

**CiViTAS**

Cleaner and better transport in cities

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# Implementation status report on short-distance mobility planning workshops

## ELAN Deliverable No. 4.11 – D1

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### General

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### Work package links

	WP1 Alternative fuels & clean vehicles		WP7 Energy-efficient freight logistics
	WP2 Collective transport & intermodal integration		WP8 Transport telematics
	WP3 Demand management		WP9 Project coordination
X	WP4 Influencing travel behaviour		WP10 Project management
	WP5 Safety, security & health		WP11 Research and Technological Development
	WP6 Innovative mobility services		WP12 Impact and process evaluation
		X	WP13 Dissemination, citizens' engagement, training and knowledge transfer

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# Implementation status report on short-distance mobility planning workshops

## 1. Executive summary

The objective of measure 4.11-ZAG *Comprehensive mobility dialogue and marketing* is to ensure participation of the general and professional public into the decision-making process, to develop trust between citizens and authorities, to engage citizens in finding concrete solutions and make them responsible and supportive. The specific objectives relevant for the action described in this document are:

- To encourage expression and elaboration of citizens' proposals aiming to improve short-distance mobility within local committee<sup>1</sup> areas along the project demonstration corridor of Savska Street and to make them heard and taken into consideration
- To strengthen the citizens' voice and self-confidence in public dialogue on mobility issues.

Two levels of local self-government are established in Zagreb in the form of 17 city districts and 218 local committees. Their regular activity is carried out through council meetings on both levels. The practice of meeting citizens is underdeveloped and in some cases non-feasible due to the inappropriate space, equipment and other deficiencies. ODRAZ met a number of difficulties in planning, preparing and carrying out this activity as it became evident at the very beginning that all the organisational tasks had to be taken over by the ODRAZ team. The service for the Local Self-Administration of the City of Zagreb did not show interest for this action. The non-developed practice of citizen engagement is not being perceived as a problem. Organisers often had to explain why a meeting with citizens had to be organised during working hours. Presidents and employees of the local committees supported the activity, but their capacities were weak and a lack of similar experiences was noticeable. Representatives of the City administration, services and the Assembly, relevant institutions and associations were invited to participate in order to listen to citizens' views, reply to questions, and to provide information and clarifications. Their participation was precious, but not regular.

Collaboration was established with a few associations (NGO):

- Volunteers from the Zagreb Volunteers' Centre were disseminating invitations and assisting to prepare workshop proceedings
- Members of the Centre for Education and Counselling Sunce were taking care of children to enable parents' participation when an additional room was available
- Centre for Philosophy and Media was making film-records from the workshops.

Although regularly informed and invited, the media did not find the topic of citizens' meetings interesting enough. Local Radio Sljeme supported the activity by announcing the workshops.

The initial meeting on mobility planning on local level was held in shape of a consultative workshop on the city district level on 12 May 2010 aiming to make an outline of the action. The participants – ODRAZ, ZAGREB, Trešnjevka Cultural Centre, councillors of City Districts Trešnjevka-jug and Trešnjevka-sjever, a few invited citizens and journalists – exchanged ideas on how to carry out the mobility workshops for citizens in the most effective way. From May to October 2011 ODRAZ organised and held five workshops for citizens from the area of nine local committees. Only two of these nine local committees dispose with the space for

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<sup>1</sup> The term "local committee" has been introduced instead of the formally used "community board".

their own needs; others are sharing a common space. Many unexpected barriers were causing delays in the planned order of the workshops – local elections and post-election period, availability of meeting space and personnel, school holiday periods, engagement of key actors (presidents of local committee councils are volunteers), etc.

The idea of meeting citizens along the southern part of the demonstration corridor of Savska Cesta was generally followed. The planned workshop in the area of the City District Trešnjevka-sjever/ Local Committee Antun Mihaljević had to be cancelled due to the illness of the Local Committee president. The invitation to ODRAZ to meet citizens from two local committees situated at the other side of the City centre was welcomed.

A major role of city district and local committee councils is to take decisions on *small municipal actions* aiming to meet the common needs of local inhabitants that are not included in other plans or programmes. The City Office for Physical Planning, Construction of the City, Utility Services and Transport is taking part in approving and implementing these actions. ODRAZ expected that the ideas resulting from the mobility planning workshops might be taken into consideration within the group of small municipal actions. Unfortunately, the process of proposing and approving small municipal actions is not sufficiently transparent and is taking too much time, there is no feedback to citizens and the realisation of actions is very often significantly delayed. Citizens are not acquainted with the process and their trust in the results is low.

Taking into account the non-developed habit of citizen consultations and the need to encourage citizen participation, the workshop programme was reduced to 1-1.5 hour encounters in a cordial atmosphere leaving as much time as possible to citizens. Solutions had to be found for contacting citizens and motivating them to participate. They are not used to being invited to gatherings on the local committee level and they do not expect that they might influence the solutions of problems in their neighbourhoods.

In spite of all the difficulties, encounters with citizens from nine local committees resulted with good and reasonable suggestions of improvements of local mobility conditions. They appreciated the opportunity to express and share their views and suggestions. For many of them this was the first opportunity to meet and address their local representatives. They would welcome similar meetings in the future. ODRAZ will forward collected and systemised opinions and proposals to the next round of small municipal actions.

The weakness of citizens' capacities for taking part in a public dialogue that was early noted motivated ODRAZ to undertake a parallel activity in cooperation with the Centre for Culture Trešnjevka and the City of Zagreb. The objective was to improve communication between authorities, decision-makers, service providers and citizens. Six two-day workshops open to participants from any sector and/ or activity field took place from May 2009 to May 2010. Workshops conceived in interactive form provided basic understanding, skills and methods for active involvement of citizens in planning and developing solutions for problems in their neighbourhoods. Good results and high evaluation results motivated organisers to continue this activity in a new round of workshops that will take part in May and June 2012.

ODRAZ and the City of Zagreb in collaboration with interested partners will organise a panel-discussion on citizen engagement in Zagreb Forum in February 2012. Experts for local self-government, urban sociologists, the media, representatives of relevant offices and services will be invited to give their views on how to encourage a public dialogue and increase mutual trust. A film prepared by the Centre for Media Philosophy which accompanied the discussions in local committees will enlighten the atmosphere and the main messages from the local committee workshops.

## 2. Introduction

The territory of the City of Zagreb is divided into 17 city districts and 218 local committees. They represent “forms through which the citizens participate in making decisions on the activities from the self-governing sphere and on local activities that have a direct and daily influence on their lives and work”<sup>2</sup>.

