WPT1
D2.2.1 REGIONAL REPORT
Porrentruy, Canton du Jura - Switzerland

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Institution

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1. INTRODUCTION

1.1. Short description of administrative system of Switzerland

Switzerland is a federal state: state power is shared between the federal government, the cantons and the communes (see also fig 1). The principle of subsidiarity applies: a higher authority should only perform tasks that cannot be performed by a lower authority.

The main powers of the confederation are:
- Relations with foreign countries
- National and Civil defence
- Social security
- Transportation and communication
- Economy, including regulation on agriculture
- Environment
- Residence and domicile of foreigners
- Civil and criminal law
- Procedural law

The main powers of the cantons are:
- Implementation of federal law
- Education
- Energy
- Culture
- Health
- Public security (police)
- Spatial planning and regional development
- Infrastructures (roads, water, construction, planning)
- Assistance to persons in need

The main powers of the municipalities are:
- Implementation of federal and cantonal law
- Proper powers (according to cantonal law): Construction, streets, local security (police, fire), public utility.
The following figure shows how legislative/policy documents are adopted on different political levels and how they become law. The law decision process can be influenced on different levels by entitled actors (red arrows). For the particular INTESI sectors that are 1) regional development, 2) basic goods, 3) transport, 4) telecommunication, 5) health, 6) social care and 7) education it can be said that the framework is drawn by the federal legislation and it is then implemented by the cantons and municipalities.
1.2. Institutional structures of your TA

The Intesi TA includes the municipalities of Grandfontaine, Rocourt, Haute Ajoie, Courtedoux, Porrentruy and Fontenais located in the Northwestern part of the District of Porrentruy of the canton du Jura bordering France (black square in figure 3).
With regard to institutions that are most important policy and decision makers it can be made reference to figure 1 with the only modification that the federal council and the federal administration is replaced by the cantonal government and the cantonal administration and the parliament on the cantonal level has only one chamber. The new cantonal structure plan (German: Kantonaler Richtplan/ French: plan directeur cantonal) shows exemplarily how the process between the most important decision makers has worked. The new federal law on spatial planning entered into force on the 1st of May 2014 and obliged the cantons to adapt their cantonal structure plans. The cantonal structure plan defines how the many activities of the Confederation, the Canton and the municipalities which have spatial impact are to be harmonized with each other in the area and is therefore one of the most important instruments for comprehensive and coherent spatial planning. In the canton du Jura the Spatial development service (Service du développement territorial), which is part of the Department of Environment (Département de l'environnement), has been mandated by the cantonal government to adapt the structure plan, after considering different experts views and workshops with relevant actors (mainly representatives of municipalities). A project of the main development issues for the future structural plan, called “Conception directrice du développement territorial” was elaborated, which is at the moment under discussion in the parliament, the approval by the Government is foreseen for 2017. The structure plan itself should be approved in 2018. It covers the whole area of the Canton (Art. 6 ff. RPG [Law on Spatial Planning]), and is subject to final approval by the Federal Council.

Besides the Government, the parliament and the municipalities have a word to say in the delivery of SGI. Furthermore we should not forget the public and private service providers. As in other European countries, there is also in Switzerland a tendency to liberalise the public services. Rather advanced are these steps in the ICT (telephone, radio, television) and in some sections of transports (busses), while in other domains as the postal service or health care the liberalisation process is slower. However, the former public enterprises are until today the most important players and play a predominant role in their markets. So in theory there runs not a "liberalisation" but an "economic reregulation" of the public services: the economic aims and principles become more important while the principle of equality between all regions and social groups is more and more queried.

For INTESI sectors, the following providers are of relevance in the TAs:

**Basic goods**

**Postal services:**
Die Post: entirely state owned. Die Post has the obligation for postal offices all over the country and is obliged for discussions with concerned municipalities. The federal council
has a mean of obligation the attribution or non attribution of the concession for universal service. In the TA, there are 2 offices in Porrentruy, and one in Grandfontaine.

**DHL**
Owned by Deutsche Post can only deliver packages up to 20kg and letters above 50 grams.

**Banks**
The most important ones are Banque cantonale du Jura and Raiffeisen. They are concentrated in Porrentruy but have also a few branches in smaller municipalities of the TA (eg. Raiffeisen in Courtedoux). Die Post delivers also bank services in its 3 offices.

**Food stores**
Coop and Migros are the two big players in this field in Switzerland and so are they in the test area. They run two hypermarkets and some small branches in Porrentruy. However when it comes to the small villages one will find - if ever - tiny supermarkets with regional brands such as “mini market” (Grandfontaine) or “vis à vis” (Courtedoux). Bakeries and butcheries are all concentrated on Porrentruy.

