderných technológií pri poskytovaní informácií užívateľom služieb napr. o cestovných možnostiach a prevádzke v reálnom čase (aplikácia pre mobilné telefóny, wi-fi, atď.) [Priorita aktivít na podporu využívania miestnej verejnej dopravy/dlhé vzdialenosti]

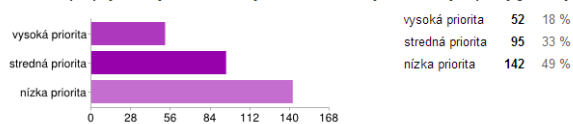


○ Interventions to encourage car sharing

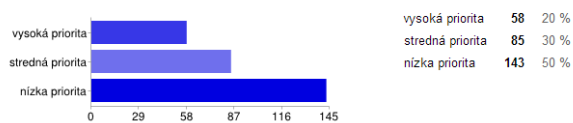
Sprístupnenie informácií o službe a jej dostupnosti [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



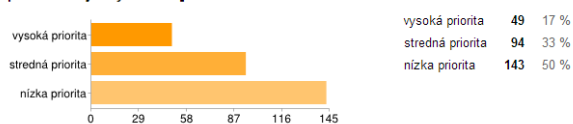
Umožniť prepojenie, aj cenové, so systémom mestskej hromadnej dopravy [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



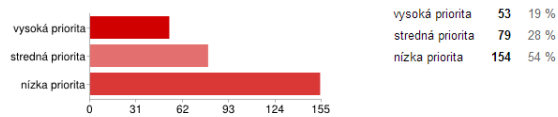
Naplánovať miesta možných prestupov a zlepšiť prepojenie [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



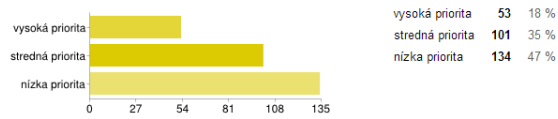
Zaviesť/zvýšiť sankcie za nepravdivé kontroly technického stavu automobilu, s dôrazom na jeho negatívny vplyv na životné prostredie [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



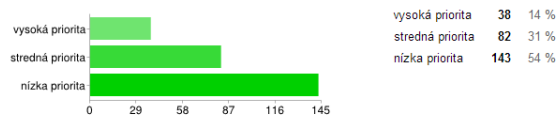
Zaviesť zákaz premávky na niekoľko vybraných, vopred určených dní (napr. ekologické dni) [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



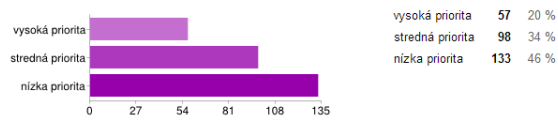
Obmedziť pohyb najviac životné prostredie znečisťujúcich vozidlá (napr. mýto, zonácia, atď) [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



Zaviesť politiku diferencovaného parkovania, napr. rozdiel medzi rezidentami a nerezidentami, vrátane rozdielov medzi znečisťujúcimi a menej znečisťujúcimi vozidlami [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]

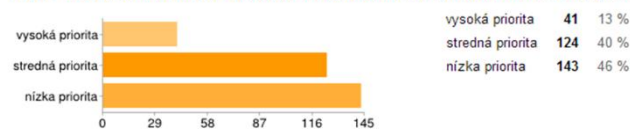


Podporovať vzdelávacie programy bezpečnej a k životnému prostrediu šetrnej jazdy, za účelom zníženia počtu dopravných nehôd, zníženia hluku a ďalšieho znečisťovania [Aktivity na podporu spolu jazdy viacerých pasažierov jedným autom]



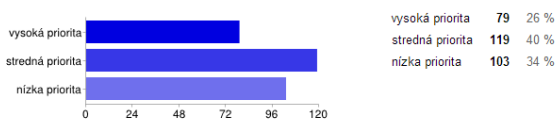
○ Interventions to reduce the environmental impact of private vehicles

Zvýšiť obchodovanie používaných ŠPZ [Aktivity na podporu väčšieho využívania a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]

