Association pour le Développement en REseau des Territoires et des Services



# Services to the population in the Alps : local communities experiment

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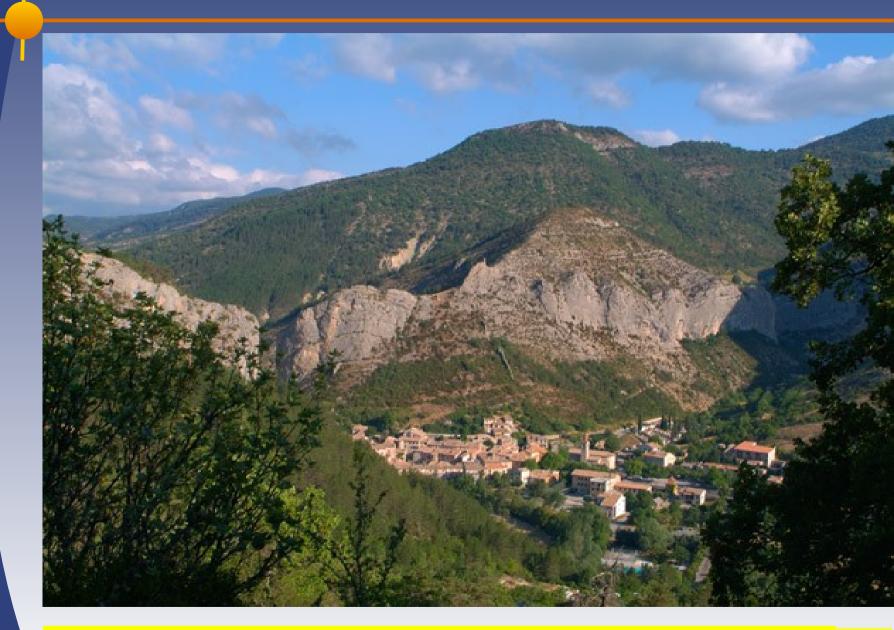
#### Services

- Stakes for alpine valleys
- The trends, the needs, the constraints
- Ten enablers for local communities
- Further ?

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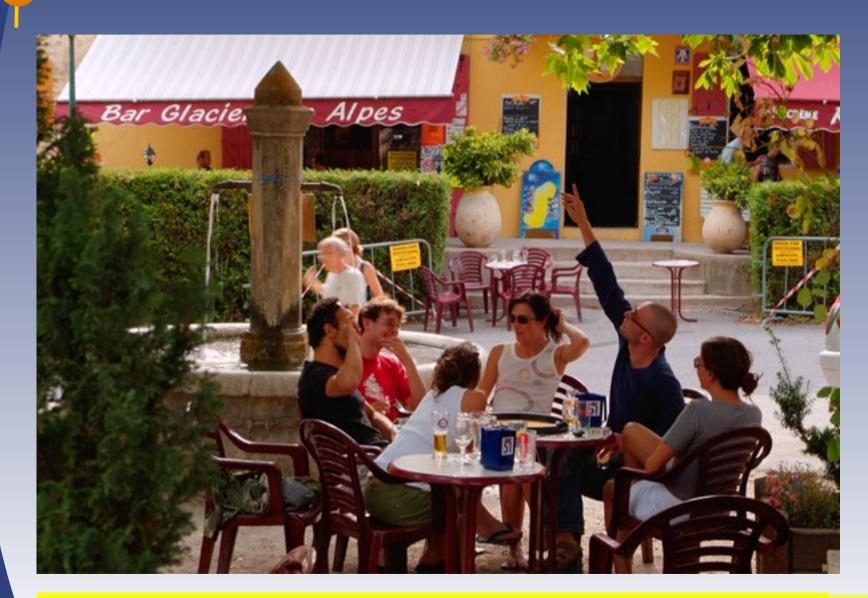
Services to the population in the Alps