**Other shops of daily needs**
All shops for clothes, shoes etc. are located in Porrentruy.

**Transport**
Postauto (postal car) and SBB (Swiss federal railway) are 100% state owned. They are the most important service deliverers in the TA. The Chemins de fer du Jura (CJ, railway canton du Jura) is a public/private corporation, they are connecting Porrentruy with Bonfol. Besides railway transport CJ runs also bus services however not present in the TA. Cantons and municipalities order regional transport. The compensation by the federal government is on average around 70%. Each settlement with at least 100 inhabitants must be deserved by public transports. The canton can fix a higher level. The federal ministry is the respective regulation authority.

**Telecommunication**
Swisscom was once the state owned monopolist and owns till today most of the telecommunication infrastructures and covers the biggest share of the market. After restructuration Swisscom is owned by 54% of the state. Two other major competitors of Swisscom are SALT (former Orange) and Sunrise. There is also UPA, which is less known. There is an obligation for public tendering every 7 years for the concession of universal service. The mobile coverage of all telecommunication service deliverers in the TA is beyond 95% for 3G. All of them have selling points in Porrentruy. All municipalities have excellent broadband internet coverage mainly provided by Swisscom and also Cabletel - an enterprise specialised in optical cable wirement.
Health
Health services and services for elderly care are provided by the canton. The services are coordinated by the cantonal health service (Service de la santé publique, fig 4).

Social care
The delivery of social care services is shared between the canton and the municipalities.

Education
The delivery of educational services such as primary school, secondary school and college is shared between the canton and the municipalities. There are no universities located in canton du Jura, only a pathway of The HEP-BEJUNE (a school over three cantons, that forms teachers). But there is a freshly opened tertiary formation institution.

2. ACTUAL STRATEGIES on SGI

2.1. Basic report on the strategies

In total SAB collected and submitted SGI strategies to the database in the following categories: General (1), Regional development (5), Transport (9), Telecommunication (8), Health (12), Social Care (10), Education (11). They are described in a synthesis below.

On the federal level, a basic document with the formal aspect of a strategy covering all sectors in national competence is the report of the federal council on services of public interest of 2004. It is as such not legally binding but gives a series of principles about the provision of services of general interest. Topics covered are mainly postal services, telecom services, transport and electricity. It does not cover other services which are in the competence of lower institutional levels (cantons and municipalities) and does only cover network industries.

The federal level is competent for the regulation of the postal services. The law and the ordinance on postal services define the SGI as: postal offices must be accessible for 90% of the population in 20 minutes by foot or public transport. For payment services, the time is 30 minutes. This prescription forces the “Post” to keep running a network of actually 3’500 accessibility points (postal offices, agencies or delivery at home). To finance this SGI, the Post who is still owned at 100% by the federal government has the exclusive right to deliver letters up to 50g (residual monopole).

The federal level is competent for the regulation of the telecom services. The law and the ordinance on telecom services define the SGI as: accessibility to fixed phone lines, fax etc. as well as at least one phone boot per municipality (this prescription will drop in 2017) and a broad band access of at least 2 Mbit/s download capacity for every household and enterprise. This value is foreseen to increase to 3 Mbit/s by 2018. The
Swisscom is the holder of the universal services concession and must fulfil these prescriptions. The universal service provider has theoretically the right to appeal for federal subsidies for these services if it can prove, that they are not economically viable. Swisscom has refused to request such subsidies so far. The concession is given for seven years, the next period will start in 2018. Swisscom is owned by at least 50% by the federal government (quota fixed by law).

The federal level is competent for the regulation of the transport services. The law and the ordinance on passenger transport define the minimum SGI requirement as: every locality with at least 100 inhabitants must be served by public transport. Cantons can rise this level higher, e.g. the canton Bern has risen it to 200 inhabitants. The concessions for the transportation are given by public tendering (Bestell- und Abgeltungsverfahren). The Confederation pays 50% of the public part (Swiss medium, quota varies from canton to canton), the cantons and municipalities the other part and the rest comes from the passengers. Major players are the SBB (federal railway, 100% owned by the federal government), the Postal car (100% owned by the Post which in turn is owned 100% by the federal government) and by regional railway and bus companies. The regional railway companies are mainly dominated by the cantons. For freight transport, the cantons should elaborate a strategy based on the new law on freight transport which entered into force in 2016.

Basic goods are not regulated at any level and are purely a matter of private investments.