City districts are the upper level and local committees are the second level of local self-government in the City of Zagreb. Both forms are legal entities with the scope of activities regulated by the Statute of the City of Zagreb. Their bodies are councils<sup>3</sup> and presidents.

After the initial consultation meeting held in May 2010 on the level of two city districts, ODRAZ’s team decided to carry out the action on the lower level of self-government in order to engage the “ordinary citizen”. The fact that the citizen engagement practice was on a low level contributed to this decision.

## 3. Mobility workshops in nine local committees

### 3.1. Geographic scope

The initial idea was to carry out the mobility workshops in the local committees in the southern part of the CIVITAS-ELAN corridor on both sides of Savska Street marking the western border of the central area. In the last stage, the activity also included two local committees situated along its eastern border.

City district	Surface (km <sup>2</sup> )	Inhabitants (2009)	Local Committee	Surface (ha)	Inhabitants (2009)
Trešnjevka-Jug	9,84	74.153	Knežija	81,75	12.054
Trnje	7,37	48.980	Veslačko naselje	34,53	1.145
			Savski kuti	20,53	2.038
			Cvjetnica	18,66	2.139
			Vrbik	23,67	3.728
			Miramare	34,52	1.543
			Martinovka	89,11	3.473
Peščenica-Žitnjak	35,30	65.693	Folnegovićevo naselje	39,41	4.109
			Oton Župančić	10,91	1.761

The nine local committees encompassed with these activities are diverse in size and number of inhabitants. All together some 32,000 inhabitants are living in the area of these local committees.

<sup>2</sup> Quotation from the webpage of the City of Zagreb [www.zagreb.hr](http://www.zagreb.hr)

<sup>3</sup> Councils of the city districts have 11 to 19 members, councils of local committees 5 to 11 members.



The demonstration corridor of Savska Street with parts of local committee areas of Veslačko naselje, Savski kuti, Cvjetnica and Martinovka on the left and Knežija and Antun Mihanović on the right side of the corridor.

### **3.2. Preparation for action**

ODRAZ asked the City Office for Physical Planning, Construction of the City, Utility Services and Transport for consultations on the issue of *small municipal actions*. The process of selection, approval and realisation of these actions is in the focus of both city districts and local committees' activity and the above-mentioned Office has a very important role in the whole process. Relevant representatives were asked to take part in the workshop proceedings to inform citizens on the actions in their area.

A public consultation meeting organised in collaboration with ZAGREB and the Trešnjevka Centre for Culture was held on 12 May 2010 at the premises of Trešnjevka local self-government office hall. The participants were mainly district and local committee councillors from the area of two Trešnjevka districts including both presidents. Višnja Bedenko, Zagreb's Site Coordinator, briefly presented the project and Višnja Jelić Mück, Measure Leader, introduced the purpose and objectives of the series of local level encounters inviting participants to propose efficient ways to reach the citizens on the neighbourhood level, to raise their interest and to include them actively in local mobility planning.

The meeting resulted in following findings and recommendations:

- The participating representatives of two city districts proposed to organise the workshops in the local committees Knežija and Antun Mihanović
- These workshops should be organised separately and in close cooperation with two committee presidents
- As written invitation or information to citizens were never practiced, organisers may try to reach citizens using the list of councillors and of people in charge of building maintenance – with assistance of district offices
- It was recommended to include the information on results of small municipal actions in the workshop programme
- The period of school holidays is not appropriate for workshops.
- The national daily newspaper "Vjesnik" informed on the consultation meeting under the title "Citizens have the key role in implementation of the CIVITAS-ELAN project"





The next round of consultations encompassed meetings with presidents of the city districts to ask for their support and participation as well as for advices regarding the organisational issues such as:

- the location where to organise the workshop – at the beginning other suitable places were considered such as schools, kindergartens, etc.
- experience with similar events
- ways of inviting citizens and announcing the event
- suggested participants, etc.

With one exception, the presidents of the city districts were open-minded and willing to collaborate. Still ODRAZ met many difficulties in its role of organiser of the workshops – there is no list with citizens' contacts, no practice of inviting citizens, no appropriate space in many cases, and, on the side of citizens, no expectation to be invited nor habit to participate in citizens' gatherings.

It turned out that not all of the committees situated along the Savska Street dispose with their own space for office and/ or meeting. Thus relevant adjacent committees were also invited to take part in the mobility workshops.

ODRAZ asked the presidents of the city districts and local committee presidents to provide an ortophoto map of the local committee area to be presented at the meeting place. ODRAZ sent a letter to the City Office for Cadastre and Geodetic activities to explain the purpose and announce the areas involved in the action.

In May 2010 ODRAZ engaged a new employee to assist in preparation and carrying out of workshops in local committees.

Next to visit were the presidents and the employees of local committees, including a visit to the meeting place and a detailed agreement on upcoming tasks.

Meetings with collaborators Zagreb Volunteers' Centre, Centre for Education and Counseling Sunce and the Centre for Philosophy and Media were easy and productive.

### 3.3. Action

Four workshops encompassing seven local committees were organised in the area bordering with Savska Street in the period from June to October 2011. The planned workshop for the area of Local Committee Antun Mihanović, City District Trešnjevka-sjever was delayed and finally cancelled as the president of this Local Committee was not able to participate.

The last workshop was held on 24 October 2011 in the other part of the City, at the south-eastern edge of the central area, where ODRAZ was invited by two collaborating local committees to organise a common mobility workshop for their area. They are Local Committee Folnegovićevo naselje and Local Committee Oton Župančič, both belonging to the City District Peščenica – Žitnjak. Preparations as well as the form and course of the workshop were similar as in preceding events with one exception: in this case the local committees themselves took over the distribution of invitations prepared by ODRAZ.

Announcements and invitations were circulated by e-mail and published on Zagreb's local CIVITAS-ELAN website. Posters were exposed on the notice-boards of the local committees. Local Radio Sljeme announced all the workshops on the day of the event.

Due to the fact that similar encounters with citizens were not practised, a considerable effort was undertaken to reach citizens through written announcements and invitations. As neither the local committees nor the city districts have a list of contacts of citizens from their area, an invitation letter prepared by ODRAZ was directed to the tenants' representatives from bigger dwelling-houses asking them to put up the poster. The addresses were provided by the local committee employee. In some cases, when this was not possible, invitation letters and posters were sent to local committee councillors only. Only regarding the invitations for the last event, the local committees Folnegovićevo naselje and Oton Župančič themselves took over the distribution. For the dissemination of invitations ODRAZ cooperated with volunteers from the Zagreb Volunteers' Centre. The volunteers also took over the dissemination of invitations to citizens in the streets, squares and parks within the area. In some cases, local schools and kindergartens also collaborated in disseminating the invitations to parents.

