Interreg IIB Project
PUSEMOR

Workpackage 5

Regional Intermediate Report

Team GAL Appennino Genovese
Italy

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Index

1. Introduction pag. 3

2. Country Profile: the Province of Genoa pag. 4

3. Regional and test areas profile pag. 6
   3.1 Geographical situation pag. 6
   3.2 Demography and Human potential pag. 8
   3.3 Socio economic situation pag. 10
   3.4 Conclusion of chapter 3 pag. 13

4. The Public services in the test area: Description, Evaluation, Problems and Prospectives pag. 14
   4.1 The research pag. 14
      4.1.1 Selected groups pag. 14
      4.1.2 Methodology pag. 14
      4.1.3 Structure and peculiarity of interviewed groups pag. 15
   4.2 Test area Val d'Aveto, Graveglia e Sturla pag. 17
      4.2.1 Roads and Public Transportation pag. 18
      4.2.2 Public Administration, social services, police pag. 18
      4.2.3 Education pag. 19
      4.2.4 Telecommunication pag. 19
      4.2.5 Everyday needs pag. 19
      4.2.6 Resume test area Val d'Aveto, Graveglia e Sturla pag. 21
   4.3 Test area Fontanabuona pag. 24
      4.3.1 Roads and Public Transportation pag. 25
      4.3.2 Public Administration, social services, police pag. 25
      4.3.3 Education pag. 26
      4.3.4 Telecommunication pag. 26
      4.3.5 Everyday needs pag. 26
      4.3.6 Resume test area Val Fontanabuona pag. 29
   4.4 Test area Valle Scrivia pag. 31
      4.3.1 Roads and Public Transportation pag. 32
      4.3.2 Public Administration, social services, police pag. 32
4.3.3 Education  
4.3.4 Telecommunication  
4.3.5 Everyday needs  
4.3.6 Resume test area Valle Scrivia

5. Best practices in the test area

6. Conclusion on the regional levevl and next steps

Annex_1: Graphics referred to the test areas
ANNEXE 1.1_Graphics Val d’Aveto Graveglia e Sturla - Private users  
ANNEXE 1.2_Graphics Val d’Aveto Graveglia e Sturla – SMEs  
ANNEXE 2.1_Graphics Val Fontanabuona - Private users  
ANNEXE 2.2_Graphics Val Fontanabuona - SMEs  
ANNEXE 3.1_Graphics Valle Scrivia – Private users  
ANNEXE 3.2_Graphics Valle Scrivia – SMEs

Annex_2: Portrait of best practices
BP_1: “Innovative logistics chains for disable”  
BP_2: “Telemedicine for cardiomonitoring and prevention”  
BP_3: “Baby Parking of Montebruno”  
BP_4: “Val Trebbia Wireless Network”  
BP_5: “Innovative transport service in the Park of Cinque Terre”  
BP_6: “Short chain commerce of typical rural product”  
BP_7: “Outpatients clinic Val Fontanabuona”  
BP_8 “The Telework’s centres”
1. Introduction

1.1 PUSEMOR: A general overview

1.1.1 Project background

In today's mobile society and economy, the provision with public services (or more precisely: with services of public interest) is a locational key factor. Topographical features and frequently low population density mean that the public services in Alpine regions generally cover only a part of their costs. Market liberalisation and other factors threaten to reduce the availability of some services even further. New supply strategies are required to improve the quality of public services while reducing costs.

The project “PUSEMOR” aims at developing sustainable strategies and innovative solutions for improving the provision of public services in sparsely populated mountain regions. This with the ambition to grade up these regions both as economic place and as place of residence.

To reach the goals, the project has both an analytical / scientific and a strategic / political dimension. The analysis aims at gathering existing knowledge from the various regions involved, combining it in a methodical way and expanding it in specific areas. The strategic dimension is concerned with the formulation of implementation-ready concepts and pilot projects to improve provision of public services in sparsely populated areas.

Consequently, the main activities of PUSEMOR are:

- Workpackage 5: Regional studies (analysing the current standard of public services and its development during the last years, analysing the key factors of economic, political/institutional and technological framework conditions, identification of good ideas and best practices to improve the provision of public services.)
- Workpackage 6: Transnational comparison of the results of regional studies and common inventory of best practices.
- Workpackage 7a: Elaboration and development of innovative and effective new strategies and pilot projects.
- Workpackage 7b and 8: Elaboration of recommendations for several stakeholders (public authorities/policy makers, regional and local NGOs, providers of public services, consultants in regional development etc.
- Workpackage 4: Permanent publicity activities about project’s findings and results.

For more information about PUSEMOR (Partners, activities, news) see www.pusemor.net (in 5 languages)
1.2 Workpackage 5 Regional studies: Goals, objectives and activities

The Workpackage 5 "Regional studies" aims at:

• Clarifying the development and the current standard of public services in selected sparsely populated areas (1 - 3 test areas per participating region);
• Identifying the needs of different user groups in these areas;
• Providing an inventory of exemplary new strategies i.e. "best practices" to improve basic provision in sparsely populated areas drawn up, including an examination of the key factors in economic, political/institutional and technological framework crucial for the implementation for the identified best practices.

Following the objectives stated, the Workpackage 5 has resulted in regional-specific statements on three issues, presented as three Outputs:

• OUTPUT (1) actual standard of public services and its development over the last years, including basic description and conditions of respective test areas
• OUTPUT (2) Assessment by the users of the range of services,
• OUTPUT (3) Detailed description of exemplary new strategies in the regions (inventory of „good ideas”), including and Outline of the relevant economic, political/institutional and technological framework

This REGIONAL INTERMEDIATE REPORT (RIR) summarises findings of all three outputs for each of the total 9 regional teams.

The Slovenian partners (BSC Kranj together with Barbara Cernic Mali from the Urban Planning Institute) were responsible for leading of this WP (elaborating a methodologies and a common, standardised instruments, assistance to the other partners in doing regional studies, first guidelines for interpretation). They were assisted by the SAB as technical lead partner of the whole project.

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1 Italy: Regione Lombardia and GAL Appennino Genovese; Austria: Bundesland Tirol and Bundesland Kärnten; France: Region Franche-Comté; Germany: Regionalverband Südl. Oberrhein; Slovenia: Gorenjska Region; Switzerland: Suisse occidentale and Canton Ticino. Each of the regional teams defined one to four so called test areas for the studies.
1.2.1 Output 1: Description of methodology and activities

The aim of the Output 1 was to present basic characteristics of the individual areas. In order to provide adequate input for subsequent workpackages (i.e. transnational comparisons for WP6 and Strategies for WP7) a unified structure of the Output1 reports was suggested. The Slovenian partners, responsible for the technical lead of WP5 prepared a template. The template was then revised, based on discussion and comments by partners. The template included quantitative data, as well as qualitative descriptions.

The following thematic issues were treated:
- Territorial organisation, geographical situation and natural conditions within the test area / region;
- Demographical situation and trends;
- Economic structure and trends in general with special emphasis on agriculture and tourism (as important for sparsely populated mountain regions);
- Fixed infrastructure (electricity, water, roads etc.);
- First information (from existing literature) about the situation of five domains of public services (transports, public administration, education / child care, everyday needs and telecommunications).

1.2.2 Output 2: Description of methodology and activities

The most important part of the w5, was the Output 2 where the PUSEMOR partners analysed the assessment of public services by the users of those services.

As the first step the workpackage leader prepared a short questionnaire for the partners. The partners were asked to submit their plans with regard to two questions: first on the public services which will be focal in their areas and secondly, which methodology they intend to use (survey, workshop; expert interviews). Partners were also asked to define the end users (e.g. youth; elderly; general etc.).

The workpackage lead partner suggested that the methodology used by individual partners is not very diverse. However, it has soon become evident that it will be very difficult to use the same methodology i.e. wide survey among users. The costs of designing the survey, sampling, doing the survey itself and processing the data were beyond the financial, as well as time capacities of some partners. Therefore, all methods i.e. survey, workshops and/or expert interviews were applied.

The workpackage leader prepared two questionnaires for evaluation of public services:
- a questionnaire for private users;
- a questionnaire for managers of small and medium enterprises.

The questionnaires were prepared in such a manner that they could be used either for face to face or phone survey, for postal survey, for workshops or for expert (=selected) interviews.²

Regardless of methodology used, the partners were asked that the results should clearly answer four sets of questions within four basic dimensions:
- Which are the domains of problematic public services as assessed by users? (= Specification of content)

² Some parts of questionnaire were prepared in alternatives to suit mentioned different modes of survey.
b) by which end user group is the problem especially felt? (private users? enterprises, esp. SME? (= Specification of demand)

c) What is the geographical "location" of problematic public services? (zones, communities within our test areas etc. = Spatial dimension)

d) Has the problem of inadequate public service already reached its full dimension or is it expected to increase (or only to appear) in the near future? / Why? (links to socio-economic and other trends of regional development) (= Temporal dimension)

Despite different methodology used, the results of the assessment fulfill the stated objectives.³

1.2.3 Output 3: Description of methodology and activities

The Output 3 aimed at the identification and detailed presentation of exemplary new strategies in the regions (inventory of "best practices"). Special attention was given to identification and presentation of relevant economic, political/institutional and technological conditions.

As the first step the lead partners prepared a list of important information on individual best practices, which was to be gathered. Upon further discussion and amendments, a standardised "PUSEMOR Best Practice Form" was prepared.

The form included:

• **Basic information on the best practice** (e.g. title; area of domain/s; target group; territorial level; time frame; basic idea and aim; background; initiator; functions; provider; financial issues; contact person etc.);

• **Specifics** (e.g. innovativeness; problems encountered; plans; feedback; evaluation; whether the provision required special institutional arrangements; changes in legislation, establishment of new local or regional body etc.);

• **Transferability issues** (e.g. is the best practice transferable to other areas of domain in public services; is it transferable conditionally; under which conditions).

The partners fulfilled their task in a very extensive manner. By the end of October 2005, all together they have identified and presented 52 best practice cases, within the following domains of public services:

• Health and elderly care (9 examples)
• Transport and telecommunication (20)
• Education and Culture (12)
• Every day needs (5).
• Others / several domains (6)

The examples of best practices were presented and discussed during the PUSEMOR meeting (Bled, Slovenia 17th and 18th October 2005).

³ The methodology used by individual partners is further described within the chapter on the public services in the test areas.
The collection of all best practices will be available on the website www.pusemor.net and a special collection will be edited in summer 2006 after the further processing within Workpackage 6.
2. Country profile: The Province of Genoa

Territorial organisation and spatial policies

From an administrative point of view, the District of Genoa is governed by the Region of Liguria which is an autonomous territorial authority with legislative powers. The Region indicates the general aims of the economic-social and territorial programming and on this basis distributes the resources for financing the investment programmes of the local authorities (Province, Municipalities and Mountain Communities). The regional laws also establish the forms and modalities of the local authorities’ participation, the formation of plans and Regional programmes and other Regional dispositions. Municipalities and Province administrations agree to the determination of the objectives contained within the plans and programmes of the State and Regions and take steps, within their competencies to their specification and activation. The Region of Liguria is administratively divided into 4 Provinces.

The test area falls entirely into the administrative territory of the Province of Genoa. In our system, the Province is the local body which intermediates between Municipality and Region and is competent in the following matters:

a) defence of the territory, protection and valorisation of the environment and disaster prevention;
b) valorisation of cultural heritage;
c) viability and transport;
d) protection of flora and fauna, parks and natural reserves;
e) hunting and fishing in internal waters;
f) organisation of refuse collection at a provincial level, surveying, discipline and control of water emissions and atmospheric and sound emissions;
g) health services, hygiene and public prophylaxis, attributed to state and regional legislation;
h) functions linked to second degree secondary and artistic education and professional training, including the educational building, attributed to state and regional legislation;
i) collection and elaboration of data, technical-administrative assistance of local authorities.

In addition, the Province, in keeping with the competencies of the municipalities and in activation of regional legislation and programmes, predisposes and adopts the territorial co-ordination plan which determines the general lines of order in the territory and in particular, indicates the various destinations of the territory in relation to the prevalent vocation of its parts; the general localisation of the major infrastructures and the principle lines of communication; the lines of intervention for the layout of water, hydro-geologic and forest hydraulics and generally for the consolidation of the territory and water regulation; the areas where it would be opportune to set up parks and natural reserves. The territorial co-ordination plan collects the planning directions of all the municipalities about their own territories and it converges in the Regional Territorial Plan.

All administrative functions which regard the population and the municipal territory are the responsibility of the Municipalities. The organic sectors of personal and community services, the order and use of the territory and economic development, other than which is expressly attributed to other subjects of the state and regional laws, according to their respective competencies. In particular, the municipality exercises administrative functions for state governed
services: manages the electoral services, marital status, register of births deaths and marriages, military service and statistics (in this case the Mayor has the role of Government official). The area of study takes in 17 municipalities, all classified as being entirely mountainous (EEC regulation 991/1952) and which are, according to the EEC regulation 268/1975, disadvantaged territories.

The Mountain Communities local authorities, constituted by mountain municipalities are “young” authorities and were established by the laws 1102/72 with the specific aim to valorise the mountain areas by means, essentially, of promotion of all initiatives aimed at eliminating the economic and social unbalances which separate the mountain areas from the rest of the country, the defence of the territory and protection of the environment. The State entrusted the Regions with the discipline of the Mountain Communities and the division of the regional territory into homogeneous areas, each one of which constituted a Mountain Community. The region of Liguria made provisions with L.L.R.R. n°15/73 and 27/73 and set up 18 Communities. The area of study is administered by 3 Mountain communities.

It is the responsibility of the mountain communities to exercise in association municipal functions or those conferred on them by the Region. It is also the responsibility of the Mountain communities to exercise any other function conferred on them by the municipalities, by the province or by the region. It is the responsibility of the Mountain Communities the functions attributed by the laws and special interventions for the mountains established by the European Union or by state or regional laws. The Mountain communities adopt long term work and intervention plans (many years long) and identify the suitable tools for following the objectives of socio-economic development therein including all those foreseen by the European Union, by the state and by the Region, which can concur in the realisation of the annual work programmes of execution of the plan. The Mountain communities, through town planning indications of the many year development plan, concur with the formation of a territorial co-ordination plan.
3. Regional and test areas profile

3.1 Geographical situation

i. Overview about the District of Genoa

The territory of the District of Genoa borders on Regione Piemonte, Regione Lombardia and Regione Emilia-Romagna and on the four districts Pavia, Alessandria, Piacenza e Parma. There are 3 Regional Natural Parks (Aveto, Antola and Beigua Natural Parks) that are of high naturalistic and environmental value. It’s a characteristic “mosaic territory”, starting from its geographical situation: in few kilometres it is possible to pass from the waterfront to the mountains through a lot of next valleys that follow on other.

The main elements that characterise the territory under a morphological point of view, are:

- Height and high gradient of the mountain sides immediately behind the waterfront (the coastal hills are over 600 metres long);
- Very few distance of the Appennino’s waterside from the coast line (about 7 Km, on average);
- High width of the Appennino’s system that separates the coast from the Padana Plan (about 50 km);
- Mainly mountain character of the territory (1.275,77 Kmq = 69,5% of the whole surface).

The people adapted to this particular territory with the development of a lot of settlements on the coast and small rural centres in the hinterland.

3.1.2 The test area

The test area is located in the central-eastern part of the District of Genoa and it’s characterized by a mountain profile. It’s entirely located in the hinterland area of the district and covers an area of approximately 650 square metres, or 35% of the provincial territory. The territory is almost entirely mountainous and there are no municipalities which are classified as flat. The terrain is characterized by an elevated altitude and steep slopes (the average altitude is above 1340 metres) and by a reduced transversal distance from the watershed to the coast (on average around 7 km). The main mountain system is that of Ligure Tuscan Emiliano Appennines and the highest peaks of the Ligurian part are within the area of study (Monte Maggiorasca, 1797 metres). The 18 municipalities within the area of study are located in 3 different subareas:
1. **Aveto, Graveglia and Sturla Valleys**: Municipalities of Santo Stefano d’Aveto, Rezzoaglio, Borzonasca, Mezzanego and Ne

2. **Fontanabuona Valley**: Municipalities of Favale di Malvaro, Lorsica, Lumarzo, Tribogna, Neirone, Moconesi, Orero, San Colombano Certenoli, Bargagli

3. **Scrivia Valley**: Municipalities of Valbrevenna, Vobbia, Davagna and Crocefieschi.

The territory is characterised by an accentuated steepness of the extremely indented slopes and by the winding and deeply incised streams and rivers which are prevalently torrential. The territory is counter distinguished by a notable extension of arboreous vegetation: this vegetation covers 73% of the total surface and the total wooded surface of the area of study is 46.793 ha. Within the area of study, there is a high level of abandonment of agricultural activities which is manifested in the progressive reduction and disappearance of the open spaces, which are being invaded by shrubs and trees. The wooded areas which are utilised for the main part, for production of timber (coppice woods) or for harvesting their fruit (chestnut woods) show visible signs of ageing and deterioration – due to ecological imbalance, diseases and fires - in places where they are no longer managed properly. The progressive abandonment of the mountains by the younger and active people is contributing to the deterioration of the territory. Consequently there is a worsening of the stability of the territorial order.

The particular morphological conformation of the territory has, over time, conditioned the uses of the land and has given rise to an intensive exploitation of territorial resources and a concentration of settlements on the coast and in the sparse flat areas.

**Settlement Patterns**

The prevalent characteristics of the landscape can be synthesised thus:

- Because of the particular orographic and morphological conditions, there are vast areas in which settlements are practically non-existent and anthropopisation and consequent modification to the natural order are very restricted.
- There are settlements in valleys which are almost parallel to the coast and sheltered by the watershed which separates them from the coast. In this case the most typical configuration is that of linear development, more or less articulated, in which there is an alternation of residential settlements and ones which are principally productive (Fontanabuona and Scrivia).
- There is still a very vast territory of predominantly rural development which is structured for agricultural uses and for the exploitation of natural resources, but where the original function has frequently been replaced by a residential dimension. Here the presence of man has the function of guarding and maintaining the organisation of the territory (roads, terraces etc). In these areas a precise settlement is common which is often limited to a single building or small nuclei which are no longer in expansion (Aveto, Sturla, Graveglia).

Ancient mountain mule tracks constituted the communication routes between the city of Genoa and the Padana plains. These tracks were used to transport goods which arrived by ship, for instance salt. Along these routes, a series of settlements sprang up for the collection of duties as well as for defence and strategic necessities. Still today, in dominant positions, the ruins of ancient castles, theatres of battles and conflict bear testimony these times.

With the development of carriageable roads, the mule tracks lost their strategic role and fell into disuse. Today, many tracts are completely unused.

There is a network of medium-large nuclei whose role was to act as administrator of the territory and which are the economic and administrative reference points for a myriad of precise settlements. From the 70s there has been a progressive reduction in territorial density which represents an inversion of the tendency to the previous twenty years, registered between 51-71.
The reasons for this progressive reduction of the territorial density are largely to be seen in the lowered birth rate which is not only evident in the marginal areas, but also in the urban realities of major cities. The population density is generally very low (< 50 inhabitants/km$^2$). There are also productive settlement systems in the area of study that include mainly craft and commercial activities (Fontanabuona and Scrivia). In Fontanabuona there are the slate district with a famous mining activity and many shops of furniture.

3.2_Demography and Human potential

Demography in the test area:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Test area Aveto, Graveglia Sturla</th>
<th>Test area Fontanabuona</th>
<th>Test area Scrivia</th>
<th>Test Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area (Km$^2$)</td>
<td>333.7</td>
<td>186.9</td>
<td>102.1</td>
<td>622.7</td>
</tr>
<tr>
<td>Inhabitants/ Km$^2$)</td>
<td>88.5</td>
<td>71.1</td>
<td>41.5</td>
<td>40.2</td>
</tr>
<tr>
<td>Municipalities</td>
<td>5</td>
<td>9</td>
<td>4</td>
<td>18</td>
</tr>
<tr>
<td>Population 2001</td>
<td>8167</td>
<td>12152</td>
<td>3583</td>
<td>23902</td>
</tr>
<tr>
<td>Change of population 1981-2001</td>
<td>-13.9</td>
<td>-1.9</td>
<td>-2.9</td>
<td>-9.3</td>
</tr>
<tr>
<td>% of population &lt; 15 (year 2001)</td>
<td>9</td>
<td>10.6</td>
<td>7.8</td>
<td>9.1</td>
</tr>
<tr>
<td>% of population &gt; 65 (year 2001)</td>
<td>26.2</td>
<td>26.6</td>
<td>33.5</td>
<td>27.7</td>
</tr>
</tbody>
</table>

Population:
The demographic trend of the test areas is characterised by an accentuated ageing of the population and by a constantly diminishing birth-rate. This is clearly underlined by the fact that in 1981 the population was 25,762 and in 2001 it was 24,788. The highest demographic decrease is due to a past economy based prevalently on agriculture and because these municipalities have remained rural centres and are isolated from the economic development which has interested the neighbouring areas. With regard to the distribution of the population in the province of Genoa, it is interesting to note that 40% of the population live in the Region's main city (Genoa) while
15% live in communes with less than 1000 inhabitants. It is important to underline that the municipalities which are part of Mountain Communities represent more than 86% of the Regional territory, but have a population of only 26.9% of the region’s population. All the municipalities included in the test area have less than 2000 inhabitants and are in a constant and strong decrease.