Health is mainly a competence of cantonal and local level. In 2014, a new article in the federal constitution was adopted, which deals with SGI in medical services. It reaffirms, that the Confederation and the cantons search together for a sufficient provision of medical services. General practitioners are given a special role in the provision of these services. The Confederation can therefore strive for a proper refund of their services. The refund goes through the Tarmed-Tarification system. This pricing is negotiated between the doctors, the insurance companies and others. The federal council has only a subsidiary possibility to intervene if these partners do not reach consensus. The federal council used this possibility in 2014 to increase the taxation in favour of general doctors and to the detriment of specialized doctors. Furthermore, the cantons have limited the number of available places in universities for the education of doctors to 1’000 per year. It is larges known, that this numerus clausus is too restrictive and Switzerland is missing a huge quantity of doctors which are actually “imported” from Germany and other countries.

The cantons regulate the number of hospitals on their territory and all have a plan for hospitals (the cantons have to pay for them), but to our knowledge, no canton has a strategy on health services as a whole including general doctors. Especially mountain areas are in deep need for general doctors and the service provision is rapidly declining.
Social care is in the competence of the Cantons and municipalities. The thematic conference of the cantons formulates recommendations to all cantons. The cantons have all adopted a legislation on social services.

Education is in the competence of all levels according to the educational level. The federal level is competent for the regulation of the tertiary education. The federal government directly finances the two federal technical universities. The cantons are competent for the cantonal universities and universities of applied sciences. The cantons also regulate the primary and secondary education and pay for them together with the municipalities. Cantons usually define a minimum number of pupils to keep a class / school running.

Regional development: The Swiss regional policy does explicitly not encourage projects which deal with SGI. Spatial planning includes the linkages between mobility and settlement. The spatial planning concept (federal level) gives directions in that sense. Each canton as well has a spatial development concept which gives the general vision and is not legally binding. The concept is transformed into the cantonal structural plans, which are legally binding for the canton and the municipalities. Mobility is an obligatory theme in these structural plans. SGI is not. Also, there is no indication on integrated strategies for SGI in the federal recommendations for the elaboration of the structural plans.

2.2. General problems, related to the delivery of SGI

General
The General Secretariat of the Federal Department of the Environment, Transport, Energy, and Communications (DETEC) estimates that the mountainous areas in Switzerland have in general a well-developed offer and accessibility to SGI. According to representatives of the canton du Jura the offer in SGI in the canton depends on the location. The regional centers are well served by different SGIs. Where it could come to a shortage in services is the periphery, border area to France, there we have very dispersed settlements and a topography that is not in favour for service delivery. However, the vicious circle of a decreasing population, over ageing and the retreat of services cannot be confirmed for the test area. The canton du Jura is with 839 km2 and 72'800 inhabitants a small canton and the travel to a regional center is from no location situated anywhere in the canton very long. A majority of the municipalities even faces a population increase. It can be said that the interviewees are in general satisfied with the delivery of SGI. Challenges met in specific sectors are discussed below.
Sectors

Administrative services
The interviewed mayors of the test area estimate the offer in administrative services as satisfying, the opening hours – especially in the small municipalities – are restricted however they are adapted to the needs of commuters (extended opening hours in the evenings).

Health
The offer of health services is qualified as satisfactory by the vice director of the cantonal health services. Especially when we are talking about the 3 cantonal hospitals, covering all sorts of services necessary. The same is true for long term health care of older persons and home care. However in the field “intermediate services between hospital and home care” such as “assisted apartments” and “centres de jour” the offer is in progress but is not yet satisfying the needs. This opinion is shared also by a part of the mayors interviewed. Doctors are only located in Porrentruy, Fontenais and Chevenez (Haute-Ajoie). The mayor of municipalities without doctors say that this not a problem since the driving distance is around 15 minutes.

Public transport
According to the Delegate for public transport and mobility in canton du Jura the offer in public transport is sufficient but there is still space for improvement. There is a heavy demand, the utilisation of public transport has increased by 60% in the last ten years. The share of public transport in mobility has grown from 13% in 2000 to 21,4% in 2010 (Switzerland, 18% in 2000 and 23,4% in 2010). This trend is very important for the delivery of SGI in transport, it is legitimating arguments for better service coverage in public transport. It is the objective of the transport and mobility unit of SDT to improve the offer further on and achieve a share of 25% until 2025. Concrete measures planned are higher frequencies of busses and trains and extended bus services till late in the night. The test area is only served by postal car busses. The interviewed mayors of the test area are in general satisfied with the offer in public transport.