# What future for this beautiful alpine village?



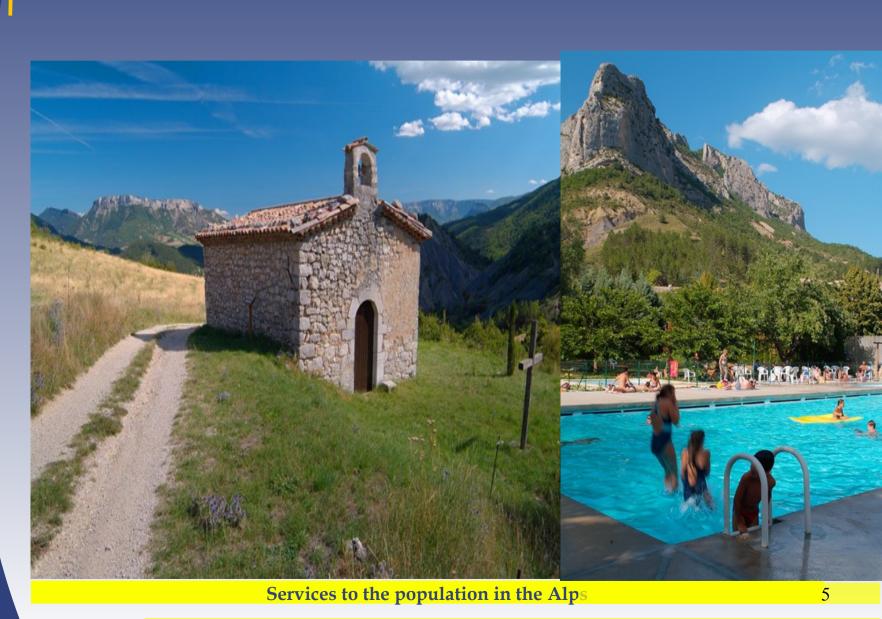
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## Welcoming tourists ?