To a degree, there has been an interesting migration from the urban cities towards the more peaceful inland areas because of their better environmental characteristics, but generally, these families tend not to move too far from the city because of the work and services collocated there. In the inland areas, the trend is again in decreasing due to the progressive de-population brought about by the lower quality of services and transport infra-structure. The most “critical” situations can be found in Val d’Aveto and in parts of Valle Sturla and Valle Scrivia. There is also a negative tendency, although less marked in Val Fontanabuona.

The de-population of the small communes which are not on the coast is a negative signal. Without doubt this phenomenon is in part due to the lack of structures and public services as well as the need for a better road system which would allow a faster and more efficient communication with the coastal centres.

Ageing:
The other predominant characteristic is the progressive ageing of the population which places the Province of Genoa among the provinces with the highest number of over 65s (29.8%) and the lowest number of young people (only the 9.1%). The demographic evolution would seem to suggest a rethinking of the structure of the services of the territory, both from a social and infrastructure and economic viewpoint.

It can be concluded therefore that the demographic crisis which has hit Italy, caused by the low birth rate is manifesting itself, as far as the Province of Genoa is concerned, in the depopulation of small communes and the progressive ageing of the population. The household size of the test area is, in average, 2 sons for each family and there are a lot of families with only one component, because the high number of over 65s.

Educational level and structure

Between 1991-2001 the number of people with a University degree, a university diploma and High School diplomas went up considerably. This increase is seen, not only on a percentage basis but also in actual numbers. The area of study however, is characterised by a level of education which is still much lower than the coastal areas. Among the reasons for this fact is that the schools are concentrated exclusively in the coastal areas and getting there means that young people have to leave very early in the morning and arrive back late in the afternoon. Often, this means that the family lacks valuable workforce.
### 3.3 Socio economic situation

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Test area Aveto, Graveglia Sturla</th>
<th>Test area Fontanabuona</th>
<th>Test area Scrivia</th>
<th>Test Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sectors of economy</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary sector 2001 abs.</td>
<td>74</td>
<td>23</td>
<td>9</td>
<td>331</td>
</tr>
<tr>
<td>- in %</td>
<td>5,9</td>
<td>1,8</td>
<td>1,4</td>
<td>2,7</td>
</tr>
<tr>
<td>- development 1981-2001</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>- number of farms 2001</td>
<td>759</td>
<td>531</td>
<td>66</td>
<td>1356</td>
</tr>
<tr>
<td>Secondary sector 2001 abs.</td>
<td>104</td>
<td>175,6</td>
<td>67,5</td>
<td>1067</td>
</tr>
<tr>
<td>- in %</td>
<td>8,5</td>
<td>13,3</td>
<td>10,7</td>
<td>11,3</td>
</tr>
<tr>
<td>- development 1981-2001</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Tertiary sector 2001 abs.</td>
<td>232</td>
<td>247,9</td>
<td>122,5</td>
<td>1903</td>
</tr>
<tr>
<td>- in %</td>
<td>18,5</td>
<td>18,3</td>
<td>19,3</td>
<td>19,7</td>
</tr>
<tr>
<td>- development 1981-2001</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
Economic structure of the area:
The territory of the Province of Genoa is marked by the often dualistic relationship between the coast and the inland areas and this affect analysis of the strong and weak points of the socio-economic reality.

Interestingly, there is, at present, a phenomena of de-centralisation of functions from the main cities towards some municipalities inland.

The principle economic-production tendency is a progressive increase in the service industry, rather than manufacturing, and towards small/medium sized companies rather than large industries. The service sector falls into the following categories: Research, banking and insurance services, training, port activities, transport and tourism. These tendencies have brought about a process of re-conversion of the uses of the territory as space consuming manufacturing businesses have given way to space saving service activities.

The inland areas, from a production point of view, at the bottom of the valleys which are more accessible and better linked a significant localisation of industrial activity, organised according to district models (Valle Scrivia and Val Fontanabuona), while in the higher and less accessible areas (The valleys of Aveto, Graveglia and Sturla) high quality niche agriculture and rural tourism are the main resources.

The Province has, however, industrial, artisan and service activities which although having a good economic profile, do not have a high enough level of organicity to be able to extend to the renewal objectives outlined above and which would need an action of organisation of the territory aimed at creating new forms of relationships and external economies to sustain the development and renewal of these activities. This situation is particularly evident in the valleys of Scrivia and Fontanabuona.

The increase in the number of enterprises, at least in relation to the national average is fairly modest (1.1 new enterprise for every 100 existing ). This is conditioned by the high business death rate, The structure of the enterprises for the number of workers shows a heavy burden in percentage terms on micro-enterprises (1-2 workers)

The provincial census of 2000 revealed that there are more than 8,000 agricultural businesses, 19% of the regional total. About 65% of these operate unless than a hectare, classified according to the agricultural surface used and this is on average 41.7%.

This situation shows a notable difference between males and females, both in Liguria and at a national level, and there is a much higher level of employment among men. The divide remains the same when the Ligurian data are compared to those of the remaining areas of Italy.

The most worrying figure has to do with the percentage of the work force compared to the total population. This has gone from 40.9% in 1991 to 29.9% in 1996 with only a brief interruption of

<table>
<thead>
<tr>
<th>Persons in employment / population 2001</th>
<th>58.2</th>
<th>54.9</th>
<th>52.4</th>
<th>55.5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employment (job principle)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unemployment rate 2001</td>
<td>5.2</td>
<td>7.4</td>
<td>9.6</td>
<td>7.5</td>
</tr>
<tr>
<td>Number of inhabitants working outside the district</td>
<td>2860</td>
<td>4801</td>
<td>1284</td>
<td>8945</td>
</tr>
<tr>
<td><strong>Tourism</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overnight stays 2001*</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Overnight stays / inhabitants 2001</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

* The value referring the Genoa District is 2.137.104 overnight stays in 2001
the trend in 1995. With regard to the contribution of the various production sectors to the added regional value, agriculture contributes 2.5% against 73.1% of services and 24.4% of industry. The number of businesses is growing slightly and shows, especially from 1999 onwards, a certain level of entrepreneurial dynamism.

In particular:
The number of enterprises and the distribution of attachés reveal the presence of a consistent number of SME (small/medium enterprises) and the fact that our economy is oriented towards services, although locally, industrial areas still persist.

Unemployment:
The level of unemployment in the Province of Genoa has gone from 12.1% in 1997 to 8.3% in 2001 therefore showing an improvement of 4.9%. The youth employment rate is the most significant and is 27.40% (25% for males and 30% for females). It is important to underline that the revival in employment levels began in 1991, especially among the female workforce where there was a slight increase in relation to the preceding ten years; These last ten years however, have again registered an increase in the levels of unemployment.

An analysis of the ISTAT data shows that in the period of 1991-2001, Liguria lost 3.2% of employment while in the same period the regions of Northern Italy registered an increase of 2.6%. The curvature regards employees set against an increase in self employed workers.

The area of study is characterised by a second home residential tourism, green tourism, sporting tourism and rural tourism (Valle Scrivia) and by nature tourism which mainly interests the Valleys of Aveto, Graveglia and Sturla, Val Fontanabuona however is characterised by cultural and excursion tourism.

Tourism:
There are many opportunities for tourism within the area of study which has a great potential even if this is not yet adequately expressed.

With regard to the receptivity of the area of study, there is not a large number of hotels, although new receptive structures, such as guest houses, rooms to let, bed and breakfast, camp sites and holiday homes are opening. There are the beginnings of a local network between the various structures, especially in Valle Aveto, Graveglia and Sturla Valleys.

The strong points are, undoubtedly the prices which are much lower than on the coast and the growing number of tourists, especially from abroad, who are now choosing to stay in the inland areas in order to visit the rest of the Province.

The main criticality relative to the tourism sector are:
1. A very low ratio of hotel settlements and a low level of specialisation and qualification in the sector.
2. A low presence of the types of infra-structure which would be of interest to tourists (swimming pools, sports facilities cinemas theatres etc).

The tourism outlook in the inland areas, in comparison to those of the coast is changing as the hinterland is beginning to work on specialisation of offer to attract daily or long stay visitors in seasons other than just the summer months.

Agriculture:
There is a significant prevalence of small and medium sized agricultural businesses. If we consider the businesses with less than 5 hectares, the figure rises to 52.10% of the total. The prevalent way of operating in Liguria continues to be, in 2000, one which is managed directly by the cultivator (99.1% of businesses). More specifically, there is a prevalence of businesses where the workforce comes exclusively from within the family. In the last ten years, there has been a
marked fall in the number of “organised” businesses i.e. those which employ a paid work force and those which rely exclusively on external enterprises.

As far as land ownership is concerned, in Liguria the number of businesses which work their own land continues to prevail (86.1%). These businesses, with respect to the overall regional contractions, register strong curvatures both for their number (-43.4%), and for the total corresponding surface (-50.2%) and UAT (utilised agricultural territory) (-41.1%). Much more contained reductions can be observed in businesses which rent the land. These businesses have in fact, reduced in number by 14.5% and have lost 18.4% of total surface. The UAT however registers a slight increase (+9.1%). Contrary to the general tendency, the number of businesses where the rent does not represent their only title of possession (+27.4%), and this increase is accompanied by increases in the total surface (+13.3%) and of that used for agriculture (+20.4%). Overall, the incidence of rented land in UAT has increased considerably and has gone from 12.1% to 21.7%.

Non-the-less, these areas have seen a heavy reduction in the most valid agricultural businesses over the last ten years, in favour of housing, tourism and artisan developments and for large infra-structures, particularly in areas close to urbanised zones. In the internal mountainous areas, rural decline is due to physical and environmental conditions which do not allow for an economically viable management of the agricultural business without constant income integration. In spite of this, the Ligurian territory still maintains strong links with agriculture which impacts strongly on the environmental aspects. The safeguarding of rural elements of the territory is also necessary to preserve the quality of the environment. In addition, the preservation of agricultural activity influences the life and work of the residents in certain areas, both for maintenance and development of tourism.

The total agricultural surface is 242.634 hectares, of which 80.322 hectares (33.1%) are utilised for agriculture. The remaining surface is woodland (54.5%) and unusable land (11.6%).

3.4 Conclusions of Chapter 3

Population is gathered above all on the coast, in the circle areas and along the main communication axis with the Po plain. The inner part and above all the near east hinterland have a minor presence of residents, because of the reduced quality of life, regarding some aspects as the availability of services and transport infrastructures.

The most critical situations concern Val d’Aveto and in part Valle Scrivia, but in Val Fontanabuona there is a negative tendency, even if it’s less marked.

Relations between men and woman as to be attribute to a progressive ageing of the population and to the major life hope of women.

Infect, even if there is a biggest number of men births, the more elevated male mortality cause a biggest number of women of the population total.

Another interesting fact is the average reduced number of the families’ members (2,18), that underscores an increase of the fragmentariness of the society today.

The population in the “test area” is a constantly reducing; the lack of structures and public services, an infrastructure system to ensure population a faster way with the coast centres have really influenced this “phenomenon”.

Another prevailing characteristic is the continuous ageing of population that arranges the Province of Genoa to be one of the provinces with the biggest presence of over 65.

The demographic evolution suggests a reflection on the structure of the territory services, either social or economic and infrastructure.
If we try to do a balance of the period 1995-2001, we can say that the dynamic of decline which characterized our economy since the beginning of the 90’s, it’s really changed. We can see the inversion of tendency from the increment of more capital societies and from the new desire of “making money”.

Occupation sees an increase in the Province of Genoa, about all in the services. Obviously, these positive signals come from the biggest occupation of immigrants and the improver situation of women.

Also from a provincial PIL analysis come some positive signals, with an increase of the income per head, which feeds positive circuits of biggest investments and consumes. The tourism and territory development gives hope for the final overcoming of the industrial system crisis which has characterized the Province of Genoa economy in the latest 10 years. The global satisfaction of the citizens with reference to the local contest seems high, but on specific aspects there are some critic fields, as the participation to planning processes and local decisions work and the possibility to do hobbies (sport, cultural activities, etc.). On intermediate levels there are the basic services (health, education, schools, transport..) the environment and the safety, but only the satisfaction of social relations seems good.

Our society bases itself on children-indicator: their home-school movements are included in the European medium result.

4. The public services in the test area: Description, Evaluation, Problems, Perspectives
4.1_ The research: target groups, methodology of survey, structure and peculiarities of groups

4.1.1 Selectioned groups
The research has been managed thanks to half-framed interviews which involved two different target groups:

A) Contractors (SME holders or managers)
B) Public Administrators and stakeholders (opinion leaders) as subjects who can express the need of the community in the areas involved in the study

As a whole, the interviewed are:

A) 55 SME holders or managers
C) 40 individual subjects recognized as private users

A questionnaire has been submitted to both groups. The main subjects of the questionnaire concerned accessibility, quality, satisfaction and perception of a possible improvement in public services and in a range of services supplied by local government in the last years.
Questionnaires were the same for all Pusemor partners.

Since all partners could widen the inquiry with specific questions, to B group (opinion leaders) another brief half-framed questionnaire has been proposed as to understand their opinion on the possibility to develop a new range of services.
Also thanks to telecommunications, these services could be develop for the community in order to mend accessibility of services and their use, and helping to prevent sparsely populated areas depopulation.

4.1.2 Methodology

Interviews have been leaded in two different ways:

1. Direct interview sending the questionnaire by mail or fax
2. Direct interview by workshop or face to face

Two different methodologies have been used in order to better achieve dissimilar subjects, in particular:

- Regarding group A), questionnaires have been filled directly or sent by mail after having explained the origin, purpose and content of the study to subjects (EU project on public services involving five european partners). These methodologies have been appropriate to the aim because, in this particular case, subjects were already accustomed to this kind of research and well trained to interviews.

- Regarding group B), questionnaires have been filled directly during workshops or sent by mail or fax after having explained the research. These methodologies have been
particularly appropriated to the aim because subject were more accustomed to conversation and well disposed to suggest betterments

On the whole the result is:

<table>
<thead>
<tr>
<th>Group</th>
<th>Between e-mail/fax:</th>
<th>Between face to face:</th>
<th>Between phone:</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group A)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>44%</td>
<td>44%</td>
<td>12%</td>
<td>100%</td>
</tr>
<tr>
<td>Group B)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>50%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Both two groups did not describe a statistical meaningful sample but have been compound by subjects who perfectly represent the different realities they belong to, thanks to their knowledge of the territory and services supplied in it due to their personal job or due to their commitment in public activities. All these peculiarities, allow interviewed subjects to give voice to the community on public services.

In particular, it is important to notice that SME interviewed are small as a rule; only a few of them reach significant dimensions.
To these objective reality, a main and subjective fact can be added: usually, it is difficult to involve subjects to studies and interviews because they are afraid to loose time and to keep busy human resources.
This element has been marked also due to the period in which interviewed were carried on, falling on July and August when enterprises usually close for holidays.

Private users (Group B) are represented by 50% of public administrators and 50% by opinion leaders.

4.1.3 Structure and peculiarity of interviewed groups
The following standards were drawn up while choosing members of both groups:

Group A) Since almost 55% of the first subjects contacted for the study refused to answer to questionnaire (almost 40 SME holders or managers did not want to be involved), marketable structure is the following:

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary sector:</td>
<td>11%</td>
</tr>
<tr>
<td>Secondary sector:</td>
<td>20%</td>
</tr>
<tr>
<td>Tertiary sector:</td>
<td>69%</td>
</tr>
<tr>
<td>Total Amount</td>
<td>100%</td>
</tr>
</tbody>
</table>

In the secondary sector SMEs are principally in woodcraft and steel carpentry; concerning tertiary sector, SMEs in the catering sector and in trading prevail.
Age of the companies is generally young: almost 55% of enterprises are between 10 and 18 years old and 30% of them are between 19 and 30 years old.

All of them have less than 5 working stationing.

Since the group is compound by SMEs, 90% of the interviewed companies has an international market lower than 25% but, considering members of the group, only a few of them are actually exporting. Only 5% of interviewed companies export more than 50% of their production.

Regarding sex, interviewed are equally divided in two genders:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>51%</td>
</tr>
<tr>
<td>Male</td>
<td>49%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Group B)
Members of this group can be divided in two subgroups:

1) Public Administrators (Mayors, aldermen)
2) Associations’ representatives (cultural, sports club, voluntarism….), private structures supplying services to community (eg. Chemist’s shops)

Group B can be divided in:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Administrators</td>
<td>50%</td>
</tr>
<tr>
<td>Associations’ representatives</td>
<td>33%</td>
</tr>
<tr>
<td>Private structures supplying services</td>
<td>22%</td>
</tr>
<tr>
<td>Total Amount</td>
<td>100%</td>
</tr>
</tbody>
</table>

Considering other parameters of survey showed in questionnaires, subjects can be divided also by:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sex</td>
<td>1/3 of subjects are female and 2/3 of them are male</td>
</tr>
<tr>
<td>Class of Age</td>
<td>Priority of subjects with age between 31 and 65 years old (63%)</td>
</tr>
<tr>
<td>Members of the Family</td>
<td>Priority of 3 members, with a height of 6 members, and children younger than 18 years old (usually one member)</td>
</tr>
<tr>
<td>Owned cars</td>
<td>Priority of 2 cars per family, with a height of 4 car and not necessarily in the biggest families</td>
</tr>
<tr>
<td>Employment</td>
<td>Most of the subjects are employed (90% of the total amount).</td>
</tr>
</tbody>
</table>
4.2_ Test area Val D’Aveto, Graveglia e Sturla

The test area of Val D’Aveto, Graveglia e Sturla shows a sufficiently good accessibility within 15 minutes for the great part of public services; for example services of buses, local administration, physician-general, primary schools and some everyday needs are easily reachable. In the next table are reported the results of the survey in the area.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Part of population with accessibility within 15 minutes</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus service</td>
<td>73% (1)</td>
<td>54% (2)</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Railway services</td>
<td>0%</td>
<td>0%</td>
<td>45%</td>
<td>46%</td>
</tr>
<tr>
<td>Public administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local administration</td>
<td>36%</td>
<td>18%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Police station</td>
<td>18%</td>
<td>27%</td>
<td>18%</td>
<td>54%</td>
</tr>
<tr>
<td>Health care / care for elderly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physician – general</td>
<td>27%</td>
<td>27%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>9%</td>
<td>18%</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>0%</td>
<td>9%</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>36%</td>
<td>18%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Home for the elderly</td>
<td>27%</td>
<td>18%</td>
<td>45%</td>
<td></td>
</tr>
<tr>
<td>Child care / education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>27%</td>
<td>18%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Primary school</td>
<td>36%</td>
<td>18%</td>
<td>36%</td>
<td></td>
</tr>
</tbody>
</table>
### Every day needs

<table>
<thead>
<tr>
<th>Service</th>
<th>Private users</th>
<th>SMEs</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>27%</td>
<td>18%</td>
<td>36%</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>38%</td>
<td>8%</td>
<td>46%</td>
</tr>
<tr>
<td>Grocery</td>
<td>27%</td>
<td>18%</td>
<td>45%</td>
</tr>
<tr>
<td>Supermarket</td>
<td>54%</td>
<td>0%</td>
<td>38%</td>
</tr>
<tr>
<td>Post office</td>
<td>27%</td>
<td>18%</td>
<td>27%</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>38%</td>
<td>9%</td>
<td>46%</td>
</tr>
<tr>
<td>Gas station</td>
<td>36%</td>
<td>8%</td>
<td>46%</td>
</tr>
<tr>
<td>Personal services</td>
<td>27%</td>
<td>27%</td>
<td>27%</td>
</tr>
</tbody>
</table>

(1) In italics assessments by Private users (first row of each domain of public service); 
(2) In body type assessments by SMEs (second row).

#### 4.2.1 Roads and Public Transportation

**Roads**

Generally, the road network is appreciated mainly by citizens.

SMEs seem dissatisfied mainly for quality of roads and hope in a betterment which could improve commercial opportunities.

Road network is maintained efficient even during winter times when snow and bad weather could cause problems to viability and both privates and SMEs appreciate these services.

Snow cleaning services are assured thanks to the intervention of the Province of Genoa which supply a burden service instead of small municipalities.

**Railways connection and bus transportation**

The main problem of public transportation is represented by railway because there are no services provided and there’s only one coastal railway line. Dissatisfaction is caused by accessibility but also by the quality of the service, which seem to got worse during last five years, even if a large part of interviewed people declared they do not know anything about the matter since the service is, in fact, not supplied in the referring area.

Bus service is generally considered good even if means of transport carry few full fair paying passengers and, consequently service is not completely profitable.

Public transport is granted all over the area ad it is more efficient in the lowest part of the valleys. Villages in the highest part are also served by public means of transport but they are not so frequent and they may cause difficulties in transfers.

The service’s frequency is generally good in school/work hours while more buses could be supplied during week ends and other parts of the day.

SMEs are not so pleased about bus service because it doesn’t help working activities and enterprises must own private cars, in any case.