Basic goods
Porrentruy as the regional center counts several banks and post offices, as well as more than a dozen clothes and alimentary shops. The mayors of the five, smaller municipalities in the neighbourhood mentioned that the post offices have been closed since quite a long time (with the exception of Fontenais and Haute-Ajoie). In some cases the post offices were integrated into grocery store (see integrated services). There are alimentary stores and/or banks remaining in Courtedoux, Fontenais, Haute-Ajoie and Grandfontaine. The mayors evaluate the offer in basic goods as sufficient since the travel by car to Porrentruy takes 10 to maximum 25 minutes depending on the geographical location of the municipality.
**Education**

The municipality of Courtedoux judges the offer in childcare as not sufficient, an initiative to build a crèche failed, the main reason for that was the lack in appropriate space. Other small municipalities like Rocourt, Fontenais and Grandfontaine do not have either childcare center. The children are driven to the crèches in Porrentruy or Chevenez (municipality of Haute-Ajoie). The municipality of Haute-Ajoie is at the moment elaborating a study in order to improve the offer in this domain. With regard to primary school the smallest municipalities work in circles (Schulkreise) which means that 2 classes’ levels are located in one municipality, the next two classes in another municipality and so on. Fontenais, Haute-Ajoie and Porrentruy have their own primary schools from Harmos level 1 to 8. From the level 9 to 11 (secondary school) the pupils are instructed in Porrentruy. The secondary school in Porrentruy is owned by the district. The school transport is performed in most cases by postal busses (see synergy). A special offer to mention ist he Bibliobus de l'université Populaire Jurassienne (bibliothèque mobile). The bus stops each day in a municipalities without library.

**Social service**

Social services are a matter of the canton and the municipalities. Some mayors identify shortages in the social service mainly due to an insufficient communication between the cantonal social service and the municipalities. The communication shall be improved by so called round tables constituted by representatives of municipalities and the canton du Jura.

**Telecommunication**

The situation in the field of telecommunication is satisfying. All households have access to broadband.

### 2.3. Identified gaps

According to the General Secretariat of the Federal Department of the Environment, Transport, Energy, and Communications (DETEC) the delivery of SGI in Switzerland is organised and financed in a strictly sectoral manner. There is no legally binding multi-sectoral SGI Strategy up to now. At a regional level, multi-sectoral strategy development is neither a priority, nevertheless, there are efforts to look for synergies between different sectors at least at a minimum level. The new cantonal structure plan of the canton du Jura requests for example the accessibility by public transport when planning new medical facilities, shopping centers as well as leisure and education facilities. The cantonal legislation of canton Jura argues for the utilisation of public transport for the transport of pupils or to build new education facilities close to railway stations. In the medical care sector subsidies are favourably paid to institutions that are also active in education. However the canton intervenes rarely for a multi-sectoral procedure and most of the approaches are more a reactive search for synergies than a proactive,
potential-driven approach. One additional challenge is, that there is rarely money for the implementation of strategies. The ambitions are greater than the financial resources. In the domain of public transport for example the increase in passengers and also ticket prices has permitted the improvement of the offer. However the coming years will get financially difficult in the public transport sector. The statements made above are also true for new structure plans in other Swiss cantons such as Graubünden and Wallis. The interviewees mentioned that a further regionalisation and a multi-sectoral coordination is needed. They see a potential for plans that look left and right and search for synergies. They did not mention explicitly the need for new strategies but especially the interviewed mayors of the test areas see an improvement needed in the communication with the canton (see round tables in chapter 3.1). The canton also favours also the inter-municipal coordination and in each topic of the structure plan different departments are mentioned which are requested to cooperate intersectorally in order to reach the objective.

2.4. Existing plans, trends

A good offer and accessibility of SGI is seen as a basic right by the Swiss population. A recent votation on public service revealed the big interest of the Swiss population in this subject and this is also recognised by the authorities. On the federal level the law on postal services has been completely reformed and restructured in the last ten years. The content of services was kept and the residual monopoly of the Swiss Post on letters till 50 grams remains uncontested. At the moment another evaluation of the law on postal services is going on. End of 2016 the federal council will define the need for action. However it can be supposed that nothing essential will be changed. The Swiss Post has realised some innovations and partnerships that are interesting in service delivery. In selected railway stations parcels can be sent and received via the help of automats (myPost24) and the integration of a small post office in a grocery store is meanwhile nothing brand-new but very successful since the opening hours are more attractive for the customers and the post office attributes to the grocery a higher frequency of customers. These initiatives will be continued since the Swiss post plans to reduce the number of post offices by the number of 600 in the near future and to increase the number of post partner stations at least in the same volume. There are further attempts with self-driving postal busses and robots delivering parcels.

In the telecommunication sector the federal conception is being redesigned in view with the tendering of the countrywide concession for 2018.

