TABLE OF CONTENTS

Index

1. INTRODUCTION ............................................................................................................. 7
   1.1. Short description of administrative system in Italy.................................................. 7
   1.2. Institutional structures of Val Passiria TA (South Tyrol) ....................................... 11
2. ACTUAL STRATEGIES on SGI ..................................................................................... 23
   2.1. Basic report on the strategies ................................................................................. 23
   2.2. General problems, related to the delivery of SGI .................................................... 26
   2.3. Identified gaps ........................................................................................................ 28
   2.4. Existing plans, trends............................................................................................... 29
3. INTEGRATED APPROACH ............................................................................................ 31
   3.1. Integration models .................................................................................................. 31
   3.2. Need for integration ............................................................................................... 33
4. CONCLUSIONS, INPUT FOR WPT3 ......................................................................... 35
5. REFERENCES .................................................................................................................. 37
6. APPENDICES .................................................................................................................. 42

Tables

Table 1: Competences regarding services of general interest. ........................................... 10
Table 2: Municipalities, inhabitants and settlements of Val Passiria................................... 12
Table 3: Network of private TV operators. ....................................................................... 14
Table 4: Broadband network of the municipalities............................................................ 16
Table 5: Basic medical doctors in Val Passiria. ................................................................. 19
Table 6: Chemist shops in Val Passiria. .......................................................................... 20
Table 7: Home for elderly people in Val Passiria. ............................................................... 20
Table 8: Number of collected Documents. ....................................................................... 23

Figures

Figure 1: The 20 regions of Italy and South Tyrol in red. .................................................... 7
Figure 2: Permanent settlements in South Tyrol. ............................................................... 9
Figure 3: Val Passiria test area, its municipalities, roads and position in South Tyrol. .... 12
Figure 4: Network of private TV operators (RAS 2016)................................................................. 15
Figure 5: Wireless coverage of providers Antea, BB44 and NGI, the status and the planned expansion of glass fiber races in Val Passira................................................................. 17
Figure 6: Organisation of the South Tyrolean health Institutions...................................................... 19

Appendices

Appendix 1: Report on the collection of strategies................................................................. 42
Appendix 2: Report on carrying out the interviews ............................................................... 42
Appendix 3: Interview questions in your language............................................................. 44
1. INTRODUCTION

1.1. Short description of administrative system in Italy

**Administrative competences of the State**

Since 1948, the Italian Republic is composed of “… Regions, Provinces and Municipalities” as article 114 of the Italian Constitution points out (Constitution of the Republic of Italy 1948). Italy has 20 regions, 15 ordinary regions (Autonomy Statute of South Tyrol, AST, Art. 131, 1972) and 5 regions (Valle d’Aosta/Vallée d’Aoste, Trentino-Alto Adige/Südtirol, Friuli-Venezia Giulia, Sicily and Sardinia) have been granted a special status (Autonomy Statute of South Tyrol, Art. 116, 1972). These five regions due to their cultural, historical, geographic or linguistic reasons are granted a higher degree of autonomy. One of the regions with a special Statute is Trentino-Alto Adige/Südtirol (South Tyrol), formed by the Provinces Trento and Bolzano due to the ethical fragmented society (Pallaver 2008) living in the Province of Bolzano.

![Map of Italy with South Tyrol highlighted](image)

**Figure 1: The 20 regions of Italy and South Tyrol in red.**

The Italian Constitution of 1948, reformed in 1972, 1990 and 2001 (Italian Constitution Title V), grants the province of Bolzano significant powers in its legislative, administrative and financial competences, which should protect the German and Ladin minority at the national level. With the constitutional reform in 2001, based on the constitutional law no. 3/2001, the role and competences of the regions with normal statue, the local administration as well as the financial autonomy were strengthened. Thus, administrative competences were transferred from the centre to the periphery. Hence, according to article 117 of the Italian Constitution the State has exclusive powers in the following areas:

---

1. Since the constitutional reform law no. 3/2001, Article 14 reads: ”The republic consists of municipalities, provinces, cities, regions and the state […]” Happacher E., Ritz, R., Grundzüge des Italienischen Verfassungsrechts unter Berücksichtigung der verfassungsrechtlichen Aspekte der Südtiroler Autonomie, S. 240.

2. Henceforth Italian Constitution or Constitution.

3. AST – Autonomy Statute of South Tyrol.
1. Foreign and Defence Policy
2. Implementation of EU measures
3. Citizenship and immigration
4. Civil- and Criminal Law
5. Administration of jurisdiction
6. Taxation and budgetary
7. Framework law of environmental protection
8. The protection of civil and social rights

Besides these areas common legislation covers national central structures, social security, labour law and spatial and urban planning. All other political areas not explicitly listed or mentioned in the Constitution lie within the competences of the Regions (Benedikter 2007). The central state does not directly guard the regional legislation, however, it is entitled to appeal the law in front of the Constitutional Court (ibid).

The trend towards more regionalism since 2001 has been hampered by the new constitutional revision plans of 2015. However, the referendum on 4 December 2016 resulted in the majority of the Italians voting “No” for the reform while the majority of South Tyroleans voted “Yes”. Thus, the reorganisation of the system with more decision competences for the national government and more centralisation was not supported.

Administrative competences of the Region Trentino-Alto Adige/South Tyrol

The Region of Trentino-South Tyrol consists of the three main bodies:

1) The regional council - representative body responsible for policy making;
2) The giunta - the executive body with a number of deputies responsible for a specific administrative branch; and
3) The president – whose powers include representation, nomination, designation and administration (Vesperini 2011) differ from the provinces mainly due to the range of discretionary power, which they entail. The law governing regional powers is complex and comprises concurrent jurisdiction between the region and the State. The region Trentino-Alto-Adige/South Tyrol, within its respective competences governs the administrative task of the local governmental bodies. Its primary competences are the regulation of the regional offices, semi-regional institutions, sanitary and hospital authorities.

The region is special in the sense that it is compound of the two provincial constituencies of Trento and Bolzano-South Tyrol, each having a legal authority equal to the regions as they have their own autonomy and own bodies (Pichler 2013). The two provinces Trento and Bolzano-South Tyrol are the main pillars of the region and since 2001 the provincial councils have the substantial initiative competence to amend the Autonomy Statute.

Administrative competences of the Province Bolzano-South Tyrol

Bolzano-South Tyrol is an autonomous province in the North of Italy and its political system corresponds to the consociational democracy (Pallaver 2008). There are 520,891 (ASTAT 2016) people living the 116 municipalities, which are located close to the main Alpine ridge. Consequently, the province is only sparsely populated, whereby 106,441 inhabitants (20.4%) are living in its metropolitan area of the main city Bolzano. In average, there is only a population density of 70.39 inhabitants/km². Related to the potential area of permanent settlements, which is restricted to only 407.84km², its density of 1,277.2 inhabitants/km², is quite impressive.
The State has transferred most legislative and administrative competences to the province. Thus, the province entails primary, secondary and tertiary powers depending on the specific area. The division between these three categories of competences is regulated according to the intensity of barriers, which the provincial competences underlie. Apart from some competences regulated in the Autonomy Statue and for which the barriers are not generally defined and thus have to be dealt with on a case basis, the competences of the province are listed according to the three categories (Pichler 2013).

Since the third reform of the Constitution through the constitutional law no. 3/2001, the competences of the State have been limited, such as in the field of foreign relations, immigration, social security and general regulations concerning education and the remaining competences are left to the regions and autonomous provinces. With this reform, some secondary competences were changed to primary competences as in the area of commerce (Pichler 2013).

In the area of **primary competences**, South Tyrol has exclusive and direct legislative and administrative responsibility, which has to comply with the EU and international obligations and the Constitution. It has **primary competences** in the SGI areas regarding regional development, **communication**- and transport including regulations of cable car plants within the field of interest of the province, public welfare, **kindergartens and school welfare**, which lie within the legislative competences of the province. Beyond these SGI areas the province has primary legislative and administrative competences in the field of cultural heritage such as public names, bilingualism, protection and care of local culture and traditions (Pichler 2013). **Secondary competences** of the province of Bolzano regard **teaching in primary and secondary** schools, **trade** and commerce, hygiene and **public health care** including the health and hospital care. The administrative offices in these areas were also transferred and the region and province have administrative powers (Alcock 2001). To guarantee a unified
health protection according to Art. 32 of the Italian Constitution, Italy has a national institution for **health service**, a provincial health service (Landesgesundheitsdienst), in very catchment area a medical service (Sanitätsdienst) and at the local level a health department (Gesundheitssprengel) (BMVI 2015).

Within the tertiary sector, the province is limited in the sense that it can only provide addition to the state law provisions (Pichler 2013).