The Centre for Education and Counselling Sunce took care of smaller children during the workshop animating them with games and stories on mobility issues. Although this assistance was highly effective, due to the limited space it could be practiced only twice.

Since the second workshop, the Centre for Philosophy and Media (CFM) was making video-records of each workshop. CFM also assisted in designing invitations and posters.

The workshops on local committee level are described on Zagreb's local CIVITAS-ELAN website at: <http://www.civitaszagreb.hr/gradani-u-projektu/susreti-u-mjesnim-odborima>. The description summarises the objectives and results of the workshops and includes photographs. The roundtable on citizens' engagement is announced as a follow-up of the action.

### **3.4. Programme**

ODRAZ and collaborators were looking for a simple and understandable name for this series of events wishing to make them recognisable. The first workshop in Knežija was announced as “Knežija in motion”. As the next workshops were organised for two or three local committees, the title had to be changed in order not to be too long. Citizens are not familiar with the term “local committee”; it rather implies a group of people than the community/ all citizens. The next events had the title of “Moving through my quarter”.

The programme of the workshop was similar in all cases:

- Introduction by ODRAZ with a brief ppt-presentation on the CIVITAS-ELAN project
- Welcome address of the local committee president(s) and, when participating, City District president or representative including information on small municipal actions
- Citizens views, comments and questions – comments, information and/ or replies were immediately offered when possible
- Summary of the discussion
- CIVITAS-ELAN gadgets as presents to attendees drawn from the participants’ list (umbrella, trouser clips for bikers, luggage tags, etc.)
- Continuation of discussion with refreshment.

ODRAZ moderated the discussion.

Duration: 1 – 1.5 hours

Day: working day

Beginning: 18:00 or 19:00

# KRETANJE MOJIM KVARTOM

Četvrtak 29. rujna 2011.  
u 18 sati

Vrbik 10, Zagreb  
(kraj Doma zdravlja)

## TEME RAZGOVORA:



Kako se krećemo svojim kvartom  
pješice, biciklom, automobilom, taksijem,  
tramvajem, autobusom



Naši problemi: prepreke, smetnje, što nedostaje?



Rješenja: Što i kako možemo poboljšati?



Male komunalne akcije: saznajmo više!

NA KRAJU:

osvježavajuća pića i grickalice za sve

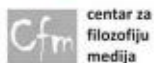


Susreti po mjesnim odborima provode se u okviru projekta CIVITAS ELAN koji u pet europskih gradova potiče poboljšanje prometnih uvjeta. U Zagrebu provedbu koordinira Grad Zagreb / Gradski ured za stratezijsko planiranje i razvoj Grada.

Info CIVITAS ELAN: Stari tramvaj pred Tehničkim muzejom u Zagrebu, Savska cesta 18  
Web CIVITAS ELAN: <http://civitas-elan.zagreb.hr>



ODRAZ – Održivi razvoj zajednice  
u suradnji s Volonterskim centrom Zagreb, CFM - centrom za filozofiju medija,  
Gradskom četvrti Trnje i mjesnim odborima Cvjetnica, Vrbik i Miramare



PROJEKT CIVITAS ELAN SUFINANCIRA EU



Poster announcing the workshop for the local committees Cvjetnica, Vrbik and Miramare



Knežija, 24/05/2011



Savski kuti - Veslačko naselje 20/09/2011



Vrbnik – Cvjetnica – Miramare 29/09/2011



Martinovka 04/10/2011



Folnegovićevo naselje – Oton Župančić 24/10/11

### 3.5 Participants

Date	City district	Local Committee	Attendance					Total
			Citizens	Partners	Volunteers	ODRAZ	Collaborators	
28/05/2010	Trešnjevka sjever and jug							27
24/05/2011	Trešnjevka jug	Knežija	19 +9children	3	2	3	4	50
20/09/2011	Trnje	Savski kuti - Veslačko	15 +5children	3	3	3	4	32
29/09/2011	Trnje	Cvjetnica - Vrbik – Miramare	22	1	3	3	2	31
04/10/2011	Trnje	Martinovka	19	3	2	2	3	29
24/10/2011	Peščenica-Žitnjak	Folnegovićevo - Oton Župančić	17	1	1	3	5	25
Total	2	9	92 +14children				8	194

With one exception, the presidents of the local communities actively attended the events. The participation of councillors in the majority of cases was disappointing. The same may be stated as regards the relevant City offices - Office for self-government and Office in charge of transport.

The attendance and active contribution of representatives from mobility-related services, City representatives and expert institutions was helpful. Unfortunately, it happened only rarely.

### **3.6 Results**

Citizens pointed out specific challenges pertaining to neighbourhood mobility, primarily associated with intensified automobile traffic. In a number of cases, it was heavy traffic in residential areas that threatened peace and safety, because the planned traffic solutions are not fully implemented. New residential and/ or commercial buildings cause greater spatial stress, and appropriate solutions for parking lots, pedestrian traffic and traffic regulation. On a number of occasions, citizens pointed to low safety for their children on their way to school. The said shortcomings concern specific locations: too little parking, poor reconstruction or none at all, poor road maintenance, speeding, obstructions and low safety for the movement of disabled persons, deficiency of cycle tracks, and traffic noise pollution, for which citizens often proposed solutions.

Regrettably, only a few of the invited city offices and services accepted the invitation to participate in the meetings with citizens. Thus the missing replies were mainly those dealing with delayed realisation of a certain traffic project or of a specific small municipal action. The chance to establish communication, to show interest and understanding and to base the local mobility improvements on the inputs of the most competent witnesses of such needs was only partially used.

Small community actions are more often frowned at than praised, due to procedural and implementation delays and lack of feedback. In most cases, citizens were not informed about the outcomes of the decision-making process pertaining to small community actions. They even weren't aware about the positive outcomes resulting from improvements in their neighbourhoods. In two cases citizens believed that the implementation of small municipal action in their area was inappropriate – one investment was considered futile and another one too costly.

The citizens participating in the meetings were pleased to have an opportunity for a joint meeting, getting to know the representatives, exchange opinions and jointly comment issues in their communities. They presented good, reasonable and well-founded proposals on potential improvements in their neighbourhoods.