#### 4.2.2 Public Administration, social services (social care / elderly / health care), police

**Public Administration**

Usually, Municipalities’ offices are attended by resident people and offer a good service. Interviewed people are satisfied about the operating of municipalities, while Province and
Region’s offices are felt as distant and difficult to reach but as efficient, in any case. Their services improved in the last five years.

Social care / elderly
In the referring area there are houses for elderly and social centres. Social services have been centralised so the distance to services has a little increased. Nursery could be increased, too even because in the area there elderly people; however, citizens are well satisfied.

Health care
In the plain area the situation is satisfactory because of the hospital placed in Chiavari, the main city of the referring three valleys. Moreover, there is a small hospital in Rezzoaglio which offer some specialist service.
In the upper zone the services provided by physician-general are satisfactory. Physician-specialists, in general, are placed in the lowest area and along the coast line, so they are distant from inhabitants: privates do not please the distance at all and pay attention to the quality of the service which could be improved.
The emerging fact is that many interviewed think that the quality of health care services in general, got better in the last years but there are some worries about next developments in the future.
Pharmacies are easily reachable and offer a good service, for people are completely pleased.

Emergency services
Emergency centres are placed in Chiavari and in the some coast cities but emergency procedures are well organised so the service is fairly good and all villages and resort can be reached, in general, in a short time. There is also a special service named “118” which provides assistance in case of emergency.

Police
Police forces are, generally, centralised but can reach the whole area without difficulties in a short time. The quality and accessibility of service is considered satisfactory.

4.2.3 Education: kindergartens and statutory primary schools, professional and personal training
Kindergartens and schools
Kindergartens are sufficiently distributed in the area and there’s a good satisfaction about people interviewed.
Same satisfaction is registered for primary schools and secondary schools of lowest level even if it is clear that they are all placed in the lowest parts of the valleys and some dissatisfaction occurs from people living in mountain belt who cannot easily reach them. Usually, child care services please residents and maintain regional identity and life in valleys.
The situation is different for secondary schools of upper level which are placed far from municipalities, causing some dissatisfaction to private users and SMEs. They generally express a good opinion about the quality of courses but, in particular SMEs, would like to improve exchange within schools and enterprises.
Unfortunately, the test area suffers from decreasing of birth since a long time. Birth rate is scarce and young families are used to transfer in biggest cities.
Nowadays, it seems that this tendency is going to change because of the demand of houses from new family groups. This will improve their asking for new supplies, including out of family day care and Municipalities are actually studying new intervention plans.
Opportunities for professional and personal training: the evaluation of this kind of services is insufficient in the test area. Both private users and SMEs complain about accessibility but not for quality, even if SMEs think that courses need to be improved and adequate to the changing of market work.

4.2.4. Telecommunication: telephony, internet, TV and radio
SMEs, in general, are pleased about phone lines in office.
Some problems are noticed on mobiles both for private users and SMEs; problems are underlined on Internet since the network is lacking and a few areas are not reached by this service. It's important to underline that, even if subjects are not complaining at all, SMEs, generally, do not still use Internet, at least a large part of them do not, since businesses in the area are represented by shops selling typical products, restaurants and small manufacturing enterprises (frequently hand crafts).
Mainly, privates users are dissatisfied and declare that the quality of telecommunication in general is worse now than five years ago.

4.2.5 Everyday needs: food and not food items, fuel, postal services
Grocery stores and postal services are spread all over the area so there are no particular problems for inhabitants.
Also supermarkets, banks and cash dispensers are considered satisfactory from both private users and SMEs.
Also for people who do not own a private car, accessibility is not considered completely unsatisfactory.
Some transport service is offered by Municipalities which can organise transport services for senior citizens by cars or small buses. Also community solidarity and volunteer help them.
Gas stations satisfy the needs of private users and SMEs both for accessibility and quality.
In the next table, the assessment of private users and SMEs are reported as they result from the survey.

<table>
<thead>
<tr>
<th>Table 4.2 Val d’Aveto Graveglia e Sturla - Accessibility, Quality, Development since 5 years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain of Public service</strong></td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Public administration</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Health care</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
</tr>
<tr>
<td>Pharmacy</td>
</tr>
<tr>
<td>Mobile nursing</td>
</tr>
<tr>
<td>Other mob. services</td>
</tr>
<tr>
<td>Home for the elderly</td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
</tr>
<tr>
<td>Primary school</td>
</tr>
<tr>
<td>Secondary school (lower level)</td>
</tr>
<tr>
<td>Secondary school (upper level)</td>
</tr>
<tr>
<td>Professional and personal training</td>
</tr>
<tr>
<td>Library</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
</tr>
<tr>
<td>Telephony</td>
</tr>
<tr>
<td>TV and Radio</td>
</tr>
<tr>
<td>Internet</td>
</tr>
<tr>
<td>Grocery</td>
</tr>
<tr>
<td>Supermarket</td>
</tr>
<tr>
<td>Post office</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
</tr>
<tr>
<td>Gas station</td>
</tr>
<tr>
<td>Personal services</td>
</tr>
</tbody>
</table>

(1) In italics assessments by Private users;
(2) In bold italics assessment referring to SMEs;
(3) In bold assessment referring to both groups Private users and SMEs.

4.2.6 Resume test area Val D’Aveto, Graveglia e Stura
In general we can say that the standard of public services are quite high. The main problems are represented by:
- services for elderly
- secondary and professional schools
- telecommunications, specially mobile telephony and Internet connections
In the next table is reported a resume of the situation in the area.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Current situation (*)</th>
<th>Perspectives (opportunities / threats)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>Sufficiently good network</td>
<td>No changes</td>
</tr>
<tr>
<td>Inadequate services for SMEs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railway services</td>
<td>No services for the communities of the test area – many problems for people and SMEs</td>
<td>No changes</td>
</tr>
<tr>
<td>Qualità of roads</td>
<td>Sufficiently good for Private users Inadequate to needs of SMEs</td>
<td>Maintain the actual situation</td>
</tr>
<tr>
<td>Transport</td>
<td>Local administration</td>
<td>Efficient with generally good satisfaction of private users and SMEs</td>
</tr>
<tr>
<td>Other public admin.</td>
<td>Generally good especially those services in support to local administrations</td>
<td>Increasing services offered by upper grades of the public administration</td>
</tr>
<tr>
<td>Police station</td>
<td>Centralisation; good appreciation specially by private users</td>
<td>No changes</td>
</tr>
<tr>
<td>Public administration</td>
<td>Physician – general</td>
<td>Sufficient offer</td>
</tr>
<tr>
<td></td>
<td>Physician – specialist</td>
<td>Dissatisfactory offer due to centralisation</td>
</tr>
<tr>
<td></td>
<td>Hospitals/Health care</td>
<td>Satisfactory considering the process of centralisation of the offer</td>
</tr>
<tr>
<td></td>
<td>Pharmacy</td>
<td>Very satisfactory</td>
</tr>
<tr>
<td></td>
<td>Mobile nursing</td>
<td>Satisfactory</td>
</tr>
<tr>
<td></td>
<td>Other mob. services</td>
<td>Very satisfactory</td>
</tr>
<tr>
<td>Health care / care for elderly</td>
<td>Home for the elderly</td>
<td>Very satisfactory</td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>Very satisfactory</td>
<td>Some needs for mothers involved in work</td>
</tr>
<tr>
<td>Service</td>
<td>Evaluation</td>
<td>Changes/Transformations</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Primary school</td>
<td>Very satisfactory but some problems could occur for the decreasing of birth</td>
<td>Probably no changes in the next future</td>
</tr>
<tr>
<td>Secondary school</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Secondry school (lower level)</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Secondry school (upper level)</td>
<td>Not satisfactory specially for the distance of schools for private users</td>
<td>Possibilities of concentration</td>
</tr>
<tr>
<td>Professional and personal training</td>
<td>At the moment satisfactory but in perspective threats for SMEs in global competition</td>
<td>Deep transformation of this kind of instruction due to the decentralisation of education from central government to Region administration</td>
</tr>
<tr>
<td>Library</td>
<td>Satisfactory even if not too much frequented</td>
<td>No changes / transformations due to internet diffusion</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>Satisfactory offer but some difficulties to reach for people without car</td>
<td>No changes</td>
</tr>
<tr>
<td>Telephony</td>
<td>Difficulties for mobile telephony</td>
<td>Improvement of coverage of mobile telephony</td>
</tr>
<tr>
<td>TV and Radio</td>
<td>Difficulties in receiving commercial broadcastings specially for private users</td>
<td>Improvement of commercial networks receiving</td>
</tr>
<tr>
<td>Internet</td>
<td>Many problems in ADSL connecting specially for private users</td>
<td>Improvement of connecting with high speed internet</td>
</tr>
<tr>
<td>Grocery</td>
<td>Satisfactory but sometimes difficulties for people without car</td>
<td>Probably no changes but there are possibilities of restructuration of the distribution system</td>
</tr>
<tr>
<td>Supermarket</td>
<td>Good offer for small / medium structures; some problems for distance of chain stores</td>
<td>No changes</td>
</tr>
<tr>
<td>Post office</td>
<td>In general good offer; some problems for SMEs</td>
<td>Restructuration just done</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>In general good offer; some problems for SMEs</td>
<td>Probably no changes</td>
</tr>
<tr>
<td>Gas station</td>
<td>Good offer</td>
<td>Probably no changes</td>
</tr>
<tr>
<td>Personal services</td>
<td>Good offer</td>
<td>Probably no changes</td>
</tr>
</tbody>
</table>
(*) for Current situation:
in italics assessments by Private users;
in bold italics assessments referring to SMEs;
in bold assessments referring to both groups, Private users and SMEs.
4.3 Test area Val Fontanabuona
The test area of Val Fontanabuona shows a moderate accessibility within 15 minutes for the great part of public services; bus stops, public administration, child care and everyday needs are easily reached by citizens. On the contrary, some problems on railways and services for elderly.
In the next table are reported the results of the survey in the area.

Table 4.4 Val Fontanabuona - Accessibility within 15 minutes

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Part of population with accessibility within 15 minutes</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus service</td>
<td>78% (1) 68% (2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railway services</td>
<td>0%</td>
<td></td>
<td></td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td></td>
<td></td>
<td>32%</td>
</tr>
<tr>
<td>Public Administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local administration</td>
<td>33% 12%</td>
<td></td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Police station</td>
<td>17% 8%</td>
<td></td>
<td></td>
<td>33%</td>
</tr>
<tr>
<td>Health care / care for elderly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physician – general</td>
<td>28%</td>
<td></td>
<td></td>
<td>44%</td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>6%</td>
<td></td>
<td></td>
<td>22%</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>0% 17%</td>
<td></td>
<td></td>
<td>22%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>22% 33%</td>
<td></td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Home for the elderly</td>
<td>0% 22%</td>
<td></td>
<td></td>
<td>22%</td>
</tr>
<tr>
<td>Child care / education / culture</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>17% 16%</td>
<td></td>
<td></td>
<td>56%</td>
</tr>
<tr>
<td>Primary school</td>
<td>17% 12%</td>
<td></td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Library</td>
<td>17% 4%</td>
<td></td>
<td></td>
<td>33%</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>11% 8%</td>
<td></td>
<td></td>
<td>56%</td>
</tr>
<tr>
<td>Grocery</td>
<td>28% 28%</td>
<td></td>
<td></td>
<td>33%</td>
</tr>
<tr>
<td>Supermarket</td>
<td>22% 22%</td>
<td></td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Post office</td>
<td>22% 22%</td>
<td></td>
<td></td>
<td>40%</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>17% 12%</td>
<td></td>
<td></td>
<td>50%</td>
</tr>
<tr>
<td>Gas station</td>
<td></td>
<td></td>
<td></td>
<td>83%</td>
</tr>
<tr>
<td>Personal services</td>
<td>11% 8%</td>
<td></td>
<td></td>
<td>56%</td>
</tr>
</tbody>
</table>

(1) In italics assessments by Private users (first row of each domain of public service);
In body type assessments by SMEs (second row).

4.3.1 Roads and Public Transportation

**Roads**
The road network is not completely satisfying. The test area in object is plenty of small and medium enterprises which need to be linked with main motorways and highways. There’s only one motorway in the coastal line and a few main roads connecting the valley. Unfortunately, trucks congest these roads which are narrow and extremely frequented. Inhabitants and enterprises too, suffer for these jams. Municipalities are studying project in order to improve road network but, since now, both private and public transport is lacking. Roads are maintained efficient even during winter times when snow and bad weather could cause problems to viability. Road up keep and snow clearing are assured by the Province which give Municipalities a financial help.

**Railways connection and public transportation**
Only one railway line is running along the coast so, if trains connecting Chiavari or Lavagna to Genoa and other main cities are, generally, frequent, in fact, there are no services regarding Val Fontanabuona and people are completely dissatisfied. Most of all, both privates and SMEs think that the service got worse regarding quality in the last few years. Bus service is not completely satisfactory. Private users generally appreciate both quality and accessibility but the service suffers because of the lacking in the road network and of traffic jams caused by heavy trucks moving along the road network. As it often happens in public transports, service is not completely profitable. The service’s frequency is satisfying only in school/work hours while inhabitants interviewed find some difficulties in moving during week end and in other hours of the day. SMEs find the service not completely satisfactory and hope public transportation could be able to become the alternative to private cars, in the future since, by now, they cannot use buses for working. SMEs ask for a strong improvement in bus service.

4.4.2. Public Administration: social services (social care / elderly / health care), police

**Public Administration**
Municipalities offer a good service and are efficient. Interviewed people are also pleased about Province of Genoa because of the support to local administration. Region is felt as distant but no dissatisfaction is registered on its service.

**Social care / elderly**
In the referring area, mobile nursing and service for elderly are not sufficient. People interviewed seem to be dissatisfied because of the lacking in health care for older citizens. It emerged that these services are not sufficient because of the increasing demand and, in fact, we already underlined that the test area is populated mainly by elderly. Social services have been centralised so the distance increased, causing problems for people who do not drive the car. People interviewed seem to appreciate quality but think that, in the next future, elderly will incur in problems because their families are distant, or work in the main cities and it is difficult to
provide them care. Citizens declared that nursing services and home for old people must be provided by Local Authorities because they perceive the situation as critical.

**Health care**
Generally, inhabitants declare to have problems in reaching major health care structures (e.g. Chiavari hospital) and this causes dissatisfaction even if there is a small health care centre in Cicagna (a Municipality placed in proximity of the centres of the test area). In the upper zone of the area physician-general is well considered.
Upset is mainly due to the process of centralisation of offer in the main hospitals and also of physicians-specialists who, generally, practice in main coastal cities or in the most important municipalities in the low lands. Private users declare to be dissatisfied and worried for the future even if local authorities have prepared a program of transformation of health care system which could probably improve services in the region.
Pharmacies are reachable and offer a good service; for people are completely pleased.

**Emergency services**
Emergency centres are present along the Val Fontanabuona and emergency procedures are well organised thanks to a service named “118”.
Also in this case, helicopters with medic in attendance are ready to transport patients in main hospitals.

**Police**
Police forces are centralised as it happens in all mountain regions. Anyway, private users and SMEs seem pleased about the service and no particular problems are registered in case of need of police intervention.

4.3.3 Education: kindergartens and statutory primary schools, professional and personal training

**Kindergartens and schools**
Kindergartens are sufficiently well distributed in the area and there’s a general satisfaction for their services.
Local authorities are studying new services for mothers involved in work because there’s a new tendency in living in villages far from the crowded cities by young families and in the last two-three years (in some case, such as Bargagli which is near to Genoa, the moving started already in the last decade), Municipalities noticed a strong interest in kindergarten from families’ part. That’s the reason why local authorities are encouraging the organisation of daily mums and centres for the caring of children after school or at lunch.
Same satisfaction is registered for primary schools and secondary schools of lower level, while secondary upper schools do not please people because of the distance from home and because courses are still suffering from the decreasing of birth in the past. Private users and SMEs are dissatisfied about accessibility and also perceive further problems in quality of courses which are not completely adequate to enterprises’ needs. In fact, both target of interviewed feel a deep need of betterment. Opportunities for professional and personal training
Great dissatisfaction on this matter of services underlined by private users and SMEs.
Schools are too far from valley resorts and there is also a lack of apprenticeship possibilities in the area.
Private users and, mainly, SMEs think that quality and accessibility could be improved as well as courses which have to be adequate to needs in working specially in this time of market globalisation.
4.3.4. Telecommunication: telephony, internet, TV and radio

TV network is not so good in the whole area because of difficulties in receiving TV channels. Some problems on mobile telephony is noticed also and, specially, on Internet since the network is lacking and a few municipalities are not reached by this service. The interviews underlined a similar degree in satisfaction and dissatisfaction, both for private users and SMEs regarding quality, accessibility and changes in the last five years. Enterprises’ managers are worried about the future because telecommunication are inadequate to sustain tomorrow competition in the world market.

4.3.5 Everyday needs: food and not food items, fuel, postal services

Grocery stores and postal services are generally placed in all villages of the test area so there are no problems for inhabitants except for people who do not own a car, in certain cases. Same result regarding supermarket in case of small and medium structures while there’s a lack of chain stores which are concentrated in the coastal line. Banks and cash dispensers are well distributed but, some problem occurs in case of personal services which seem to be inadequate to the need of people. Gas stations satisfy the needs of privates and SMEs both for accessibility and quality. In the next table are reported the assessments of private users and SMEs as they result from the survey.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Accessibility (*)</th>
<th>Quality (*)</th>
<th>Development since 5 years (*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>Not completely satisfactory</td>
<td>Dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Railway services</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Qualità of roads</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>No changes Better now</td>
</tr>
<tr>
<td>Local administration</td>
<td>Very satisfactory</td>
<td>Very satisfactory</td>
<td>No changes Better now</td>
</tr>
<tr>
<td>Other public administration</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Little worse now Little better now</td>
</tr>
<tr>
<td>Police station</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Physician – general</td>
<td>Very satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>Very dissatisfactory</td>
<td>Not completely satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>Very dissatisfactory</td>
<td>Dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Very satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Mobile nursing</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Other mob. services</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Home for the elderly</td>
<td>Very dissatisfactory</td>
<td>Not completely satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Service</td>
<td>Assessment 1</td>
<td>Assessment 2</td>
<td>Change</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------</td>
<td>--------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Child care / education / culture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>Very satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Primary school</td>
<td>Very satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Secondary school (lower level)</td>
<td>Very satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Secondary school (upper level)</td>
<td>Dissatisfactory</td>
<td>Not completely satisfactory</td>
<td>No changes Little worse now</td>
</tr>
<tr>
<td>Professional and personal training</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory Not completely satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Library</td>
<td>Satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>Not completely satisfactory</td>
<td>Dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Telecommunications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephony</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory (mobile)</td>
<td>Worse now</td>
</tr>
<tr>
<td>TV and Radio</td>
<td>Dissatisfactory</td>
<td>Satisfactory Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Internet</td>
<td>Very dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Every day needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grocery</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Supermarket</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Post office</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Gas station</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Personal services</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
</tbody>
</table>

(*) In italics assessments by Private users; in bold italics assessments referring to SMEs; in bold assessments referring to both groups.
4.3.6 Resume test area Val Fontanabuona

In general we can say that the standard of public services are quite high. The main problems are represented by:
- railway services and quality of roads
- specialist services for health care and for elderly
- mobile telephony and Internet

In the next table is reported a resume of the situation in the area.