Services to the population in the Alps

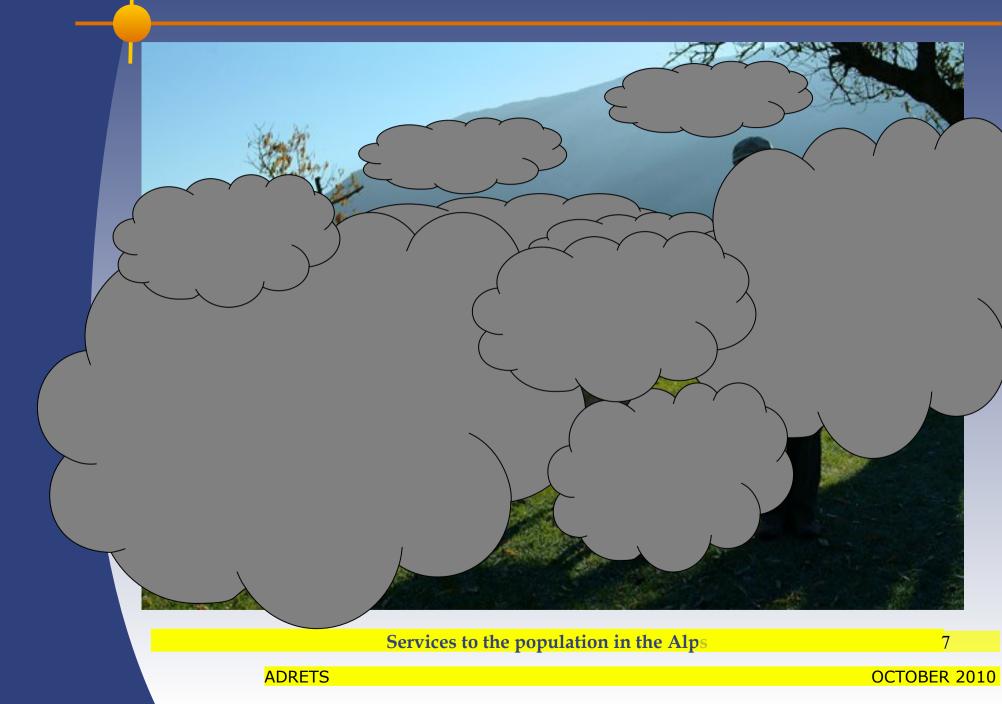
# Promotion of heritage and nature



# A demographic challenge



# environmental stake



# What mechanisms for setting up new population ?



#### Withdrawal of the public utilities



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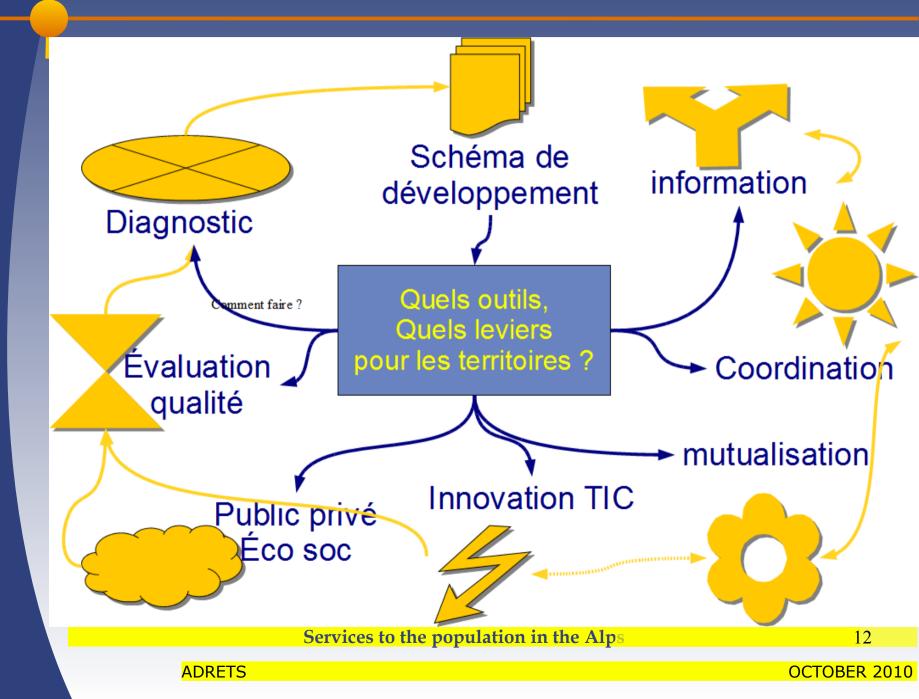
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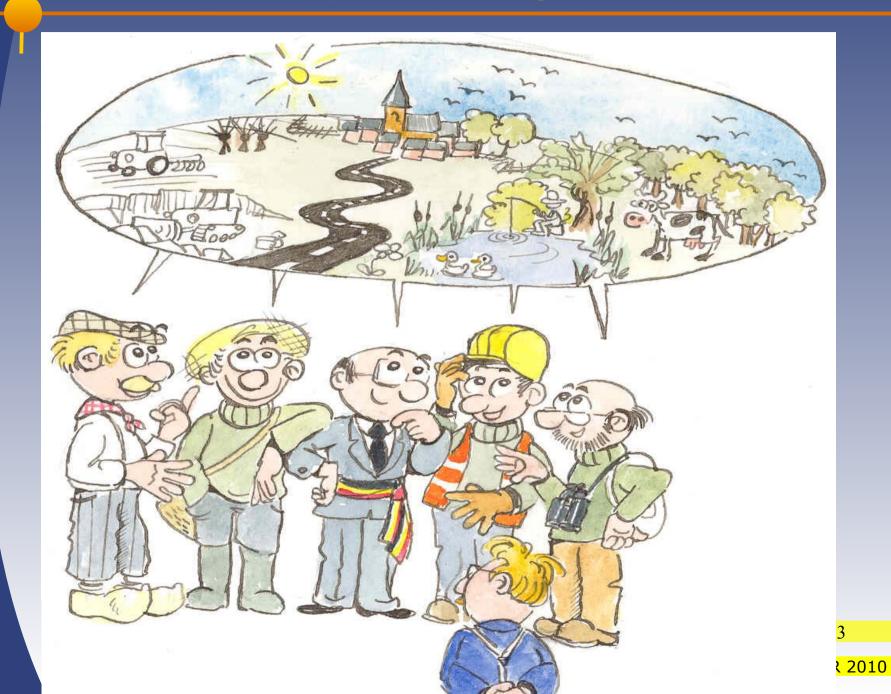
## Needs for the inhabitants



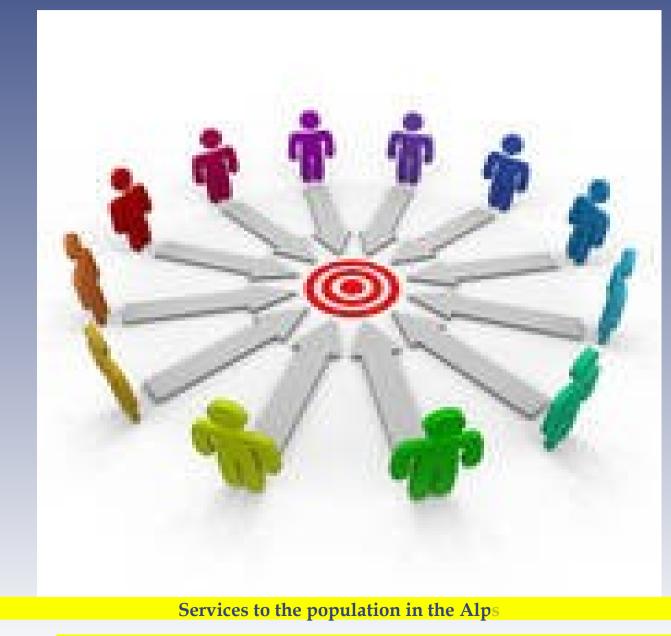
## What to make? What control levers?