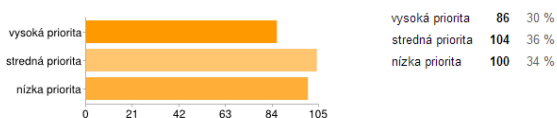


○ Interventions to promote the use / purchase of environmentally friendly cars

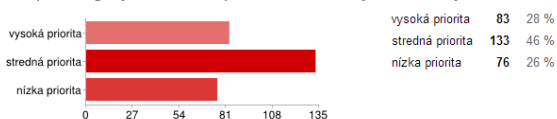
Zaviesť daňové úľavy pre výrobcov, aby znížili predajné ceny [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]



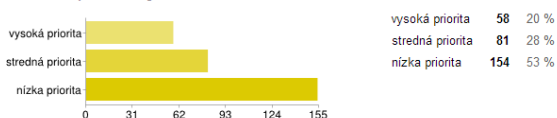
Zaviesť daňové úľavy pre tých, ktorí ekoautá nakupujú [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]



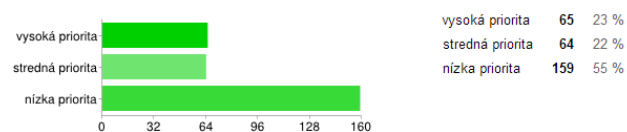
Vytvorenie špecializovanej infraštruktúry - nabíjacie stanice pre elektromobily, vyhradené parkovacie miesta pre osobné automobily LPG... [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]



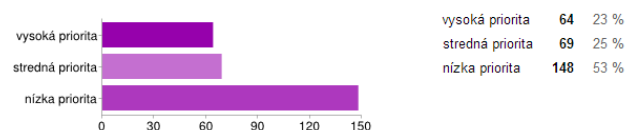
Bezplatné rezervácie parkovacích miest pre eko-šetrné vozy [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]



Zľavy na diaľničné mýta [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]

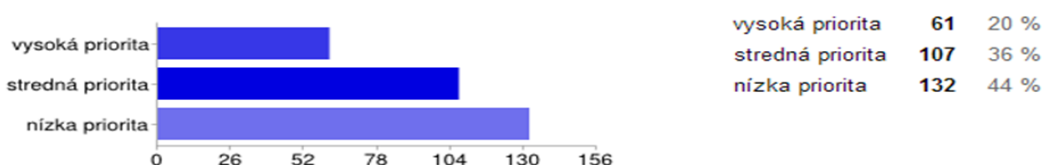


Zľavy na ďalšie náklady [Aktivity na podporu väčšieho využitia a nákupu ekologických vozidiel, napr. elektromobilov, hybridov, šetrných k životnému prostrediu]

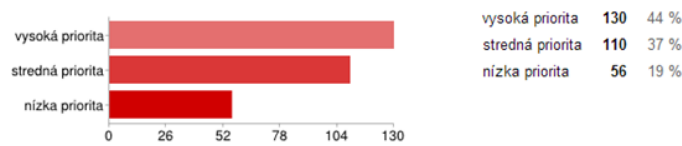


General interventions

Zmeniť otváracie hodiny škôl, úradov a iných inštitúcií [Všeobecné intervencie]



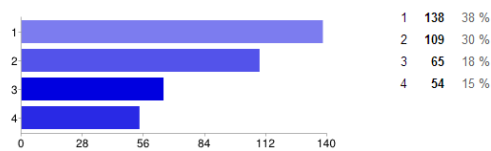
Podporovať konkurenciu medzi poskytovateľmi jednotlivých druhov dopravy - železnice, autobusová doprava, letecké spoločnosti... [Všeobecné intervencie]



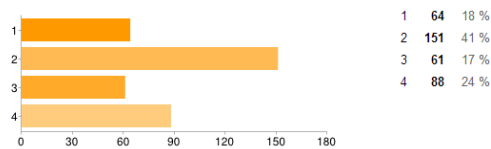
To make easier, cheaper and faster for people to walk or use public transport will bring the best results in Slovakia. It is not so important to focus on alternative supplies of the cars, because the biggest problem is not pollution but space. The place, what cars need for parking or drive. If we will design our cities more for walkers and bikers, people alone will get rid of using their cars, because it won't be cheaper, faster and easier for them to use it. Generally, a car is always a trouble consuming time, energy and money. Create walkers and cycle – friendly cities with modern system of public transport and people stop use their cars naturally anyway.