The workshops have shown a low inclination to convening meetings for citizens and informing them on activities in their areas. Citizens are not familiar with the mechanisms and procedures of local self-government; they rarely know or visit the offices of their local committees. The reason are often inadequate conditions for most local committees (limited space and communication possibilities), i.e., specifically, non-existent offices in five of nine local committees included in this action. But a more significant reason lies in low expectations, lack of good practice and lack of communication between citizens and their local committee.

Local radio and some web portals supported the action in announcing the workshops. Unfortunately, they did not show interest in participating in the events. The workshops on local committee level are described on Zagreb's local CIVITAS-ELAN website at:

<http://www.civitaszagreb.hr/gradani-u-projektu/susreti-u-mjesnim-odborima>.

The description summarises the objectives and results of the workshops, and includes photographs from the event.

ODRAZ informed relevant authorities and officials on the working conditions in some of the visited local committees that are not enabling citizen engagement to be practiced. The president of the Committee for self-governance of the City Assembly assisted to one workshop and appraised the activity.

Encouraged by participation and discussions on traffic in their neighbourhood at the meeting in local committees Veslačko naselje – Savski kuti, the representatives of parents' councils of the Cvjetno naselje Primary School, together with the head teacher, organised a school meeting on Children's Traffic Safety in Cvjetno naselje several days after the workshop in late October 2011, with participants from the Zagreb City Traffic Office, Trnje Precinct and chairpersons of local committee councils. They agreed on a field inspection regarding school children's traffic safety in the area. The field inspection was conducted by representatives of the City Office for Traffic and took place shortly after the meeting.

The local committee Vrbik was motivated to resend the request to the City asking for decent space for operation of the Committee including conditions for meeting citizens. ODRAZ hopes and wishes for more similar initiatives.

## 4. Seminar-workshops

Already in the early preparatory phase for organising the sessions with citizens in local committees along the demonstration corridor ODRAZ identified several problems:

- lack of mechanisms for initiating and achieving changes within communities,
- resistance towards change among citizens and lack of trust, especially towards the public sector,
- lack of enthusiastic people with knowledge and skills to mobilise and organise the community,
- lack of public space for meetings and joint activities, and
- lack of political will for public consultations as a result of not understanding the benefits of such an approach.

In order to encourage an expression and elaboration of citizens' proposals aiming to improve short-distance mobility within local committee areas along the corridor and prepare them for the process of approval and implementation, ODRAZ realised that there is a need for strengthening citizens' capacities. Strengthening the citizens' voice and self-confidence through public dialogue on mobility issues just by organising encounters was not enough. Therefore, ODRAZ decided to organise seminar-workshops with the help of the Centre for Culture Trešnjevka and the City of Zagreb, in order to improve communication between the authorities, decision-makers, service providers and citizens. The seminar-workshops were carried out under the title "Together for a better Zagreb".

All sectors were invited to participate, as the organisers found out that very often they are not aware of the roles and possibilities of other sectors. Working together on case studies, role plays or joint project ideas, contributes towards a better understanding and realistic expectations from each other. On the other hand, only with motivated and informed citizens, a better model of public participation throughout decision-making processes in the city regarding, among other, mobility, could be developed.

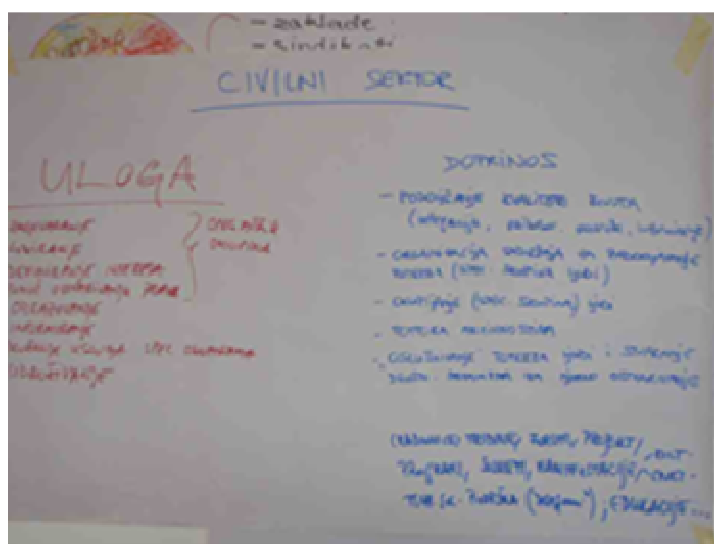


Six two-day seminars were carried out between May 2009 and March 2011:

Date	No. of participants
13 - 15 May 2009	18
17 - 18 June 2009	11
27 - 28 May 2010	18
16 - 17 March 2011	20
24 - 25 March 2011	21
30 - 31 March 2011	7
Total	95

The workshop programme consisted of the following topics:

- basics of community mobilising and organising (explore how participants see the "ideal" mobility in their communities and their own motivation to work for improvements in their neighbourhoods; characteristics of healthy communities; empowerment for change; how to initiate the change; learning through action; assessment of community needs, problems and potentials);
- sectors in society, their roles and contributions
- public participation principles
- inter-sectoral partnerships
- deliberation techniques with role play and case study related to mobility issues
- how to formulate ideas and how to communicate.



Seminar-workshops were conducted in an interactive way, with less lecturing and more work in small groups, participants' presentations, role play, discussing case study.

After each workshop an oral and written evaluation was done and it was confirmed that such workshops are welcomed and useful. The remaining problem is how to make people realise that such knowledge and skills are needed and that they can benefit from participation.

Joint evaluation results:

Statement	Score (1 low, 5 high)
Gained knowledge and skills	4,2
Quality of trainers	4,7
Overall success of workshop	4,4
Possibilities for exchange of ideas and experiences	4,3
Participation and contribution of participants	3,8

Good evaluation results and interest of participants have motivated ODRAZ and co-organisers to continue such kind of training in 2012.

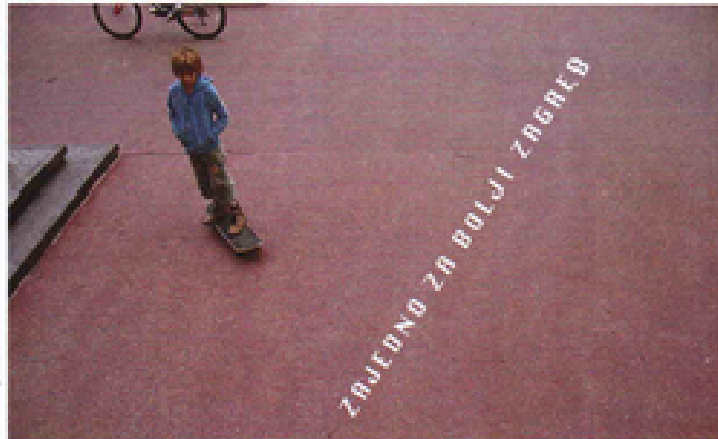




Želite ljepšu i zdraviju zajednicu,  
sigurniju za vaša djeca,  
ugodniju za provođenje slobodnog vremena,  
prostor za susret i druženje?