In the province the **South Tyrolean Parliament (Südtiroler Landtag)** is the main body responsible for policy making. It is elected every five years. Since the constitutional revision the number of deputies is no longer linked to the size of the population, it has a fixed number of 35. The council can implement policies within the province competences and within the Italian Constitution, community law and international treaties. Every council member, the council as well as the people can submit policy initiatives to the provincial president. The four standing legislative committees, appointed by the provincial council at the beginning of the legislative period reflecting the ethnic composition, are responsible for scrutiny of the policy draft (Pichler 2013).

The **South Tyrolean Government (Landesregierung)**, which enacts the provincial legislation, is set up by the South Tyrolean President, his two representatives and a number of provincial government deputies (ibid).

The Constitutional and later budgetary reforms changed the South Tyrolean financial autonomy. Today the province’s 85% of running costs are covered by a fixed quota of resources such as 9/10 of the revenue from direct state taxes (tax on electricity consumption, register and stamp duties, taxes for state licenses, and road and tobacco taxes), local income tax of the province (not including mortgage taxes, which are raised by the region) and it also benefits from 7/10 of VAT on local goods and a percentage of VAT on imported goods. The other 15% are covered by the variable quota (state taxes) are negotiated between the President of South Tyrol and the Italian Government. Besides these resources, the province also receives funds from the State’s sectoral expenditure as well as funds for expenditure in sectors, in which the province has competences. The province decides how it spends these resources (Alcock 2001).

<table>
<thead>
<tr>
<th>Competence</th>
<th>Bolzano-South Tyrol</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools</td>
<td>Secondary</td>
<td></td>
</tr>
<tr>
<td>Kindergarten</td>
<td>Primary</td>
<td></td>
</tr>
<tr>
<td>Social care (Old age homes, care etc.)</td>
<td>Primary</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>Secondary</td>
<td></td>
</tr>
<tr>
<td>Transport and road construction in the interest of the province</td>
<td>Primary</td>
<td></td>
</tr>
<tr>
<td>Communication in the interest of the province</td>
<td>Primary</td>
<td></td>
</tr>
<tr>
<td>Trade</td>
<td>Secondary</td>
<td>National</td>
</tr>
<tr>
<td>Defence</td>
<td></td>
<td>National</td>
</tr>
<tr>
<td>Justice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Table 1: Competences regarding services of general interests.*

---

4 South Tyrolean Provincial Government: http://www.provinz.bz.it/land/landesregierung/.
1.2. Institutional structures of Val Passiria TA (South Tyrol)

Responsible institutions and decision makers in South Tyrol

Regional Development:
- Provincial Parliamentary Deputy for regional development
- Provincial department for nature, landscape and special development
  http://www.provinz.bz.it/natur-raum/

Transport:
- Provincial Parliamentary Deputy for transport
- Provincial department for mobility
  http://www.provinz.bz.it/mobilitaet/
- Südtiroler Transportstrukturen AG - STA (South Tyrolean transport structures), Director
  http://www.sta.bz.it/de/

Telecommunication:
- Provincial Parliamentary Deputy for telecommunication
- Provincial department for information technology (Information and Digitalisation)
  http://www.provinz.bz.it/informatik-digitalisierung/
- Rundfunkanstalt Südtirol - RAS (South Tyrolean Broadcasting Company), General director

Health:
- Provincial Parliamentary Deputy for health and social care
- Provincial department for health http://www.provinz.bz.it/gesundheitswesen/
- Provincial Medical Council
- Provincial Sanitätsbetrieb (medical care entity)

Education:
- Provincial Parliamentary Deputy for education
- German provincial school department, Head of the department
  http://www.provinz.bz.it/schulamt/ http://www.provinz.bz.it/schulamt/

Basic Goods:
- Provincial President
- Handels- und Dienstleistungsverband Südtirol (South Tyrolean trade and service association), Person responsible for the District
- Handelskammer Bozen (Chamber of commerce of Bolzano)
- Business incubator or innovation centre (Innovation, Development and Marketing South Tyrol/IDM)

Social Care:
- District authority (Bezirksgemeinschaft) Burgraviato, Department of social services Merano, Director
- Val Passiria is a mountainous side valley of the Adige located in the West of South Tyrol. It borders the Ötztaler Alps in the North-West and the Alps of Val Sarentino in the East.
The valley is 50 km long. It starts in the West immediately at Meran and borders Austria in the North. Here the important mountain pass Timmelsjoch (2,474 a.s.l.) connects in the rear north-west end Val Passiria with Ötztal, whereas Jaufenpass (2,094 a.s.l.) at the rear eastern end of the valley, which connects San Leonardo with Sterzing in Val Isaco close to the Brennero pass. The valley with its 10,664 inhabitants is divided into a front and a rear part and consists of 5 municipalities (San Leonardo, San Martino, Rifiano, Moso and Caines), whereof San Leonardo (Comune di San Leonardo 2016) with 3,585 inhabitants the most populated one. Although generally the municipalities are sparsely populated they are again separated into smaller settlement. What is surprising is that the population has been growing in the past 15 years.

<table>
<thead>
<tr>
<th>Municipalities</th>
<th>People 2001</th>
<th>People 2015</th>
<th>∆ %</th>
<th>Settlements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caines</td>
<td>318</td>
<td>396</td>
<td>1,25</td>
<td>Caines</td>
</tr>
<tr>
<td>Rifiano</td>
<td>1192</td>
<td>1310</td>
<td>1,10</td>
<td>Rifiano, Vernuria, Magfeld (3)</td>
</tr>
<tr>
<td>San Martino</td>
<td>2827</td>
<td>3210</td>
<td>1,14</td>
<td>San Martino, Montaccio, Novale, Saltusio, Sorgente, Valclava, Vallone, Cresta (8)</td>
</tr>
<tr>
<td>San Leonordo</td>
<td>3437</td>
<td>3585</td>
<td>1,04</td>
<td>San Leonardo, Sant’ Orso, Valtina</td>
</tr>
<tr>
<td>Moso in Passiria</td>
<td>2099</td>
<td>2163</td>
<td>1,03</td>
<td>Moso, Plata, Stulles, Corvara</td>
</tr>
<tr>
<td>Total</td>
<td>9,873</td>
<td>10,664</td>
<td>1,08</td>
<td></td>
</tr>
</tbody>
</table>

Table 2: Municipalities, inhabitants and settlements of Val Passiria.
General:
The municipalities entail the administrative responsibility to govern local public services (i.e. maintain the local transport network, supply water and energy, public lighting, collect waste, prepare the commercial plan and monitor trade activities, grant licenses, registration office, maintain public security including police and fire brigade etc.) and are directly or indirectly responsible for managing these services as municipal authorities. Usually the mayors - are members in the administrative boards of public financed organizations (Pichler 2013).
The general governance tasks of the municipalities encompass typical administrative issues concerning bureaucratic aspects like certifying licenses or notifications concerning various purposes from military service to commercial activities at public places. Moreover, the municipalities have to cover all those tasks of the registration office like issuing passports, notification of the residency for immigrants and for those emigrated abroad, marriage etc.
Besides these tasks, the municipalities also host a tax office for surveying the local taxes. Municipalities take taxes for first and second homes, and industrial buildings, but also for commercials. Furthermore, municipalities charge a fee for public kindergarten or the public school canteens.

Regional Development:
Another responsibility of municipalities concerns spatial planning. The agenda of the building authority is one of the most comprehensive workloads a municipality has to deal with. Additionally, the municipalities also have the duty to guarantee the supply of drinking water as well as the disposal of wastewater and of any other waste (Pichler 2013).

Transport:
As the Autonomous Province of Bolzano has primary competences in regulating transport matters regarding the province interests, unified criteria for timetables, tariffs and service contracts have been established. Moreover, the local public transport (Öffentlicher Personen Nahverkehr-ÖPNV) is coordinated between the province and the municipalities, latter providing part of the financial means for local municipal transport service, thus an administrative integrated approach exists (BMVI 2015).
The Traffic Association South Tyrol (Verkehrsverbund Südtirol 2017), is characterised by the pool of the various public transport means, that are organised by different concessionaire: i.e. SAD-local bus company, SASA –Städtischer Autobus Service AG city bus service AG, Trenitalia-state railway company or the consortium “LiBUS”-Linienbusunternehmen with 20 businesses (ibid). All those services, bus, trains, cable car are unified in one common tariff-system. Politically responsible is the “Department for Mobility” (Interview Province Department for Mobility).
In the 1980’s state railways were privatised. Financing of the public mobility is completely through the province, with tariff revenues, which are fully reinvested. Thus, the country takes on the whole risk and not the operators. Infrastructure investments are covered by the province in agreement with state actors (BMVI 2015) and partially by EU-programs like in the case of the Val Venosta railway track, were funding was guaranteed by the EFRE Program (Interview Provincial Department of Mobility 2016).
Regarding the TA of Val Passiria there are three bus-services offered. The “Südtiroler Autobus Dienst (SAD Nahverkehr AG)” offers a bus-connection from Meran to the remote villages of Val Passiria: Pfelders, Rabenstein, Stuls and Walten. Besides there is a bus-service offered particularly for the hiking tourists and a special offer is the bus to the pass “Timmelsjoch” at the border to Austria. Moreover, there is also available a cable-cap connecting the settlements Saltau (490m a.s.l) and Prenn (1400m a.s.l.) and arrives at Klammeben (1980m a.s.l.). For
individual demands there offer also four Taxi-providers their services to people and tourists in Val Passiria (Verlag Passeier 2004).

