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## Day of Citizens for Europe in Rome, Italy

### Protecting Citizens' Rights: challenges and opportunities for EU passengers

**Date: 16th September 2014**

**Time: 10.00 a.m. – 4.00 p.m.**

**Venue: Cittadinanzattiva Headquarters, Via Cereate 6, Rome**

#### 10.00 – 10.10 Registration

#### Part I (English language)

**10.10 – 10.15 Welcome & Opening session** (Introductory speech, presentation of the project and the structure of the meeting)

- Mariano Votta, Director, Active Citizenship Network

#### 10.15 – 10.40 Framework

- *Schengen, the right to move and the populist threat to mobility in Europe* by Petko Georgiev, Pro Info (Bulgaria)
- *The commitment of the EU Institution in the field of Mobility and Transport and “Your Passenger Right at hand” UE campaign* by Pedro Jose Garcia Gracia, Unit D4 "Passenger Rights" DG Mobility and Transport

#### 10.40 – 11.20 Meeting the challenges of European Citizens' Mobility from a civic point of view

- *Mobility, a paradigm of European citizenship* by Mariano Votta, Active Citizenship Network
- *Perspectives on urban mobility. Case Study: Bucharest* by Irina Zamfirescu, ActiveWatch (Romania)
- *Mobility and transport, the view of the citizens in Serbia* by Bojana Paunovic, Consumers center of Serbia

#### 11.20 – 12.00 How to promote the protection of Passenger Rights in the framework of European Mobility Week

- *The role of the European Consumer Centres Network*, by Pavel Pavlovkin, ECC Net (Slovakia)
- *Help and advice for EU nationals and their family in the field of transport*, by Valentina Mayer, European Citizen Action Service (ECAS) and Your Europe Advice (Belgium)
- *Passenger Right and Alternative Dispute Resolution*, by Radoslav Bonk, Youstice.com (Slovakia)

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**12.00 – 12.30 Call to action: how to improve Passenger Rights through the civic participation by [Cittadinanzattiva Consumer policy](#)**

- *A civic observatory on the cost related with mobility: from National to EU data collection, by Tiziana Toto, Director Observatory Prices And Tariffs, Cittadinanzattiva*
- *Patients as particular kind of passengers: an overview of their needs in the framework of patients right on cross border care, by Mariano Votta*
- *Tools to promote the citizen participation: online quiz for self evaluation, free guide, civic survey, by Cinzia Pollio, Cittadinanzattiva*

**12.30 – 13.30 Discussion among participants**

- *Good practices and Civic Recommendations in the field of mobility by Daniela Quaggia, Active Citizenship Network*
- *How to design a successful European project, by Charlotte Roffiaen, Consultant in European Affairs ([www.eu4u.eu](http://www.eu4u.eu))*

**13.30 – 14.00 lunch**

**Part II (Italian language)**

**14.00 – 15.45 The protection of passengers' rights in Italy** (by Pit Servizi<sup>1</sup>)

*La tutela dei diritti dei passeggeri in Italia (a cura del [Pit Servizi](#))*

- *Una panoramica sulle principali segnalazioni giunte nell'ultimo anno*
- *la Raccomandazione della Commissione Europea relativa all'utilizzo di una metodologia armonizzata per la classificazione e la notifica dei reclami*
- *maggior protezione per chi viaggia in UE*
- *Dalla teoria alla pratica: esempi e casi di studio*

**15.45 – 16.00 Conclusions and Recommendations**

Participants will receive:

- *Leaflet “Your Passenger Right at hand” (English and Italian language)*
- *Brochure “5 consigli per muoversi in città” (English and Italian language)*

*The “Protecting Citizens' Rights: challenges and opportunities for EU passengers” international conference is part of the “Joint Citizen Action for a Stronger, Citizen-Friendly Union” (JoiEU) project, which focuses on coordinating debate and action in 13 European countries on a set of issues focused on citizen participation and strengthening the citizen base of a deeper European integration. The project is funded by the European Union and implemented by a group of international partners led by ProInfo (Bulgaria).*

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<sup>1</sup> Over the years Cittadinanzattiva has developed and invested in the technology of citizen protection creating “PiT” (Prigetto Integrato di Tutela - Integrated Project of citizen protection). The project PiT was born in 1999 thanks to the patronage and support of the European Commission DG Sanco - Consumer Protection. “PiT” provides guidance, information and citizen protection for those citizens who have experienced inadequate services in the health service, other public services and in the area of justice.