F.2. DO YOU AGREE WITH THE FOLLOWING STATEMENTS? (Maximum 1 = disagree, 4 = maximum agreement) "

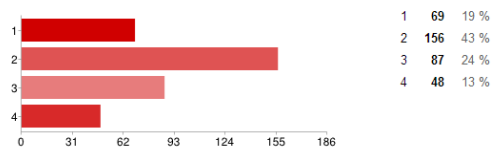
Prijatie plánu trvalo udržateľného rozvoja mobility závisí predovšetkým od občianskej uvedomelosti a angažovanosti občanov. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



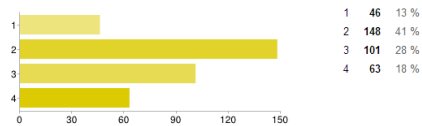
Prijatie plánu trvalo udržateľného rozvoja mobility závisí predovšetkým od dobrej správy vecí verejných. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



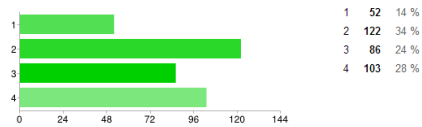
Prijatie systému udržateľnej mobility závisí predovšetkým od spoločenskej zodpovednosti výrobcov dopravných prostriedkov. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



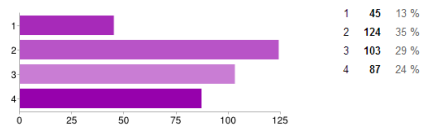
Informačné kampane a zvyšovanie povedomia zohrávajú dôležitú úlohu v rozvoji mobility. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



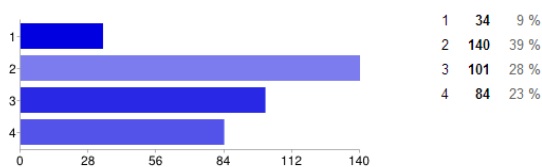
Z hľadiska dopravy by sa verejná správa mala viac riadiť názorom občanov pri príprave, definovaní a vyhodnocovaní plánov mestskej hromadnej dopravy. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



Dopravné podniky majú zapájať občanov do monitorovania kvality ich služieb. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



Občania by mali rozšíriť svoje znalosti o normách kvality verejných dopravných prostriedkov a o ochrane práv cestujúcich. [F.2. Súhlasíte s nasledujúcimi výrokmí?]



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.

Information gathered into Section G -Other of the questionnaire

- More electronic boards with time schedules of city and local bus lines.
- To built cycle line from Kysutské Nové Mesto to Ochodnica
- To re-organize public bus lines, to avoid situation when you have two or three buses in five-fifteen minutes and no buses after that for hours. To connect also more distant areas with direct bus lines.
- Use more mobile applications, which will search the position of the public vehicle, so passenger can see immediately, if it will be late and can choose different possibility for transport.
- To initiate free of charge public transport in all EU.
- To establish time tickets for employed people with high price coverage from employer or state.