Table 4.6 Val Fontanabuona – Current situation and Perspectives

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Current situation (*)</th>
<th>Perspectives (opportunities / threats)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>Satisfactory network</td>
<td>No changes</td>
</tr>
<tr>
<td></td>
<td>but problems for</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timetable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Problems for workers</td>
<td></td>
</tr>
<tr>
<td>Railway services</td>
<td>No services for the</td>
<td>No changes</td>
</tr>
<tr>
<td></td>
<td>valley</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Problems for private</td>
<td></td>
</tr>
<tr>
<td></td>
<td>users</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Major problems for</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SMEs</td>
<td></td>
</tr>
<tr>
<td>Qualità of roads</td>
<td>Some problems due to</td>
<td>Works to reduce the sinuosity</td>
</tr>
<tr>
<td></td>
<td>the lay out of the</td>
<td>of the main road SS 225</td>
</tr>
<tr>
<td></td>
<td>roads</td>
<td></td>
</tr>
</tbody>
</table>
## Public Administration

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration</td>
<td>Efficient with good consideration by private users and SMEs</td>
<td>Encouraging the cooperation between small communities</td>
</tr>
<tr>
<td>Other public administration</td>
<td>Well considered the support to local administration by Province of Genoa</td>
<td>Increasing services offered by upper levels of the administration to reduce the costs of service provision in small communities</td>
</tr>
<tr>
<td>Police station</td>
<td>Centralisation; good appreciation by private users and SMEs</td>
<td>No changes</td>
</tr>
</tbody>
</table>

## Health care / care for elderly

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician – general</td>
<td>Good offer</td>
<td></td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>Dissatisfactory offer due to centralisation of specialists</td>
<td>In perspective possible changes due to the restructuration of the health care regional service</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>Dissatisfactory because of the process of centralisation of offer in the main centers</td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Very satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Mobile nursing</td>
<td></td>
<td>Needs of more services due to the increasing of old people and of assistance to mothers involved in work</td>
</tr>
<tr>
<td>Other mob. services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home for the elderly</td>
<td></td>
<td>Needs of new structures</td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>Fairly satisfactory offer</td>
<td>Some problems for mothers involved in work</td>
</tr>
<tr>
<td>Primary school</td>
<td>Very satisfactory the offer but some problems could occur for the decreasing of birth</td>
<td>Probably no changes in the next future</td>
</tr>
<tr>
<td>Secondary school (lower level)</td>
<td>Satisfactory for quality but problems for distance of schools</td>
<td>No changes</td>
</tr>
<tr>
<td>Secondary school (upper level)</td>
<td>Not satisfactory for the distance of schools</td>
<td>Possibilities of concentration</td>
</tr>
<tr>
<td>Professional and personal training</td>
<td>Not satisfactory for the distance of centers Dissatisfactory of quality for SMEs’ needs in global competition</td>
<td>Deep transformation of this kind of instruction due to the decentralisation of education from central government to Region administration</td>
</tr>
<tr>
<td>Library</td>
<td>Satisfactory even if not too much frequented</td>
<td>No changes / trasformations due to internet diffusion</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>Satisfactory offer but difficult to reach for people without car</td>
<td>No changes</td>
</tr>
</tbody>
</table>
### Telecommunications

<table>
<thead>
<tr>
<th>Domain</th>
<th>Assessment</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephony</td>
<td>Difficult for mobile telephony specially for SME’s</td>
<td>Improvement of coverage of mobile telephony</td>
</tr>
<tr>
<td>TV and Radio</td>
<td>Some difficulties in receiving commercial channels</td>
<td>Improvement of receiving of commercial networks</td>
</tr>
<tr>
<td>Internet</td>
<td>Many problems in ADSL connecting</td>
<td>Improvement of connecting with high speed internet</td>
</tr>
</tbody>
</table>

### Every day needs

<table>
<thead>
<tr>
<th>Domain</th>
<th>Assessment</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>Satisfactory but some difficulties for people without car</td>
<td>Probably no changes but there are possibilities of restructuration of the distribution system</td>
</tr>
<tr>
<td>Supermarket</td>
<td>Good offer for small-medium structures, some problems with chain stores far from centers of the test area</td>
<td>No changes</td>
</tr>
<tr>
<td>Post office</td>
<td>Good offer</td>
<td>Restructuration just done</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>Good offer</td>
<td>Probably no changes</td>
</tr>
<tr>
<td>Gas station</td>
<td>Good offer</td>
<td>Probably no changes</td>
</tr>
<tr>
<td>Personal services</td>
<td>Offer not completely adequate to the needs of people</td>
<td>Probably no changes</td>
</tr>
</tbody>
</table>

(*) for Current situation:
in italics assessments by Private users;
in bold italics assessments referring to SMEs;
in bold assessments referring to both groups, Private users and SMEs.

### 4.4 Test area Valle Scrivia

The test area of Valle Scrivia shows a moderate accessibility within 15 minutes for the great part of public services; generally, citizens have a good access to bus stops, physician-general, pharmacy, kindergarten and primary schools as well as everyday needs.

In the next table are reported the results of the survey in the area.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Part of population with accessibility within 15 minutes …</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On foot</td>
<td>By public transport</td>
</tr>
<tr>
<td><strong>Table 4.7 Valle Scrivia - Accessibility within 15 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Private Users (1)</th>
<th>SMEs (2)</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>55%</td>
<td>65%</td>
<td>100%</td>
</tr>
<tr>
<td>Railway services</td>
<td>0%</td>
<td>0%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Public Administration

<table>
<thead>
<tr>
<th>Service</th>
<th>Private Users (1)</th>
<th>SMEs (2)</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration</td>
<td>27%</td>
<td>9%</td>
<td>55%</td>
</tr>
<tr>
<td>Police station</td>
<td>9%</td>
<td>9%</td>
<td>36%</td>
</tr>
</tbody>
</table>

### Healthcare / Care for Elderly

<table>
<thead>
<tr>
<th>Service</th>
<th>Private Users (1)</th>
<th>SMEs (2)</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician – general</td>
<td>36%</td>
<td>0%</td>
<td>45%</td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>0%</td>
<td>0%</td>
<td>45%</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>0%</td>
<td>0%</td>
<td>45%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>30%</td>
<td>10%</td>
<td>45%</td>
</tr>
<tr>
<td>Home for the elderly</td>
<td>10%</td>
<td>0%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Childcare / Education / Culture

<table>
<thead>
<tr>
<th>Service</th>
<th>Private Users (1)</th>
<th>SMEs (2)</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kindergarten/Child care service</td>
<td>9%</td>
<td>18%</td>
<td>45%</td>
</tr>
<tr>
<td>Primary school</td>
<td>18%</td>
<td>12%</td>
<td>47%</td>
</tr>
<tr>
<td>Library</td>
<td>9%</td>
<td>9%</td>
<td>55%</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>0%</td>
<td>9%</td>
<td>45%</td>
</tr>
</tbody>
</table>

### Everyday Needs

<table>
<thead>
<tr>
<th>Service</th>
<th>Private Users (1)</th>
<th>SMEs (2)</th>
<th>Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>18%</td>
<td>18%</td>
<td>55%</td>
</tr>
<tr>
<td>Supermarket</td>
<td>0%</td>
<td>18%</td>
<td>27%</td>
</tr>
<tr>
<td>Post office</td>
<td>18%</td>
<td>18%</td>
<td>55%</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>0%</td>
<td>18%</td>
<td>45%</td>
</tr>
<tr>
<td>Gas station</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal services</td>
<td>0%</td>
<td>9%</td>
<td>45%</td>
</tr>
</tbody>
</table>

(1) In italics assessments by Private users (first row of each domain of public service); (2) In body type assessments by SMEs (second row).

#### 4.4.1 Roads and Public Transportation

*Roads*

The road network is dissatisfying for private users, but not for SMEs. Roads are generally maintained efficient even during winter times when bad weather could cause problems but interviewed people think that an improvement in the maintenance is needed in order to grant safety.
Road up keep and snow cleaning are assured by the Province and this service is well appreciated by communities.

**Railways and Bus service**
Bus service is insufficient both for private users and for SMEs regarding accessibility and quality. The service’s frequency is supplied mainly in school/work hours while inhabitants interviewed find some difficulties in moving during week end and they noticed that the supplying of the service got worse during last years.
One railway line is running but far from municipalities of the test area. SMEs consider the lacking of a railway line as a serious problem for their competitiveness.
For private users, living in valley, is possible only if they own a private car.

**4.4.2. Public Administration: social services (social care/ elderly /health care), police**

**Public Administration**
Municipalities offer a good service. Private users and SMEs are both pleased about Province of Genoa because of the support to local administration and because of the help in maintaining roads clean during winter, but they appreciate Region services, too.

**Social care / elderly**
In the referring area, services for elderly are not completely sufficient, except mobile nursing regarding quality.
People interviewed seem to be dissatisfied because of the lacking in health care for older citizens.
It emerged that these services are too distant and not sufficient because of the increasing demand. In fact, also Valle Scrivia is populated mainly by old citizens.
Social services have been centralised so the distance increased causing problems for people who do not drive the car, as well as in other mountain areas in Liguria.

**Health care**
In the upper zone of the Valle Scrivia, physician-general service is satisfactory and accessible.
Dissatisfaction is mainly due to the process of centralisation of hospitals and physician-specialists.
Private users are dissatisfied about their accessibility and the quality of the supplying which got worse in the last five years.
Pharmacies are easily reachable and offer a good service for which people are completely pleased.

**Emergency services**
Emergency centres are considered sufficient along the Valley. In this area also, operates the emergency assistance performed by “118”.
People interviewed did not notice any particular problem on this matter.

**Police**
Police forces are centralised as it happens in all other area of the region. Private users and SMEs seem pleased about the service and no problems are registered in case of need of police intervention.

**4.4.3 Education: kindergartens and statutory primary schools, professional and personal training**
**Kindergartens and schools**

There’s a general satisfaction for Kindergartens in the test area; their offer of service is considered well improved in the last years.

Same satisfaction is not registered for secondary upper schools which do not please private users because of their distance from home; this dissatisfaction increased in the last years. Courses, on the opposite, are appreciated from the point of view of quality. Same perception is declared by SMEs’ managers who complain about accessibility in the service but they agree in considering the quality generally good.

**Opportunities for professional and personal training**

Dissatisfaction is registered on this matter. Schools are too far from valley resorts and there is also a lack of apprenticeship possibilities in the area. SMEs are the most worried about quality and accessibility of the service and say that professional training was better adequate some years ago instead of now.

Families complain about accessibility and they are not completely satisfied about courses.

**4.4.4. Telecommunication: telephony, internet, TV and radio**

TV network is not so good in the whole area because of difficulties in receiving TV channels as underlined in other test areas. Telephony got worse in the last years and big problems are registered on mobiles from SMEs but specially from private users.

Regarding Internet, the network is lacking and a few Municipalities are not reached by this service. Citizens are upset about this but, as well as in other areas, enterprises are not really complaining. In fact, in Valle Scrivia there are mainly activities of the tertiary and only a few manufacturing enterprises: this means that managers are still not involved in e-commerce market. Problems will be registered in the future, surely, in case providers won’t adequate the supply to the demand.

**4.4.5 Everyday needs: food and not food items, fuel, postal services**

Grocery stores and postal services are generally placed in most villages of the test area so there are no problems for inhabitants except for people who do not own a car, in certain cases. Same result regarding supermarkets.

Banks and cash dispensers are well distributed but, some problem occurs in case of privates’ needs because services seem to be inadequate.

Gas stations satisfy the needs of privates and SMEs both for accessibility and quality. From interviews registered during the study, we can underline that, in general, there are many similarities between three test areas principally due to their common mountain shape but sometimes occur peculiarities.

In the next table are reported the assessments of private users and SMEs as they result from the survey.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Accessibility (*)</th>
<th>Quality (*)</th>
<th>Development since 5 years (*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Service Type</td>
<td>Satisfactory</td>
<td>Very satisfactory</td>
<td>Dissatisfactory</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>--------------</td>
<td>-------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Railway services</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Qualità of roads</td>
<td>Dissatisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Local administration</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Other public administration</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Police station</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Physician – general</td>
<td>Satisfactory</td>
<td>Very satisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>Very dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Hospitals/Health care</td>
<td>Very dissatisfactory</td>
<td>Dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Satisfactory</td>
<td>Very satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Mobile nursing</td>
<td>Dissatisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Other mob. services</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Home for the elderly</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Kindergarten/Child care service</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Primary school</td>
<td>Very satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Secondary school (lower level)</td>
<td>Very satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Secondary school (upper level)</td>
<td>Dissatisfactory</td>
<td>Satisfactory</td>
<td>Worse now</td>
</tr>
<tr>
<td>Professional and personal training</td>
<td>Dissatisfactory</td>
<td>Not completely satisfactory specially for SMEs</td>
<td>Worse now</td>
</tr>
<tr>
<td>Library</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Meeting room / Facilities for events</td>
<td>Dissatisfactory</td>
<td>Dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Telephony</td>
<td>Still dissatisfactory for mobile telephony</td>
<td>Still dissatisfactory for mobile telephony</td>
<td>Worse now</td>
</tr>
<tr>
<td>TV and Radio</td>
<td>Satisfactory; some problems for commercial TV</td>
<td>Satisfactory; some problems for commercial TV</td>
<td>No changes</td>
</tr>
<tr>
<td>Internet</td>
<td>Still dissatisfactory</td>
<td>Still dissatisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Grocery</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Supermarket</td>
<td>Very satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Post office</td>
<td>Very satisfactory</td>
<td>Satisfactory</td>
<td>Better now</td>
</tr>
<tr>
<td>Bank / Cash dispenser</td>
<td>Dissatisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
<tr>
<td>Gas station</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
<td>No changes</td>
</tr>
</tbody>
</table>
4.4.6 Resume test area Valle Scrivia

In general we can say that the standard of public services are quite high.

The main problems are represented by:
- transport
- services for elderly
- telecommunications

In the next table is reported a synthetic evaluation of the situation in the area.

<table>
<thead>
<tr>
<th>Domain of Public service</th>
<th>Current situation (*)</th>
<th>Perspectives (opportunities / threats)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus service</td>
<td>Network not adequate to the needs of communities</td>
<td>No changes</td>
</tr>
<tr>
<td>Railway services</td>
<td>No services for the communities of the test area – many problems for people and SMEs</td>
<td>No changes</td>
</tr>
<tr>
<td>Qualità of roads</td>
<td>Not adequate to needs of SMEs Sufficient</td>
<td>Major works performed by Province of Genoa to reduce difficulties</td>
</tr>
<tr>
<td>Local administration</td>
<td>Efficient with good consideration by people and SMEs</td>
<td>Encouraging the cooperation between small communities</td>
</tr>
<tr>
<td>Other public administration</td>
<td>Good consideration for the support to local administration by Province of Genoa</td>
<td>Increasing services offered by upper levels of the administration to reduce the costs of service provision of small communities</td>
</tr>
<tr>
<td>Police station</td>
<td>Centralisation; good appreciation by private users and SMEs</td>
<td>No changes</td>
</tr>
<tr>
<td>Physician – general</td>
<td>Adequate offer</td>
<td>In perspective possible changes due to the</td>
</tr>
<tr>
<td>Physician – specialist</td>
<td>Dissatisfactory offer due to centralisation of specialists</td>
<td></td>
</tr>
</tbody>
</table>

(*) In italics assessments by Private users; in bold italics assessments referring to SMEs; in bold assessments referring to both groups.
<table>
<thead>
<tr>
<th><strong>Child care / education / culture</strong></th>
<th><strong>Hospitals/Health care</strong></th>
<th><strong>Pharmacy</strong></th>
<th><strong>Mobile nursing</strong></th>
<th><strong>Other mob. services</strong></th>
<th><strong>Home for the elderly</strong></th>
<th><strong>Kindergarten/Child care service</strong></th>
<th><strong>Primary school</strong></th>
<th><strong>Secondary school (lower level)</strong></th>
<th><strong>Secondary school (upper level)</strong></th>
<th><strong>Professional and personal training</strong></th>
<th><strong>Library</strong></th>
<th><strong>Meeting room / Facilities for events</strong></th>
<th><strong>Telephony</strong></th>
<th><strong>TV and Radio</strong></th>
<th><strong>Internet</strong></th>
<th><strong>Grocery</strong></th>
<th><strong>Every day needs</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dissatisfactory because of the process of centralisation of offer in the main centers</strong></td>
<td><strong>Very satisfactory</strong></td>
<td><strong>Not sufficient for the increasing demand both for women in work and for old people</strong></td>
<td><strong>Needs of more services due to the increasing of old people and of assistance to mothers involved in work</strong></td>
<td><strong>Needs of new structures</strong></td>
<td><strong>Fairly satisfactory offer Some needs for mothers involved in work</strong></td>
<td><strong>Satisfactory offer but some problems could occur for the decreasing of birth as in other areas</strong></td>
<td><strong>Satisfactory but problems for distance of schools</strong></td>
<td><strong>Very dissatisfactory for the distance of schools</strong></td>
<td><strong>Dissatisfactory for the distance of centers but good consideration of quality of professional centers</strong></td>
<td><strong>Sufficient to the needs of the communities</strong></td>
<td><strong>Satisfactory offer but many difficulties to reach the facilities for people without car</strong></td>
<td><strong>Difficulties specially for mobile telephony</strong></td>
<td><strong>Some difficulties in receiving commercial channels</strong></td>
<td><strong>Many problems in ADSL connecting</strong></td>
<td><strong>Satisfactory but quite difficult for people without car</strong></td>
<td><strong>Improvement of coverage for mobile telephony</strong></td>
<td><strong>Improvement for commercial networks receiving</strong></td>
</tr>
</tbody>
</table>
Supermarket | Good offer for small-medium structures, many problems with chain stores far from centers of the test area | No changes
---|---|---
Post office | Good offer | Restructuration just done
Bank / Cash dispenser | Good offer | Probably no changes
Gas station | Good offer | Probably no changes
Personal services | Offer not adequate to the needs of people | Probably no changes

(*) for Current situation:
in italics assessments by Private users;
in bold italics assessments referring to SMEs;
in bold assessments referring to both groups, Private users and SMEs.

5. Best practice in the test area

**BP 1: INNOVATIVE LOGISTICS CHAINS FOR DISABLE:** It is a new transport service for disable that assures them to make use of all the other public services, otherwise difficult to approach. The disable call the radio taxi service that goes their home and disable can pay the service by pre-paid tickets. It's a form of called transport that should be transferred to other rural/mountain regions because, in this way, the disable can approach not only the basic services (healthcare, educational, etc.) but also recreational activities.

**BP 2: TELEMEDICINE FOR CARDIOMONITORING AND PREVENTION:** In a contest of “low-level” technology they obtained very good results in matter of patient satisfaction (they perceived a better health care system quality), motivation of the family physicians, reductions of emergency’s admissions, cost reduction for the Health Care system. The basic idea of a networking service by telemedicine solution can be transferred in other rural areas only after a serious training period to teach to the physicians how use the software to save data registered by the cardiomonitoring instruments.

**BP 3: BABY PARKING OF MONTEBRUNO:** This is a new and innovative form of nursing because it combines an educational reality in family with an educational reality of a small group. It can permit a place for meeting, to play and socialize. It is also an important solution for the women at work.

**BP 4: VAL TREBBIA WIRELESS NETWORK:**
Creating a network capable to provide some public services to rural areas with low housing density, improving the communication system, maintaining and widening services availability, improving life quality. For the first time it was possible to realize, in a rural area, a telecommunication service that has the same effectiveness than in urban areas; through this network it was possible to get over the isolation of the realities working in the area. It was possible to create an effectiveness network between public and private actors arose from this sperimental action

**BP 5: INNOVATIVE TRANSPORT SERVICE IN THE PARK OF CINQUE TERRE:** This service is proposed to the ones who require it in order to solve the great access problems to the hinterland. It can be booked by phone, but it is at tourist disposal until the bus is completely full. It is innovative, because it has given the possibility, for tourists, to visit an impervious land, and for local people, to remain in the little rural towns. This service is appreciated because functional and cost-effective, both for peasants, both for the public institution (Parco delle Cinque Terre) which pay for it.

**BP 6: SHORT CHAIN COMMERCE OF TYPICAL RURAL PRODUCT:** The project is innovative for three reasons mainly because rural and mountain area production/commerce have important similar situation with fair trade operation and because supporting typical agricultural activities we can improve environmental quality of rural/mountain areas. However, this type of projects are important to increase the rate profit of agricultural sector and to connect the production to the customer creating a better knowledge of the quality and cultural-environmental value of the mountain productions toward urban people and potential tourists.

**BP 7: OUTPATIENTS CLINIC VAL FONTANABUONA:** The project is innovative because it offers a service to residents and workers directly on the territory. It is an ASL activity, but it's managed by local doctors, without financial additional resources. The future idea is to open also some rooms with different health specialities and with the possibility on short stay in hospital as additional health service. This is an interesting solution in an area with a lot of lonely old men and an high incidence of accidents and labour accidents.

**BP 8: SPERIMENTAZIONE DI TELELAVORO**
The project enters in a Province of Genoa initiative turned to promote the development of rural areas or the decentralized ones through the chance that is given to employees and to self employed workers to do their work near their residence, to avoid the troubles of time move from a place to another and to favour the introduction into the job world and to preserve the occupation of some categories of people who are particularly disadvantaged (worker mothers, disabled, etc…).
6. Conclusions on the regional level and next steps

6.1 Conclusion on the regional level
From interviews registered during the study, we can underline that, in general, there are much more similarities between three test areas, principally due to their common mountain shape, than differences but, in some case, it occurs significant peculiarities.
At a glance, we can summarise the results of the survey in the test area as follows:

- Transports accessibility and quality, mainly on railway services, is generally dissatisfactory but people know that this service cannot be provided with a complete adaptation in the referring areas because of the geographical structure of the territories and for difficulties in making it profitable from the economic point of view.
- Public administration is considered very satisfactory: local authorities, province and region are well appreciated both for accessibility, because they are close to private users and SMEs, and for quality of service, very near to the needs of citizens.

- Security represented by police services is considered a milestone for population of the test areas and it is also considered of high quality since a lot of time.

- Health care services are in general satisfactory only for physician-generals in all three test areas and dissatisfactory for what concerns both accessibility and quality for the other health services even if in Val d’Aveto, Graveglia e Sturla and in Val Fontanabuona there are two small hospitals which offer specialist care services. Emergency services are provided by 118 which is considered quite satisfactory.

- Pharmacy is considered very satisfactory because it’s near to people not only from the physical point of view but also because people involved in are particularly friendly and near to citizens’ needs.

- Elderly services are generally not completely satisfactory in Val Fontanabuona e in Valle Scrivia while they are considered efficient in Valle Aveto, Graveglia e Sturla.