The public transport will not undergo any change on the federal legislative level in the next few years. On a cantonal level the innovation of the night bus system has been introduced (http://www.noctambus-jura.ch/). It contains 13 bus lines that turns between 1h and 4.30h in the morning (Friday till Sunday night). The special point is the
organisational structure built on an association where the municipalities pay an adhesion fee in relation to their size and the bus frequency. Private sponsors and the canton complete the financial needs. The canton has a representative in the directing committee. Another example that will be continued for sure in future is the collaboration between the Communauté tarifaire jurassienne et JuraTourisme, tourist staying at least for one overnight can use the whole public transport system of the canton Jura (http://www.juratourisme.ch/fr/transports/rail/jura-pass.8810.html). A Vision is also to introduce a system of mixed transport such as public transport-taxis-car sharing for settlements smaller than 100 inhabitants.

The canton du Jura has adopted the law on health (LAMal) assurances recently. A new category of socio-medical facilities has been introduced and protected apartments for elderly people are being especially promoted in the future. Furthermore projects in the field of cybersanté (cyberhealth) will be intensified in the next few years.

The problem of a decreasing population has been accelerated in the last ten years in the canton du Jura. In the meantime also municipalities (eg. Boncourt) which are located a quarter hour by car from the regional center loose inhabitants. The plans for reforms will be initiated with the new « structure plan ». Different sectors are identified and it is defined how they should work together with other sectors and on different levels (canton, municipalities) in order to provide an optimal quality of services. A focus will also be put on the reinforcement of the inter-municipal cooperation.

3. INTEGRATED APPROACH

3.1. Integration models

As already mentioned in chapter 2.3 the delivery of SGI in Switzerland is organised and financed in a strictly sectoral manner. There is no legally binding multi-sectoral SGI Strategy up to now. Nevertheless the following integration approaches have been detected:

- Most likely the tool of cantonal structure plans represents an integration model in Switzerland since they define how the many activities of the Confederation, the Canton and the municipalities which have a spatial impact are to be harmonized with each other in the area. They have been elaborated in a participatory manner, involving stakeholders of different levels and background. Most of them - such as the one of canton du Jura - indicate for each subject (public transport, schools, sports, shopping center development etc.) the different departments (horizontal integration) and levels (canton/municipalities, vertical integration) involved. The structure plan is legally binding for the canton and the municipalities.
Furthermore in the canton du Jura the inter-municipal cooperation could serve as a SGI Integration Model. In order to facilitate the communication among the municipalities and with the canton round tables have been created - composed by representatives of both entities - in order to discuss in thematic groups subjects such as social care, sharing of tasks between the canton and the municipalities etc.

The new Law on spatial development is very challenging, especially for the small municipalities. They feel themselves too limited in their development. Furthermore there is also the obligation to elaborate a regional spatial development plan which takes the municipality much in charge and they have to negotiate with their neighbours. This could be a great tool for coordinating services however it is also a potential source of conflicts.

The strategies of the Swiss Post could also be considered as integration models. In this framework the Swiss Post discusses with the municipalities, NGOs, private retailers (eg. VOLG) and the Swiss Railway solutions in service delivery.

Regional conferences in the canton of Berne: The regional conferences coordinate the cooperation of a certain number of municipalities (eg. Regionalkonferenz Oberland-Ost 28 municipalities) in the field of regional development, public transport, spatial development, energy etc. The regional conferences are an efficient intermediate between municipalities, the canton and the confederation. They received extensive competencies from the canton.

In general it can be said that the field of spatial development in Switzerland is most advanced in terms of integration of strategies.

### 3.2. Need for integration

Most of the interviewees mentioned the public transport sector as important to be integrated in other sectors such as health, education and the development of shopping centers.

The canton and the municipality would then be mainly responsible for the introduction and carrying out of the integration.

### 4. CONCLUSIONS, INPUT FOR WPT3

As already mentioned in before, the delivery of SGI in Switzerland is organised and financed in a strictly sectoral manner. There is no legally binding multi-sectoral SGI Strategy up to now. At a regional level, multi-sectoral strategy development is neither a
priority, nevertheless, there are efforts to look for synergies between different sectors at least at a minimum scale. The new cantonal structure plan of the canton du Jura requests for example the accessibility by public transport when planning new medical facilities, shopping centers as well as leisure and education facilities. The cantonal legislation of canton Jura argues for the utilisation of public transport for the transport of pupils or to build new education facilities close to railway stations. In the medical care sector subsidies are favourably paid to institutions that are also active in education. However the canton intervenes rarely for a multi-sectoral procedure and most of the approaches are more a reactive search for synergies than a proactive, potential-driven approach.