- Institutionalisation of free public transport for pupils and students till the end of their studies.
- To limit building of new objects without appropriate parking space. Parking should be a legal part of legal project documentation of the building or at least sorted out in separate documentation.
- Personal cars often park on main roads, which are used by public transport. It is very dangerous, because parked cars make it impossible to see moving cars coming from next street to main road properly.
- Provide parking places free of charge for area residents.
- Make it impossible for local authorities to sell or rent parking place to one owner for a year or longer, so other cars can't use it at all.
- I live in the city with less than 20 000 inhabitants. We've got only one regular bus line going only three or four times a day. If this connection goes more often and reaches also distant areas of the town, I would be able to plan my way in real time, and so that I had not to use my car for every short trip. The price of the ticket for public transport should be minimal.
- If we want to make people use public transport more often, we should establish official tax for public transport compulsory paid by everyone. This fee should cover all or at least part of public transport expenses around a year.
- In my opinion the time schedules of the trains are worse and worse every year. The connection network has no logics and sense. There are no services, so we need to travel to bigger city very often. Although we call ourselves a tourist centre, we don't react on higher volume of tourists very flexibly and still have lack of trains. Inspectors on board are in vain, while there is nobody on the station or platform to tell passengers where to go. Public notice on the station is only in Slovak language. I don't understand why we don't use minibuses for lines which are less used by passengers instead of vehicles with high capacity. I still miss the graphic information with the detailed description of the planned line on board.
- I think it is very useful to continue to build cycle lines around and between towns. I also think it is very important to improve the safety of pedestrians.
- Count down of seconds till the colour will change, while waiting on traffic lights. Blinking before the change of the colour.
- I suggest recording of all police controls on the roads.
- Bicycle registration by police and providing the authorised documents about ownership.
- No homeless people on the stations!
- Ecological transport in all cities. Cycle paths are safer for all participants of road traffic.
- Regular and systematic modernization of vehicles used for public transport, barrier free buses, trains, trams with alternative energy supply.

- I think we should start to use horses in city centres more.
- I thank God for not be forces to use public transport for more than 25 years now. And if nothing serious happens, I won't use public transport and will ride my car.
- I don't agree with advantages of eco vehicles. It is currently so expensive, only rich people can afford it as modern fad. These few vehicles can't save Earth. And that's why they should have more advantages? Eco vehicles, to have any positive impact, must be the same or lower price level as the other engines.
- Transport organisation and official marking should be a result of cooperation of experts and local community.

Chapter 7 - Synthesis of data and conclusions

No matter if people in Slovakia live in the city centre, suburb or village, they still have the best possibility to travel by bus, because bus stops seem to be the most assessable points of public transport everywhere. This is a paradox, because public buses are still quite old and old fashioned especially in local point of view. Train stations are not so close for everyone, but the situation here is better. Railways seem to care more about the hygiene and common visage of their vehicles. We were surprised by the coverage of taxi stands and by finding that people even in small cities use taxies to go to the shop or hospital. Than we have realised, people with serious health disabilities or retired people can get the licence from the local government to use taxies cheaper. It is a kind of benefit for them to get to make their everyday life easier. We were surprised by the amount of people answering yes to a question A.10. It is not usual for Slovakia to know publicly about such plans and we strongly doubt a lot of cities really have such a plan or strategy and do their best to keep on it.

It is also interesting to see the car is used for travelling to work, family trips, school, doctor or even cinema. People still believe it is cheaper as to use public transport. The second type of transport is surprisingly walking. This is very interesting to know, because those two types are completely opposite. It means people drive or walk. There is only a very small number of people, who use public transport. If we look at the question B.2 and see people spend to two hours daily by travelling, it is a question if it takes so long because they walk or drive.

On the other side, speaking about longer distance trips – cars are winning in all categories. And what´s the most interesting from those findings is the position of trains. Although trains are considered the most environmentally friendly type of transport, their usage is very low. First choice is own car, second bus or plane and after that train. It means argument of ecology or caring about environment is not so important when planning holiday or longer trip.

It is also interesting, because people consider train the second most comfortable, cheap and safe type of transport straight after car.

We can also see that most of the people choose the car, because there is no time limitation. According our results from the questionnaire the greatest disadvantage of using public transport is the time consumption. Other big issue are costs. We couldn´t believe the most of the people still think the car is the cheapest way of transport for them even for short, every day trips. This is the message for national a local governments to sort out the problem why people see public transport so expensive, it stops them from using it. Because, people see public transport as expensive, with bad hygiene, overcrowded, with no satisfactory time schedule and bad services. They often don´t know how and where to complain, ask satisfaction, or rebook their journey.

Annex A - Civic Recommendations

Regarding strategy of Smart cities - only failed cities are trying to prohibit something to its citizens. Prohibit parking, or prohibit access of cars to city centre. Successful and smart cities are able and willing to offer better alternatives. And thanks to those better alternatives of transport people naturally start to change their behaviour...