- Kindergartens, primary and secondary schools (lower level) are in general very satisfactory both for access and quality and they seem to improve in the last five years in the provision of services. Generally dissatisfactory is the accessibility for what concerns secondary upper level and professional training. However citizens considere moderately satisfactory the quality of courses provided.

- Library is a service considered satisfactory everywhere even if it is not particularly attended.

- Facilities for social meeting for citizens (e.g. meeting rooms) are dissatisfactory in two of three area, except for Val d’Aveto, Graveglia e Sturla which seems to be satisfactory provided by such facilities for events.

- Telecommunications are generally not completely satisfactory especially for mobile telephony and for the receiving of TV channels (commercial TV). At the moment Internet connections are still dissatisfactory in every test areas but must be considered that many businesses belong generally to trade sector (restaurants, groceries, furnitures, bars) and it is quite unusual to involve managers in e-commerce, specially in Val d’Aveto e Valle Scrivia the most tertiary areas of the three test areas.

- Everyday needs are generally considered satisfactory for citizens’ needs; the only problem noticed is the accessibility to bank e cash dispenser not very spread in the territory.

It’s necessary to underline the importance of spontaneous co-operation processes that operates on territory and that allows to resolve a lot of problems connected to the hard accessibility of the local public services. These spontaneous collaborations allow to resolve some main daily problems connected to the territorial dispersion: the daily needs of the old people, the accessibility to the medical services, etc…
Pusemor project enters an articulate local planning that GAL is carrying out from its establishment moment in synergy with other projects already put in action on territory and with other concert development opportunities already located on territory with other local actors. Among them:

- **The program Leader II e Leader Plus** The Workshop Project presented by LAG, is part of a wider “Framework Project” for development, that draws the strategic action to be promoted during the term in order to create the conditions enhancing the shift of inland trend.

As a matter of fact this outline has been articulated in several intervention fields which can be summarized as follows:

- **development of rural tourism**, as development of quality in the different components of our territory (accommodation structures, small retailers, promotion of agrifood). This action has been forwarded on three levels: local level through incentives favouring the opening of new accommodation structures and through the establishment of a real and widespread offer in rural tourism. At interregional level, through the promotion of an Interregional Tourism System, along with the neighbouring regions, named “Appennino Blu”. At trans-national level, through the development of a territorial marketing project in cooperation with Black Forest, Scotland and Portugal.

- **promotion of artistical handicraft**, through the promotion of a network of “firm museums” to be fulfilled by means of a cooperation project with all regions, italian and none, which compose the alpine space.

- **actions in support of the improvement of services and quality of life** in the more distant areas of the territory, through achievement of several pilot projects.

- **actions in support of the diffusion and the development of new technologies** in the rural fields.

- **development of new educational models for the rural areas**, necessary to guarantee a widespread access all over the territory, to such a fundamental tool to the growth of human resources.

- **development of projects aimed to promote the cultural heritage of rural villages**, which concern several emergencies both religious and architectural and through the creation of a network linked to the emigration phenomenon.

- **The project Interreg IIC East Zone Poseidon** (“Partnership on socio-economic and integrated development of deprived neighbourhoods”) that concerns the deep valley of Valle Scrivia and that intends to face the problem of the settlement difficulty in the suburban and marginal areas of the underground areas, in contest where the mingling conditions among productive activities, residences and infrastructures prevail and where environment, social and town planning requalification interventions are necessary. The project intends to stimulate the exchange of good experiences and the creation of operative synergy among the local institutes that are responsible for the territory development. The joint co-operation of the POSEIDON partnership has been formed to reflect existing and develop new neighbourhood management policies, and prepare the introduction of new neighbourhood management policy approaches in areas where these do not yet exist. This is mainly done

- by reviewing the contents, instruments, structures and practical projects of local neighbourhood management policies
• by jointly exploring problem solutions and approaches that help to further improve existing neighbourhood management policies
• by applying new and innovative solutions in the field of neighbourhood management at local level

The main target groups addressed by POSEIDON are key policy stakeholders, non-public organisations, and individual citizens living in deprived urban neighbourhoods.

The project Interreg IIIB Alpine Space “Qualima” (“Quality of life improvement by supporting public and private services in the rural areas of the Alps)
The objective of the project is to contrast depopulation of the rural areas and the marginal areas of Alps, to face the situation, fixing an innovative approach of management and goods and services offer. The project wants to realize coordinated area systems to reinforce the territorial and infrastructural systems, harmonizing them with the human resources and the territorial potentialities. These results will be followed with the creation of polyfunctional institutes and/or mobile services where the areas activities will be coordinated also by the use of Internet (tele-booking, e-commerce, e-government). The partnership composition includes various typologies of operators: regional and local Public Services, public associations (Districts of valle di Blenio), private partners (Ticino Informatica), planning institutions of the territory (GAL Appennino Genovese) either by UE member states or by Italia, Austria, Svizzera, Slovenia. Among the proposed models there’s the creation of innovative intervention models to revive the territory, from an economic point of view, to offer public and social services, through multipurpose centres: these models will have to guarantee a sustainable economical mix and detailed indications as regards the economic, legal and organizing aspects;

Il progetto Interreg IIIB Alpine Space “CRAFTS” (“Cooperation among regions of the Alps to forward trans – sectorial and transnational synergies) The project aims to safeguard and to improve the typical handcraft of the Alps, that is threatened by the socio-economic changes through the creation of synergies with tourism. The lead partner is Regione Friuli Venezia Giulia, and the other partners are: Regione Piemonte, Regione Val D’Aosta, Regione Lombardia, che partecipa attraverso la Comunità Montana Valtellina di Morbegno, il Gal Appennino Genovese, that represents the Regione Liguria - Servizio Artigianato, as italian partners; among the foreign partners: la Slovenia, Salzburg, Canton Ticino, Métro – Grenobles. The GAL Appennino Genovese, among its project to exploit the territori, in the years 2003/2004, has taken part to the project with the following actions:
  1. Survey on the local typical handcrafts enterprises;
  2. Elaboration of pilot projects to exploit the local small centres through the sinergy between handcraft and tourism;
  3. Reopening of the shops to improve the production, the exhibition and the selling of handcraft products;
  4. Activation of changes among artisans of the partner’s countries to promote the crosstalk about the different labour techniques;
  5. Planning of training to improve the reciprocation generational;
  6. Organization in the artisan’s shops of technical courses for the tourists.

The project Interreg IIIC North Zone Telemedicine (“Tele Medicine and the consequences for urban planning and development”). The overall objective of the Tele
Medicine project is to explore the effects on and opportunities for the local planning of health and medical services and housing facilities in urban areas via the stimulation of more efficient and innovative ICT (wireless) based solutions for domestic health and medical care. The interregional cooperation will ultimately lead to a newly developed disease management model. For the organisations involved in this Interreg IIIC project it opens opportunities to better plan on future health care problems especially those regarding chronic illnesses. The partnership represents actors from regions and municipalities and from relevant sectors for the implementation of the objectives of the project. 7 partners from 4 European countries (The Netherlands, Italy, United Kingdom and Spain) will cooperate the next three years to accomplish the goals set by this international project. The project will result in a further developed ICT tool for medical self management, a testing programme for already developed tools which have never been tested in a practical situation, a European wide knowledge network on Telemedicine and an active campaign to influence local planning decision. The Local health agency of Genua (ASL) is working with a new system to diagnose cardiovascular problems and infarcts to people living in the sparsely populated areas of its region. The Local Action Group Appennino Genovese wants to improve its knowledge in the field of telemedicine in order to develop a new approach to the problem and to offer the population innovative solutions. It aims at participating in the project by organising an in depth action of local animation in order to inform people about opportunities of telemedicine, by using its network of info-points spread along its region.

- **Il progetto Interreg IIIC West Zone EWM** (“European Waste Management”) is led by the Province of Frysland in the Netherlands. The focus is on the development and sharing of effective approaches to regional waste management. The main themes are landfill and reuse including recycling of different waste streams and aftercare of closed sites, separate collection and cost effective organisation structures for waste management.

  During the first phase each region will describe the regional factors important for this subject and the problems to address, with special attention to ones own situation. The partners provide their comment and suggestions for solutions on each others analyses. Second each region will use input from other regions to generate possible solutions for the defined problems. Third each region will work out one or two innovative solutions. Possible work-outs are a feasibility study, a small pilot, a project plan for implementation with funding proposal, proposal for policy change, and overview of best practices. The Recycling Institute will, together with the partnership, identify gaps in current knowledge and research on the subject, define detailed research proposals addressing European needs and will set up periodic conferences, seminars and newsletters to guarantee continuation of international collaboration and exchange.

  The LAG is arranging a survey to improve the quality of separate collection’s service in the rural areas.

**6.2 Next steps on transnational level**

This report is one of totally 9 regional intermediate reports, which were finished by all regional partners of PUSEMOR project by the beginning of year 2006. The results, compiled in these reports, provide a sound basis for the further proceeding in the transnational project.
Two workpackages were started in January 2006 and will run simultaneously. The Workpackage 6 “Transnational comparison”, led by PV Südlicher Oberrhein assisted by BL Tirol, aims - based on the findings of the regional studies - to answer the following questions:

- What are similarities and differences between the situation of public services in the different regions / countries?
- Which are the needs and expectations of the user groups (population and SME)?
- What are the characteristics of “best practices”?
- Which are the framework conditions for transfer and implementation of best practices?
- Which are new strategies for policies of spatial development?

The results of workpackage 6 shall be edited in a “Transnational intermediate Report” and in a “Collection of best practices”. Both papers shall be finished by summer 2006.

The results of present report will further serve as an input for the Workpackage 7 i.e. “The elaboration and development of innovative and effective new strategies and pilot projects to improve the provision of the participating mountain areas with public services”. The workpackage will be led by BL Carinthia assisted by GAL Appennino Genovese.

The following outputs are expected:
- One to three implementation-ready pilot projects per participating region, which have to be both of transnational interest (innovative, exemplary) and well integrated into regional development strategy.
- Strategic recommendations for developing new projects in other mountain regions.

More and updated information about the proceedings can be found at www.pusemor.net
Annex_1

“Graphics referred to the test areas”

Regional Intermediate Report

Team GAL Appennino Genovese
Italy
Private users

Interviewed in three test areas by municipalities

Val Fontanabuona
(18 representatives of the territory)

- San Colombano C.: 11%
- Tribogna: 6%
- Bargagli: 21%
- Neirone: 6%
- Moconesi: 17%
- Lumarzo: 11%
- Lorsica: 11%

Alta Valle Scrivia
(11 representatives of the territory)

- Vobbia: 50%
- Crocefieschi: 17%
- Davagna: 25%
- Valbrevenna: 8%

Val d'Aveto, Graveglia e Sturla
(11 representatives of the territory)

- Santo Stefano d'Aveto: 27%
- Borzonasca: 9%
- Rezzoaglio: 18%
- Ne: 37%
- Mezzanego: 9%
Small and Medium Enterprises (SMEs)

Interviewed in three test areas by municipalities

**Val Fontanabuona**
(25 SMEs)

- Tribogna: 16%
- Bargagli: 8%
- Favale di Malvaro: 8%
- Lorsica: 8%
- Lumarzo: 12%
- San Colombano Certenoli: 20%
- Orero: 8%
- Neirone: 8%
- Moconesi: 12%

**Valle Scrivia**
(17 SMEs)

- Davagna: 70%
- Vobbia: 6%
- Crocefieschi: 18%

**Val d’Aveto, Graveglia e Sturla**
(13 SMEs)

- Santo Stefano d’Aveto: 23%
- Borzonasca: 8%
- Mezzanego: 8%
- Rézzoglio: 23%
- Né: 38%
**ANNEXE 1.1_Graphics Val d’Aveto Graveglia e Sturla - Private users**

**Q. 1  "Can you reach the following facilities within 15 minutes?"**

### Transport

- **Bus stop**
  - On foot: 3
  - By public transport: 8
  - By car: 6
  - None: 5

- **Railway station**
  - On foot: 2
  - By public transport: 3
  - By car: 4
  - None: 1

### Public Administration

- **Local administration**
  - On foot: 1
  - By public transport: 4
  - By car: 2
  - None: 4

- **Police station**
  - On foot: 2
  - By public transport: 4
  - By car: 3
  - None: 2

### Health care/care for elderly

- **Phys. Gen.**
  - On foot: 1
  - By public transport: 4
  - By car: 6
  - None: 3

- **Phys. Spec.**
  - On foot: 1
  - By public transport: 6
  - By car: 3
  - None: 2

- **Hospital**
  - On foot: 7
  - By public transport: 3
  - By car: 3
  - None: 1

- **Health care/out pat.clinic**
  - On foot: 6
  - By public transport: 3
  - By car: 1
  - None: 1

- **Pharmacy**
  - On foot: 4
  - By public transport: 2
  - By car: 5
  - None: 3

- **Home for elderly**
  - On foot: 1
  - By public transport: 5
  - By car: 2
  - None: 3

Legend:
- **On foot**
- **By public transport**
- **By car**
- **None**
Q. 1 "Can you reach the following facilities within 15 minutes?"

**Child care/education/culture**

- Kinderg/child care serv.: 2 on foot, 4 by public transport, 2 by car, 3 none.
- Edu fac/elementary: 1 on foot, 4 by public transport, 2 by car, 3 none.
- Library: 2 on foot, 4 by public transport, 3 by car, 3 none.
- Meet room/ fac. events: 2 on foot, 3 by public transport, 3 by car, 3 none.

**Every day needs**

- Grocery: 1 on foot, 5 by public transport, 3 by car, 3 none.
- Super market: 3 on foot, 3 by public transport, 2 by car, 3 none.
- Post office: 2 on foot, 3 by public transport, 5 by car, 3 none.
- Bank/ cash disp: 1 on foot, 5 by public transport, 4 by car, 3 none.
- Gas station: 2 on foot, 9 by public transport, 3 by car, 3 none.
- Personal services: 2 on foot, 3 by public transport, 3 by car, 3 none.

The diagrams show the distribution of responses for each facility type, indicating the choice of transportation methods for reaching the facilities within 15 minutes.
Q. 2 “How satisfied are you with the accessibility of the following services?”

**Transport**

- **Bus services**
  - Totally dissat.: 3
  - Dissatisf.: 4
  - Satisfied: 7
  - Very satisf.: 1
  - Don’t know-not concerned: 1

- **Railway services**
  - Totally dissat.: 1
  - Dissatisf.: 4
  - Satisfied: 2
  - Very satisf.: 1
  - Don’t know-not concerned: 0

**Public administration**

- **Local administration (munic.office)**
  - Totally dissat.: 1
  - Dissatisf.: 1
  - Satisfied: 3
  - Very satisf.: 5
  - Don’t know-not concerned: 0

- **Other Public administration**
  - Totally dissat.: 1
  - Dissatisf.: 4
  - Satisfied: 6
  - Very satisf.: 0
  - Don’t know-not concerned: 0

- **Police station**
  - Totally dissat.: 1
  - Dissatisf.: 5
  - Satisfied: 6
  - Very satisf.: 0
  - Don’t know-not concerned: 0
Q. 2 “How satisfied are you with the accessibility of the following services?”

Health care/care for elderly

Child care/education/culture
Q. 2 "How satisfied are you with the accessibility of the following services?"

Telecommunications

- **Telephony**
  - Totally dissat.: 1
  - Dissat.: 4
  - Satisfied: 5
  - Very satisf.: 2
  - Don't know-not concerned: 0

- **Tv & Radio**
  - Totally dissat.: 3
  - Dissat.: 3
  - Satisfied: 5
  - Very satisf.: 2
  - Don't know-not concerned: 0

- **Internet & ITC netw.**
  - Totally dissat.: 2
  - Dissat.: 2
  - Satisfied: 5
  - Very satisf.: 2
  - Don't know-not concerned: 0

Every day needs

- **Grocery**
  - Totally dissat.: 1
  - Dissat.: 2
  - Satisfied: 6
  - Very satisf.: 7
  - Don't know-not concerned: 3

- **Super market**
  - Totally dissat.: 1
  - Dissat.: 1
  - Satisfied: 7
  - Very satisf.: 7
  - Don't know-not concerned: 2

- **Post office**
  - Totally dissat.: 2
  - Dissat.: 2
  - Satisfied: 7
  - Very satisf.: 3
  - Don't know-not concerned: 1

- **Bank/ cash disp**
  - Totally dissat.: 1
  - Dissat.: 1
  - Satisfied: 8
  - Very satisf.: 1
  - Don't know-not concerned: 2

- **Gas station**
  - Totally dissat.: 1
  - Dissat.: 2
  - Satisfied: 7
  - Very satisf.: 2
  - Don't know-not concerned: 2

- **Personal services**
  - Totally dissat.: 1
  - Dissat.: 2
  - Satisfied: 7
  - Very satisf.: 2
  - Don't know-not concerned: 1
Q. 3 "How satisfied are you with the quality of the following services?"

**Transport**

<table>
<thead>
<tr>
<th>Service</th>
<th>100%</th>
<th>90%</th>
<th>80%</th>
<th>70%</th>
<th>60%</th>
<th>50%</th>
<th>40%</th>
<th>30%</th>
<th>20%</th>
<th>10%</th>
<th>0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Railway services</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

- Totally dissat. (Red)
- Dissatisf. (Orange)
- Satisfied (Green)
- Very satisf. (Yellow)
- Don't know-not concerned (White)

**Public administration**

<table>
<thead>
<tr>
<th>Department</th>
<th>100%</th>
<th>90%</th>
<th>80%</th>
<th>70%</th>
<th>60%</th>
<th>50%</th>
<th>40%</th>
<th>30%</th>
<th>20%</th>
<th>10%</th>
<th>0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration (munic.office)</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Other Public administration</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Police station</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

- Totally dissat. (Red)
- Dissatisf. (Orange)
- Satisfied (Green)
- Very satisf. (Yellow)
- Don't know-not concerned (White)
Q. 3 "How satisfied are you with the quality of the following services?"

### Child care/education/culture

- **Kinderg/child care services**: 2% dissatisfied, 1% satisfied, 1% very satisfied, 1% don't know/not concerned
- **Primary School**: 2% dissatisfied, 1% satisfied, 1% very satisfied, 1% don't know/not concerned
- **Secondary school (lower)**: 1% dissatisfied, 1% satisfied, 1% very satisfied, 1% don't know/not concerned
- **Secondary school (upper)**: 6% dissatisfied, 3% satisfied, 3% very satisfied, 1% don't know/not concerned
- **Prof. & personal training**: 2% dissatisfied, 1% satisfied, 9% very satisfied, 1% don't know/not concerned
- **Library**: 1% dissatisfied, 1% satisfied, 1% very satisfied, 1% don't know/not concerned
- **Meet room/fac. events**: 7% dissatisfied, 4% satisfied, 9% very satisfied, 1% don't know/not concerned

### Health care/care for elderly

- **Phis. Gen.**: 1% dissatisfied, 5% satisfied, 5% very satisfied, 1% don't know/not concerned
- **Phis. Spec.**: 1% dissatisfied, 4% satisfied, 4% very satisfied, 1% don't know/not concerned
- **Hosp.**: 1% dissatisfied, 7% satisfied, 3% very satisfied, 1% don't know/not concerned
- **H.Care/O.pat. clinic**: 4% dissatisfied, 4% satisfied, 9% very satisfied, 1% don't know/not concerned
- **Pharm.**: 2% dissatisfied, 4% satisfied, 9% very satisfied, 1% don't know/not concerned
- **Mob nurses.**: 1% dissatisfied, 7% satisfied, 7% very satisfied, 1% don't know/not concerned
- **Other mob.serv.**: 2% dissatisfied, 9% satisfied, 9% very satisfied, 1% don't know/not concerned
- **Home for elderly**: 1% dissatisfied, 9% satisfied, 9% very satisfied, 1% don't know/not concerned
Q. 3 "How satisfied are you with the quality of the following services?"

Telecommunications

- Telephony
- TV & Radio
- Internet & ITC netw.

Every day needs

- Grocery
- Supermarket
- Post office
- Bank/cash disp
- Gas station
- Personal services
Q.4 "Has your satisfaction with services **changed** in the last 5 years?"

### Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>0%</td>
<td>20%</td>
<td>50%</td>
<td>30%</td>
</tr>
<tr>
<td>Railway services</td>
<td>0%</td>
<td>20%</td>
<td>50%</td>
<td>30%</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>0%</td>
<td>20%</td>
<td>50%</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Public administration

<table>
<thead>
<tr>
<th>Administration</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration (munic.office)</td>
<td>2%</td>
<td>40%</td>
<td>58%</td>
<td>0%</td>
</tr>
<tr>
<td>Other Public administration</td>
<td>2%</td>
<td>60%</td>
<td>38%</td>
<td>0%</td>
</tr>
<tr>
<td>Police</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Q.4 "Has your satisfaction with services changed in the last 5 years?"