**Telecommunication:**
In the privatisation period of 1980 also the postal service was privatised. Regarding the communication and information technology, the region has agreed together with the public national broadcaster (RAI) that programmes are transmitted in all three languages. This lies within the responsibility of Rundfunkanstalt Südtirol – RAS. The provincial broadcaster that is funded exclusively by the province since 1975. Currently, the RAS operates around 1,000 broadcasting stations and 1,000 radio transmitters; it is responsible for the distribution of 18 television and 21 radio programs (RAS 2015). Besides the RAS there are other public and some private radio and television stations (Table 3).
On the 25 November 2016 the radio programmes DABMedia were activated and enable the reception of 13 DAB-programmes (Radio 2000, Holiday, Vinschgau, Edelweiss, Stadt Radio Meran, Gerdeina, Tirol, Antenne, Maria, Grüne Welle, Südtirol 1, ERF, Sacra Famiglia) from Saltusio to San Martino in Val Passiria.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Owner of transmitter</th>
<th>Operators/Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>S. Leonardo in Passiria</td>
<td>RAS</td>
<td>Brennercom, Mediaset, Radio 2000, Radio Grüne Welle, RAI, RAS, Rosengarten, RTTR, Südtirol 1, TCA, Tim, Vodafone, Wind</td>
</tr>
<tr>
<td>Moso in Passiria</td>
<td>RAS</td>
<td>Brennercom, Mediaset, Radio 2000, Radio Edelweiss, Radio Grüne Welle, RAI, RAS, Südtirol 1, Tim, Tre, Vodafone, Wind</td>
</tr>
<tr>
<td>Mut</td>
<td>RAS</td>
<td>Antea, Brennercom, Cairo Communication, Canale Italia, Carabinieri, Eolo, La9, Mediaset, NGI, RAS, Rete A, Rosengarten, RTTR, RUN, TCA, Telepadova, TIMB, Tre, Vodafone, Wind</td>
</tr>
</tbody>
</table>

*Table 3: Network of private TV operators.*
Expansion of radio, ADSL and optical fibre connection
Furthermore, the RAS is responsible for the digitalisation of the radio as well as commissioning of new transmitters, the expansion of information and communication technology including the construction of the optical fibre network as well as the implementation of the pilot action of free internet access via hotspots in 16 municipalities, including one municipality in Val Passiria, S. Martino (2012). For the latter the RAS contracted the consortium of providers consisting of Brennercom, Raiffeisen Online, RUN and Limitis (RAS 2015).
In expanding the broadband infrastructure in South Tyrol, RAS is supported by the South Tyrolean province as well as the European Union Funds for Regional Development. RAS main tasks are the establishment and operation of glass fibre node points (POP – Point of Presence) the coverage of rural areas with mobile and broadband service.
The main operators in the province regarding broadband are ANTEA, Broadband44+, Telecom, Brennercom, Eolo, RaiffeisenOnline, TIM, ST fibre. In the municipalities of Val Passiria the broadband network is represented in Table 2.
In the province distant houses, businesses as well as mountain shelters (Schutzhütten) can be connected via satellite with broadband up to 30 Mbit/s. Regarding this possibility the main operator in Italy is Eutelsat Tooway and Astra Connect (RAS 2015).

On the 31 December 2014 RAS received 10 Mio. Euro from the rotation fund for the expansion of the broadband network in South Tyrol. More than 150 projects have been financed by this subsidy. In 2013, for the first time, the RAS received 3 Mio. Euro financial means from the South Tyrolean Finance AG for the infrastructure of broadband (RAS 2015).

Figure 4 shows the wireless coverage of providers Antea, BB44 and NGI, the status and the planned expansion of glass fiber races, the telecom centres and fiber-optic node points in Val Passiria.

### Table 4: Broadband network of the municipalities.

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Copper-DSL 6</th>
<th>Wireless-BB4</th>
<th>Wireless-Eolo</th>
</tr>
</thead>
<tbody>
<tr>
<td>S. Leonardo i. P.</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>S. Martino i. P.</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Moso i. P.</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Caines</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Riffian</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

Copper network, over which DSL connections are offered, mainly belong to Telecom Italia, but can be used by all internet service providers, which want to offer DSL connections.
Figure 5: Wireless coverage of providers Antea, BB44 and NGI, the status and the planned expansion of glass fiber races in Val Passira.
**Basic Goods:**
In South Tyrol, the department for trade and services - integrated in the division for economy - is the political representative for governing items concerning basic goods. Operatively this department is supported directly by the chamber of commerce and the chamber of trade and crafts, which are business incubators and innovation centres for promoting the sector.
Particular in behalf of the peripheral situation of remote located villages in its mountain territories, South Tyrol is fostering 71 remote grocery shops financially. According the directive no. 487/2015 special measures for promoting services of general interest in remote areas, referring to the provincial law no. 4/1997, can be detected to grocery shops. In the case of opening that shop new in those as remote determined areas, a subsidy of 15,000€ can be provided to the proprietor. On the other hand, for maintaining the already active grocery shops in these zones, they can be fostered with maximal 9,000€ in exceptions even with 11,000€ annually. Pre-condition for receiving those subsidies are:

- The turnover cannot exceed 400,000€
- The shop’s area is limited to 150m²
- The shop needs to be accessible on six days a week at least for three hours
- The village needs to have more than 150 inhabitants and the next option for buying food and goods is more than three kilometres away.

So far, there were 71 of peripheral located groceries benefitting from that regulation. Besides, also the provincial law no. 15/1975 is relevant for governing the trade and service sector. It regulates measurements to allocate subsidies to municipalities, consortia or other corporations for buying building-ground, to provide infrastructure for installing trade and service zones in the province.
Within the TA Val Passiria the trade and service sectors disposes a very broad set of facilities, which is well distributed across the valley. There are 14 Supermarkets, 15 small and specialized retailers, and 17 shops and boutiques selling cloths.

**Health Care:**
The province of Bolzano is entitled to a specific share of state funds regarding health service to reach/maintain the minimum standards (Alcock 2001). Even if the principle health services are free, the health care service is financed partly by public financial means (taxes). The other part of financing is allocated by employer contributions and private co-payments (BMVI 2015). The four health districts (Gesundheitsbezirke), are furthermore divided in sub-districts (Gesundheitsprengel) are responsible for the operative service of care and treatment of the patients. These institutions closely collaborate with the social-sub districts and are administratively related to the South Tyrolean department on health care (Sanitätsbetrieb-central medical care entity).
Service for Basic Medicine
The service for basic medicine of the health district of Merano is the body, responsible for coordinating and charging any care-service at the health sub-district level. This service is responsible for coordinating basic medical doctors (Sabes Hausärzte 2016) and doctors for child-care and the medical specialists in the ambulatories as well as any other medical services of the six departments of the health care sector of Merano (Sabes Gesundheitsbezirke 2017).

<table>
<thead>
<tr>
<th>Municipalities</th>
<th>Number of basic medical doctors</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Martino</td>
<td>2</td>
</tr>
<tr>
<td>Moso</td>
<td>1</td>
</tr>
<tr>
<td>San Leonardo</td>
<td>2</td>
</tr>
<tr>
<td>Rifiano</td>
<td>1</td>
</tr>
</tbody>
</table>

*Table 5: Basic medical doctors in Val Passiria.*

General health care services
In remote valleys like in Val Passiria these health sub-district levels have the task to provide health services that are in charge with prevention measures, diagnostic, therapy, rehabilitation or an advisory service for citizens.
Concerning the limits of accessibility there are two ambulatories in San Martino and in Moso available in Val Passiria. There main tasks encompass:

1) Medical and health care
2) Centres for parents and children (Autonome Provinz Bozen Gesundheitswesen 2016)

Chemist
In the whole valley there are currently not more than two chemist’s shops available. They are both located in those two municipalities, San Leonordo and San Martino, with the most inhabitants
Social Care:
There are two services regarding social care in the test area of Val Passiria:

Home for elderly people:
The homes installed in Val Passiria for hosting elderly people are managed by the “Consortium: Services for Elderly People”. They are governed according the legal act Art. 41/bis RG 04.01.1993 no. 1 and usually managed by official authorities from the municipalities:
In Val Passiria there are three homes for elderly people available:

<table>
<thead>
<tr>
<th>Home for elderly people</th>
<th>Location</th>
<th>beds</th>
<th>The political and administrative management and controlling bodies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sternguet</td>
<td>Rifiano</td>
<td>55</td>
<td>Municipality of Rifiano</td>
</tr>
<tr>
<td>St. Benedikt</td>
<td>San Martino</td>
<td></td>
<td>Municipality of San Martino</td>
</tr>
<tr>
<td>St. Barbara</td>
<td>San Leonardo</td>
<td>43</td>
<td>Municipality of San Leonardo &amp; Moso</td>
</tr>
</tbody>
</table>

The management of the two small retirement homes “Sternguet” and “St. Benedikt” are commonly and inter-communal managed by the two municipalities of Rifian and San Martino. Both homes are also available for the elderly of the municipality of Caines. This approach is also applied for the home Santa Barbara in San Leonardo which is intercommunal governed by the municipalities of Moso and San Leonardo.
The homes of elderly people in South Tyrol are represented by the association of South Tyrol’s retirement homes (Verband der Seniorenwohnheime Südtirols) and politically by the department 24.2. Elderly people and social districts (VDS 2015).
Social-Sub-District Val Passiria (Gesundheitssprengel Passeiertal)
The social sub-districts collaborate closely with the health-sub-districts in Val Passiria. Both are located and governed by the district authority of „Burggrafenamt“ (Bezirksgemeinschaft Burggrafenamt)7. Thereby the social-sub district is in charge of:

- The financial administration of social subsidies
- Mobile care service and mobile nursery at home in Val Passiria
- Basic and Social & pedagogic assistance (URL: http://www.buergernetz.bz.it/de/institutionen/institutionen-kategorien.asp?bninf_inid=1003633)

Youth’s house
The youth’s house was founded in 1993 in San Martino as a “Trägerverein”. It follows an intercommunal strategy to offer to all young people and teenagers of all municipalities in Val Passiria the opportunity to meet and to organize common activities. It is a nonprofit association, which is built on sociality and the principle of solidarity. Its members can be any physical persons elder than 14 years (Jugendtreff St. Martin 2017).

Education:
Due to the Autonomy Statue of 1948, the German, Italian and Ladin linguistic group officially have the right to education in their language. Thus, each linguistic group has its own educational institutions as well as administrative division (Alcock 2001). These autonomous divisions are funded and thus controlled by the Autonomous Province of Bolzano. For the reason to maintain the culture and languages of these three groups, the province has installed three different departments to organize the education individually:

- The German school-department
- The Italian school-department
- The department for school and culture of Ladins.

Thus, in general public education does not differ to the state system. Principally, the state sets the legal framework; however, the content of the schooling is left to the province of Bolzano. Consequently, the administrative competences are decentralised in the education sector, allowing the province to regulate didactics, research, school development, administration and finance (BMVI 2015).

Moreover, for adult-education and to support post-university education the department for education-advancement is installed.

And additionally, in 1998 the trilingual University of Bolzano was inaugurated as in the 90s the province’s competences were extended in this area. The management and development of the University of Bolzano are financed according to Art. 3 of the University Satute by financial means coming from the Autonomous Province of Bolzano South Tyrol (Art. 17, paragraph 120 ff. national law no. 127/1997 and Art. 2, paragraph 123 national law no. 191/2009), the region and the state as well as fees, contributions, student taxes, income from institutional activities and donations. (University of Bozen-Bolzano 2017).

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7 The district authority is an administrative body composed of municipalities. In the case of the district authority of Burggrafenamt, where 26 local municipalities are represented. The main responsibility of the district authority is to set up structures and deliver services for the district level as well as coordinate and carry out intermunicipal EU projects such as LEADER II Programm. In addition, it arranges with the provincial administration, the medical unit, municipalities, public and private welfare institutions to perform tasks and services in the social and health care sector in a coordinating manner.
Although there are just 5 municipalities in Val Passiria there are still 11 active elementary schools according to the remote locations of some villages particularly in Moso in Val Passiria nearly each settlement has its own elementary school (Rabenstein, Pfelders, Moso, Platt, Stuls). Furthermore, there are two secondary schools in San Leonardo and San Martino, whereas pupils from Rifiano and Caines are attending secondary school in Merano. For joining any high school to make the a-level exam (maturità), students have to travel to Merano, where four different types of high schools (gymnasiums/superior schools) are located.
2. ACTUAL STRATEGIES on SGI

2.1. Basic report on the strategies

Within the WPT1 a total of 35 documents were collected, whereby 26 were analysed in detail and 9 only provide an overview.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number of Documents collected</th>
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<tbody>
<tr>
<td>General</td>
<td>4</td>
</tr>
<tr>
<td>Regional Development</td>
<td>5</td>
</tr>
<tr>
<td>Transport</td>
<td>5</td>
</tr>
<tr>
<td>Telecommunication</td>
<td>3</td>
</tr>
<tr>
<td>Basic Goods</td>
<td>4</td>
</tr>
<tr>
<td>Health</td>
<td>4</td>
</tr>
<tr>
<td>Social services</td>
<td>5</td>
</tr>
<tr>
<td>Education</td>
<td>5</td>
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*Table 8: Number of collected Documents.*

Regional Development:

As a fundamental plan for the development of mountain and peripheral areas the National Rural Development Plan 2014 – 2020 is essential as it provides a strategy for sustainable local development, urban and rural area as well as essential service (general services of economic interest, irrigation services, energy, broadband and ultra-broadband, integrated water services, transport). This is the basis for the regional development plan of South Tyrol. The most important measures integrated in the programme regarding rural areas is to promote the transfer of knowledge and innovation; social inclusion and poverty reduction as well as economic development which includes implementing actions through the involvement and collaboration of different stakeholders within the territory. Regarding relevant documents of the regional development sector, the Partnership Agreement 2014 – 2020 has to be mentioned (European Commission, 2014), it includes a specific integrated development strategy for cities and inner areas. The “Strategy for Inner Areas in Italy 2014 (Barca et al 2014) that should contribute to the economic and social recovery, creation of jobs and development of social inclusion, especially in areas characterised by geographical isolation, demographic decline and lack of basic services, which are individually defined by the regions. However, in 2014 Bolzano did not participate in the inner area strategy (Vincenti 2015).

Regarding the peripheral areas, South Tyrol’s regional development strategy 2014 – 2020 (Regionale Entwicklungsstrategien 2014-2020) focuses on the approach of community-led local development. Measures regarding this aspect include the stabilisation of economic areas particularly agriculture and tourism, increasing living quality by guaranteeing working place in the periphery as well as Refining the local, agricultural products in order to increase the local added value (Tappeiner 2013). Directly linked to the development of peripheral areas in South Tyrol the Operational Programme 2014 – 2020 (Operationelles Programm 2014-2020) was

European Regional Development Fund
chosen as crucial document to be included in dataset as it foresees the promotion of access into the labour market, professional inclusion of disadvantaged people, enforcing educational and occupational training, promoting public administration. For these objectives the province of Bolzano has 136.621.198 € available, whereby this amount is split between EU (50%), State (35%) and province (15%) (Autonome Provinz Bozen Abteilung Europa 2015).

Besides these strategies South Tyrol has the development plan of landscape and region of the year 2000 (Landesentwicklungs-und Raumordnungsplan) LEROP (Autonome Provinz Bozen 2016). The plan considers both the territorial development as well as spatial planning in one document. This plan should be the guideline for provincial legislation. It establishes the principles for a balanced and coordinated development of the province Bolzano/South Tyrol and is regulated by the provincial law no. 3/1995. In addition, the LEROP foresees that the 116 municipalities are organised economically, socially and culturally in 15 small functional regions organised around a central locality, where supply facilities of different levels are available for the population at a reasonable distance. Currently, for the TA Val Passira two small regions are crucial: Burggraviato with the central locality of Merano including its 11 municipalities Caines and Rifiano. The second small region is Passirio where the central locality is S. Leonardo including the municipalities of Moso and S. Martino. As this planning instrument, also including general services such as basic goods, public administration and its provision of services (legal services, defence, public security and order, education and health care, social welfare) dates back to 2000. Thus, currently the LEROP is being revised and a new version will be available in the near future (Autonome Provinz Bozen 2016).

Transport:
Provincial law no. 15/2015 is a comprehensive set of rules regulating mobility in South Tyrol, it is an organic law and takes into account all areas of public mobility and thus is the most important law in the field of public mobility (Interview STA 2016). The provincial law regulates the mobility services of the common interest and is based on the subsidiarity principle. The province is responsible for the main axes of mobility, junctions and guarantees the minimum services (criteria defined in the provincial mobility plan). The municipalities regulate their mobility interests locally (Interview Province Department for Mobility).