Pronađite način za ostvarenje vašeg projekta.  
**UČINTE NEŠTO SAMI - UZ NAŠU POMOĆ!**

**ZAJEDNO ZA BOLJI ZAGREB**



Dođite na radionice koje organizira Center za kulturu Trnoljevnika (Cekate) u partnerstvu s udruženjem Dobro, u Dому kulture Prečko, Prečko 6b.

Radionice će se održati na **13., 14. i 15. svibnja 2008. godine**. Rad će biti interaktivna, odvijat će se u malim grupama, a vremenom će razvijati iskustva i dogovaranja. Razgovarat ćemo kašnu zajednicu bolnu, koje su vrijednosti koje dijelimo i koje stiču možemo tajeno poduzeti. Osmislit ćemo skice za naše projekte i naučiti kako pripremiti prijedloge za njih.

**CILJ TRENINGA:**

- „ upoznati sudionike s osnovnim principima organiziranja zajednice
- „ svijestiti uloga sektora u društvu i komplementarnost njihovih doprinosa razvoju zajednice
- „ upoznati sudionike s različitim uključivanja u procese odlučivanja
- „ razgovoriti potrebe, mogućnosti i ograničenja uspjehom razvojem partnerstva
- „ razgovoriti i osvojiti metode javnog dogovaranja i inženjeringa problema
- „ upoznati sudionike s osnovnim pozajma projektnih prijedloga

**PROJEKTI U ZAJEDNICI I  
MOGUĆNOSTI FINANCIRANJA**

Značajnije promjene neće se dogoditi ni u jednoj zajednici ukoliko ljudi žele nešto učiniti zajedno u tim promjenama i preuzeti odgovornost.

Naravno, da bi se te promjene dogodile potrebna su određena sredstva, vještina i angažman zajednice u radnici.

**ZAŠTO POZIVAMO PREDSTAVNIKE  
SVA TRI SEKTORA?**

Bez sektora (javni, poslovni i civilni) zajednice su osi na koje moraju zajednice i bez njih neće im trebati dati svoj doprinos.

Dva projekta je primjer kako se uz zajednički rad i udjelje mogu lakše osvojiti sektorski ciljevi. Što više ćemo prišću za suradnju i komunicirati predstavnikima sva tri sektora to ih potaknuti na uključivanje u zajedničke projekte.



**TEME I RASPORED TRENING BLOKOVA**

**1. dan, 13. svibnja (10:30 - 16:00)**

UVOD U RADIONICE / KAKO ZAMISLJAM SVOJU IDEALNU ZAJEDNICU / RAZVOJ LOKALNE ZAJEDNICE / JESTE LI MOTIVIRANI ZA RAD U LOKALNOJ ZAJEDNICI? / ORGANIZIRANJE ZAJEDNICE

**2. dan, 14. svibnja (9:30 - 14:30)**

OSVRT NA PRVI DAN / SEKTORI U DRUŠTVU I PUBLIČNA BLOGA U LOKALNOM RAZVOJU / MEKROSEKTORSKO PARTNERSTVO ZA RAZVOJ LOKALNE ZAJEDNICE / JAVNO DOGOVARANJE

**3. dan, 15. svibnja (9:30 - 14:30)**

OSVRT NA DRUGI DAN / STANDARDNA STRUKTURA PROJEKTA / FAZA ANALIZE / FAZA PLANIRANJA / EVALUACIJA RADIONICE

Više informacija na tel. 3027 40 / [info@cekat.hr](mailto:info@cekat.hr) / [www.cekat.hr](http://www.cekat.hr)

Poster of the seminar-workshop "Together for a better Zagreb"

## 5. Follow-up

ODRAZ systemised all citizens' comments and put the most common and most interesting one on Zagreb's local CIVITAS-ELAN website at: <http://www.civitaszagreb.hr/gradani-u-projektu/susreti-u-mjesnim-odborima>. They will be reviewed with the local committee representatives to decide how to make the best use of this action. Each local committee will be given a DVD copy of the relevant film sequence to be used in further occasions.

A roundtable with the representatives of local self-government, city offices for traffic and self-government, City Assembly, urban sociologists, communicators, the media and other relevant experts will be organised by ODRAZ and Zagreb in the recently open Zagreb Forum – a new space for public discussion in the centre of the City. The filmed extracts from the workshops in local committees will serve as an illustration to stimulate expert views and recommendations.

The next round of the workshop-seminars aiming to upgrade skills and competences of all groups taking part in public discussions will take place in the second part of January and the first part of February 2012. The registration of participants was carried out. The number of registered participants for three two-day workshops is 51.

## 6. Annexes

### 6.1. *Citizens' comments and proposals from the workshops in nine local communities from May to October 2011*

#### 1) Mobility issues

##### Local Committee Knežija, 24/05/2011

- Braće Cvijića Street (close to Zagrebačka banka) – Congestion problem in a segment of the two-way street due to the alongside parked cars that make the traffic flow difficult and dangerous
- Tram station Selska-Horvaćanska is significantly devastated and neglected
- The staircase at the corner of Selska and Horvaćanske Roads is in bad condition and in need of reconstruction
- Biking lanes are missing in the Knežija area and around it
- Budvanska ulica – Inhabitants are significantly limited in their movements; pedestrian crossing is lacking
- Corner of the T. Ujevića Street and Horvaćanska Road – Congestion problem caused by too many parked vehicles
- The access to the kindergarten M. Gubec (close to the Zagrebačka Avenue is aggravated, especially during rain when a big pool is being formed forcing catering service to pass through the playground
- Nova Road, in the part close to Savska Road, is in bad condition, especially when a large quantity of water accumulates under the overpass and the surrounding area due to the raining
- Generally, quality control of building/ reconstruction/ maintenance works is weak

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##### Local Committees Veslačko naselje and Savski kuti, 20/09/2011

- Representatives of the Parents' Council of the "Cvjetno naselje" Elementary School are repeatedly pointing out to the problem of children's traffic safety in the school neighbourhood – they propose to strengthen safety of the pedestrian crossing, to implement measures to reduce the speed of motor traffic, to extend duration of the green light sequence of the traffic lights, etc.
- A major problem caused by the continual postponing of realisation of the planned motor traffic solutions has a consequence in the congestion in rush hours when Veslačka Street and Prisavlje become transit roads. Once the inhabitants of Veslačka Street have obtained one-way traffic regulation in their street, but not for longer than 14 days.
- An inhabitant of Veslačka Street 4 warned that measures are to be undertaken to prevent parking on the side-walk in the neighbourhood of the kindergarten.
- The noise from the railway traffic and the motor traffic from Slavonska Avenue is severely disturbing the inhabitants in the exposed parts of the area; they advocate the implementation of protective measures.