Health care/care for elderly

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phis. Gen.</td>
<td>6</td>
<td>7</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Phis. Spec.</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Hosp.</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>H.Care/ O.pat. clinic</td>
<td>1</td>
<td>5</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Pharm.</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Mob. nurs.</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Other mob. serv.</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Home for elderly</td>
<td>7</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Child care/education/culture

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinderg/ child care services</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Primary School</td>
<td>1</td>
<td>1</td>
<td>3</td>
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</tr>
<tr>
<td>Secondary school (lower)</td>
<td>1</td>
<td>9</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Secondary school (upper)</td>
<td>1</td>
<td>9</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Prof. &amp; personal training</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Library</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Meet room/fac. events</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>9</td>
</tr>
</tbody>
</table>
Q.4 "Has your satisfaction with services changed in the last 5 years?"

### Telecomunications

- **Telephony**
  - Worse now: 4
  - No Changes: 1
  - Better now: 7
  - Don't know-not concerned: 2

- **Tv & Radio**
  - Worse now: 5
  - No Changes: 7
  - Better now: 4
  - Don't know-not concerned: 3

- **Internet & ITC netw.**
  - Worse now: 2
  - No Changes: 5
  - Better now: 3
  - Don't know-not concerned: 1

### Every day needs

- **Grocery**
  - Worse now: 7
  - No Changes: 3
  - Better now: 9
  - Don't know-not concerned: 1

- **Supermarket**
  - Worse now: 7
  - No Changes: 3
  - Better now: 9
  - Don't know-not concerned: 1

- **Post office**
  - Worse now: 2
  - No Changes: 1
  - Better now: 9
  - Don't know-not concerned: 1

- **Bank / cash disp**
  - Worse now: 1
  - No Changes: 10
  - Better now: 1
  - Don't know-not concerned: 1

- **Gas station**
  - Worse now: 0
  - No Changes: 0
  - Better now: 0
  - Don't know-not concerned: 0

- **Personal services**
  - Worse now: 0
  - No Changes: 0
  - Better now: 0
  - Don't know-not concerned: 0
ANNEXE 1.2 - Graphics Val Aveto Graveglia e Sturla – SMEs

Q. 1 "Can you reach the following facilities within 15 minutes?"

**Transport**

- **Bus stop**
  - On foot: 6
  - By public transport: 7
  - By car: 6
  - None: 0

- **Railway station**
  - On foot: 7
  - By public transport: 6
  - By car: 0
  - None: 10

---

**Public administration**

- **Local administration**
  - On foot: 1
  - By public transport: 5
  - By car: 6
  - None: 0

- **Police station**
  - On foot: 3
  - By public transport: 7
  - By car: 2
  - None: 0
Q. 1 "Can you reach the following facilities within 15 minutes?"

### Child care/education/culture

<table>
<thead>
<tr>
<th>Facility</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinderg/child care serv.</td>
<td>1</td>
<td>8</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Edu fac/elementary</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Library</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Meet room/fac. events</td>
<td></td>
<td></td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

### Every day needs

<table>
<thead>
<tr>
<th>Facility</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>Supermarket</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Post office</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Bank/cash disp.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Gas station</td>
<td>3</td>
<td></td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

- **On foot**
- **By public transport**
- **By car**
- **None**
Q. 2 "How satisfied are you with the accessibility of the following services?"

**Transport**

- **Bus services**
  - Totally dissat.: 1
  - Dissatisf.: 8
  - Satisfied: 2
  - Very satisf.: 1
  - Don't know-not concerned: 2

- **Railway services**
  - Totally dissat.: 2
  - Dissatisf.: 6
  - Satisfied: 1
  - Very satisf.: 1
  - Don't know-not concerned: 1

**Public administration**

- **Local administration (munic.office)**
  - Totally dissat.: 1
  - Dissatisf.: 10
  - Satisfied: 1
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Other Public administration**
  - Totally dissat.: 5
  - Dissatisf.: 7
  - Satisfied: 1
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Police station**
  - Totally dissat.: 2
  - Dissatisf.: 2
  - Satisfied: 8
  - Very satisf.: 1
  - Don't know-not concerned: 1

**Telecommunications**

- **Telephony**
  - Totally dissat.: 2
  - Dissatisf.: 8
  - Satisfied: 4
  - Very satisf.: 4
  - Don't know-not concerned: 2

- **Tv & Radio**
  - Totally dissat.: 4
  - Dissatisf.: 4
  - Satisfied: 4
  - Very satisf.: 2
  - Don't know-not concerned: 4

- **Internet & ITC netw.**
  - Totally dissat.: 5
  - Dissatisf.: 4
  - Satisfied: 2
  - Very satisf.: 4
  - Don't know-not concerned: 2
Q. 2 "How satisfied are you with the accessibility of the following services?"

**Child care/education/culture**

- Kinderg/child care services: 10% satisfied, 1% dissatisfied, 1% satisfied, 2% very satisfied, 2% don't know/not concerned.
- Primary school: 10% satisfied, 11% dissatisfied, 7% satisfied, 2% very satisfied, 1% don't know/not concerned.
- Secondary school (lower): 2% satisfied, 2% very satisfied, 1% don't know/not concerned.
- Secondary school (upper): 7% satisfied, 2% very satisfied, 1% don't know/not concerned.
- Prof. & personal training: 9% satisfied, 2% very satisfied, 1% don't know/not concerned.
- Library: 9% satisfied, 3% very satisfied, 1% don't know/not concerned.
- Meet room/fac. events: 6% satisfied, 3% very satisfied, 1% don't know/not concerned.

**Every day needs**

- Grocery: 10% satisfied, 2% very satisfied, 1% don't know/not concerned.
- Supermarket: 6% satisfied, 1% very satisfied, 1% don't know/not concerned.
- Post office: 12% satisfied, 1% very satisfied, 1% don't know/not concerned.
- Bank/cash disp: 10% satisfied, 1% very satisfied, 1% don't know/not concerned.
- Gas station: 11% satisfied, 1% very satisfied, 1% don't know/not concerned.
Q.3 "How satisfied are you with the quality of the following services?"

**Transport**

- **Bus services**
  - Totally dissat.: 2
  - Dissatisf.: 6
  - Satisfied: 4
  - Very satisf.: 2
  - Don’t know-not concerned: 7

- **Railway services**
  - Totally dissat.: 7
  - Dissatisf.: 2
  - Satisfied: 3
  - Very satisf.: 7
  - Don’t know-not concerned: 6

- **Quality of roads**
  - Totally dissat.: 3
  - Dissatisf.: 1
  - Satisfied: 4
  - Very satisf.: 1
  - Don’t know-not concerned: 5

**Public administration**

- **Local administration (munic.office)**
  - Totally dissat.: 3
  - Dissatisf.: 7
  - Satisfied: 2
  - Very satisf.: 1
  - Don’t know-not concerned: 6

- **Other Public administration**
  - Totally dissat.: 8
  - Dissatisf.: 4
  - Satisfied: 1
  - Very satisf.: 4
  - Don’t know-not concerned: 1

- **Police station**
  - Totally dissat.: 6
  - Dissatisf.: 6
  - Satisfied: 1
  - Very satisf.: 1
  - Don’t know-not concerned: 1

**Telecommunications**

- **Telephony**
  - Totally dissat.: 4
  - Dissatisf.: 5
  - Satisfied: 3
  - Very satisf.: 4
  - Don’t know-not concerned: 2

- **Tv & Radio**
  - Totally dissat.: 5
  - Dissatisf.: 4
  - Satisfied: 3
  - Very satisf.: 2
  - Don’t know-not concerned: 4

- **Internet & ITC netw.**
  - Totally dissat.: 4
  - Dissatisf.: 4
  - Satisfied: 4
  - Very satisf.: 2
  - Don’t know-not concerned: 2
Q.3 "How satisfied are you with the quality of the following services?"

**Child care/education/culture**

- **Kinderg/child care services**: 8 Very satisf., 7 Satisfied, 2 Dissatisf., 1 Totally dissat., 2 Don't know-not concerned
- **Primary school**: 10 Satisfied, 3 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Secondary school (lower)**: 1 Very satisf., 7 Satisfied, 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Secondary school (upper)**: 3 Very satisf., 8 Satisfied, 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Prof. & personal training**: 10 Satisfied, 2 Very satisf., 1 Dissatisf., 2 Totally dissat., 1 Don't know-not concerned
- **Library**: 8 Satisfied, 8 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Meet room/fac. events**: 7 Satisfied, 7 Very satisf., 2 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned

**Every day needs**

- **Grocery**: 5 Very satisf., 5 Satisfied, 2 Dissatisf., 2 Totally dissat., 1 Don't know-not concerned
- **Super market**: 6 Satisfied, 6 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Post office**: 3 Satisfied, 3 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Bank/cash disp**: 3 Satisfied, 6 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
- **Gas station**: 3 Satisfied, 8 Very satisf., 1 Dissatisf., 1 Totally dissat., 1 Don't know-not concerned
Q.4 "Has your satisfaction with the services changed in the last 5 years?"

**Transport**

- Bus services
- Railway services
- Quality of roads

**Public administration**

- Local administration (munic.office)
- Other Public administration
- Police

**Telecommunications**

- Telephony
- Tv & Radio
- Internet & ITC netw.
Q.4 "Has your satisfaction with the services changed in the last 5 years?"

### Child care/education/culture

- **Kinderg/child care services:**
  - Worse now: 1%
  - No Changes: 4%
  - Better now: 6%
  - Don't know-not concerned: 2%

- **Primary school:**
  - Worse now: 5%
  - No Changes: 5%
  - Better now: 4%
  - Don't know-not concerned: 1%

- **Secondary school (lower):**
  - Worse now: 1%
  - No Changes: 5%
  - Better now: 3%
  - Don't know-not concerned: 3%

- **Secondary school (upper):**
  - Worse now: 8%
  - No Changes: 3%
  - Better now: 3%
  - Don't know-not concerned: 4%

- **Prof. & personal training:**
  - Worse now: 4%
  - No Changes: 5%
  - Better now: 4%
  - Don't know-not concerned: 6%

- **Library:**
  - Worse now: 1%
  - No Changes: 5%
  - Better now: 4%
  - Don't know-not concerned: 3%

- **Meet room/fac. events:**
  - Worse now: 10%
  - No Changes: 2%
  - Better now: 10%
  - Don’t know-not concerned: 2%

### Every day needs

- **Grocery:**
  - Worse now: 2%
  - No Changes: 6%
  - Better now: 8%
  - Don’t know-not concerned: 1%

- **Supermarket:**
  - Worse now: 5%
  - No Changes: 2%
  - Better now: 1%
  - Don’t know-not concerned: 1%

- **Post office:**
  - Worse now: 1%
  - No Changes: 3%
  - Better now: 10%
  - Don’t know-not concerned: 10%

- **Bank/cash disp:**
  - Worse now: 2%
  - No Changes: 10%
  - Better now: 10%
  - Don’t know-not concerned: 10%

- **Gas station:**
  - Worse now: 2%
  - No Changes: 10%
  - Better now: 10%
  - Don’t know-not concerned: 10%
Q. 1 "Can you reach the following facilities within 15 minutes?"

Transport

- Bus stop
  - On foot: 14
  - By public transport: 4
  - By car: 5
  - None: 0

- Railway station
  - On foot: 13
  - By public transport: 1
  - By car: 7
  - None: 0

Public administration

- Local administration
  - On foot: 7
  - By public transport: 4
  - By car: 6
  - None: 3

- Police station
  - On foot: 4
  - By public transport: 6
  - By car: 5
  - None: 3

Health care/care for elderly

- Phis. Gen.
  - On foot: 1
  - By public transport: 4
  - By car: 5
  - None: 4

- Phis. Spec.
  - On foot: 9
  - By public transport: 4
  - By car: 4
  - None: 3

- Hospital
  - On foot: 11
  - By public transport: 3
  - By car: 4
  - None: 2

- Health care/ out pat.clinic
  - On foot: 13
  - By public transport: 3
  - By car: 4
  - None: 1

- Pharmacy
  - On foot: 7
  - By public transport: 6
  - By car: 4
  - None: 4

- Home for elderly
  - On foot: 10
  - By public transport: 4
  - By car: 4
  - None: 4
Q. 1 "Can you reach the following facilities within 15 minutes?"

### Child care/education/culture

<table>
<thead>
<tr>
<th>Facility</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinderg/child care serv.</td>
<td>3</td>
<td>10</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Edu fac/elementary</td>
<td>3</td>
<td>7</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Library</td>
<td>2</td>
<td>3</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Meet room/fac. events</td>
<td>3</td>
<td>10</td>
<td>7</td>
<td>2</td>
</tr>
</tbody>
</table>

### Every day needs

<table>
<thead>
<tr>
<th>Facility</th>
<th>On foot</th>
<th>By public transport</th>
<th>By car</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>3</td>
<td>6</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Super market</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Post office</td>
<td>1</td>
<td>7</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Bank/cash disp</td>
<td>2</td>
<td>9</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>Gas station</td>
<td>3</td>
<td>3</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Personal services</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Legend:
- On foot
- By public transport
- By car
- None
Q. 2 "How satisfied are you with the accessibility of the following services?"

Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>7</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railway services</td>
<td>6</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Public administration

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration (munic.office)</td>
<td>3</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Public administration</td>
<td>1</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police station</td>
<td>3</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- Red: Totally dissatisfied
- Yellow: Dissatisfied
- Green: Satisfied
- Light green: Very satisfied
- White: Don’t know-not concerned
Q. 2 “How satisfied are you with the accessibility of the following services?”

**Health care/care for elderly**

![Health care/care for elderly chart]

**Child care/education/culture**

![Child care/education/culture chart]
Q. 2 "How satisfied are you with the accessibility of the following services?"

Telecomunications

- Telephony: 3% Totally dissat., 10% Dissatisf., 2% Satisfied, 4% Very satisf., 7% Don’t know-not concerned
- Tv & Radio: 3% Totally dissat., 9% Dissatisf., 2% Satisfied, 4% Very satisf., 7% Don’t know-not concerned
- Internet & ITC netw.: 5% Totally dissat., 7% Dissatisf., 4% Satisfied, 2% Very satisf., 2% Don’t know-not concerned

Every day needs

- Grocery: 13% Totally dissat., 7% Dissatisf., 14% Satisfied, 4% Very satisf., 2% Don’t know-not concerned
- Supermarket: 10% Totally dissat., 2% Dissatisf., 14% Satisfied, 4% Very satisf., 6% Don’t know-not concerned
- Post office: 2% Totally dissat., 4% Dissatisf., 5% Satisfied, 4% Very satisf., 1% Don’t know-not concerned
- Bank / cash disp: 13% Totally dissat., 4% Dissatisf., 13% Satisfied, 2% Very satisf., 1% Don’t know-not concerned
- Gas station: 13% Totally dissat., 4% Dissatisf., 13% Satisfied, 2% Very satisf., 1% Don’t know-not concerned
- Personal services: 11% Totally dissat., 6% Dissatisf., 14% Satisfied, 4% Very satisf., 2% Don’t know-not concerned
Q. 3 "How satisfied are you with the quality of the following services?"

### Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatis.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>2</td>
<td>11</td>
<td>5</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>Railway services</td>
<td>1</td>
<td>10</td>
<td>7</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

### Public administration

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatis.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration (munic.office)</td>
<td>3</td>
<td>12</td>
<td>2</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>Other Public administration</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Police station</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>11</td>
<td>3</td>
</tr>
</tbody>
</table>

Colors: Totally dissat., Dissatis., Satisfied, Very satisf., Don't know-not concerned
Q. 3 “How satisfied are you with the quality of the following services?”

**Child care/education/culture**

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinderg./child care services</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Primary School</td>
<td>7</td>
<td>12</td>
<td>14</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>Secondary school (lower)</td>
<td>8</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Secondary school (upper)</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Prof. &amp; personal training</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Library</td>
<td>6</td>
<td>2</td>
<td>9</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Meet room/fac. events</td>
<td>3</td>
<td>7</td>
<td>8</td>
<td>2</td>
<td>8</td>
</tr>
</tbody>
</table>

**Health care/care for elderly**

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phis. Gen.</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>9</td>
<td>16</td>
</tr>
<tr>
<td>Phis. Spec.</td>
<td>13</td>
<td>8</td>
<td>1</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Hosp.</td>
<td>3</td>
<td>7</td>
<td>7</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>H.Care/Out.pal. Clinic</td>
<td>6</td>
<td>3</td>
<td>16</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Pharm.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Mob. nurs.</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Other mob. serv.</td>
<td>3</td>
<td>7</td>
<td>7</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Home for elderly</td>
<td>1</td>
<td>7</td>
<td>3</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

Legend:
- Totally dissat.
- Dissatisf.
- Satisfied
- Very satisf.
- Don’t know-not concerned
Q. 3 “How satisfied are you with the quality of the following services?”

Telecommunications

Every day needs

[Bar charts showing satisfaction levels for different services]
Q.4 "Has your satisfaction with services changed in the last 5 years?"

**Transport**

- **Bus services**
  - Worse now: 3%
  - No Changes: 12%
  - Better now: 7%
  - Don’t know/not concerned: 6%

- **Railway services**
  - Worse now: 5%
  - No Changes: 7%
  - Better now: 6%
  - Don’t know/not concerned: 2%

- **Quality of roads**
  - Worse now: 9%
  - No Changes: 7%
  - Better now: 2%
  - Don’t know/not concerned: 3%

**Public administration**

- **Local administration (munic.office)**
  - Worse now: 1%
  - No Changes: 9%
  - Better now: 8%
  - Don’t know/not concerned: 1%

- **Other Public administration**
  - Worse now: 3%
  - No Changes: 13%
  - Better now: 5%
  - Don’t know/not concerned: 11%

- **Police**
  - Worse now: 3%
  - No Changes: 11%
  - Better now: 1%
  - Don’t know/not concerned: 3%
Q.4 "Has your satisfaction with services changed in the last 5 years?"

Health care/care for elderly

- Kinderg/child care services: 8 worse now, 7 no changes, 3 better now, 1 don't know/not concerned
- Primary School: 10 worse now, 1 no changes, 2 better now, 1 don't know/not concerned
- Secondary school (lower): 13 worse now, 2 no changes, 3 better now, 1 don't know/not concerned
- Secondary school (upper): 13 worse now, 2 no changes, 3 better now, 1 don't know/not concerned
- H.Care/O.pat. clinic: 10 worse now, 1 no changes, 10 better now, 1 don't know/not concerned
- Pharm. nurs.: 7 worse now, 7 no changes, 2 better now, 1 don't know/not concerned
- Other mob. serv.: 4 worse now, 4 no changes, 6 better now, 1 don't know/not concerned
- Home for elderly: 8 worse now, 3 no changes, 6 better now, 1 don't know/not concerned

Child care/education/culture

- Kinderg/child care services: 9 worse now, 10 no changes, 13 better now, 3 don't know/not concerned
- Primary School: 8 worse now, 7 no changes, 3 better now, 1 don't know/not concerned
- Secondary school (lower): 2 worse now, 2 no changes, 2 better now, 1 don't know/not concerned
- Secondary school (upper): 2 worse now, 4 no changes, 12 better now, 1 don't know/not concerned
- Prof. & personal training: 4 worse now, 11 no changes, 11 better now, 2 don't know/not concerned
- Library: 3 worse now, 4 no changes, 3 better now, 1 don't know/not concerned
- Meet room/fac. events: 2 worse now, 12 no changes, 12 better now, 1 don't know/not concerned
Q.4 "Has your satisfaction with services changed in the last 5 years?"

**Telecommunications**

<table>
<thead>
<tr>
<th></th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephony</td>
<td>2</td>
<td>11</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>TV &amp; Radio</td>
<td>2</td>
<td>10</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Internet &amp; ITC netw.</td>
<td>3</td>
<td>9</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

**Every day needs**

<table>
<thead>
<tr>
<th></th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don’t know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>2</td>
<td>12</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Supermarket</td>
<td>2</td>
<td>13</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Post office</td>
<td>1</td>
<td>11</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Bank / cash disp</td>
<td>1</td>
<td>13</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Gas station</td>
<td>2</td>
<td>16</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Personal services</td>
<td>1</td>
<td>15</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Q. 1 "Can you reach the following facilities within 15 minutes?"
Q. 1 "Can you reach the following facilities within 15 minutes?"

**Child care/education/culture**

- Kinderg/child care serv.: 4 On foot, 12 By public transport, 11 By car, 1 None
- Edu fac/elementary: 4 On foot, 12 By public transport, 10 By car, 2 None
- Library: 6 On foot, 15 By public transport, 11 By car, 3 None
- Meet room/ fac. events: 11 On foot, 10 By public transport, 12 By car, 2 None

**Every day needs**

- Grocery: 4 On foot, 9 By public transport, 12 By car, 5 None
- Super market: 4 On foot, 10 By public transport, 12 By car, 5 None
- Post office: 2 On foot, 11 By public transport, 3 By car, 7 None
- Bank/ cash disp: 3 On foot, 12 By public transport, 3 By car, 7 None
- Gas station: 5 On foot, 20 By public transport, 12 By car, 3 None

Legend:
- On foot
- By public transport
- By car
- None
Q. 2 "How satisfied are you with the accessibility of the following services?"