# Participative diagnosis



## Establish a global plan of services



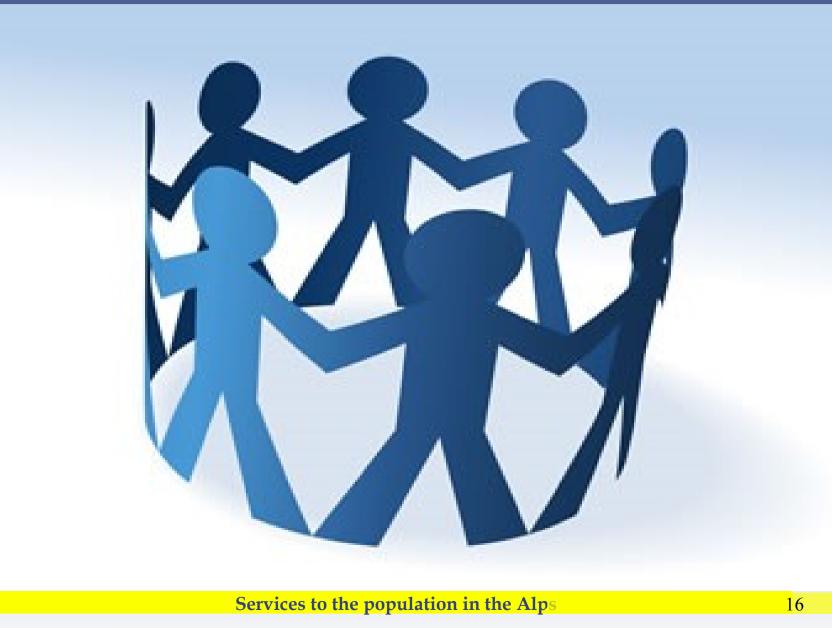
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# Organize the information



## **Coordinate services**



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# Pooling resources

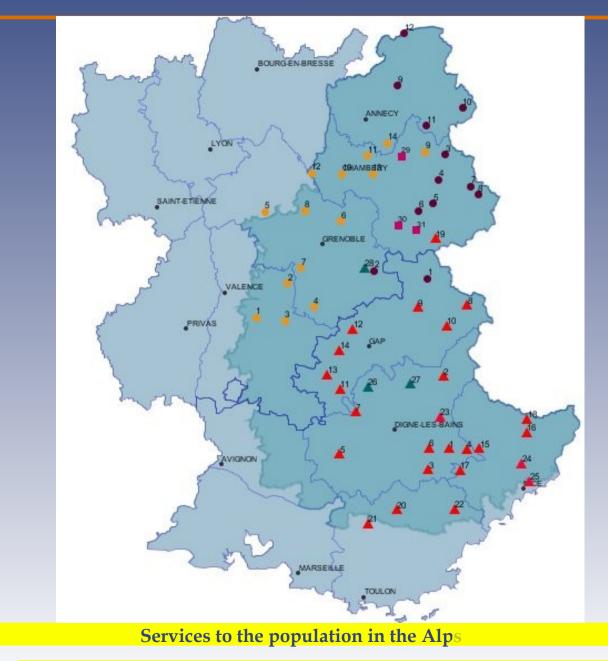


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#### **RSP** network



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## use new technologies

Online information Teleprocedure Distance Learning video communication

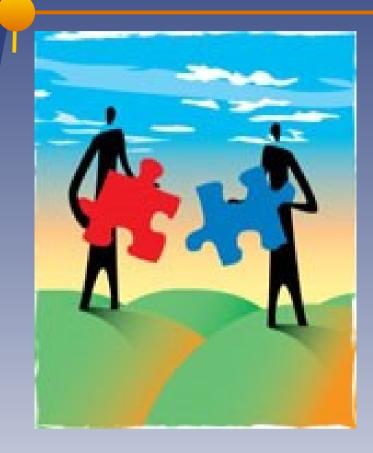
#### with human mediation

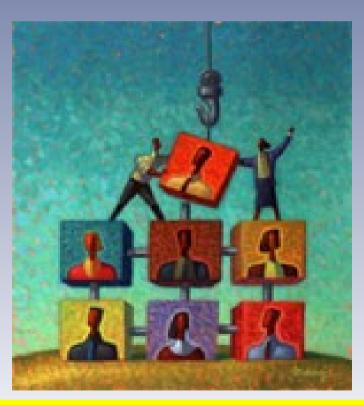


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# Establish a Public / Private partnership





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# Estimate the global quality

Agent

AccessibilityinteractivityReception and informationrelationDeadline of waitSatisfaction of the demandAnswer to the demandpartnershipThe follow-upInteractivity

Duration Errors and complaints Image of the institution Cost

#### Institution

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User

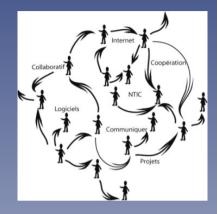
Global

social

impact

# How to go farther

- Capitalize in network
- Inform and train



Cross from experiment

#### To the generalization

Negotiate

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- Develop the public politics
- Make change the Accounting logic

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## Build social mix



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#### Thank you for your attention

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