Nevertheless the following integration approaches have been detected:

- Most likely the tool of cantonal structure plans represents an integration model in Switzerland since they define how the many activities of the Confederation, the Canton and the municipalities which have a spatial impact are to be harmonized with each other in the area. They have been elaborated in a participatory manner, involving stakeholders of different levels and background. Most of them - such as the one of canton du Jura - indicate for each subject (public transport, schools, sports, shopping center development etc.) the different departments (horizontal integration) and levels (canton/municipalities, vertical integration) involved. The structure plan is legally binding for the canton and the municipalities.

- Furthermore in the canton du Jura the inter-municipal cooperation could serve as a SGI Integration Model. In order to facilitate the communication among the municipalities and with the canton round tables have been created - composed by representatives of both entities - in order to discuss in thematic groups subjects such as social care, sharing of tasks between the canton and the municipalities etc.

- The new Law on spatial development is very challenging, especially for the small municipalities. They feel themselves too limited in their development. Furthermore there is also the obligation to elaborate a regional spatial development plan which takes the municipality much in charge and they have to negotiate with their neighbours. This could be a great tool for coordinating services however it is also a potential source of conflicts.

- The strategies of the Swiss Post could also be considered as integration models. In this framework the Swiss Post discusses with the municipalities, NGOs, private retailers (eg. VOLG) and the Swiss Railway solutions in service delivery.

- Regional conference in the canton of Berne: The regional conferences coordinate the cooperation of a certain number of municipalities (eg. Regionalkonferenz Oberland-Ost 28 municipalities) in the field of regional development, public
transport, spatial development, energy etc. The regional conferences are an efficient intermediate between municipalities, the canton and the confederation. They received extensive competencies from the canton.

These initiatives also support the ACCESS (Egger et al. 2011) principles for an improved SGI delivery in rural mountain areas that are: Aggregating the offer, searching for alternative delivery mechanisms, including different types of providers, improving the marketing leads to an increased demand, improving reachability and strengthened communication networks, Strengthening rural-urban linkages, improving Governance as well as Co-design and Co-delivery. The SGI legal framework should constantly be adapted to the evolutive needs of citizens and be checked on their multi-sectoral, territorial impact.

This regional report also shows that a sound spatial planning policy with eg. cantonal structure plans - contributes to foster SGI via a inter-sectoral approach. Inter-municipal coordination can help to avoid duplication and inefficiency in the SGI delivery.

In conclusion it can be said that there are only a few approaches that favour integration of SGI of various sectors and different levels in Switzerland, however the interviewed persons identified a potential for synergies when working in an integrative manner. In the end such an integrative approach depends not only on the respective strategy but even more on cooperation and communication between the different stakeholders on the ground. The interviewed persons therefore argue that concepts that foster dialogues, working groups and round tables are very beneficiary for integrative SGI approaches. Cultivating environments that: facilitate knowledge-pooling, simplify decision making, engage more local communities and integrate local expectations, is one way to start. The planned Intesi-think tank bringing different stakeholders together to a transnational dialogue is in perfect line with the stated needs.

5. REFERENCES

Information in this report is stemming from the interviews performed in autumn 2016 with the exception of:


6. APPENDICES

Appendix 1: Report on the collection of strategies
The strategies have been collected by Thomas Egger on the basis of his experience in the field of SGI in Switzerland.

Appendix 2: Report on carrying out the interviews

<table>
<thead>
<tr>
<th>position/function of the person</th>
<th>male/female</th>
<th>date</th>
<th>how was the interview performed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor of Courtedoux</td>
<td>M</td>
<td>09.09.2016</td>
<td>Phone call on the base of the questionnaire</td>
</tr>
<tr>
<td>Mayor of Fontenais</td>
<td>M</td>
<td>17.10.2016</td>
<td>Phone call on the base of the questionnaire</td>
</tr>
<tr>
<td>Mayor of Grandfontaine</td>
<td>F</td>
<td>18.10.2016</td>
<td>Phone call on the base of the questionnaire</td>
</tr>
<tr>
<td>Mayor of Haute-Ajoie</td>
<td>M</td>
<td>28.10.2016</td>
<td>Phone call on the base of the questionnaire</td>
</tr>
<tr>
<td>Mayor of Rocourt</td>
<td>M</td>
<td>18.10.2016</td>
<td>Phone call on the base of the questionnaire</td>
</tr>
<tr>
<td>Assistant of Department of Health, canton du Jura</td>
<td>F</td>
<td>16.09.2016</td>
<td>Interview on the base of the questionnaire</td>
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<tr>
<td>Head of Energy service, canton du Jura</td>
<td>M</td>
<td>11.08.2016</td>
<td>Interview on the base of the questionnaire</td>
</tr>
<tr>
<td>Delegate of mobility, canton du Jura</td>
<td>M</td>
<td>16.06.2016</td>
<td>Interview on the base of the questionnaire</td>
</tr>
<tr>
<td>Responsible for spatial development canton du Jura</td>
<td>M</td>
<td>08.06.2016</td>
<td>Interview on the base of the questionnaire</td>
</tr>
<tr>
<td>General Secretariat of the Federal Department of the Environment,</td>
<td>F</td>
<td>10.08.2016</td>
<td>Interview on the base of the questionnaire</td>
</tr>
<tr>
<td>Transport, Energy, and Communications (DETEC)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Appendix 3: Interview questions in your language

Attach the translation of interview questions in your language you have used to carry out the interviews.