1. It is important to work with specific data, not only with feelings and good intentions, but be able to count the benefits of what we want to reach. It means to count how big volume of exhaust gases we can save by lowering to certain amount of cars. Or how many meters of cycle path do we need to decrease the impact of greenhouse impact.
2. The initiative of Bratislava Council to motivate people to buy electric by allowing them to use faster tram lines, although it looks as a good practice, is just short term pseudo solution. We put it as the good practice, because it can help a bit, but the main problem with the cars in actually the place what they occupy.
3. If the street width dimensions are suitable for cars, pedestrians have a problem to cross the road, and wait long at traffic lights. People see it as a barrier which discourages them from choosing walk as the type of transport when going to work, school, shop or cinema. It is actually just easier for them to use for the same purpose a car. So it is no really important if we have cars powered by gasoline, electricity or even air. Car is still bulky object which does need a lot of space and always interferes. Combination of walking and cycle paths with public transport is the solution. Considering appropriate terms of comfort, cleanliness, reliability and modern design, of course.
4. We need to allow people to walk in the city, again. It is often very difficult for them. Especially if you are elderly, have your children on hand or pulling over a large luggage. Take an example: If we have separate lines for cars, they just act sovereignly. Drivers are fast and reckless. But if we design a street, with the bars to limit speed and all, pedestrians, bikers and cars together are naturally forced to go slowly, almost step by step, car drivers just have to negotiate the space to go through in real time with the rest of road and street users.
5. It is important to expand and diversify types of transport available to use while moving around the city, so that people can actually substitute them. When it is snowing, I will use a car. Sunshine out there? Let's go bike. Do you feel you need to clean your head or just be active and still relax? Healthy walk is the right thing for you. Smart city allows all those possibilities to its citizens.
6. To offer of high quality alternative types of transport can be also the solution to ongoing problems with lack of parking spaces. In city centres but in housing development and suburbs as well. There is no need to think about parking ban. We have to discuss how to improve possibilities of passing the cities for pedestrians to improve public transport and make it more attractive to build cycle paths, too. Bans whatsoever can be politically problematic. Once people have better alternatives, they decide to give up cars themselves. They simply stop them to use.
7. We should give up legislation which requires newly built house has a legal obligation to provide also secure parking space for its residents. This is currently considered to be just artificial barrier. Cars are generally expensive, suck money out of people, and bring more worries to our every day life. In Slovakia we have simple proverb saying *if you have no problems, buy a car...*

We use financial funds on cars instead of invest them into culture, education, children or other hobbies.

8. Smart cities offer better alternatives than cars and roads. Public space should be so balanced, that all its residents and users can feel comfortable. No matter what type of transport they choose...

Annex B - Good Practices from Slovak civic point of view

Electronic information system and leading stripes build on Main Train Station in Poprad for passengers with sight handicaps

- **Objectives:** To make the movement and travelling more easier for people who can't see properly. Electronic equipment tells them the time schedule of the trains, so they can be ready for their train and find the coach for disabled people faster. Leading stripes on the floor show them the way to platforms, ticket machines, toilets, escalators and other services they can need.
- **The main field of Good Practice:** In Europe, more than one in five people find travelling difficult due to old age, disability or reduced mobility. To make every journey a pleasant experience, the European Union has established a series of rights that aim to enable you to get around just like anyone else, whether by plane or by train.
- **Who promoted the Good Practice:** This good practice was promoted by state train company Železnice SR.
- **Actors involved in the Good Practice:** While preparing equipment for people with disabilities, the promoter discuss their opinions and needs with associations for people with special requirements to make this new practices really focused for improvement of their every day or occasional life.
- **Location and term:** 4/2006 – 8/2007, Poprad, Slovak republic

How to avoid traffic collapse while snowing too much?