Telecommunication:
Within this sector the most important provincial legislation is the law on the promotion of broadband in the territory provincial law no. 2/2012 with the objective to provide an area-wide coverage in municipalities of optical fibre for industrial, manufacturing, service and commercial businesses as well as private households (30 megabits per second by 2015 and 100 megabits per second by 2020). Furthermore, two decrees: no. 38/2012 providing guidelines for the preparation of a master plan for the expansion of optical fibre and no. 36/2013 concerning the regulation of communication infrastructure as well as the “South Tyrol Digital 2020” (Südtirol Digital 2020) strategy, which provides a set of guidelines and measures for the digital development of the province are relevant documents for the delivery of telecommunication services (Autonome Provinz Bozen Abteilung Informationstechnik 2015). The most relevant measures in respect to the peripheral mountain areas are the establishment of a uniform, wide-area broadband network to strengthen the regional economic development. These legal documents are embedded in the EU Digital Agenda as well as the Italian national strategies in this sector.

Basic Goods:
Regarding basic goods besides the provincial law no. 4/1997 on “extraordinary interventions to support the economy in South Tyrol” there have been several deliberations adopted to foster small retail sale in rural areas.
Companies, that operate in rural areas and provide retail sale including a large variety of fresh and preserved foods of daily necessities in villages with at least 150 residents, whereby the next local supply services, is at least located 2.5 km from the nearest adequate food supplier, are granted contributions by the province (directive no. 487/2015). The latter deliberation further foresees an annual funding granted up to 9,000.00 Euros can be granted for maintaining the local supply service. In the following cases, this amount may be increased as follows, to a maximum of 11,000.00 euros: a) sale of newspapers and magazines: + 1,000.00 Euro, b) Delivery free house purchases: + 500.00 Euro, c) monopoly goods: + 500.00 Euro, d) multimedia site with Internet connection, fax and photocopy services: + 500.00 Euro, e) Exercise of at least two of the following additional activities: Sale of South Tyrolean products with quality mark, support of postal services, tourist information, in consultation with the tourist office, sale and charge station from different service cards (for example, South Tyrol Mobility Pass): + 500.00 Euro.

Health and Social care:
In this sector the most documents were collected considering the macro tool the National Plan for Health Services proving measures to guarantee essential level of care as well as the development of national health services, which the regions are responsible of applying. Furthermore, the national framework law no. 328/2000 on the implementation of the integrated system of interventions and social services, which promotes actions to ensure the quality of life, equal opportunities, non-discrimination in the area of social services. The integrative approach of this legal act provides the coordination and integration with health interventions and education as well as with the active training policies, starting and reintegration into work. It also foresees the cooperation between the different institutional levels and actors, entities participating with their own resources to the realization of the network, the most representative trade unions at national level as well as local health institutions. As concerns social services the main legislative document is the provincial law no. 13/1991 as it foressees the basic services (i.e. citizen service, financial social assistance, social pedagogical services and house care) that need to be guaranteed in the province. Due to the legislative framework in the province, there is no claim to expand social services in Val Passiria as this small area is covered with the necessary services.

Education:
Concerning the education sector South Tyrol and due to the province’s history, this area is regulated very autonomously between the three linguistic groups. Thus, not only the Italian Constitution and Autonomy Statue of the province are relevant for the delivery of the education services but also the provincial law no. 7/1974 on “school welfare”, measures to secure the right to education, providing for services such as school feeding provided by the municipalities or third parties, school books, school transport organized by the provincial council, extraordinary school activities and services, that are supported by funds of the province. The law also comprises measures for disabled people such as transport or supervision service, also student hostels and accommodation. In addition, specific language courses for migrant people are included in the measures. Principally, every municipality has its own kindergarten, school and facilities for traditional and cultural associations. On the one hand, this is ensured by the implementation of the Autonomy Statute. On the other hand, the province consciously made decisions to invest a lot in infrastructures in this sector so that life in rural areas is maintained, which can only function due to the well-organised school transport for remote settlements, which is organised by the municipalities but the province provides necessary funding. Schools in South Tyrol only are closed automatically if there are less than five children, which is not a political but administrative decision. In any other case, the provincial government has to decide yearly
based on a list provided by the director of the provincial German school department if a school should be closed or not, this however has not happened so far (Interview German School Department).

In a wider point the national Operational programme for school-skills and location learning 2014 – 2020 (Programma Operativo Nazionale 2014-2020) including a total budget of 3,019,300,000.00 Euro mainly to reduce early school leaving and increase the quality of education (MIUR 2009) as well as the action plan to achieve the targets in the sector of education services (Piano d’Azione, per il raggiungimento degli obiettivi di servizio del settore istruzione) (MIUR 2009) are relevant strategies, which mainly includes measures to improve the skills of students and to contrast the phenomenon of school drop-out.

2.2. General problems, related to the delivery of SGI

According to the interview partners, the general problems concerning the delivery of SGI are related to higher degree of mobility and increasing demand on quality and price on the selection on the consumer side, the growing competition and unfavourable delivery conditions on the supplier's side as well as the financial issue, where funds are distributed according to the “watering can principle” more or less equally and independently of differences in their merit and definition problems. A further problem of the delivery of SGI mentioned, especially by the interview partner of the sector health care was the accessibility. In general, the accessibility is mentioned as a problem especially for those people living in the settlements without a car, such as elderly people. The way a service is offered also depends on public funding. Besides, the demographic changes increase - in over 65 year olds and decrease in under 15 year olds, the low population density in Val Passira and emigration, as well as the accessibility of the centre, due to the geomorphology are factors that influence the delivery of SGIs (BMVI 2015). Another main factor that influence the delivery of SGIs in South Tyrol, especially in peripheral areas like Val Passiria is a strong spatial planning regulation, which is very effective in the province. Specific gaps in the sectors are summarised following:

Regional Development
- The biggest problem in this field is that the planning instrument LEROP dates back to 2000 and there is a need for reform.
- The plan categorises structural week municipalities, amongst other S. Leonardo and Moso i.P. are listed, due to their development, this categorisation is no longer satisfactory.
- The rural development programme (Ländliche Entwicklungs Programm –LEP) 2014-2020 only sees the minimum amount of 5% for the LEADER regions and the rest is allocated to the agricultural sector.

Transport:
- The Mobility Plan of the province is still under development, which regulates the transport service and the infrastructure.
- Availability of infrastructure in peripheral areas is a problem related to mobility, as this is the basis for expanding the transport network. This point is also related to school buses, as the necessary infrastructure is often lacking in peripheral mountain settlements and thus the service cannot be adequately supplied (Interview Province Department for Mobility).
Telecommunication:
- Setting up the last mile, from the POP to the households, which lies within the responsibility of the municipalities.
- High investment costs especially regarding private households, as the service is very costly it needs a high number of clients, which cannot be covered by only 20 clients. Providers are only interested in big catchment area with a high number of companies, as they are more willing to also buy extra services related to optical fibre such as 24-hour service etc.
- The collaboration between the different stakeholders is very difficult especially regarding the new model that is being implemented in South Tyrol, where the Province has a unified Provincial network (ST Fibernet) and has to find a provider in the single municipalities. The public administration thus, is responsible for the laying the cables to the municipalities and the Telecom centres from these centres the municipality has to provide the infrastructure to the industrial areas and the households. However, once the cables are laid it is necessary to find a provider that is interested in the conditions of the municipality, which mainly also includes the economic aspect and this is not always easy in the peripheral areas.
- Respecting the dates set by the politics.

Basic Goods:
- A further challenge mentioned by the interview partners of the commercial and service association of South Tyrol (Handels und Dienstleistungsverband Südtirol – HDS), sector basic goods, is the definition “Nahversorgung” as it is a broad concept and thus posed a challenge to exactly define which providers, enterprises are to be considered. Finally, they agreed on the definition: “enterprises, which in rural areas retail trade with a large selection freshened and conserved food and goods of the daily needs”, in a rural place. Definition rural, disadvantaged areas (settlements with min. 150 inhabitants and 2.5 km distance between the next/only local supplier”. Initially the term “structurally weak communities” instead of disadvantaged areas was considered, yet rejected in the end as disadvantaged areas allow the broader area definition.

Health care:
- Lack of junior doctors in the municipalities, due to the intense workload and number of patients in respect to the payment and decreasing financial means within this sector.
- Shortage of specialists in the health care sector.
- Slow process in the digitalisation and waiting lists in public hospitals (waiting time for a non-urgent medical round is up to 2 months), the implementation of the unified reservation centre, where online reservations for sanitary services can be made, is only planned earliest in two years as stated by the General director of the sanitary services („Vormerkzentrale löst Wartezeiten-Problem“ 2016).
2.3. **Identified gaps**

Generally, gaps within the legal documents concern the lack of financing means for remote mountain areas and the integrative approach in this regard. Legal documents and strategies are still sectorally organised and mostly fail to address the special needs of mountain areas. Specific gaps in the sectors area summarised as follows:

**Regional Development**
- The LEADER regions have increased in size; however, the amount of funds has remained the same.
- The LEROP is currently still in revision and it will be difficult to maintain the detailedness of 2000.

**Transport:**
- Real-time information: still weak in the Province and sparse, timetables are already available via App, however there are still weak points regarding real-time information due to data exchange, since South Tyrol has an integrative transport system (i.e. private and public company cooperation with different concessions) difficult to establish one data source for real-time information.

