



## WEB SECTION 'MOBILITY & DISABLED PEOPLE'

Submitted by Automobile Club d'Italia

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### Administrative level of lead applicant

National

### Size of organisation

>100

### Number of people involved in the project

11-15

### Type of sector

Public health and social welfare/affairs

### Key words of project

Mobility and disability

### Case description

On 27 October 2009, the Italian Government approved Legislative Decree 150/2009 (the Reform Decree), implementing Law 15 of 4 March 2009 on a comprehensive reform of the public administration. The reform includes three pillars: modernisation of the public administration; innovation and digitalisation within the public administration and throughout the country; and development of a relationship between the public administration, citizens and businesses. In this context, *Automobile Club d'Italia* (ACI) has created an initiative called 'The Portal for disabled people' in which it has implemented some framework of the reform, better quality of services and more efficient offices serving citizens, in particular citizens with special needs, monitoring with indicators, customer satisfaction, transparency, and equal opportunities for all citizens.

The current Italian legislative and administrative system is extremely fragmented and is split into several levels of competence. For this reason, it is very difficult for disabled people to find relevant information to the different themes across the different public administrations fields. The strategy of ACI with this Portal is to design a new digital administration. In order to create 'The Portal for disabled people', ACI has studied everything about them and their mobility issues.

The web section is aimed at offering a total overview of benefits, services, news and events about the mobility of disabled people, both nationwide and in several local regions. Its final beneficiaries are: disabled people and their parents; disability associations; other associations and social community care; public administrations, national agencies and other public local authorities. The Project has involved all public institutions and countryside authorities whose main objective is to provide a complete picture of the subject so as to facilitate the accessibility of disabled people and/or their parents, by using and taking advantage of these benefits and services. ACI has already subscribed two protocol agreements with all their public administrations and local authorities.

In the web section for disabled people, it is possible to find all information about: tax breaks; medical acknowledgement of the disability; special driver's license for disabled people; technical adaptations and modifications to vehicles; identification marks for the vehicles; public services; social and health services; travelling and tourist features permitting disabled access; automobile sport; non-profit making organisations and associations; driving and transport with security; and useful links. The section 'Mobility and Disabled People' has already been realised on the website of two ACI Provincial Offices: Pescara (Region: Abruzzo) and Catania (region: Sicily) and it will be replicated on the website of every ACI Provincial Office in Italy. This web section is only a part of a wider project of the ACI: its general plan is to set up the same section for disabled people on the national website ([www.aci.it](http://www.aci.it)). In fact, with a link between the national and provincial website it will be possible to collect all useful information about mobility, both at national and local level. The national website will publish the whole law of national interest and there will be a link to the same section on the provincial websites for local information.