Questionnaire in French language

1. Selon votre avis est-ce que les services du transport public sont satisfaisants, est-ce qu'ils font face aux besoins des utilisateurs au canton du Jura? Si oui, pourquoi ? Sinon, quels sont les problèmes ?

2. Est-ce qu'il y a une stratégie transport publique dans le canton du Jura ? Laquelle ? Est-ce que les transports publics sont intégrés dans des documents stratégiques plus généraux ? Lesquels ?

3. Est-ce que ces stratégies cherchent des synergies/combinaison/intégration des différentes types de service public (eg. Transport public et formation, internet haut débit et formation, etc.)

4. Est-ce qu'en réalité les synergies/combinaison/intégration des différentes types de service publics ont vraiment lieu ? Avec quels résultats ? Quels sont les obstacles ?

5. Est-ce que la délivraison du transport public au canton du Jura a fondamentalement changé les derniers dix ans ? Si oui quels étaient les changements novateurs (eg organisation, privatisation etc) ? Est-ce qu'il y a des changements novateurs qui s'annoncent pour l'avenir ?

6. Quels sont les modèles d'organisation les plus répandus dans le domaine du transport public (1) délivraison par le canton, commune 2) concession 3) Public-private partnership 4) Co-operative?

7. Est-ce qu'il y a des moyens financiers à disposition pour la mise en œuvre des stratégies ?

8. Selon votre avis, est-ce que le canton du Jura est innovateur quand il s'agit d'introduire des nouvelles formes comment délivrer des services ? Est-ce qu’ il y a une volonté d'intégrer/combiner différents services ?

9. Est-ce que vous connaissez des modèles phares dans la domaine service public ?
Additional questions in French language for mayors

Introduction projet INTESI
L’existence d’une offre de Services au public est une condition préalable à l’amélioration de l’accessibilité et de la connectivité des territoires de montagne. La conception et l'administration de ce type de services relève d'institutions qui travaillent traditionnellement de manière cloisonnée. Il n'y a donc pas d'effet de synergie entre ces différents services dont le coût est élevé pour les finances publiques. Aussi, il existe un réel besoin d'améliorer la coordination horizontale et verticale entre SGI ainsi que leur inclusion dans une stratégie territoriale intégrée.

L'objectif du projet INTESI est de promouvoir ce type d'approche intégrée à travers les échanges entre 10 partenaires de 5 pays de l'Espace Alpin. En Suisse, le groupement Suisse pour les régions de montagne et le Canton de Jura travaillent ensemble pour déterminer le niveau de mise en œuvre des stratégies de services publics et d'identifier les principaux défis auxquels les communes de la région test – les communes de Grandfontaine, Rocourt, Haute Ajoie, Courtedoux, Porrentruy et Fontenais - sont confrontées. Dans la période fin août – mi-septembre 2016 les maires des communes en question seront contactés par téléphone et les questions suivantes seront discutées.

Questions

1) Est-ce que l’offre du service public (voir liste des différents services à juger ci-dessous) dans votre commune est satisfaisante et l'accessibilité pour les citoyens de votre commune aux services éventuellement localisés dans des autres communes garantie?

<table>
<thead>
<tr>
<th>Différents services publics à juger concernant leur accessibilité dans la commune</th>
<th>Bien</th>
<th>Moyen</th>
<th>À améliorer (comment ?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>offices administratifs (Office du travail, agence AVS, personnes âgées, politique sociale, familles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>car postal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>internet à haut débit, fibre optique</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>banques, agence postale, magasins d'alimentation et autres commerces</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>accessibilité aux : médecins, pharmacies, services pour personnes âgées</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>accessibilité aux : crèches, écoles primaires/secondaires</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2) Quels services de la liste ci-dessus nécessiterait une meilleure coopération avec une autre commune ou avec le canton pour bénéficier des synergies (coopération intercommunale)?

3) Les services de la liste ci-dessus sont basés sur des différentes stratégies, lois et politiques, est-ce que ces stratégies, lois et politiques devraient être mieux reliées de manière multisectorielle? Est-ce que ces stratégies, lois et politiques prennent assez en compte les nécessités des communes rurales?