**Telecommunication:**
- Lack of hybrid networks, were big companies have the possibility to rent dark fiber (unused fiber-optic cable that can be leased to individuals or other companies) from the Province for 15 years, this is a future orientated development.
- Lack of planning security, as there have been different deadlines set by the politics for the implementation of optical fibre, which have not been met, and thus companies cannot lose their competitiveness (SDF 2012).

**Basic Goods:**
- Relatively high prices and lower selection in remote areas.

**Health Care and Social Services:**
- Strategies that better respond to the changing needs of society and family structures i.e. elderly people and their need for care, single or divorced parents.
- Still very sectoral organised area, the social services may not employ sanitary personal and vice versa.
- In the social service sector there is a reform block currently there are still some policies that date back to the 70s and thus would need to be reformed.
- Gaps in the financial social benefits, there is a need for closer collaboration between employment and social services as well as social partners.

**Education:**
- Initiatives by social cooperatives for day care of small children can still be expanded in the test area.
- Kind of traditional resistance to organise primary schools more centrally, this however on the one hand would be necessary to consider not only due to the costs aspect but also due to the didactic aspect. Yet, these aspects are currently not a topic in the province as they are subordinate to the visible institutional reference points of each municipality to maintain its school.
- Future strategies will need to include measures that respond to the changing society in South Tyrol such as the steady increase of migrants, even if this is mainly is an issue for
the centres of the province and not necessarily of remote areas, which nevertheless will require direct involvement of responsible stakeholders.

2.4. Existing plans, trends
For the public service delivery, Italy has one specific instrument regulating the relationship between provider and user that was implemented by the Italian government in 1994. The service card (“Carta dei Servizi”) is a document that commits businesses to respect and improve quality, transparency and customer focus in public services (BMVI 2015). Both at the national as well as the local level there are developments in process, which at the provincial level area the following:

Regional Development
- LEROP (Landesentwicklungs- und Raumordnungsplan Südtirol-Leitbild 2000), objective to modify and develop a new plan as guideline for regional development.
- Currently the provincial spacial planning law no. 13/1997 that was reformed with the provincial law no. 10/2013 is being reformed.
- The Smart specialisation strategy 2014 includes innovation strategies for the sectors energy and environment, alpine technology, food technology, ICT, creative economy and medical technologies and is based on the governance model that maximises the participation of key stakeholders such as institutions, research centres, enterprises, civil society (Autonome Provinz Bozen 2014).

Transport:
- The Mobility Plan of the province is still under development and this will be the key instrument of all the transport services.
- Mobility Card, an electronic ticket, for children as well as elderly above 65 that was implemented 2012 allows people to be even more mobile at an affordable price and a user friendly.
- Mobile App has been improved that offers an informative service on timetables, routes and delays of public transport.
- Projects such as sharing economy, social mobility were the social and NGO “Lebenshilfe” together with the car rental company KSM or white cross offer transportation services. The white cross has many vehicles that are not in use, these should be sufficiently utilised by bundling social and commercial area and make the best use of these services especially in peripheral areas.
- In some municipalities, the system of “call bus” has been implemented for the connection of small settlements. It only runs when a minimum number of people call for the service.
- SAD submitted a Model of public private partnership. In 2018 current concessions will expire but concessions are a good model, only problem they entail is the monopolies.
- In future new cross-border routs should be expanded, as there are already well functioning ones in place. This however needs the collaboration and willingness of neighbouring countries.
- In the coming years 16,3 Mio. Euro will be invested for the future mobility projects. Half of this financial support is EU money from the EFRE fund, 35% is granted by the State and 15% by the Province. The two main projects are the expansion of the mobility centres Bressanone and Brunico as nodal points for transport (12,2 Mio. Euro) as well as the intelligent transport system (4,1 Mio. Euro), were different data sources will be merged for a full information delivery for users (Schwarz 2016).

Telecommunication:
On 31 August, the province allocated 7 Mio. Euro (50% EU, 35% State and 15% of the Province) for the expansion of broadband internet in industrial areas. The money is part of the EFRE-program under the measure "Digital environment" for the reduction of digital divide in territories and the expansion of broadband and ultra-band networks. Included in this goal is to connect businesses to ultra-band network with minimum of 100 Mbps/second especially in peripheral industrial areas ("7 Millionen Euro für Breitband in peripheren Gewerbegebieten" 2016).

"South Tyrol Digital 2020", is a strategic paper that provides a set of guidelines and measures for the digital development of the province. The most relevant measures for the peripheral mountain areas are the establishment of a uniform, wide-area broadband network to strengthen the regional economic development. Digitalisation of administrative processes and data especially in the health and transport sector as well as the promotion of the development of e-Health to realise tele-medical services and online-transactions in the health and social sector transfer (Autonome Provinz Bozen Abteilung Informationstechnik 2015). Regarding the objective of creating high qualitative work places in rural areas the strategy foresees the measure of promoting digital change in businesses and the promotion of innovation, research and knowledge transfer (ibid p. 7-8). As well as in the area of digital education the main objective is to guarantee digital inclusion by transmitting digital competences, promoting digital learning and expansion of online platforms for teaching and learning materials (ibid).

The main objective regarding peripheral areas is to strengthen the development of e-commerce and e-tourism which is crucial for agriculture and tourism the two main sectors of employment especially in mountain areas. Thus, work places can be maintained or new ones created through telework (ibid p. 14).

The province has also implemented BB44 radio/funk solutions for some municipalities (SDF 2012).

**Basic Goods:**

- South Tyrol is characterised with a strong, restrictive legal planning regulation in the sector of basic goods, specific areas such as industrial areas are limited in the sense that no retail shops may be settled there (Küpper et al 2014).
- Besides this, South Tyrol generally has an area wide service delivery in basic goods in all municipalities and municipality districts. This illustrates, South Tyrol's, protection of small and medium size shops in municipality centres (Küpper et al 2014).
- On 01.07.2016 an implementing order on the South Tyrolean retail trade was executed, which allows an autonomous spatial development in the area of retail trade. This was a crucial step for the viability of peripheral areas as with this legislation it is possible for South Tyrol to renew the provincial law and trade regulation. This new autonomy in the field of commerce is thus a further instrument to plan and control trade (HDS 2016).

**Health care and Social services:**

- The reform concerning healthcare service in South Tyrol “Health2020” Gesundheit2020) has been accepted by the provincial government, whereby its main objective is to strengthen the health care locally, with the objective of a demand-orientated and close to the resident; maintain the seven hospitals in the province even due to the shortage of specialists and financial means, resource consolidation and clear division of responsibilities as well as the optimisation of operational organisation and processes (Sabes 2017). Crucial measures regarding the provision of local health care services are the strengthening of household services (mobile care) in remote areas as well as building a network of all services providers in the districts of the catchment area and the hospital (Sabes 2017).
Under the health reform, the provincial health plan 2016-2020 (Autonome Provinz Bozen Landesgesundheitsplan 2016) was adopted with the provincial decree no. 1331/2016 and renewed the previous health plan of 2000-2002.

In future the administrative integration between the different levels will be fostered due to the decision that the two hospitals in the districts will be organized in a functional sense as one hospital with two locations, the main hospital in Bolzano will be responsible for the central provincial complex services as well as an inter-district location strengthening due to the creation of decentralised medical competences (Sabes 2017).

In the test area, Val Passira a common consulting office has been implemented based on the provincial law no. 13/1991. This information point, where there are representatives of the old age home, health care and social services, provides consultation in these areas.

Education:
In the area of education, South Tyrol initiated an education dialog with different interest groups from the different educational institutions, which should bring forth a new provincial law on co-determination in schools and kindergartens (Autonome Provinz Bozen Bildungsdialog 2016).

Currently the provincial spatial planning law is being reformed, which indirectly will affect the delivery of services. At the national level, framework law on local services of general economic interest has been drafted with the objective to guarantee homogeneity of local communities and social cohesion (Legislative Decree on local public services of general economic interest 2016).

3. INTEGRATED APPROACH

3.1. Integration models

The concept of integration has been defined by the INTES project partners in Slovenia the following way: “a strategy for the provision of SGI based on four main principles (quality, availability, affordability, accessibility) and which takes into account the actual and future needs of the people in a given territory, territorial dimension (inter-municipal) and the benefit of the potential for synergies between the different sectors of SGI”.

Generally, in Italy the concept transcending sectors as well as integrated territorial strategies are not that present. The reason is twofold: one the one hand services of general interest are organised quite sectoral and on the other hand Italy has small structured municipal organisation (BMVI 2015).

In South Tyrol, there are still few integration models that include the integrative approach of SGIs: LEROP (regional development), the strategic planning document “South Tyrol Digital 2020” and the smart specialisation strategy for the Autonomous Province of Bolzano-South Tyrol 2014 (Autonome Provinz Bozen 2014). However, collaboration in different ways to provide basic services is foreseen between the single sectors, administrative institutions and stakeholders’.