**Transport**

- Bus services:
  - Totally dissat.: 12
  - Dissatisf.: 11
  - Satisfied: 1
  - Very satisf.: 4
  - Don’t know-not concerned: 0

- Railway services:
  - Totally dissat.: 6
  - Dissatisf.: 10
  - Satisfied: 1
  - Very satisf.: 4
  - Don’t know-not concerned: 0

**Public administration**

- Local administration (munic.office):
  - Totally dissat.: 22
  - Dissatisf.: 4
  - Satisfied: 3
  - Very satisf.: 0
  - Don’t know-not concerned: 0

- Other Public administration:
  - Totally dissat.: 12
  - Dissatisf.: 3
  - Satisfied: 3
  - Very satisf.: 0
  - Don’t know-not concerned: 0

- Police station:
  - Totally dissat.: 6
  - Dissatisf.: 3
  - Satisfied: 1
  - Very satisf.: 0
  - Don’t know-not concerned: 0

**Telecommunications**

- Telephony:
  - Totally dissat.: 4
  - Dissatisf.: 14
  - Satisfied: 0
  - Very satisf.: 0
  - Don’t know-not concerned: 0

- Tv & Radio:
  - Totally dissat.: 3
  - Dissatisf.: 16
  - Satisfied: 0
  - Very satisf.: 0
  - Don’t know-not concerned: 0

- Internet & ITC netw.:
  - Totally dissat.: 3
  - Dissatisf.: 10
  - Satisfied: 0
  - Very satisf.: 0
  - Don’t know-not concerned: 0
Q. 2 "How satisfied are you with the accessibility of the following services?"

### Child care/education/culture

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kinderg/ child care services</td>
<td>1</td>
<td>2</td>
<td>14</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>Primary school</td>
<td>1</td>
<td>1</td>
<td>14</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Secondary school (lower)</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>Secondary school (upper)</td>
<td>2</td>
<td>2</td>
<td>9</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>Prof. &amp; personal training</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Library</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Meet room/ fac. events</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

### Every day needs

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>4</td>
<td>2</td>
<td>17</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Supermarket</td>
<td>2</td>
<td>2</td>
<td>21</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Post office</td>
<td>2</td>
<td>2</td>
<td>25</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td>Bank/ cash disp</td>
<td>1</td>
<td>1</td>
<td>24</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>Gas station</td>
<td>0</td>
<td>0</td>
<td>25</td>
<td>25</td>
<td>0</td>
</tr>
</tbody>
</table>

Legend:
- Red: Totally dissat.
- Yellow: Dissatisf.
- Green: Satisfied
- Light green: Very satisf.
- White: Don't know-not concerned
Q.3 "How satisfied are you with the quality of the following services?"

Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>4</td>
<td>9</td>
<td>11</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Railway services</td>
<td>7</td>
<td>5</td>
<td>10</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>9</td>
<td>13</td>
<td>13</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

Public administration

<table>
<thead>
<tr>
<th>Administration</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration</td>
<td>2</td>
<td>3</td>
<td>18</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Other Public administration</td>
<td>9</td>
<td>10</td>
<td>5</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Police station</td>
<td>8</td>
<td>15</td>
<td>15</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Telecommunications

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally dissat.</th>
<th>Dissatisf.</th>
<th>Satisfied</th>
<th>Very satisf.</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephony</td>
<td>3</td>
<td>14</td>
<td>7</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>TV &amp; Radio</td>
<td>15</td>
<td>9</td>
<td>20</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Internet &amp; ITC netw.</td>
<td>3</td>
<td>8</td>
<td>9</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
Q.3 "How satisfied are you with the quality of the following services?"

**Child care/education/culture**

- Kinderg/child care services: 7% totally dissatisfied, 13% dissatisfied, 16% satisfied, 12% very satisfied, 3% don't know.
- Primary school: 7% totally dissatisfied, 10% dissatisfied, 12% satisfied, 6% very satisfied, 3% don't know.
- Secondary school (lower): 10% totally dissatisfied, 9% dissatisfied, 10% satisfied, 5% very satisfied, 4% don't know.
- Secondary school (upper): 12% totally dissatisfied, 8% dissatisfied, 8% satisfied, 6% very satisfied, 4% don't know.
- Prof. & personal training: 11% totally dissatisfied, 8% dissatisfied, 8% satisfied, 6% very satisfied, 4% don't know.
- Library: 11% totally dissatisfied, 7% dissatisfied, 7% satisfied, 7% very satisfied, 4% don't know.
- Meet room/fac. events: 11% totally dissatisfied, 7% dissatisfied, 7% satisfied, 7% very satisfied, 4% don't know.

**Every day needs**

- Grocery: 3% totally dissatisfied, 4% dissatisfied, 15% satisfied, 21% very satisfied, 4% don't know.
- Supermarket: 3% totally dissatisfied, 4% dissatisfied, 15% satisfied, 21% very satisfied, 4% don't know.
- Post office: 3% totally dissatisfied, 4% dissatisfied, 21% satisfied, 21% very satisfied, 4% don't know.
- Bank/cash disp: 4% totally dissatisfied, 4% dissatisfied, 21% satisfied, 21% very satisfied, 4% don't know.
- Gas station: 4% totally dissatisfied, 4% dissatisfied, 24% satisfied, 24% very satisfied, 4% don't know.
Q.4 "Has your satisfaction with the services changed in the last 5 years?"

**Transport**

- Bus services:
  - Worse now: 2%
  - No Changes: 18%
  - Better now: 4%
  - Don't know-not concerned: 2%

- Railway services:
  - Worse now: 5%
  - No Changes: 16%
  - Better now: 4%
  - Don't know-not concerned: 5%

- Quality of roads:
  - Worse now: 2%
  - No Changes: 13%
  - Better now: 5%
  - Don't know-not concerned: 5%

**Public administration**

- Local administration (munic.office):
  - Worse now: 6%
  - No Changes: 14%
  - Better now: 4%
  - Don't know-not concerned: 4%

- Other Public administration:
  - Worse now: 4%
  - No Changes: 13%
  - Better now: 7%
  - Don't know-not concerned: 19%

- Police:
  - Worse now: 2%
  - No Changes: 19%
  - Better now: 5%
  - Don't know-not concerned: 6%

**Telecommunications**

- Telephony:
  - Worse now: 2%
  - No Changes: 14%
  - Better now: 5%
  - Don't know-not concerned: 10%

- Tv & Radio:
  - Worse now: 4%
  - No Changes: 14%
  - Better now: 8%
  - Don't know-not concerned: 5%

- Internet & ITC netw.:
  - Worse now: 4%
  - No Changes: 14%
  - Better now: 6%
  - Don't know-not concerned: 10%
Q. 4 "Has your satisfaction with the services changed in the last 5 years?"

### Child care/education/culture

<table>
<thead>
<tr>
<th>Service</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know - not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kindergarten/child care services</td>
<td>6</td>
<td>16</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Primary school</td>
<td>7</td>
<td>16</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Secondary school (lower)</td>
<td>8</td>
<td>14</td>
<td>14</td>
<td>2</td>
</tr>
<tr>
<td>Secondary school (upper)</td>
<td>8</td>
<td>14</td>
<td>13</td>
<td>2</td>
</tr>
<tr>
<td>Prof. &amp; personal training</td>
<td>9</td>
<td>13</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td>Library</td>
<td>10</td>
<td>12</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td>Meet room/ fac. events</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td>1</td>
</tr>
</tbody>
</table>

### Every day needs

<table>
<thead>
<tr>
<th>Service</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know - not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>5</td>
<td>17</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Super market</td>
<td>5</td>
<td>14</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Post office</td>
<td>1</td>
<td>19</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Bank/cash disp</td>
<td>2</td>
<td>19</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Gas station</td>
<td>2</td>
<td>22</td>
<td>22</td>
<td>22</td>
</tr>
</tbody>
</table>
ANNEXE 3.1 - Graphics Valle Scrivia - Private user

Q. 1 "Can you reach the following facilities within 15 minutes?"

**Transport**

- **Bus stop**
  - On foot: 5
  - By public transport: 6
  - By car: 5
  - None: 0

- **Railway station**
  - On foot: 6
  - By public transport: 5
  - By car: 6
  - None: 0

**Public administration**

- **Local administration**
  - On foot: 6
  - By public transport: 3
  - By car: 4
  - None: 1

- **Police station**
  - On foot: 5
  - By public transport: 4
  - By car: 1
  - None: 1

**Health care/care for elderly**

- **Phys. Gen.**
  - On foot: 2
  - By public transport: 5
  - By car: 4
  - Home for elderly: 1

- **Phys. Spec.**
  - On foot: 5
  - By public transport: 7
  - By car: 3
  - Home for elderly: 4

- **Hospital**
  - On foot: 8
  - By public transport: 3
  - By car: 4
  - Home for elderly: 1

- **Health care/Out pat. clinic**
  - On foot: 7
  - By public transport: 8
  - By car: 3
  - Home for elderly: 5

- **Pharmacy**
  - On foot: 2
  - By public transport: 5
  - By car: 3
  - Home for elderly: 5

- **Home for elderly**
  - On foot: 5
  - By public transport: 5
  - By car: 1
  - Home for elderly: 1
Q.1 "Can you reach the following facilities within 15 minutes?"

**Child care/education/culture**

- **Kinderg/child care serv.**
  - On foot: 3
  - By public transport: 5
  - By car: 2
  - None: 1

- **Edu fac/elementary**
  - On foot: 1
  - By public transport: 6
  - By car: 2
  - None: 1

- **Library**
  - On foot: 3
  - By public transport: 6
  - By car: 1
  - None: 1

- **Meet room/fac. events**
  - On foot: 5
  - By public transport: 5
  - By car: 1
  - None: 1

**Every day needs**

- **Grocery Super market**
  - On foot: 6
  - By public transport: 6
  - By car: 3
  - None: 2

- **Post office**
  - On foot: 2
  - By public transport: 2
  - By car: 2
  - None: 2

- **Bank/cash disp**
  - On foot: 4
  - By public transport: 5
  - By car: 9
  - None: 2

- **Gas station**
  - On foot: 2
  - By public transport: 5
  - By car: 5
  - None: 1

- **Personal services**
  - On foot: 1
Q. 2 “How satisfied are you with the accessibility of the following services?”

**Transport**

- **Bus services**
  - 5 satisfied
  - 5 very satisfied
  - 1 dissatisfied
  - 1 don't know

- **Railway services**
  - 2 satisfied
  - 7 very satisfied
  - 1 dissatisfied
  - 1 don't know

**Public administration**

- **Local administration (munic.office)**
  - 2 satisfied
  - 8 very satisfied
  - 1 dissatisfied
  - 1 don't know

- **Other Public administration**
  - 2 satisfied
  - 7 very satisfied
  - 2 dissatisfied
  - 1 don't know

- **Police station**
  - 2 satisfied
  - 6 very satisfied
  - 2 dissatisfied
  - 1 don't know
Q. 2 “How satisfied are you with the accessibility of the following services?”

Health care/care for elderly

Kinderg/child care services

Primary School

Secondary school (lower)

Secondary school (upper)

Prof. & personal training

Library

Meet room/ fac. events

Child care/education/culture
Q. 2 “How satisfied are you with the accessibility of the following services?”

### Telecomunications

<table>
<thead>
<tr>
<th>Service</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephony</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tv &amp; Radio</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet &amp; ITC netw.</td>
<td>6</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>5</td>
<td>2</td>
</tr>
</tbody>
</table>

Legend: **Red** Totally dissat. **Yellow** Dissatisf. **Green** Satisfied **Dark Green** Very satisf. **White** Don’t know-not concerned

### Every day needs

<table>
<thead>
<tr>
<th>Service</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
<td>1</td>
<td></td>
<td>2</td>
<td>6</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Super market</td>
<td>2</td>
<td>1</td>
<td>7</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post office</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank / cash disp</td>
<td>1</td>
<td></td>
<td>4</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas station</td>
<td>1</td>
<td></td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal services</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: **Red** Totally dissat. **Yellow** Dissatisf. **Green** Satisfied **Dark Green** Very satisf. **White** Don’t know-not concerned
Q. 3 "How satisfied are you with the quality of the following services?"

**Transport**

Bus services: 1 (Totally dissat.), 3 (Dissat.), 4 (Satisfied), 2 (Very satisf.), 1 (Don’t know-not concerned)

Railway services: 1 (Totally dissat.), 3 (Dissat.), 2 (Satisfied), 6 (Very satisf.), 2 (Don’t know-not concerned)

Quality of roads: 1 (Totally dissat.), 4 (Dissat.), 4 (Satisfied), 4 (Don’t know-not concerned)

**Public administration**

Local administration (munic.office): 1 (Totally dissat.), 10 (Dissat.), 1 (Satisfied), 1 (Very satisf.), 0 (Don’t know-not concerned)

Other Public administration: 2 (Totally dissat.), 8 (Dissat.), 1 (Satisfied), 1 (Don’t know-not concerned)

Police station: 2 (Totally dissat.), 8 (Dissat.), 8 (Satisfied), 8 (Don’t know-not concerned)
Q. 3 "How satisfied are you with the quality of the following services?"

**Child care/education/culture**

- Kinderg/child care services: 40% satisfied, 20% dissatisfied, 10% very satisfied, 5% don't know/not concerned.
- Primary School: 80% satisfied, 10% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Secondary school (lower): 70% satisfied, 30% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Secondary school (upper): 30% satisfied, 70% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Prof. & personal training: 60% satisfied, 40% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Library: 90% satisfied, 10% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Meet room/fac. events: 70% satisfied, 30% dissatisfied, 0% very satisfied, 0% don't know/not concerned.

**Health care/care for elderly**

- Phis. Gen.: 20% satisfied, 80% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Phis. Spec.: 30% satisfied, 70% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Hosp.: 20% satisfied, 80% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- H.Care/Out.pat. clinic: 50% satisfied, 50% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Pharm.: 20% satisfied, 80% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Mob. Nurs.: 60% satisfied, 40% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Other mob. Serv.: 70% satisfied, 30% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
- Home for elderly: 70% satisfied, 30% dissatisfied, 0% very satisfied, 0% don't know/not concerned.
Q. 3 "How satisfied are you with the quality of the following services?"

Telecommunications

![Bar chart showing satisfaction levels for Telephony, TV & Radio, and Internet & ITC netw.]

Every day needs

![Bar chart showing satisfaction levels for Grocery, Supermarket, Post office, Bank/cash disp, Gas station, and Personal services]
Q.4 "Has your satisfaction with services changed in the last 5 years?"

### Transport

<table>
<thead>
<tr>
<th>Service</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Railway services</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Quality of roads</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>2</td>
</tr>
</tbody>
</table>

### Public administration

<table>
<thead>
<tr>
<th>Service</th>
<th>Worse now</th>
<th>No Changes</th>
<th>Better now</th>
<th>Don't know-not concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local administration (munic.office)</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Other Public administration</td>
<td>3</td>
<td>1</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Police</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Legend:
- **Worse now**
- **No Changes**
- **Better now**
- **Don't know-not concerned**
Q.4 "Has your satisfaction with services changed in the last 5 years?"

Health care/care for elderly

Child care/education/culture
Q.4 "Has your satisfaction with services changed in the last 5 years?"

**Telecommunications**

- **Telephony**: Better now (7), No Changes (9), Worse now (2), Don't know/not concerned (7)
- **Tv & Radio**: Better now (9), No Changes (2)
- **Internet & ITC netw.**: Better now (7), No Changes (2)

**Every day needs**

- **Grocery**: Better now (9), No Changes (8)
- **Supermarket**: Better now (8)
- **Post office**: Better now (8)
- **Bank / cash disp.**: Don't know/not concerned (10)
- **Gas station**: Don't know/not concerned (10)
- **Personal services**: Don't know/not concerned (9)
ANNEXE 3.2 - Graphics - Valle Scrivia - SMEs

Q. 1 "Can you reach the following facilities within 15 minutes?"

**Transport**

- **Bus stop**
  - On foot: 6
  - By public transport: 11
  - By car: 0
  - None: 0

- **Railway station**
  - On foot: 10
  - By public transport: 7
  - By car: 2
  - None: 1

**Public administration**

- **Local administration**
  - On foot: 2
  - By public transport: 7
  - By car: 3
  - None: 5

- **Police station**
  - On foot: 6
  - By public transport: 8
  - By car: 2
  - None: 1
Q. 1 "Can you reach the following facilities within 15 minutes?"

### Child care/education/culture

- **Kinderg/child care serv.**
  - On foot: 3%
  - By public transport: 4%
  - By car: 8%
  - None: 2%

- **Edu fac/elementary**
  - On foot: 4%
  - By public transport: 2%
  - By car: 8%
  - None: 2%

- **Library**
  - On foot: 4%
  - By public transport: 2%
  - By car: 6%
  - None: 2%

- **Meet room/fac. events**
  - On foot: 2%
  - By public transport: 6%
  - By car: 6%
  - None: 2%

### Every day needs

- **Grocery Super market**
  - On foot: 7%
  - By public transport: 3%
  - By car: 9%
  - None: 2%

- **Post office**
  - On foot: 4%
  - By public transport: 3%
  - By car: 7%
  - None: 1%

- **Bank/cash disp**
  - On foot: 2%
  - By public transport: 6%
  - By car: 8%
  - None: 1%

- **Gas station**
  - On foot: 13%
  - By public transport: 7%
  - By car: 2%
  - None: 4%
Q. 2 "How satisfied are you with the accessibility of the following services?"

Transport

- Bus services
  - Totally dissat.: 2
  - Dissatif.: 5
  - Satisfied: 7
  - Very satisf.: 4
  - Don't know-not concerned: 5

- Railway services
  - Totally dissat.: 5
  - Dissatif.: 4
  - Satisfied: 3
  - Very satisf.: 4
  - Don't know-not concerned: 2

Public administration

- Local administration (munic.office)
  - Totally dissat.: 2
  - Dissatif.: 6
  - Satisfied: 9
  - Very satisf.: 5
  - Don't know-not concerned: 4

- Other Public administration
  - Totally dissat.: 6
  - Dissatif.: 5
  - Satisfied: 7
  - Very satisf.: 5
  - Don't know-not concerned: 6

- Police station
  - Totally dissat.: 8
  - Dissatif.: 7
  - Satisfied: 2
  - Very satisf.: 3
  - Don't know-not concerned: 4

Telecommunications

- Telephony
  - Totally dissat.: 3
  - Dissatif.: 8
  - Satisfied: 3
  - Very satisf.: 4
  - Don't know-not concerned: 3

- Tv & Radio
  - Totally dissat.: 4
  - Dissatif.: 8
  - Satisfied: 3
  - Very satisf.: 4
  - Don't know-not concerned: 2

- Internet & ITC netw.
  - Totally dissat.: 2
  - Dissatif.: 5
  - Satisfied: 4
  - Very satisf.: 3
  - Don't know-not concerned: 4
Q. 2 "How satisfied are you with the accessibility of the following services?"

### Child care/education/culture

- **Kinderg/child care services**
  - Totally dissat.: 9
  - Dissatisf.: 6
  - Satisfied: 1
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Primary school**
  - Totally dissat.: 10
  - Dissatisf.: 1
  - Satisfied: 6
  - Very satisf.: 2
  - Don't know-not concerned: 1

- **Secondary school (lower)**
  - Totally dissat.: 9
  - Dissatisf.: 5
  - Satisfied: 4
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Secondary school (upper)**
  - Totally dissat.: 10
  - Dissatisf.: 4
  - Satisfied: 4
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Prof. & personal training**
  - Totally dissat.: 9
  - Dissatisf.: 4
  - Satisfied: 3
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Library**
  - Totally dissat.: 9
  - Dissatisf.: 7
  - Satisfied: 3
  - Very satisf.: 2
  - Don't know-not concerned: 1

- **Meet room/fac. events**
  - Totally dissat.: 5
  - Dissatisf.: 2
  - Satisfied: 3
  - Very satisf.: 1
  - Don't know-not concerned: 1

### Every day needs

- **Grocery**
  - Totally dissat.: 3
  - Dissatisf.: 12
  - Satisfied: 13
  - Very satisf.: 12
  - Don't know-not concerned: 3

- **Supermarket**
  - Totally dissat.: 1
  - Dissatisf.: 13
  - Satisfied: 12
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Post office**
  - Totally dissat.: 1
  - Dissatisf.: 3
  - Satisfied: 12
  - Very satisf.: 5
  - Don't know-not concerned: 1

- **Bank/cash disp**
  - Totally dissat.: 2
  - Dissatisf.: 5
  - Satisfied: 9
  - Very satisf.: 1
  - Don't know-not concerned: 1

- **Gas station**
  - Totally dissat.: 3
  - Dissatisf.: 13
  - Satisfied: 13
  - Very satisf.: 1
  - Don't know-not concerned: 1
Q.3 "How satisfied are you with the quality of the following services?"