4) Comment est-il possible de faire mieux connaitre au niveau politique les besoins et nécessités des communes rurales?

5) Combien de ménages (%) disposent d'un accès internet à haut débit (DSL) dans votre commune?

6) Combien de ménages (%) disposent d'un accès internet fibre optique dans votre commune?

**Questionnaire in English/German language**

Questions:

1.a Do you think that provision of SGI in your country/region is efficient and satisfies the needs of the mountain and rural territories? If so, what are the main reasons for that? If not, which problems would you expose? Please, explain.

Beurteilen Sie die Leistungen der Grundversorgung für den ländlichen Raum und die Berggebiete in der Schweiz als effizient und genügend? Warum? Falls nicht, welche Probleme bestehen?

b. Do the mountain and rural areas with their geographical characteristics have specific needs in the delivery of the services of general interest? Are they mentioned in the strategy?

Haben die Berggebiete und ländlichen Räume spezifische Bedürfnisse im Bereich der Grundversorgung? Sind diese in einer Strategie aufgeführt?

2. Where there any changes in the approaches for delivery of SGI in last ten years? What were they (adoption of new policies, privatisation of providers, an expressed need for integration etc.)? What are the plans for reforms of the SGI delivery in the upcoming years?

Gab es Anpassungen im Bereich der Grundversorgung in den letzten 10 Jahren (Anpassung der Politik, Privatisierungen, Integrationsbemühungen)? Gibt es Pläne die Grundversorgung in den kommenden Jahren zu reformieren?
3. Which are the most important policy documents for which you would say do steer the delivery of the services of general interest in your country/region?

Welches sind die wichtigsten Strategien und Politiken, die die Grundversorgung in der Schweiz steuern?

4. Who are the main stakeholders involved in the in the preparation/delivery of any of these strategies? Please, describe.

Wer sind die wichtigsten Akteure in der Vorbereitung und Umsetzung dieser Strategien?

5. Do any of these documents foresee integration of the policies, actors, instruments, financial sources? In what way?

Sehen die Strategien eine Integration von verschiedenen Politiken, Akteuren, Instrumenten und finanziellen Mitteln vor? In welcher Weise?

6. Is integration also taking places in reality? If yes – what are the outcomes. If not, why not – problems and obstacles?

Findet diese Integration auch wirklich in der Realität statt. Falls ja, was sind die Ergebnisse? Falls nicht – was sind die Probleme, Hindernisse?

7. Are all stakeholders who are affected by the strategy (ministries, subnational level, providers of SGI, consumers, ...) familiar with the strategy? Do they co-operate in its implementation? How?

Sind alle betroffenen Akteure (Ministerien, Regionen, Dienstleister, Konsumenten...) vertraut mit den Strategien? Kooperieren sie untereinander, um die Strategien umzusetzen? Wie?

8. What are the most common concepts/models (delivery by public authority / Concession / Public-private partnership / Co-operative / Other) of the SGI delivery which are supported by the strategy? Have they been already in place for long? Are they working?

Was sind die am weitest verbreiteten Konzepte/Modelle für die Erbringung von Grundversorgungsdienstleistungen (Konzessionen, Public-private partnership, Zweckverbände, anderes), welche in den Strategien genannt werden? Werden diese Konzepte schon lange angewendet? Funktionieren sie?
9. Are there any financial sources available for the delivery of the strategy? If so, which? Is integration of the financial sources required/supported for the delivery of SGI?

Gibt es finanzielle Mittel, um die Strategie umzusetzen? Falls ja, welche? Ist die Integration von Finanzmitteln vonnöten zur Umsetzung der Strategie?

10. Would you say there is a big/small EU influence on the delivery of SGI in your country, and specifically on the content of the policy/legislation documents?

Gibt es einen grossen/kleinen Einfluss der EU auf die Schweizer Grundversorgungsdienstleistungen und auf die entsprechenden Politiken/Gesetze?

11. Do you think your country is progressive in introducing new, innovative ways of services’ provision like integration of the sectors, administrative levels, financial sources etc.? How this could be improved, e.g. by preparation of the new strategies or renewal of the existing ones?

Glauben Sie, dass die Schweiz fortschrittlich ist im Einführen von neuen, innovativen Grundversorgungsdienstleistungen wie zum Beispiel der sektorübergreifenden Integration etc.? Wie könnte dies verbessert werden z.B durch die Erarbeitung neuer Strategien oder Erneuerung/Anpassung bereits existierender Strategien?

12. Do you know of any good examples or new and innovative concepts and strategies for the delivery of SGI?

Kennen Sie Best practices im Bereich der Grundversorgungsdienstleistungen?