

This pamphlet contains the recommendations emerged from the consultation process started in 2013 as activity of the EU project "Mobility, a paradigm of European citizenship", realized thanks to the contribution of the European Commission and promoted by the European Network of the Italian NGO Cittadinanzattiva, Active Citizenship Network, in 8 Countries: Bulgaria, Italy, Lithuania, Portugal, Romania, Serbia , Slovakia, Spain.

The European citizens interviewed were over 4,000 from 299 cities, and were handed a questionnaire on 42 recommendations regarding: the use of bicycles (3 statements), the use of local public transport (21), car-sharing (3) private vehicles (12) and general interventions on mobility (3).

Respondents had to indicate how important (very, fairly, little) they believed was a follow up with the what they were commenting.

Out of 42 draft recommendations, 18 showed an average value exceeding 50% of high priority - presented in the table below as Civic Recommendations.

18 Civic Recommendations	%	Sector	Sustainability
1. Introduce/increase discounts and tax breaks for tickets for public transport (e.g. cost deductibility)	67 %	Local public transport	Economic sustainability
2. More facilities for vulnerable segments of the population (e.g. students, senior citizens, the unemployed, etc.)	67 %	Local public transport	Economic sustainability
3. Remove barriers preventing access for passengers with	65 %	Local public	Right & duties

reduced mobility/disabled		transport	
4. Increase infrastructures in the city (e.g. more bike lanes, etc.)	65 %	Use of bicycles	Social sustainability (Accessibility)
5. Introduce tax breaks for car purchases	62 %	Private vehicles	Economic sustainability
6. Request more dedicated infrastructures (charging stations for electric cars, dedicated parking spaces for LPG cars, etc.)	60 %	Private vehicles	Environmental sustainability
7. Make the use of bicycles in combination with other vehicles easier (e.g. Parking for bikes in the vicinity of railway stations, metro, etc.)	60 %	Use of bicycles	Social sustainability (Accessibility)
8. Introducing/increasing Travelcards (e.g. the same ticket for the use of multiple means of transport) as well as extending its validity time	60 %	Local public transport	Economic sustainability
9. Improve the connection between stations and other transport options	59 %	Local public transport	Social sustainability (Accessibility)
10. Introduce tax relief for vehicle manufacturers in order to reduce the selling price	59 %	Private vehicles	Economic sustainability
11. Possibility to buy a ticket on board at no extra cost	57 %	Local public transport	Social sustainability (Accessibility)
12. Increase Park & Ride areas	56 %	Local public transport	Social sustainability (Accessibility)
13. Invest in the state-of-the-art vehicles	54 %	Local public transport	Social sustainability (Liveability)
14. Increase the frequency of service	53 %	Local public transport	Social sustainability (Accessibility)

15. Promote the use of technologies for intelligent traffic control and the improvement of road safety	53 %	Local public transport	Social sustainability (Accesibility)
16. Ensure greater safety in vehicles (e.g. Use of video surveillance systems)	52 %	Local public transport	Social sustainability (Liveability)
17. Apply discounts on additional costs (e.g. car insurance, car tax, etc.)	52 %	Private vehicles	Economic sustainability
18. Promote educational programs about safe and environmentally friendly driving in order to reduce road accidents as well as noise and environmental pollution	51 %	Private vehicles	Right & duties

From the responses received, the needs of European citizens are clear as is clear what they demand from institutions and from the stakeholders.

- Firstly, to improve public transport: among the 4 Recommendations with the highest consensus (greater than or equal to 65%) three refer to local public transport and one to an increase in the use of bicycles.
- In general, 11 out of 18 Civic recommendations focus on local public transport, 5 on private vehicles and 2 on the use of bicycles.
- On the positive side, a strong sense of solidarity stands out, since the first three Recommendations wish to further promote access to public transport for those citizens

economically/socially most vulnerable or with reduced mobility - compared to what is already being done.

- In order to be able to use the bicycle in town we need to increase the infrastructures starting with bicycle lanes.
- Worth noting is the lack of indications on car sharing (clearly showing how this is still seen by the majority of citizens as not being a first choice option, and in some cases citizens do not even know this option exists) and on general interventions which may be capable of affecting the mobility system as a whole (e.g. increased competition among operators in the sector, plans to reduce traffic etc..). In this case, perhaps, it reflects a certain difficulty in framing the issue of mobility in the context of a broader planning centred on improving the quality of life in cities.
- A part from the individual aspects of mobility, the Recommendations show a strong need for social sustainability related to improving accessibility: as many as 7 out of 18 Recommendations focus on this issue.
- The second most important issue is that of economic sustainability addressed by 6 Recommendations - widely expected given the ongoing crisis which is currently gripping many European countries.

- Two Recommendations address the subject of rights & obligations: on the one hand, they call for the real enjoyment of a right, the right to mobility for people with disabilities, specifically on the reduction of barriers; on the other, they urge people to acknowledge their obligations as citizens, giving high priority to the education for safe and environmentally friendly driving.
- There are also 2 Recommendations which focus on liveability: both dealing with substantial improvements to the public transport regarding comfort and safety on board.
- The Civic Recommendation which focuses on Environmental Sustainability has a clear interpretation: it is no longer the time of employing remedies limiting the use of polluting means of transport (e.g. limit traffic according to even and odd numbers of license plates or Sundays on foot) we should instead invest on infrastructures for the use of less polluting cars.

CONCLUSION

What do these recommendations suggest?

Firstly, that European citizens are well aware:

- that in the world of transport there is no magic wand to help meet all our mobility needs and that the resources available are few. This is an important starting point because it allows us to address these issues with healthy realism, thus

recognizing the responsibilities of and difficulties encountered by all the actors involved;

- that we are all - and not just the commuters - called upon to contribute to both individual and collective mobility needs, public and private;
- of the complexity of mobility since there is a link between:
 - public services, to which certain rules and responsibilities apply, and the market, governed by other rules;
 - collective and individual mobility;
 - public and private actors;
 - local/regional/national/supranational dimensions, as well as short-and long-term needs related to the present generations and to the future ones, with needs difficult to foresee at the moment;
- of mobility as a means to makes us feel European citizens.

And the secondly is that we need to act on what we already have:

- Most Civic Recommendations ask to systemise what is currently split and occasional. There are low-cost solutions which could meet the diverse mobility needs, and not seeing them implemented is annoying. More than revolutionising the system, the mobility of many Europeans would improve by implementing already tested solutions. Not surprisingly, the implementation of most Civic Recommendations requires the ability to enforce them more than investment in them;
- the awareness of the situation citizens experience every day does not correspond to the knowledge of

what has been achieved or is being done through the work of the EU institutions;

- recent Directives have strengthened the legal conditions for a greater protection of passengers' rights, but they still need to strengthen the tools of protection and, in parallel, to support information to citizens by:
 - supplying information at international airports, railway stations and main transport interchanges;
 - promoting the APP that the European Commission has launched for air and rail transport, useful also for bus/coach transport and river and sea transport;
 - involving civil society as a vehicle to reach a target of citizens otherwise not accessible since they do not know how to use new technologies or social media;
 - regarding conciliation as a fast and economical way to resolve *small disputes* in transport;
 - organising counselling and protection centres within the major interchange areas and where there is the most passenger flow.

We wish that this work be regarded as a constructive contribution to what associations and citizens have forwarded to the attention of institutional decision-makers at local, national and European level, as well as to the various stakeholders who are committed to working for a more sustainable mobility and in line with citizens' expectations.