



ACCESS

IMPROVING ACCESSIBILITY OF SERVICES OF GENERAL INTEREST -
AMéliORANT l'ACCESSIBILITé DES SERVICES d'INTÉRêT GÉNÉRAL



test areas :
features and adressed
problems

Pays du Haut-Jura

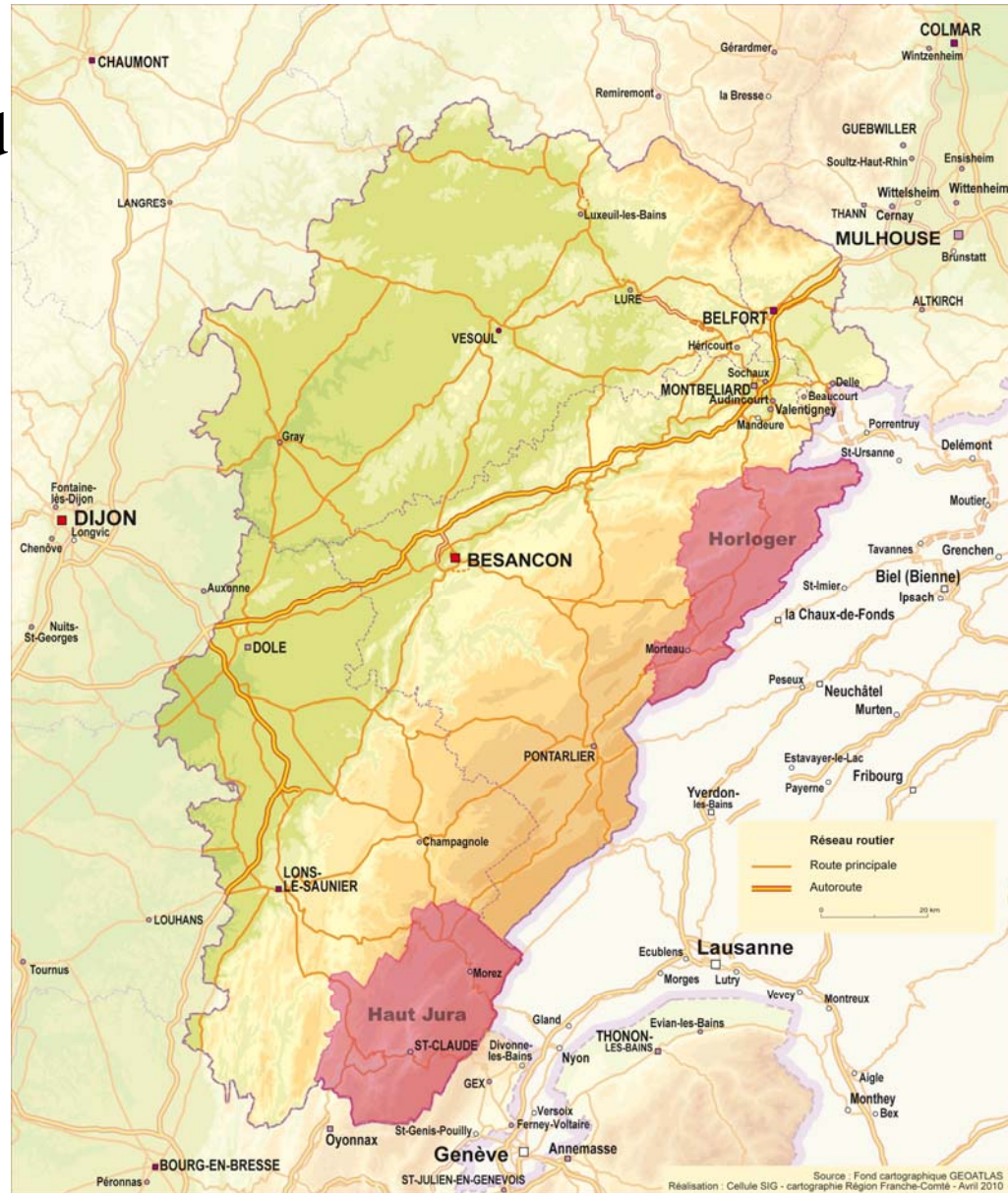
A cross-regional area
115 municipalities,
13 groups of municipalities
Industry and 15 tourist centres

Pays Horloger

Border area with Switzerland
78 municipalities
5 groups of municipalities
Industry based on luxury
and watch

Common background

- Geographic patterns
- Inequal service distribution
- Movement toward reduction of
 - Number of places
 - Opening hours
- Lack of accessibility :
 - Time
 - Transports



ACCESS



Videoservices points : principles for use

ACCESS



« users » point located in local sites which welcome citizens (screen / scanner / printer)



« expert » point located in the premises of public services and used by counsellors



More important lessons learnt so far

➤ **Matching different approaches :**

- A « users » approach for public services
- Functioning constraints of public services
- A « spatial planning » approach for elected representatives

➤ **Matching these approaches with limits:**

- of equipment
- of welcome capacity
- of broadband access

➤ **Input from ACCESS project**

➤ **Dissemination of the experimentation at regional level**