Transport:
- Integration in the field of transport and education due to special summer initiative „Young & Museum", started in 2014 where scholars and students can use their South Tyroleoan
Mobility Card “ABO+” to enter 57 Museums of the Province freely (Autonome Provinz Bozen Abteilung Museen 2014)

- Also in the area of student transport service the Province has allocated additional funds, 209,000 Euro, for 2016, as there has been a higher request especially for scholars with special needs and complementary extra school education such as music lessons, sport activities and the like. Thus the collaboration between the two provincial departments for promotion of education and the mobility department underline the integrated approach between the two sector transport and education („Geld für Schülerbeförderung“ 2016).
- More integration needs to be considered within the provincial spatial development plan and the aspect of transport planning that means that provincial spatial plans have to be adapted and should include an inter-municipal urban transport-planning concept whereby the focus must be short distances and reduction of traffic.
- In future, more investments are planned for projects such as care sharing.

Telecommunication:
- The integrative approach of the strategic planning document “South Tyrol Digital 2020” lies within the stakeholders’ involvement, whereby exchange of idea and collaboration between economists, IT companies, representatives from the education and health care sector and the dialogue with the population is the central point. Furthermore, the integration of applications, especially in the health and mobility sector, is set as a goal in strategy of South Tyrol, which should be finalised by 2020/2025 (Autonome Provinz Bozen Abteilung Informationstechnik 2015).

Energy:
- 2002 the cooperative EUM in Moso in Passira was founded and took over the power distribution by using hydropower in this municipality. Thus, power can be delivered at propitious prices. This cooperative also initiated the consumer cooperative Konsumoos in S. Martino in Passira in 2010.

Basic Goods:
- In postal services, the sector is an overarching issue, taken into account in the decision. If I offer this or one of the services listed below, the company will receive a supplement of 500 €. However, the country has been restrictive and therefore a company has to conclude an agreement with Post. Up to now, however, this form has not yet been applied or put forward by local providers. Another element of integration regards the service of information for tourists that could be offered by small retailers, however also in this case a convention with the tourism association is required. Some small retailers in South Tyrol have already initiated this form of integration.
- Direct subsidy for only the small enterprises, or even in settlements (i.e. Ehrenburg, Kiens).
- 2010 the Consumer cooperative “KonsuMoos” Passira – exceptional initiative in South Tyrol were 5 families (Trompedeller and Platter in Moso, Lanthaler in Plata, Gufler in Plan and Widmann in Stüles) who independently run their small retailer founded the consumer cooperative to maintain local supply of basic goods. This model illustrates how integration between the municipality Moso and the settlements Pfelders, Stuls and Platt is fostered. The cooperative bought the inventory, pays for the rent of the premises and is responsible for the management. This model entails advantages for the consumer and members of the cooperative as the price was reduced by 10-14% as formally, this is only possible as

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8 A personal mobility ticket for pupils and students from the age of 6 until 26 years, that allows them to use the public transport of South Tyrol within South Tyrol as well as to Brennero and Trento. Children pay 20 € and Students 150€ a year.
the cooperative buys the products. A member, who pays 25€ gets a further reduction of 3% (Raiffeisenverband 2016). This initiative was supported by the cooperative EUM (Energie, Umwelt, Moos in Passeier/ Energy, Environment, Moso in Passiria).

- Model “Wanderhandel” (mobile trade) mainly bakeries, dairy products that sell their products from a mobile stand.

**Health Care and Social Services:**

- The organisation of the health care system in the province due to the existence of district authorities (Bezirksgemeinschaft), social services and health districts (Gesundheitsbezirke) is decentralised and thus guarantees specific autonomy in health care. The integrative approach lies between the administrative units at the national (nationaler Gesundheitsdienst), provincial (Landesgesundheitsdinest) and local level health departments (Gesundheitssprengel) (BMVI 2015).

- Due to digitalisation tele medicine is being development as well as the improvement of online reservations for which the health care card is necessary. This card allows citizens several services that can be managed online (i.e. download medical reports, book appointments, follow up on information on payments, it works as fiscal code).

- In the provincial reform plan “Health2020” (Gesundheit 2020) the administrative integration due to the strengthening of locations through the creation of decentralized medical competence centres will be fostered (Sabes 2017).

- Integration approach mainly between health and social services in respect to mobile care and elderly care, very sectoral organised.

- The social service closely collaborates with the schools in Val Passiria, which is necessary also due to the fact of changing family structures.

- Furthermore, there is a direct and indirect involvement and collaboration between private (i.e. Caritas) and public providers (district authority – Bezirksgemeinschaft, schools, social services, transportation services for disabled people and municipalities etc.).

**Education:**

- Services considered and guaranteed by the provincial law no. 7/1974 can be led by public or private persons and due to the involvement of different service providers such as school transport, school canteens etc. an integrative approach especially regarding different administrative levels as well as stakeholders is foreseen.

- A further integrative approach lies within the financing of educational facilities in South Tyrol, were the Province mainly provides subsidies for municipalities regarding school canteens, transportation and pays for the teachers’ income. Municipalities cover all other remaining costs.

- New models of integration have been imitated especially regarding school feeding, where the education, health care and basic goods sector collaborate (i.e. school feeding in elderly care homes, local retailers provide local products for the canteens).

- There is an administrative integrative approach as the Province and the municipalities strongly collaborate as the province guarantees subsidies for schools to ensure education also in peripheral remote municipalities. Besides, collaboration between the schools and local entities, the Autonomy Statue allows schools to organise themselves into a network (Schulverbund) such as in the case of the “Schulverbund Pustertal” (BMVI 2015).

- Small schools in peripheral areas are organised in “Schulprengel” a network of primary and secondary schools (BMVI 2015).

3.2. **Need for integration**
Most interviewees did not express a clear wish or need for integration. The reason for this is twofold. On the one hand as South Tyrol has a long tradition of sectoral regulation of SGIs and on the other hand, especially to be seen in the area of education, South Tyrol has a very capillary network of SGIs, with a relatively high quality and good accessibility. The area where integration is needed the most and which also was mentioned by some interview partners’ lies within the area of telecommunication and the expansion of digitalisation as well as closer collaboration between public and private providers of SGIs. Educational institutions should work closer with cultural and other educational organisations (music schools, sport clubs etc.) in the province; this integration approach is primarily left to the schools.

In the health and sanitary sector there would be a need for more integration between the single institutions as these are still organised very sectoral as well as an expansion of the collaboration between private (mobile care, as this requires flexibility) and public providers. Moreover, and due to the fact of decreasing numbers of specialists as well as junior doctors there will be a need for inter-municipal integration regarding the doctors in the municipalities. To meet these challenges in respect to integration the subsidiarity principle has to be strengthened, allowing mountain municipalities a degree of self-organisation.
4. CONCLUSIONS, INPUT FOR WPT3

South Tyrol has well-functioning legal, financial, infrastructural as well as planning instruments to guarantee services of general interests also in peripheral remote areas. Starting from the provincial regional planning instruments, to European financial subsidies such as EAFRD, ERDF, ESF, state, provincial and municipal subsidies as well as service delivery due to collaboration between the administrative levels. The major findings can be summarised as follows:

**Summarise the main integration models**
The main integration models in South Tyrol exist in the administrative area among municipalities in the health and social care sector as the district authority (Bezirksgemeinschaft) governs these or the schools network (Schulverbund), however these this integration always regards the same sector.

Furthermore, the strategic planning document “South Tyrol Digital 2020” lies within the stakeholders’ involvement, whereby the focus is the exchange of ideas and collaboration between economists, IT companies, representatives from the education and health care sector. In addition, the LEROP and the smart specialisation strategy for the Autonomous Province of Bolzano-South Tyrol 2014 can be mentioned, as they foresee the integration of different sectors.

**Summarise the major gaps in the delivery of SGI**
The major gaps in the delivery of services of general interest regard the current reforms of provincial plans i.e. mobility plan, LEROP as well as financing of the services i.e. last mile in the provision of optical fibre. Linked to digitalisation is the gap of providing better internet for services such as telemedicine, real-time information in the transportation system. Moreover, South Tyrol still has a very sectoral organisation of legal provisions for the delivery of SGIs.

- **In respect to the transport sector** South Tyrol has implemented the cycle system (minimum hourly service in remote areas), and integrated tariff system. The South Tyrolean Mobility Card is affordable and user friendly and thus strengthens the use of public transport in peripheral areas and especially by elderly people. Moreover, the direct competences of the province with no intermediate transport association allows an easier and flexible reaction to reforms and autonomous decision-making.
- **The most important factor for South Tyrol to be successful in the different service sectors, especially for the development of peripheral areas, lies within the expansion of optical fibre network**, which was and is being pushed by South Tyrolean politics (SDF 2012). The expansion of digitalisation especially in peripheral areas is essential for the competitiveness of these areas and hinders companies of moving to the centres.
- **Basic goods** are covered area wide in all municipalities and most of the districts. This is due to the restrictive regional development plan and specific restrictions in the use of certain territorial allocations (i.e. restriction of retail shops in commercial areas). Thus, South Tyrol protects the existing small retailers in remote municipalities by granting subsidies for specific local development and local supply concepts (Küpper et al 2014, p. 54-55).
- **The delivery of education services** is linked to the fact that South Tyrol has the Autonomy Statute and that every municipality insists on maintaining its school even if they have to invest a lot as their objective is to ensure educational facilities as capillary as possible.

