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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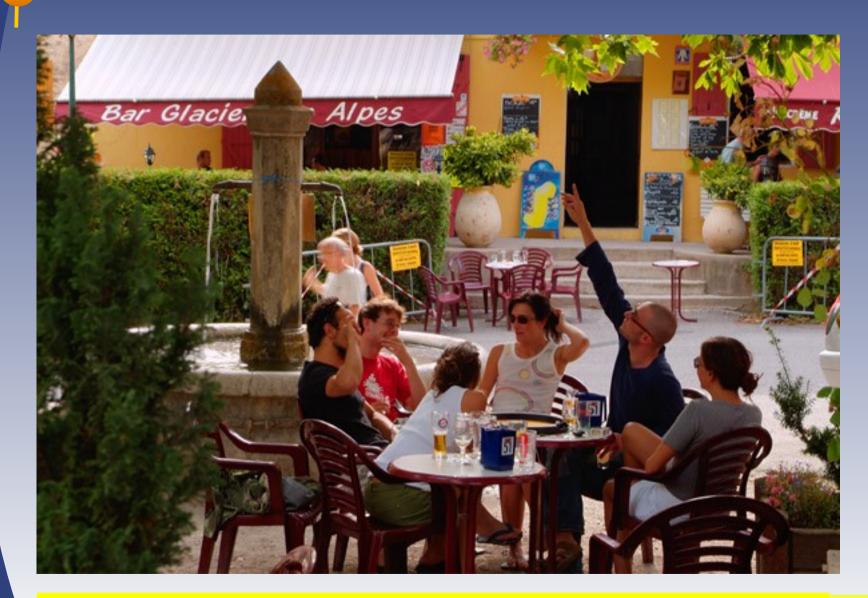
Services to the population in the Alps

What future for this beautiful alpine village?



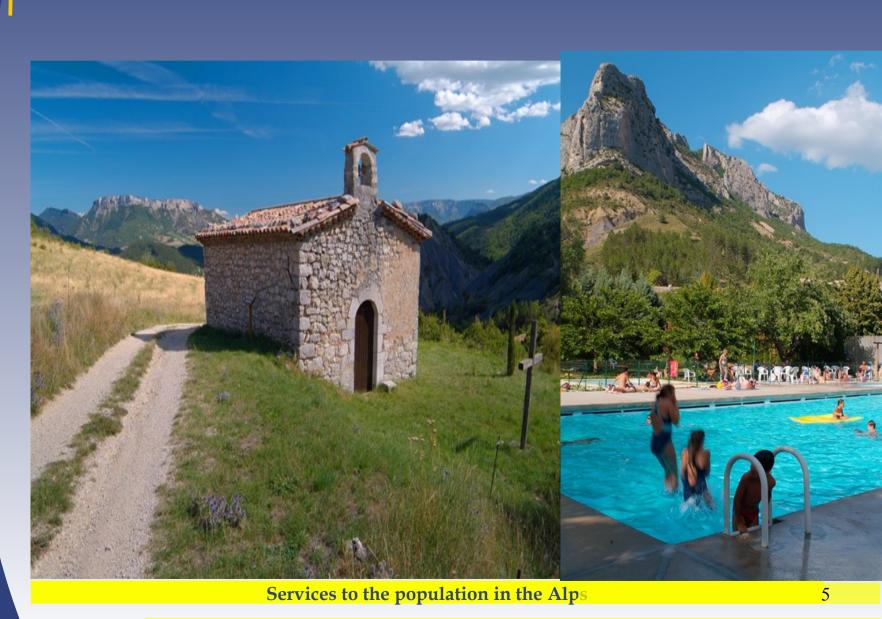
Services to the population in the Alps

Welcoming tourists ?