- **Objective:** There is traffic collapse in some cities in Slovakia in winter and spring, when snowing too much. People can't get their parked cars from home parking in the morning, because they are full of snow. And during the day, while it is snowing, parking spaces are impossible to reach in the evening, again. It causes a lot of bad emotions and stress. Last year we have addressed new practice for the groups of people living in one block of flat. There is an announcement on the public board, when it is possible to send road workers with machines to clean the parking space. The only thing is to get an agreement from people living there to choose exact date and hour, when they take their cars from car park so it is empty and the space is available for cleaning from the snow. There is a hot line to call than and arrange action.
- **The main field of Good Practice:** Public services. People pay tax for using the cars and parking spaces. They pay tax also for using public roads and for regular on time collection of the garbage. Snow, on public roads and car parks can be considered as rubbish, when there is too much of it at one point. The traffic generally, on clean roads, is more smooth and safe.
- **Who promoted the Good Practice:** Local government and regional road company
- **Actors involved in Good Practice:** This is very good exemption of cooperation of local government, which had to agree this new practice officially, local police department and road company, which provides people and machines to clean the roads and car parks from the snow. But important role play also tax payers, car owners, who live in certain area and use selected car park. They have to communicate and together find

concrete time when they all take their cars from car park, so it is completely empty and ready for cleaning.

- **Location and term:** This initiative was established last winter in Poprad for the first time.

Tram lines for electric cars

- **Objective:** There is still only a few electric cars in Slovakia. They are very expensive for most of the people. We can say that our capital city Bratislava is the leader in trying to establish bits and pieces of sustainable mobility. The main reason is maybe as being the capital there are problems with public and private traffic, and also environment effect of it, the most visible. That's why Council of Bratislava decided to motivate people to buy and use electric cars more by offering them to use faster lines for public trams for everyday driving.
- **The main field of Good Practice:** Sustainable mobility by using cars with alternative and less harming power supply.
- **Who promoted the Good Practice:** Bratislava Council
- **Actors involved in Good Practice:** This example is also based on cooperation from more parties. Bratislava Council represents side of local government, but they need an agreement with regional government, because they cover some public roads as well. And also agreement with public company – provider of public tram transport in Bratislava.
- **Location and term:** This was announced by Major of Bratislava in October this year.

Vote by bicycle

- **Objective:** There were regional election this month in Slovakia. We have eight official regions/counties and all of them have their own personal establishment led by regional chairmen and regional MPs. This initiative added new aspect for voters to decide according what opinions have about cycling as a type of transport. The politicians answered following questions to give their voters better idea of their priorities.

When it was you last time used bicycle for transport and with what purpose? What do you consider as the main problem regarding cycle transport in your region? What are your main priorities while speaking about cycle transport and what short term activities you will realise in 2014? How do you want to sort out connection from to.....? How do you want to improve multimodality in smaller cities? What are the cycle transport experts in your team, give us their names and professional background.

- **The main field of Good Practice:** To give arguments and cycle area as the possible motivation to go to vote and how to decide. In Slovakia, especially young people just

ignore election. And the promises of politicians before elections are huge and always more less the same. This was very new and fresh idea to connect politicians with real needs and very concrete actions regarding cycle transportation in Slovak regions, so voters could choose on a base of very concrete answers which are important for them.

- **Who promoted Good Practice:** Cycle coalition – civil organisation supporting development of urban cycling in Bratislava
- **Actors involved in Good Practice:** It was very straightforward cooperation. People from civil organisation just prepared questions and sent them to candidates. Some of them responded, some had not.
- **Location and term:** Eight regions of Slovakia, regional elections in November 2013

Tatry Card

- **Objective:** To promote and increase the usage of ecological type of public transport in Slovak oldest national park High Tatras, which is known for clean and healthy air and still untouched woods.
- **The main field of Good Practice:** Tourists and visitors coming to High Tatras should use public transport more. Our ambition was they leave their cars at home and come by bus or train. Or even if they come by own car, they leave it parked in front of the hotel or pension for the whole stay and use only public services for the transport. That's why all visitors older than six years, staying in cooperating subjects for more than two nights, get their own Tatry Card. There are many types of discounts, but for the purpose of our project it is important to mention completely free public transport for all Tatry Card owners. It means this card is a legal travel ticket for public trams and trains in this area.
- **Who promoted Good Practice:** It is local organization established by law, which represents the interests of tourist service providers and local governments called Region Vysoké Tatry.
- **Actors involved in Good Practice:** Local organization Region Vysoké Tatry, all sorts of traders and service providers from this area, public and private transport providers, local governments, Mayor of City High Tatras and Štrba and also visitors themselves who agreed to give up their cars on behalf to protect nature for the time of their stay in High Tatras.
- **Location and term:** Summer 2013 - 01.06.2013 do 31.10.2013.