The delivery of services is very strongly linked to conscious political decisions of the province and the Autonomy policy considerations that ensures a capillary delivery of services also in
Peripheral areas. Even though the integration approach of SGIs is only marginally present in the provincial context, there are some sectors where it is in place and functions well, i.e. transportation, education, health service strongly linked to the digitalisation process. Specifically concerning mountain areas there is still room for the integrative approach as well as the implementation of strategies. The major persons responsible for this are the provincial politicians responsible for the different sectors, municipality majors and providers of services of general interest.
5. REFERENCES


Internet


WPT1 Regional report: South Tyrol – Italy

European Regional Development Fund


Legal Documents:

Provincial Legislation


National Legislation


Press Release


6. **APPENDICES**

**Appendix 1: Report on the collection of strategies**

In the process of collecting the list of strategies, we focused on the most relevant and most recent policies and legal documents, decrees, agreements, action plans as well as guidelines. In this regard it was relevant to focus on the documents that have the most impact on SGIs in the autonomous province of Bolzano, thus there were more documents collected from the provincial legislation as from the national legislation. There were more legislative documents collected as South Tyrol only has a marginal number, or if even, of strategies and not for all SGIs. The selection of documents was also supported by the interview partners, that confirmed our selection or mentioned those relevant to add to our list. As these documents mainly cover the general SGI provision and situation in the province it is not always possible to establish the focus on marginal areas, yet in a few cases rural and peripheral areas were directly mentioned in the document. National documents are available in Italian except for the constitution, which also can be found in English (see website of the Presidency of the Republic). All selected provincial documents area available in German and Italian.

**Appendix 2: Report on carrying out the interviews**

The interviews were held during June and September 2016 with private and public Experts, Directors or Head of institutes of the relevant SGI departments or organisations in the province. The average years of experience of the interviewees in this field is around 15 years. A total of 7 interviews with 9 people (8 men and 1 woman) were performed, whereby in the area of basic goods there were three interview partners, thus it was more of a discussion were the interview questions were used as a guideline. On average each interview lasted one hour, whereby the experts were interviewed in their office. The interview questions were translated into German as all interview partners' mother tongue is German. In all the interviews questions had to be modified to fit the SGI sector. The question:

- 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?

was not clearly answered by the interview partners, as they only could speak for themselves. Clare Giuliani and Christian Hoffmann performed the interviews whereby the biggest limit of asking the questions, lay within the detailed knowledge of SGI regulation of the interviewers which only had a basic overview. All interviews were face to face interviews and recorded in agreement with the interviewed. In three cases the interview questions were sent to the interview partners previously to prepare themselves, however in all three cases the interviews were not performed, due to the fact that the interview partners said they did not have the appropriate knowledge to respond to the questions as they are to general. One of these three cases was also the interview partner of regional development were no interview was performed. In general, the interviewees were willing to answer the questions in a detailed manner, however due to the complexity especially regarding policies and financing aspects answers were not always as detailed.
<table>
<thead>
<tr>
<th>No.</th>
<th>Institution/Position</th>
<th>SGI sector</th>
<th>Interview date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rundfunkanstalt Südtirol –RAS (Broadcasting Company General director)</td>
<td>Telecommunication</td>
<td>20.06.2016</td>
</tr>
<tr>
<td>2</td>
<td>Provincial department for passenger transport Director</td>
<td>Transport</td>
<td>05.07.2016</td>
</tr>
<tr>
<td>3</td>
<td>General Practitioner and former Head of Provincial Medical Council</td>
<td>Health</td>
<td>19.07.2016</td>
</tr>
<tr>
<td>4</td>
<td>Südtiroler Transportstrukturen AG (STA) Director</td>
<td>Transport</td>
<td>20.07.2016</td>
</tr>
<tr>
<td>5</td>
<td>Head of the German provincial school department</td>
<td>Education</td>
<td>21.07.2016</td>
</tr>
<tr>
<td>8</td>
<td>Director Social services Merano</td>
<td>Social Care</td>
<td>20.09.2016</td>
</tr>
</tbody>
</table>
Appendix 3: Interview questions in your language

Einführung: Dieses Interview wird im Auftrag der EURAC des Institutes Regionalentwicklung und Standortmanagement bezüglich des Projektes INTESI durchgeführt.


Ein Aufgabenpunkt des Projektes ist die Erhebung von Informationen über die strategischen Dokumente und Gesetze für die Grunddaseinsvorsorge, besonders die Integration sektoraler Bestimmungen sind hierbei in Betracht zu nehmen. Wir möchten die vorhandenen Praktiken, Strategien und Gesetzesdokumente näher untersuchen und dabei besonders die Umstände in den peripheren Berggebieten berücksichtigen.


Dienstleistungen von allgemeinen wirtschaftlichen Interesse, sind Tätigkeiten die vom Markt mit (oder unter unterschiedlichen Bedingungen in Bezug auf Qualität, Sicherheit, Bezahlbarkeit, Gleichbehandlung oder den universellen Zugang versorgt werden) öffentlichen Eingriffen angeboten werden

Nicht-wirtschaftliche Dienstleistungen sind z.B. Staatspolizei, Justiz und gesetzliche Sozialversicherung, die nicht spezifisch ein Teil der EU Gesetzgebung sind und auch nicht Teil des Binnenmarkt- und des Wettbewerbsrechts sind.

1. a) Sind sie der Meinung, dass die Bestimmungen der Grunddaseinsvorsorge in der Provinz effizient sind?
   Sind diese Bestimmungen der Grunddaseinsvorsorge zufriedenstellend für die peripheren Berggebiet im Tal?
   Wenn Ja, was sind die Hauptgründe dafür?
   Wenn nicht, was sind die Probleme die damit zusammenhängen? Bitte begründen Sie Ihre Antwort.

   b) Haben Berg- und periphere Gebiete bestimmte Ansprüche bezüglich der Zustellung von Grunddaseinsvorsorge? Sind sie in der Strategie (Aktionsplan, Entwicklungsprogramm) erwähnt?

2. Gab es in den letzten 10 Jahren Änderungen im Ansatz für die Zustellung von Leistungen der Daseinsvorsorge?
   Was genau waren diese Veränderungen (neue Gesetze, Privatisierungen von Anbietern, geäußerter Wunsch nach Integration etc.)?
Was sind die Zukunftspläne für Reformen der Grunddaseinsvorsorge in den nächsten Jahren?

3. Was sind Ihrer Meinung nach die wichtigsten Gesetzesdokumente (Maßnahmenpakete, Programme) die die Leistungen der Daseinsvorsorge in der Provinz/Region antreiben?

4. Wer sind die wichtigsten Interessensvertreter die in der Ausarbeitung und Zustellung solcher Strategien beteiligt sind? Bitte beschreiben Sie detaillierter.

5. Beinhalten diese Dokumente die Integration von Gesetzen, Akteuren, Instrumenten, finanzielle Ressourcen? Wenn ja, wie?

6. Ist diese Integration auch in der Realität festzustellen? Wenn ja, was sind die Ergebnisse. Wenn nicht, was sind die Probleme, Hindernisse?


8. Was sind die häufigsten Konzepte/Modelle (Lieferung durch den öffentlichen Auftraggeber /Konzessionen / Public-Private-Partnership / Kooperationen / Sonstige) der Anbietung von Daseinsvorsorge, die die Strategie unterstützt? Sind diese bereits lange in Kraft? Funktionieren sie?

9. Gibt es finanzielle Mittel für die Umsetzung dieser Strategie? Wenn ja, welche? Wird die Integration dieser Finanzquellen für die Anbietung der Daseinsvorsorge unterstützt?

10. Ihrer Meinung nach, gibt es einen Einfluss der EU bezüglich der Grunddaseinsvorsorge in der Provinz/Region, besonders im Hinblick auf den vorhandenen Gesetzesdokumenten?

11. Denken Sie, dass die Provinz fortschrittlich ist bei der Einführung von neuen innovativen Grunddaseinsvorsorge Bestimmungen sowie die Integration von verschiedenen Sektoren, administrativen Ebenen, finanziellen Mittel etc.? Wie könnte dies verbessert werden, z.B. bessere Aufarbeitung neuer Strategien oder Erneuerung der bereits existierenden Strategien?

12. Kennen Sie gute Beispiele oder neue innovative Konzepte und Strategien für die Anbietung von Grunddaseinsvorsorge?