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Local Committees Cvjetnica, Vrbik and Miramare, 29/09/2011

- Too dense motor traffic through the area of Vrbik serving as transit connection between the different parts of the City or even from Zagreb to other parts of Croatia was commonly recognised as a major problem. This situation is due to the repeatedly delayed realisation of a complex city-level traffic network project. This situation has negative environmental impact and gravely deteriorates the living conditions in the area. Thus the citizens are asking for temporary alleviation in order to amplify the traffic flow directed to the neighbouring areas.
- The parking fees introduced a few years ago, and applied to the inhabitants as well, did not result in sufficient parking places for citizens. Parking problem is aggravated by the fact that the new office buildings did not secure enough parking spaces for their employees.
- The new road surface in Humboltova Street is slanting thus causing car gliding problems in winter.

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Local Committee Martinovka, 04/10/2011

- Problem of the inhabitants of Bednjanska Street is caused by the high intensity of traffic in Plitvička Street where the traffic conditions are very low (no sidewalks, cars parked alongside the street obstructing the traffic flow). Students of the Faculty of Electrical Engineering and Computing situated in the vicinity are aggravating these jams. There are proposals to improve the situation (linking Plitvička with Runjaninova Street).
- Unska Street in the neighbourhood is usually blocked with the students' cars.
- An inhabitant of Zelinska Street warns that car drivers use to pass through the residential neighbourhoods at a high speed in order to avoid the street lights in Vukovarska and Miramarska Street. They endanger the pedestrians and usual movements in the area. Accidents and injuries of children in the way to or from the school have already occurred.
- Residents have already asked for a better traffic regulation in the mentioned part of the area – means to diminish driving speed etc.
- The office and commercial zone in Vukovarska Street is causing problem – too many people, high density of motor traffic.
- There are no biking lanes in the area.
- The residents of the area are paying parking fees; they are embittered against the non-residents parking their cars under trees and bushes, on the pedestrian ways and other irregular places; they are asking for penalties and more engagement of municipal order-makers.
- Miramarska Street No. 13 and 15 – no place for access of fire-engine.

Local Committees Folnegovićevo naselje and Oton Župančič, 24/10/11

- The residents of the Folnegovićevo naselje feel as living on an island in the middle of traffic flow (traffic pressure from Radnička Road, Žitnjak, Small Business Centre etc.).
- Traffic problems seriously aggravated after the construction of a Mosque and the Borovje settlement (City of Chicago Street and exit to Držičeva Street).
- It is difficult to drive along the Sachsova Street, to find a parking place for parents or for kindergarten employees; the access is in bad condition. The employees of Coca Cola are occupying the parking lots in the larger area and causing traffic crowd.
- The residents of the Oton Župančič Street suffer from noise from the Slavonska street.
- The inhabitants of the area of the Local Committee Oton Župančič complain of the low quality of the street reconstruction works – rain water remains on the surface making the pedestrian ways impassable.
- Buses and trucks going through the residential parts should be limited; there are alternative more convenient ways.
- It is proposed to apply measures to slow down the speed of motor traffic moving East – West due to the excessive speed.
- Elderly people have difficulties in crossing the roads – they are not able to make it quick enough and thus don't feel safe.
- The obvious problem of the increasing number of motor vehicles is not dealt with appropriately.
- People with sight impairment face troubles when moving through the area due to a number of irregularly parked cars that often occupy the sidewalks; they are constraint to use the roadway for marching.

**Common issues**

- Lack of bicycle lanes within the local community area
- Traffic congestion
- Lack of parking lots
- Problem of irregular parking (in the green areas, pedestrian ways etc.)
- Some residential areas cut through with the transit traffic
- Non-satisfactory level of children's safety on their way to/ from school (lack of pedestrian crossings, lack of means to slowing down motor traffic, lack of means preventing car entry, too short duration of green light at pedestrian crossings, etc.)
- Some parts of residential areas are exposed to noise from road or railway traffic/ inhabitants are

asking for prevention measures to be undertaken

- In some parts dead-end streets are restraining traffic and contributing to jam creation
- Increased number of people and cars as a consequence of new office and commercial buildings in some cases created congestion problems and endangered pedestrians' safety due to the non-adequate motor traffic spaces for both driving and parking
- Non-adequate quality of street reconstruction works is a common problem
- Excessive car speed is being noted in some residential areas
- Disabled people are facing different limitations in their movement through pedestrian ways, in some cases they are exposed to danger

## 2) Communication with citizens

### Local Community Knežija, 24/05/2011

- Citizens' meetings on the level of Local Community are not being organised.
- Citizens were not informed about the works on the D. Kale Plain; generally, citizens are not informed on any current or future action in their neighbourhood.

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### Local Communities Veslačko naselje and Savski kuti, 20/09/2011

- There is no support for citizens' demands; they do not know whom to address.

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### Local Communities Cvjetnica, Vrbik and Miramare, 29/09/11

- Citizens propose a mail box for collection of their demands, comments and proposals.
- Citizens feel a need to strengthen their initiatives; they would like to attract the interest of media for their needs.
- Comments on a missed investment, as the citizens described it, in opening of bowling area instead of a highly needed and demanded children playground.

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### Local Community Martinovka, 10/04/2011

- Citizens comment on non-reasonable and poorly justifiable use of financial resources within the *Small Municipal Action* scheme (a cost of 20.000 Kuna for a modification of three steps to enable passage for people with disabilities).



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Local Communities Folnegovićevo naselje and Oton Župančič, 24/10/2011

- Good communication between citizens and the Councils of both Local Communities and the common City District.
- Different types of encounters with citizens or citizen meetings have been practiced to deal with the problems in their area.
- Communication problem has been noted on the upper level, in communication with the City level; there is no feedback information either from the administrative bodies or from the Assembly.
- Citizens are being informed on current situation, events and news via info-points and info-boards.
- Local Communities' office is open to citizens twice a week and well visited.

