

IMPLEMENTING VIRTUAL E-MOBILITY



Development of new online services for citizens and new working patterns (teleworking) for reducing unnecessary urban mobility can have a positive impact on the decongestion of traffic during rush hour and decrease of air and noise pollution.

CONTEXT & CHALLENGES

The aim of the measure was to identify and develop new on-line services that are important for the citizens and companies to access remotely and, in the same time, to create a platform that offers reliability and cy-



ber-security for Constanta municipality and companies within the Port of Constanta in order to adopt and promote teleworking.

The following activities have been carried out:

A. Analysis on public services: A thorough analysis of available public services that exist online and identification of public services that have the potential and will create an important impact if they are going to become available online (high demand from petitioners).

B. Identification and selection of online services: Following the analysis, a list of public services have been identified as presumably being of interest to be accessed online. The list has been the subject of a public survey and market research having as result the most important public services to be taken into consideration for the transition to online system.



C. Teleworking facilitation for Constanta municipality and Port Companies: Analyse of the possibility to provide employers with a platform that will allow their employees, depending on types of activities, to work from home, having in mind the legal and operational barriers as well as identifying mitigation measures.

RESULTS - FINDINGS - LESSONS LEARNED



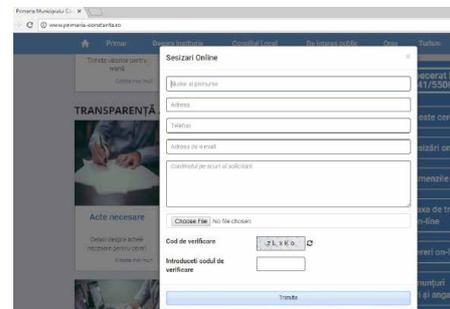
Following the analysis on public services and the results from public consultation, as a first step, two public services have been identified and decided on to be undertaken and promoted as online services by the Municipality of Constanta:

- “authorization of economic operators” – available for companies
- “citizen online petition/notification” – available for citizens.

Analyses on teleworking facilitation for Constanta municipality and Port companies identified the types of activities that can be carried out from different location using a suitable online platform that gives reliability and security. Regarding the legal framework for teleworking, this was not available and suitable at the beginning of PORTIS, becoming a barrier for Constanta Municipality and Port companies that could not allow their employees to work from home.

However, due to the new global developments with the COVID pandemic, the legislation became permissive and jobs from the municipality and the port of Constanta were converted to teleworking.

- **Lesson learned 1:** Keep a consistent and comprehensive information campaign about the online public services provided by the municipality in order for the citizens



and companies to avoid unnecessary trips to the offices.

- **Lesson learned 2:** Teleworking is an efficient and safe tool to be used by companies in order to assure the continuation of their activity in a less time-consuming manner and, in present times, to keep their employees healthy

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More info about CIVITAS PORTIS can be found on our website <http://civitas.eu/portis>

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