**Transport**

- Bus services
  - Totally dissat.: 2
  - Dissatisf.: 5
  - Satisfied: 8
  - Very satisf.: 4
  - Don't know-not concerned: 0

- Railway services
  - Totally dissat.: 4
  - Dissatisf.: 3
  - Satisfied: 4
  - Very satisf.: 6
  - Don't know-not concerned: 3

- Quality of roads
  - Totally dissat.: 10
  - Dissatisf.: 4
  - Satisfied: 4
  - Very satisf.: 3
  - Don't know-not concerned: 0

**Public administration**

- Local administration (munic.office)
  - Totally dissat.: 1
  - Dissatisf.: 10
  - Satisfied: 2
  - Very satisf.: 3
  - Don't know-not concerned: 2

- Other Public administration
  - Totally dissat.: 5
  - Dissatisf.: 7
  - Satisfied: 3
  - Very satisf.: 2
  - Don't know-not concerned: 4

- Police station
  - Totally dissat.: 8
  - Dissatisf.: 8
  - Satisfied: 8
  - Don't know-not concerned: 8

**Telecommunications**

- Telephony
  - Totally dissat.: 3
  - Dissatisf.: 9
  - Satisfied: 2
  - Very satisf.: 3
  - Don't know-not concerned: 2

- Tv & Radio
  - Totally dissat.: 3
  - Dissatisf.: 9
  - Satisfied: 3
  - Very satisf.: 4
  - Don't know-not concerned: 4

- Internet & ITC netw.
  - Totally dissat.: 3
  - Dissatisf.: 4
  - Satisfied: 3
  - Very satisf.: 3
  - Don't know-not concerned: 3
Q.3 "How satisfied are you with the quality of the following services?"

**Child care/education/culture**

- **Kinderg/child care services**: 9% satisfied, 14% very satisfied, 1% don't know/not concerned.
- **Primary school**: 9% satisfied, 14% very satisfied, 1% don't know/not concerned.
- **Secondary school (lower)**: 11% satisfied, 1% very satisfied, 1% don't know/not concerned.
- **Secondary school (upper)**: 12% satisfied, 2% very satisfied, 1% don't know/not concerned.
- **Prof. & personal training**: 12% satisfied, 3% very satisfied, 1% don't know/not concerned.
- **Library**: 11% satisfied, 4% very satisfied, 2% don't know/not concerned.
- **Meet room/fac. events**: 7% satisfied, 1% very satisfied, 1% don't know/not concerned.

**Every day needs**

- **Grocery**: 3% satisfied, 14% very satisfied, 1% don't know/not concerned.
- **Supermarket**: 1% satisfied, 14% very satisfied, 1% don't know/not concerned.
- **Post office**: 1% satisfied, 15% very satisfied, 1% don't know/not concerned.
- **Bank/cash disp**: 2% satisfied, 12% very satisfied, 1% don't know/not concerned.
- **Gas station**: 1% satisfied, 12% very satisfied, 1% don't know/not concerned.
Q.4 "Has your satisfaction with the services changed in the last 5 years?"

**Transport**

- **Bus services**
  - Worse now: 2
  - No Changes: 8
  - Better now: 4
  - Don’t know-not concerned: 3

- **Railway services**
  - Worse now: 4
  - No Changes: 9
  - Better now: 9
  - Don’t know-not concerned: 2

- **Quality of roads**
  - Worse now: 5
  - No Changes: 9
  - Better now: 4
  - Don’t know-not concerned: 0

**Public administration**

- **Local administration (munic.office)**
  - Worse now: 2
  - No Changes: 10
  - Better now: 2
  - Don’t know-not concerned: 11

- **Other Public administration**
  - Worse now: 2
  - No Changes: 10
  - Better now: 2
  - Don’t know-not concerned: 6

- **Police**
  - Worse now: 6
  - No Changes: 6
  - Better now: 2
  - Don’t know-not concerned: 2

**Telecommunications**

- **Telephony**
  - Worse now: 2
  - No Changes: 7
  - Better now: 3
  - Don’t know-not concerned: 7

- **Tv & Radio**
  - Worse now: 4
  - No Changes: 9
  - Better now: 2
  - Don’t know-not concerned: 1

- **Internet & ITC netw.**
  - Worse now: 6
  - No Changes: 7
  - Better now: 7
  - Don’t know-not concerned: 2
Q.4 "Has your satisfaction with the services changed in the last 5 years?"

**Child care/education/culture**

- Kinderg/child care services
  - Worse now: 1%
  - No Changes: 7%
  - Better now: 6%
  - Don't know/not concerned: 7%

- Primary school
  - Worse now: 2%
  - No Changes: 6%
  - Better now: 7%
  - Don't know/not concerned: 8%

- Secondary school (lower)
  - Worse now: 2%
  - No Changes: 6%
  - Better now: 7%
  - Don't know/not concerned: 8%

- Secondary school (upper)
  - Worse now: 1%
  - No Changes: 2%
  - Better now: 6%
  - Don't know/not concerned: 7%

- Prof. & personal training
  - Worse now: 2%
  - No Changes: 6%
  - Better now: 7%
  - Don't know/not concerned: 8%

- Library
  - Worse now: 1%
  - No Changes: 1%
  - Better now: 1%
  - Don't know/not concerned: 8%

- Meet room/fac. events
  - Worse now: 2%
  - No Changes: 8%
  - Better now: 8%
  - Don't know/not concerned: 7%

**Every day needs**

- Grocery
  - Worse now: 3%
  - No Changes: 13%
  - Better now: 2%
  - Don’t know/not concerned: 11%

- Super market
  - Worse now: 2%
  - No Changes: 11%
  - Better now: 2%
  - Don’t know/not concerned: 12%

- Post office
  - Worse now: 1%
  - No Changes: 11%
  - Better now: 2%
  - Don’t know/not concerned: 12%

- Bank/cash disp
  - Worse now: 4%
  - No Changes: 12%
  - Better now: 1%
  - Don’t know/not concerned: 11%

- Gas station
  - Worse now: 4%
  - No Changes: 12%
  - Better now: 2%
  - Don’t know/not concerned: 11%
Annex_2

“Portrait of best practices”

Regional Intermediate Report

Team GAL Appennino Genovese
Italy
BP_1: Innovative logistics chains for disable

1. Domain(s) of public services involved
   transport of disable passengers (public, road)

2. Locality / region / Country
   Hinterland of La Spezia, Liguria (Italy)

3. Territorial level / extent
   Municipality of La Spezia

4. Target groups
   End customers of the new solutions are disabled (residents and tourists).

5. Basic idea / aims / how does it work
   Following the requests of the disable associations for a best transport service specific for disable. The basic public transport service is not really suitable for disable needs: the railway there isn’t and the pubic transport bus service assures only the connection among the main communities and the City of La Spezia. Because these problem, an agreement between Municipality of La Spezia and the Region of Liguria was to active the public taxi transport to assure for disable. The disable call the radio taxi service that goes to their home and the disable can pay the transport by pre-paid tickets. Providers are normally existing transport taxi system (private and public) and mostly these subprojects aim to optimise interfaces in complex transport chains.

6. Why it is considered innovative
   It is a new transport service for disable that assures them to make use of all the other public services, otherwise difficult to approach. In this way the disable can approach not only the basic services (healthcare, educational, ecc.) but also ricreative activities.

7. Start / how long it has been running
   start of project 2000 and it has been running for five years.

8. Costs / funding
   Total costs for the service about 10'000 Euro for year, financed enterely by the Region Liguria
9. **Transferability to other regions / conditions for a transfer**

The basic idea of new transport solutions for disable can be transfered to other rural / mountain regions, but the concrete actions have to be defined by the regional actors.

The main difficulty was to involve disable in this sperimental service, as dimonstred by research in Equal programm.

10. **More information (website, contact person)**

Mrs. Donini

Municipality of La Spezia

P.zza Europa, 1 - 19124 La Spezia - tel. 0187 7271 - email. urp@comune.sp.it
BP 2: Telemedicine for cardiomonitoring and prevention

1. Domain(s) of public services involved
health care mobile service

2. Locality / region / Country
District of Genoa, Liguria (Italy)

3. Territorial level / extent
Area of about 650 Kmq in the District of Genoa
The pilot study involved 12 units of “Team Medicine” in the East side of Genoa., 36 general practitioners, 35,000-40,000 inhabitants.

4. Target groups
End customers are users of the publis regional healthcare system with heart illness.

5. Basic idea / aims / how does it work
The proposer is ASL 3 Genoa.
Prof. Stefano Domenicucci is the project leader, Dr. Pierluigi Scarrone the project manager.
The aim of this project is to create a networking service for cardiomonitoring & prevention over a distributed urban area.
18 months testing were foreseen: 2971 ECGs were sent to the ASL Cardiologic Unit.
Several urgencies were sent to the 24h Cardio Emergency Unit: 37 cases of arterial fibrillation, 11 heart attack prevention and 20 ECG compatible with heart ischemia
The next ones foreseen are: improve technological supports, both hardware and software tools, connect to the networks 15 more “team medicine” groups, cover at least 30-40% of the Genoa Province population, including some rural areas.

6. Why it is considered innovative
In a contest of “low-level” technology they obtained very good results in matter of patient satisfaction (they perceived a better health care system
quality), motivation of the family physicians, reductions of emergency hospitalizations, cost reduction for the Health Care system.

7. **Start / how long it has been running**
   It started in 2005 and 18 months testing were foreseen.

8. **Costs / funding**
   This experimental action for the moment is self funding by ASL3 and family physicians. It should be insert, as best practice in the Interreg IIIC project “Telemedicine”.

9. **Transferability to other regions / conditions for a transfer**
   The basic idea of a networking service by telemedicine solution can be transferred to other rural / mountain regions, but only under the following conditions: professional training family physicians to use correctly the Millewin programme to save data registered by the cardiomonitoring instruments.

10. **More information (website, contact person)**

    ASL Genoa: www.asl3
    Dott. Stefano Domenicucci: sdomenicucci@libero.it
    Dott. Piero Scarrone: pscarrone@virgilio.it
    GAL Appennino Genovese
    Via Roma, 11/4
    16121 Genoa – Italy
    info@appenninogenovese.it
BP_3: Baby Parking of Montebruno

1. Domain(s) of public services involved
   Baby- Parking

2. Locality / region / Country
   Inland of Genoa (Alta Val Trebbia), Liguria (Italy)

3. Territorial level / extent
   Area of about 196 Km²

4. Target groups
   children (age: 36 months-5 years)

5. Basic idea / aims / how does it work
   Baby-Parking is a play - educational place for children (age: 36 months to 5 years) that is open from 8,00 – 13,00.
   The objectives of Baby-Parking:
   - create a place projected for education children that render more liveability of people involved in social actions;
   - Give possibility to parents to work or to develop and at the same time to have very qualified persons nurse their children;
   - Create a setting in which the adult-child relation is characterized by affectivity, that’s a fundamental principle for the psychophysical welfare of child;
   - Create a network of social relations;
   - Define and organize a network of human resources to give them a possibility about work or a voluntary service.
6. Why it is considered innovative
This a new form of nursing because it combines an educational reality in family with an educational reality of a small group.
It can permits a place for meeting, to play and a place for socializing.

7. Start / how long it has been running
start of project 2003 and it has been running for two years.

8. Costs / funding
Total costs for the service about Euro 60.000 for year, financed enterely by the Leader Plus Found.

9. Transferability to other regions / conditions for a transfer
It can be transfer other areas with small density of population

10. More information (website, contact person)
Mrs. Annalisa Cevasco
Gal Appennino Genovese
Via Roma 11/4 16121 Genova tel. 010 8683242-248
info@appenninogenovese.it
BP 4: Val Trebbia Wireless Network

1. **Domain(s) of public services involved**
   Deploying of network services to people and enterprises.

2. **Locality / region / Country**
   Val Trebbia, Liguria, Italy

3. **Territorial level / extent**
   Municipality association

4. **Target groups**
   SME and inhabitants

5. **Basic idea / aims / how does it work**
   Creating a network capable of providing some public services to rural areas with low housing density, improving the communication system, maintaining and widening services availability, improving life quality.
   The project has realised an intranet amongst different public entities (in particular amongst municipality offices) in order to provide a better communication and services network management.
   Internet connectivity has been granted for private citizens with same characteristics offered by broadband connection.
Project’s next phase (in the pipeline) will deal with on-line services as local products sale, public transport on request, tourist services booking, marketing etc.

6. Why it is considered innovative
a) For the first time it was possible to realize, in a rural area, a telecommunication service that has the same effectiveness than in urban areas.
b) Because it was possible to get over the isolation of the realities working in the area.
c) Because an effectiveness network between public and private actors arose from this experimental action

7. Start / how long it has been running

8. Costs / funding
Total costs for the first phase about 65’000 Euro, financed by 50% interreg IIIb “Alpine Space”, project Qualima and 50% by national funds.

9. Transferability to other regions / conditions for a transfer
This experience can be transferred to other rural and mountain regions.

10. More information (website, contact person)
www.qualima.net
www.appenninogenovese.it
info@appenninogenovese.it
contact person. Angela Rollando.
BP 5: Innovative transport service in the Park of Cinque Terre

1. Domain(s) of public services involved
   Public transports (buses for 12 to 30 people)

2. Locality / region / Country
   5 Terre.

3. Target groups
   End customers of the new solutions. Both inhabitants, both tourists want
to reach the near hinterland of these five towns, but the buses don’t
connect them each other.

4. Basic idea / aims / how does it work
   This service is proposed to the ones who require it. It can be booked by
phone, but it is at tourists disposal until the bus is completely full. During
summer the buses are continous, never stop. This service has been
purposed in order to solve the great access problems to the hinterland.
Inhabitants, thanks to this bus, don’t need to use their private car to
cover little distances; tourists, out of the railway station, walking a little
can reach, in this way, the little unknown, but fascinating towns of the 5 terre. This service also consent, with low costs, to transport the tools necessary for the peasants to work in the terraces, and to transport, in general, heavy charges and luggages. The project is intended to guarantee a lower difficulty to reach hinterland, in order to let the people stay, people who would have abandoned hinterland little towns. It is also intended to bring to the hinterlands tourists, who, without this service, would easily remain only at the seaside.

5. why it is considered innovative
This service is innovative, because it has given the possibility, for tourists, to visit an impervious land, and for local people, to remain in the little farest towns.
A curiosity. Many artists move by buses, to reach the farest terraces, where it is possible to overlook the sea and create their works.
This service is appreciated because functional and cost-effective, both for peasants, both for the public institution (Parco delle Cinque Terre) which pay for it.

6. Start / how long it has been running
start of project 2000. For ten years.

7. Costs / funding
This project has been demanded by Local Institutions and by Parco 5 Terre under the pressure of the tourists, who wanted to trek in the hinterland. Also inhabitants of this area, and the ones of near area have received many benefits.
Initial costs were : three buses acquisition with 10 seats (45.000 eur. each). The rest: the bigger buses were already used by the public lines near La Spezia, then given to the 5 Terre municipalities (10.000eur. fuel and maintenance)

8. Transferability to other regions / conditions for a transfer
The basic idea of a regional platform of actors involved in the transports can be transferred to other rural / mountain regions, but only under the following conditions: similar geographic conditions, impervious and steep mountains. It would be a good idea to increase freight transport.

9. More information (website, contact person)
Sig. Luca Natale e Sig.ra Nicla (Parco delle 5 Terre); www.parks.it
BP_6: Short Chain Commerce of Typical Rural Product

1. Domain(s) of public services involved
   e-commerce

2. Locality / region / Country
   Rural area of Genoa Province/Liguria/Italy

3. Territorial level / extent
   67 municipalities

4. Target groups
   End customers of the new solutions are (1) private companies (2) residents and (3) tourists.
5. Basic idea / aims / how does it work
To increase the rate profit of agricultural sector, the most important activity to maintain the hydrological asset of mountain/rural areas with low density population.
To connect the production to the customer creating a better knowledge of the quality and cultural-environmental value of the mountain productions.
To promote the general values of rural/mountain areas toward urban people and potential tourists.
To connect the typical products of rural/mountain areas with the fair trade aims.

6. Why it is considered innovative
Short Chain Commerce of Typical Rural Product is innovative for three reasons:
d) in Liguria similar projects don’t exist because generally farmer are not able to create commerce associations.
e) because rural and mountain area production/commerce have important similar situation with fair trade operation
f) because supporting typical agricultural activities we can improve environmental quality of rural/mountain areas.

7. Start / how long it has been running
start of project 2004, foresee end of March 2006

8. Costs / funding
Total cost about 15,000 Euro, financed by 50% interreg IIIb “Alpine Space”, project Qualima and 50% by national funds.

9. Transferability to other regions / conditions for a transfer
The project can be transfer to other rural and mountain areas
  - to support the presence of Typical Agricultural activities.
  - to maintain the quality of environment
  - to promote the cultural values of rural and typical mountain productions

10. More information (website, contact person)
www.qualima.net
www.appenninogenovese.it
info@appenninogenovese.it
contact person. Angela Rollando.
BP 7: Outpatients clinic Val Fontanabuona

1. Domain(s) of public services involved
   healthcare (public)

2. Locality / region / Country
   Fontanabuona, Italy
3. Territorial level / extent
Fontanabuona district of about km² (17 municipalities)

4. Target groups
End customers of the new solutions are the inhabitants and the workers of the valley, particularly of the higher part of the valley.

5. Basic idea / aims / how does it work
Outpatients clinic was born initially as a centre of breathing and pulmonary diseases, diseases which are present in the valley because of the intensive extractive and mining activity. Successively, even if clinic has still the specificity of “dispensary” for the prevention and for the control of silicosis, has progressively increased the services that were managed before by few doctors that worked on the territory few days on week only.
The project was proposed by the valley doctors, co-ordinated by Doctor Mario Podestà, who pointed out the necessity to create a clinic for the valley citizens and that provided medical services and treatments without an hospitalisation.
The nearest hospital is, in fact, in one of the coast town and so it's very difficult for the citizens to reach it.
The clinic offers the first treatments for labour accidents, since on the territory there’s a big extractive, farmer and handicraft activity.

6. Why it is considered innovative
The project is innovative because it offers a service to residents and workers directly on the territory. It is an ASL activity, but it’s managed by local doctors, without financial additional resources. The future idea is to open also some rooms with different health specialities and with the possibility on short stay in hospital as additional health service.
This is an interesting solution in an area with a lot of lonely old men and an high incidence of accidents and labour accidents.

7. Start / how long it has been running
The clinic has been working for about 10/15 years with the institution of ASL heath districts.

8. Costs / funding
It was financed with public funds, which are normal costs of the district. Funds were set apart to prepare specialized rooms, and to arrange the superior floor, but the works still have to begin.

9. Transferability to other regions / conditions for a transfer
The basic idea of a regional platform of actors involved in the transports can be transferred to other rural / mountain regions, but the concrete actions have to be defined by the regional actors. Important factors of influence are the available hospitals and healthcare structures within a range of 50 Km., to assure a health right assistance for serious situations.

10. More information (website, contact person)
www.asl4.liguria.it

Direttore: Dott. Mario Podestà

BP 8: The telework testing
1. Domain(s) of public services involved.
   healthcare (public)

2. Locality/region/Country
   Ligurian east coast and its hinterland

3. Territorial level/extent
   The area includes the Ligurian east coast part that goes from Genoa to Moneglia and its hinterland (Val Fontanabuona, in particular), in all 26 districts where about 35,000 working age people live, from 14 years old till 65.

4. Target groups
   End costumers of the new solutions are the inhabitants and particularly young people.

5. Basic idea/aims/how does it work
   The project enters in a Province of Genoa initiative turned to promote the development of rural areas or the decentralized ones through the chance that is given to employees and to self employed workers to do their work near their residence, to avoid the troubles of time move from a place to another and to favour the introduction into the job world and to preserve the occupation of some categories of people who are particularly disadvantaged (worker mothers, disabled, etc…).

6. Why it is considered innovative
   The experience allowed the creation of synergies and collaborations with PMI situated in Tigullio (East Coast and its hinterland), in Genoa and neighbouring areas, with particular care to those areas that work in the software design/development, Cad, automation, etc…, for a possible realization of some tasks by their collaborators of the telecentres. It’s been created a good public/private partnership on the local level: the Public Administration, the Human Resources divisions, the Staff Management of the Region bodies, Province, ASL, Professional Orders and, obviously, the various union delegations, have been contacted.
   Speaking of an European level, the S.Salvatore telecentre joined a circuit that gathered displaced telecentres in the European nations (TelWeb) and wanted to create operative synergies into the web work, to realize an effective co-operation between the furniture service telecentres as, for example, the creation of an job international agency and of an international co-operation network on the possible works in the telejob area.

7. Start/how long it has been running
The testing project started in 1999. We propose to continue to spread the telejob culture in the Tigullio area, obtaining as a consequence an increase of the subscribers number of the structure and to extend the service offer to the territory through an incentive of the competitiveness of the small firms in the electronic trade sector, the collaboration with bodies, put in charge of the “distance education” in the university ambit and the encouragement to use our centres to get better the disabled introduction into the job world.

8. Costs/Funding
Thanks to the funding obtained from the Province (F.S.E. – aim 5b) it was possible the realization of two Telecentres in S.Salvatore di Cogorno (GE) nearby C.F.P.Villaggio del Ragazzo, and the second in Ferrada di Moconesi (GE) nearby G.A.L. Fontanabuona and Sviluppo.

9. Transferability to other regions/conditions for a transfer
Actually, the project repetition is guaranteed by the availability of fundings from the public body (in fact, two new centres are going to open in the two coasts).
In the future these structures will have to be financially self-sufficient and this condition will be possible only if a real connection with the productive/economic web of the area will start, trough the direct participation of the firms and the social parts.

10. More information (website, contact person)
www.provincia.genova.it