**Common issues**

- In many cases there is no practice of organising citizen gatherings of any kind – meetings, encounters, workshops; there is no practical organisational experience (announcement, way of informing and inviting citizens, list of addresses, provision of feedback information etc.) on the side of local committees as well as no habit to participate, no positive expectations and no self-confidence on the side of citizens
  - Citizens are not sufficiently informed on *Small Municipal Actions*; they do not know the procedure and are not informed on final decisions, deadlines (usually exceeded in years) and even on the results obtained on the benefit of their area
  - Citizens do not know who are their local self-government representatives
  - Generally, citizens are not informed on the communication channels and directions, they have been neither instructed nor encouraged to act “bottom-up” – whom to address first, how to elaborate a demand, what is the further way of a demand, how to initiate an action, what are the competences of administrative bodies of the City, etc.
  - In many cases the site of the Local Committee office is anonymous and not visited by citizens; the mutual culture of informing and being informed on community affairs is not being cultivated
- The Local Committee Folnegovićevo naselje was the only one among nine visited local committees with a developed practice of inviting citizens to look for solutions of the burning issues; on information boards situated in the area citizens are regularly informed on important issues

### 3) Working conditions in the Local Committees offices

#### Local Committee Knežija, 24/05/2011

- Suitable position in a separate striking building with a meeting hall for 300 person; the space is used by different users and not recognised as a citizens' hall.

#### Local Committees Veslačko naselje and Savski kuti, 20/09/2011

#### Local Committees Cvjetnica, Vrbik and Miramare, 29/09/2011

- There is no suitable place for citizen meetings; the common office space with one official serving two or three local committees can hardly be accepted by citizens as a friendly space for their discussions and deliberations.

#### Local Committee Martinovka, 04/10/2011

- The Local Committee office is situated in a small single-story house beneath one's notice.

#### Local Committees Folnegovićevo naselje and Oton Župančič, 24/10/2011

- Citizens appreciate and use their space including office and separate meeting hall suiting their needs.

#### **Common issues**

- No suitable space for citizen meetings, low level of office equipment and communication tools
- Many local committees are sharing common space what makes it less acceptable for citizens from other parts of the area
- Local Committee Councils are facing problems with their demands for more suitable space; in two cases (Savski kuti – Veslačko naselje and Vrbik) they are asking for giving back former spaces dedicated to community needs, but these demands note no advancement)
- Positive exceptions are Local Committees of Knežija and Folnegovićevo naselje that dispose of suitable space for work and meetings

## 4) Other problems

### Local Committee Knežija, 24/05/2011

- The sport grounds "Bajer" is severely damaged.



### Local Committees Cvjetnica, Vrbik and Miramare, 29/09/2011

- Excessive constructions; consequence: disappearance of green areas and space for unhindered moving throughout the local area.
- Lack of benches, play grounds and green spaces.
- Inhabitants of Vrbik No. 12 are complaining about too much noise from the Hypo Centre; they feel that their living conditions are endangered as they live surrounded by advertisements, constant motion and totally built up surroundings.



### Local Committee Martinovka, 04/10/2011

- The beautiful park area near "KSET" (Faculty of Electrical Engineering and Computing Students' Club) and Zelinska Street has a great importance for local inhabitants; the park inventory is damaged; the area is polluted and its peace is disturbed.
- The citizens demand to stop the destruction of the part area; they propose to change the land use to "children park" and to fence it; they have already ensured the financial means for the proposed action.
- Citizens appeals and proposals have never been replied.

#### **Common issues:**

- Problem of regular maintenance of all types of infrastructure
- Low level of quality control of maintenance and reconstruction works
- Excessive construction within or in the vicinity of the traditional residential areas, having serious consequences in reduction of green spaces, spaces for undisturbed moving and meeting people, loss of privacy etc.
- Lack of green areas, parks, children playgrounds in some areas
- Problem of disturbances from the neighbourhood caused by noise, pollution and crowd from dynamic business centres, student clubs and meeting places, etc.

## 6.2. Introductory presentation of the project



**CIVITAS ELAN ZAGREB**



**KRETANJE MOJIM KVARTOM**

Susret i razgovor s građanima

MO Cvjetnica, Vrbljci i Miramare  
Zagreb, 29. rujna 2011.




### Tijek susreta

- O projektu CIVITAS ELAN i svrsi ovog susreta  
*Višnja Jelić Mück, ODRAZ*
- Riječ predstavnika mjesne samouprave  
*Ivan Bare, predsjednik Vijeća GČ Trnje*  
*Veselin Vuksanović, predsjednik Vijeća MO Cvjetnica*  
*Pero Kovačević, predsjednik Vijeća MO Vrbljci*  
*Joško Krola, predsjednik Vijeća MO Miramare*

**Riječ imaju građani**

- Pokloni i osvježanje



### O projektu CIVITAS ELAN

- Projekt iz skupine europskih programa istraživanja i razvoja - FP7

**Tema**

- Prometni uvjeti u europskim gradskim središtima

**Ciljevi**

- Uspostaviti kvalitetnije odnose svih sudionika u prometu
- Potaknuti održiva inovativna, čista i energetska učinkovita rješenja
- Poboljšati kvalitetu života građana



### O projektu CIVITAS ELAN

**Trajanje**

- Četiri godine, 15.09.2008. - 14.09.2012.

**Gradovi-partneri**

- Zagreb, Ljubljana, Gent, Porto i Bmo

**Sudionici**

- 40 članova konzorcija - gradske uprave, fakulteti, pružatelji usluge javnog gradskog prijevoza, udruge, mediji...

**informirani i zainteresirani građani**



### O projektu CIVITAS ELAN

**Koordinator projekta CIVITAS ELAN**

GRAD ZAGREB  
ODRAZ - ODREK ZA STRATEŠKO PLANIRANJE I RAZVOJ GRADA

**Ostali partneri u projektu**




### GRAĐANI U PROJEKTU


**Kako sudjelovati u projektu?**

**Razine**

- Informiranje
- Komunikacija / interakcija
- Aktivni doprinos

**Put do sudjelovanja**

- Razvoj kulture dijaloga između Grada i građana



## GRAĐANI U PROJEKTU

CIVITAS

Važnost dijaloga na razini mjesnog odbora

- Lokalni stanovnici najbolje poznaju uvjete, probleme i potrebe u svom susjedstvu
- Navika stalnih susreta i razgovora otvara put sudjelovanju i doprinosu građana u odlučivanju o prometu / mobilnosti, ali i svim drugim pitanjima koja utječu na život u zajednici
- Cilj: jačanje uloge građana - od pasivnih promatrača, do aktivnih sudionika u pronalaženju rješenja



## INFORMIRAJTE SE O PROJEKTU!

CIVITAS

- Info-punkt - stari tramvaj pred Tehničkim muzejem, 13-17, subotom 9-13
- Ciklus izlaganja i rasprava "Srijedom u tramvaju" otvoren svim građanima
- Prikupljanje komentara i prijedloga
- Povremene ankete o prometu u gradu
- Gledanje održanih prezentacija
- Poticaj djeci (crteži, radionice i dr.)