Safe way to school – Prevention from road accidents on the way to school

- **Objective:** See and be seen was the main motto of the day dedicated to the safety of our children. The first day of school, on the 2th of September 2013 police enhanced surveillance of schoolchildren around schools and streets.
- **The main field of Good Practice:** To increase safety for children on the way to school. Motivate children and their parents to give up driving short distance to school every day and feel safe to walk even across the main road.
- **Who promoted Good Practice:** media

- **Actors involved in Good Practice:** National and Regional Police Department, local governments, schools, parents
- **Location and term:** 2.9.2013 and on going

Urban public literature

- **Objective:** Bus stops of public bus lines in Bratislava have become temporary cultural centres as well. People waiting for the bus can listen to interesting passages from contemporary Slovak literature read by professional actors.
- **The main field of Good Practice:** To make travelling by public buses more attractive, interesting and educating. It can be useful both ways. Can attract people to travel by public bus because they are interested in literature, or attract people to be more interested in and read Slovak literature more through travelling by public bus.
- **Who promoted Good Practice:** club of literature, civil organisation, media
- **Actors involved in Good Practice:** club of literature, professional actors, bus transport company of City of Bratislava, Radio Point
- **Location and term:** every Tuesday and Thursday from 14.11.2013 between 18:00 and 20:00 PM, Bratislava

Public petition to forbid parking on the path ways

- **Objective:** Cars have priority in Slovak cities and they often park on the strangest places. It is a big problem, especially in the centres of the cities, they often park on the path ways, so for pedestrians it is difficult or even impossible to walk or cross. By signing this public petition civil organisation, which organize it, believes they can make legal pressure and forbid officially parking on path ways in whole Slovakia.
- **The main field of Good Practice:** To give pedestrians the possibility walk freely and fast through their cities, without any danger from starting or moving cars. To balance the position of walking people over the cars in Slovak city centres.
- **Who promoted Good Practice:** civil organisation called cycle coalition
- **Actors involved in Good Practice:** civil organisations, citizens, local authorities
- **Location and term:** 16.9.2013 onlus

And two funny but useful tips from Scandinavia...

Invisible bike helmets from Sweden

- **Objective:** You know what kind of sucks about riding a bike? Bike helmets. Sure, they keep that overrated "brain" from getting splattered, but they take a lot of the open-air-joy out of things, and they're not comfortable. A pair of Swedish women have developed a remarkable solution: the invisible bike helmet to give you full head protection without, remarkably, wearing anything on your head.

- **The main field of Good Practice:** A pair of Swedish women have developed a remarkable solution: the invisible bike helmet to give you full head protection without, remarkably, wearing anything on your head. Fashionable look is important for urban bikers who use their bike to get to work, school, cinema or date.
- **Who promoted Good Practice:** <http://www.hovding.com/en/>
- **Actors involved in Good Practice:** Scandinavian designers
- **Location and term:** July 2013 onlus



Inclined rubbish bins for cyclers

- **Objective:** To make the ride through busy city center of Copenhagen more smooth and comfortable. Bikers don't need to stop to throw small rubbish to the bin.
- **Main field of Good Practice:** Very nice and easy idea how to make the drive of bikers longer and centre of the city cleaner. It is an inspiration for countries like Slovakia, where we need to fight for every meter of cyclo or even walk path in the centre.
- **Who promoted Good Practice:** City of Copenhagen
- **Actors involved in Good Practice:** city council, bikers organisation company responsible for rubbish takeover



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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)



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