Services to the population in the Alps

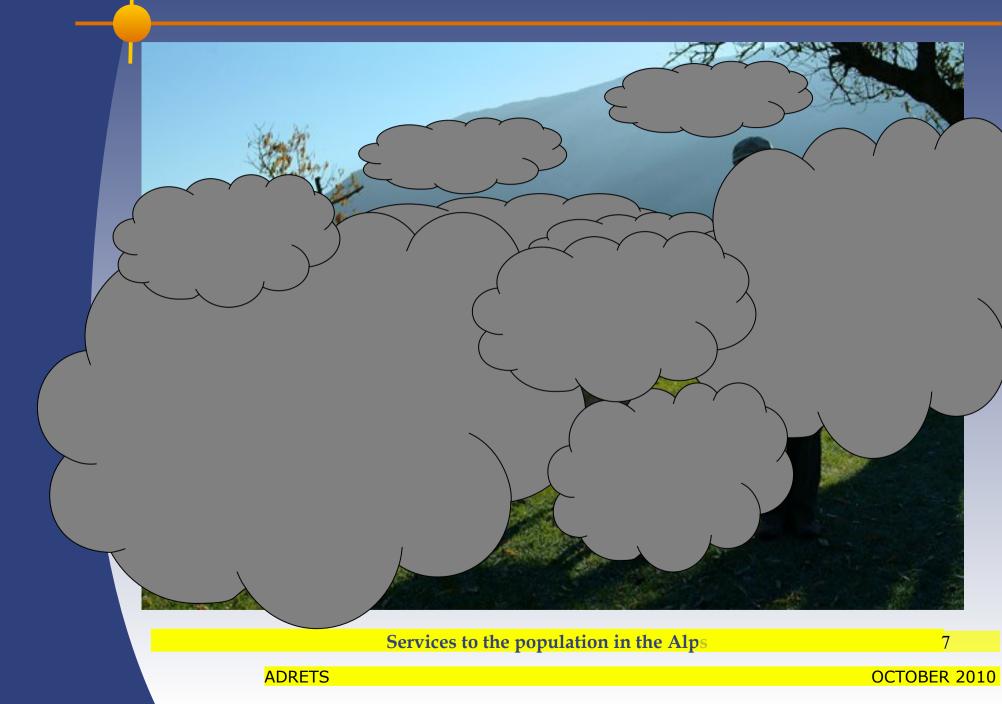
Promotion of heritage and nature



A demographic challenge



environmental stake



What mechanisms for setting up new population ?



Withdrawal of the public utilities



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Services to the population in the Alps

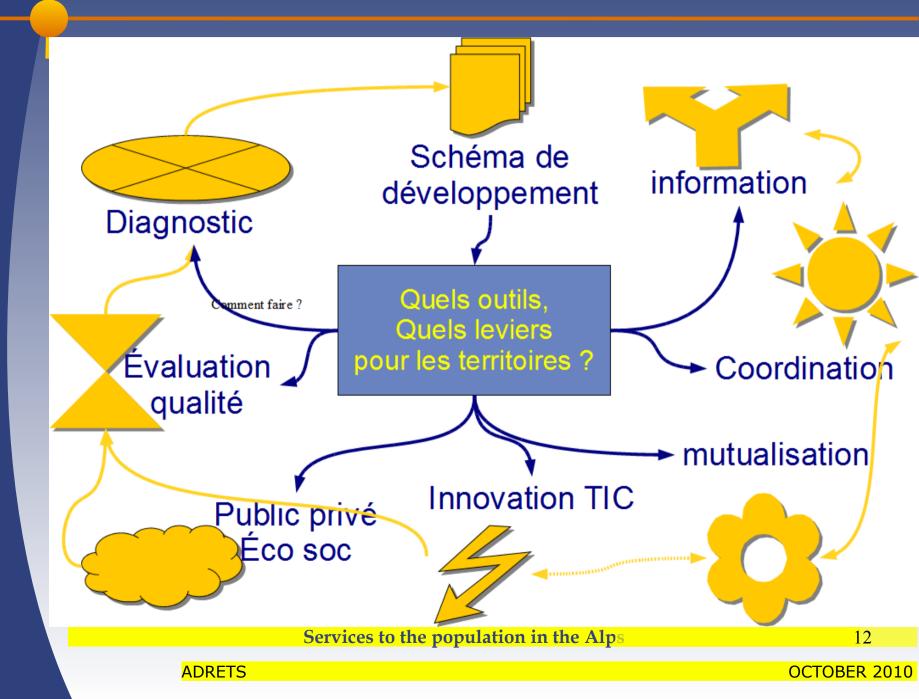
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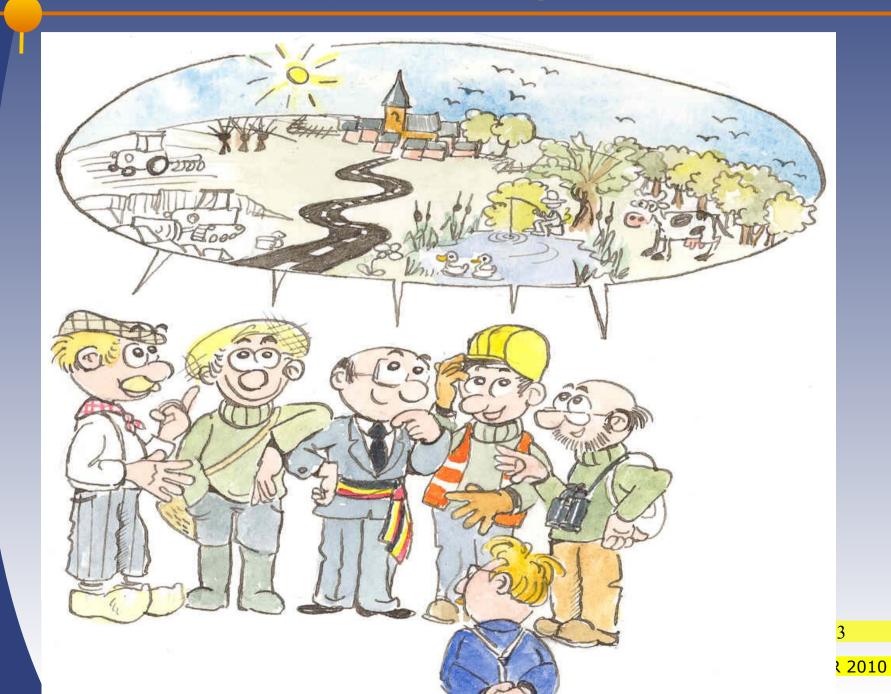
Needs for the inhabitants



What to make? What control levers?