## INFORMIRAJTE SE O PROJEKTU!

CIVITAS

- Web-stranica <http://civitas-elan.zagreb.hr>
- Facebook <http://hr.facebook.com/CivitasElan.ZaBijeliZagrebGrad>
- E-mail info: CIVITAS Info-servis
- Skupovi i manifestacije – upravo završen Europski tjedan mobilnosti – ETM 2011.



## CIVITAS ELAN I ETM 2011.

CIVITAS

- U okviru ETM-a održavaju se stručni razgovori o prometu i niz manifestacija
- ODRAZ je po drugi put organizirao Foto-natječaj „Kretanje mojim kvartom“
- Cilj: uključivanje građana u aktivno promišljanje na temu kretanja zagrebačkim kvartovima



## NAGRAĐENE FOTOGRAFIJE 2011.

CIVITAS



## SUDJELUJTE U PROJEKTU!

CIVITAS

- Napišite svoja mišljenja i prijedloge u Knjigu komentara u Info-punktu
- Popunite ankete
- Dostavite svoje prijedloge i primjedbe e-mailom: [civitas@odraz.hr](mailto:civitas@odraz.hr)
- Iznesite svoje mišljenje na skupovima projekta



### 6.3. Poster invitation to the first mobility workshop



ODRAZ – Održivi razvoj zajednice u suradnji s Centrom za edukaciju i savjetovanje „Sunce“  
te uz podršku Gradske četvrti Trešnjevka – Jug i Mjesnog odbora Knežija

POZIVAJU STANOVNIKE KNEŽIJE NA SUSRET I RAZGOVOR

# KNEŽIJA U POKRETU

u **utorak 24. svibnja 2011.** u prostoru Mjesnog odbora Knežija,  
Albaharijeva 2 u Zagrebu s početkom u **19:00** sati



## O čemu ćemo razgovarati:

- Kako se krećemo Knežijom i oko Knežije – pješice, biciklom, automobilom, taxijem, tramvajem, autobusom?
- Na koje prepreke, smetnje i / ili probleme nailazimo?
- Što i kako možemo riješiti / poboljšati?
- Saznat ćemo više o malim komunalnim akcijama
- Pozvat ćemo vas na sudjelovanje u foto-natječaju „kretanje mojim kvartom“
- Zajedno ćemo odabrati najbolje mjesto za postavu stalka za bicikle

## RODITELJI, DOĐITE S DJECOM!

Za vrijeme susreta, Centar za edukaciju i savjetovanje “SUNCE” organizira za vaše najmlađe **DJEČJU IGRAONICU** na temu prometa i kretanja u Knežiji!

*Druženje ćemo završiti uz osvježavajuća pića i grickalice.*




Susreti po mjesnim odborima održavaju se u okviru projekta CIVITAS ELAN u kojem uz Zagreb sudjeluje još pet europskih gradova. Projekt potiče razmišljanje i poduzimanje mjera za poboljšanje prometnih uvjeta u europskim gradovima. Više o tome na web-stranici <http://civitas-elan.zagreb.hr>

PROJEKT CIVITAS ELAN FINANCIRA SE IZ SREDSTAVA EU



## 6.4. Example of the list of participants



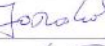

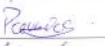







**POPIS SUDIONIKA**

**Susret s građanima MO Cvjetnica, MO Vrbik i MO Miramare**

**„Kretanje mojim kvartom“**

četvrtak, 29. rujna 2011., 18:00 sati (Vrbik 10, Zagreb)


	Ime i prezime	E-mail	Želite li primati CIVITAS ELAN Info servis?	Potpis
1.	JGOR TONSA	itonsa@inet.hr	DA	
2.	IVAN FILIPOVIĆ	ivan.filipovic@vartogasci-zagreb.hr	DA	
3.	JOŠKO UROLO	urolo@grad.hr	DA	
4.	SREĆKA BOUČIĆ		DA	
5.	IVAN PARNICA	ivan.parnica@gmail.com	DA	
6.	KSENJA VULEVIĆ	Ksenja.vulevic@zg.t-com.hr	DA	
7.	MILAN GOLUBIĆ		DA	
8.	Pero Kukićević	pero.kukicevic@zg.hr	DA	
9.	IVAN CRNOJEVIĆ		D	
10.	IVA KUČIŠ	KUCIS.IVA@gmail.com	DA	



Projekt sufinancira EU

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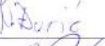

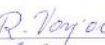








**POPIS SUDIONIKA**

**Susret s građanima MO Cvjetnica, MO Vrbik i MO Miramare**

**„Kretanje mojim kvartom“**

četvrtak, 29. rujna 2011., 18:00 sati (Vrbik 10, Zagreb)

	Ime i prezime	E-mail	Želite li primati CIVITAS ELAN Info servis?	Potpis
11.	YOSIP ŠOJČIĆ	jsojtic@gmail.com	NE	
12.	NEVENA ĐURJIĆ	nevenadjuric@gmail.com	DA	
13.	PRALJA FREČKO	PRALJA.F@gmail.com	DA	
14.	MARKO MANDIĆ	NE	DA	
15.	RAKULA VARIJČIĆ	r.varijacic@gmail.com	DA	
16.	JASNA STAMPA			
17.	DAVOR MACTINKO	davor.mactinko@hjet.hr	DA	
18.	MARINA VALENTIĆ	NE	NE	
19.	DINKO POŠTAR	NE	NE	
20.	Marina Vylečić			




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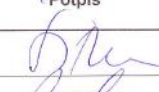






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Susret s građanima MO Cvjetnica, MO Vrbik i MO Miramare  
„Kretanje mojim kvartom ”

četvrtak, 29. rujna 2011., 18:00 sati (Vrbik 10, Zagreb)

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