Participative diagnosis



Establish a global plan of services



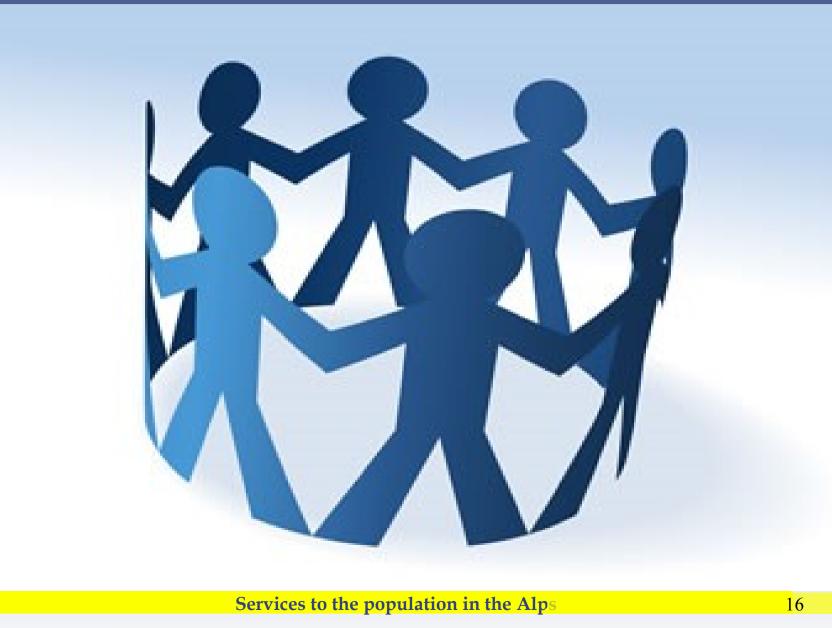
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Organize the information



Coordinate services



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Pooling resources

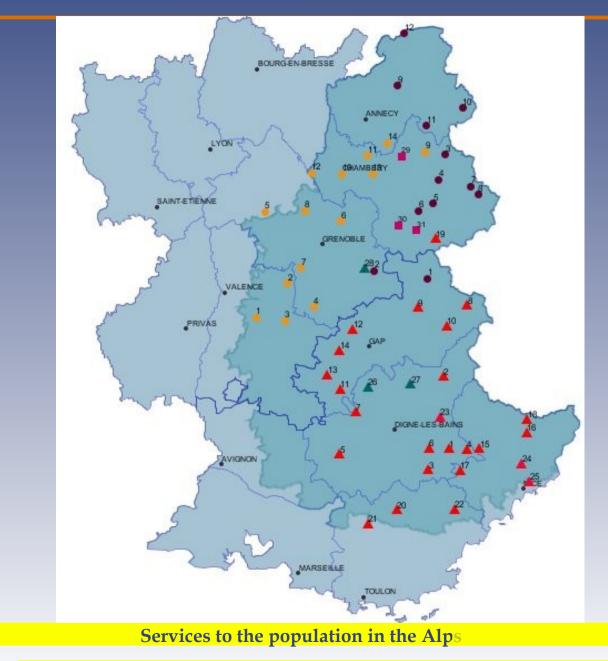


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RSP network



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use new technologies

Online information Teleprocedure Distance Learning video communication

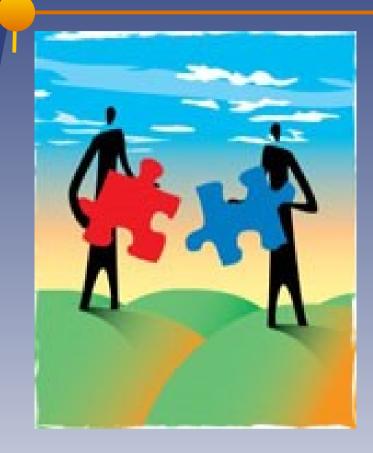
with human mediation

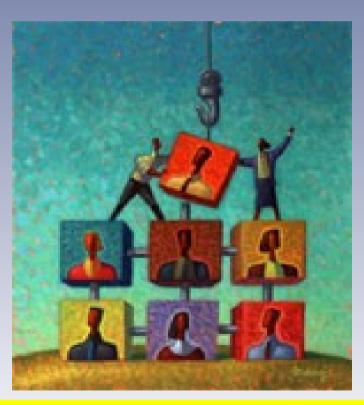


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Establish a Public / Private partnership





Services to the population in the Alps

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

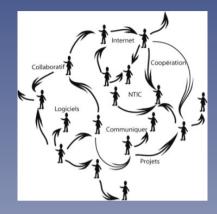
Global

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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