



# INTEGRATED ACTION PLAN

# MICHALOVCE





MICHALOVCE  

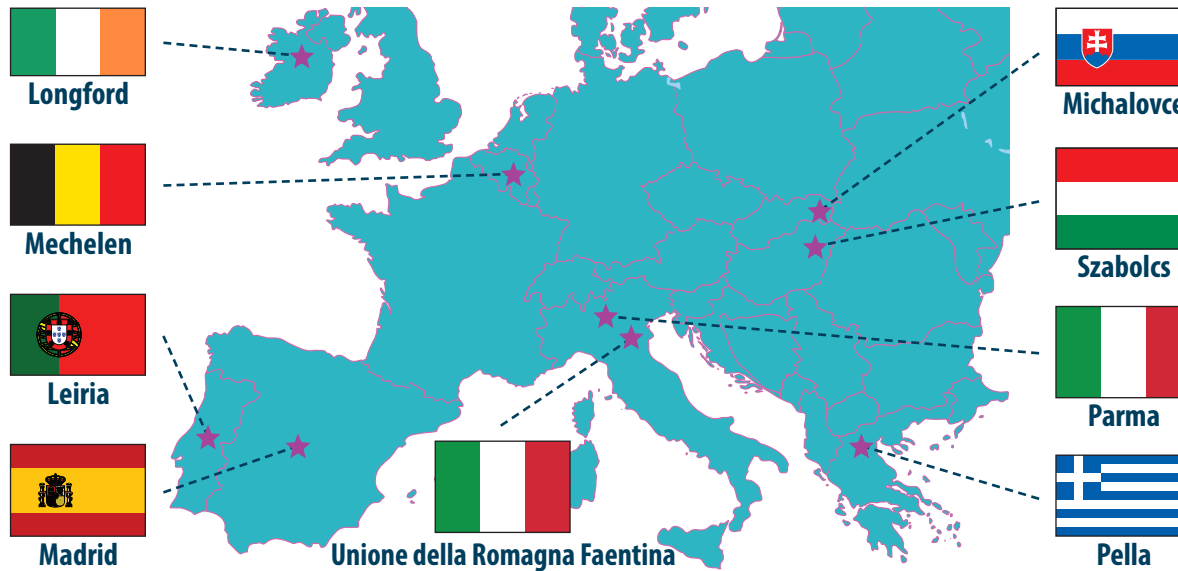
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srdce zemplína

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# INTRODUCTION



*UrbSecurity project brings the opportunity for the engaged cities and regions to collaborate through European network consisting of 9 partners, namely the Municipality of Leiria, Portugal, as Lead Partner, Longford (Ireland), Madrid (Spain), Mechelen (Belgium), Michalovce (Slovakia), Parma (Italy), Pella (Greece), Szabolcs 05 Association of Municipalities (Hungary) and Unione della Romagna Faentina (Italy).*

Combining local participation with peer learning, the partners have a unique chance to co-create and implement new and improved local strategies regarding sustainability of the urban development.

Through city-to-city cooperation we learn from each other and mutually we can offer inspiring changes, exchange good practices and produce integrated plans

with local stakeholders and citizens. Such a cooperation facilitates exchange and further implementation.

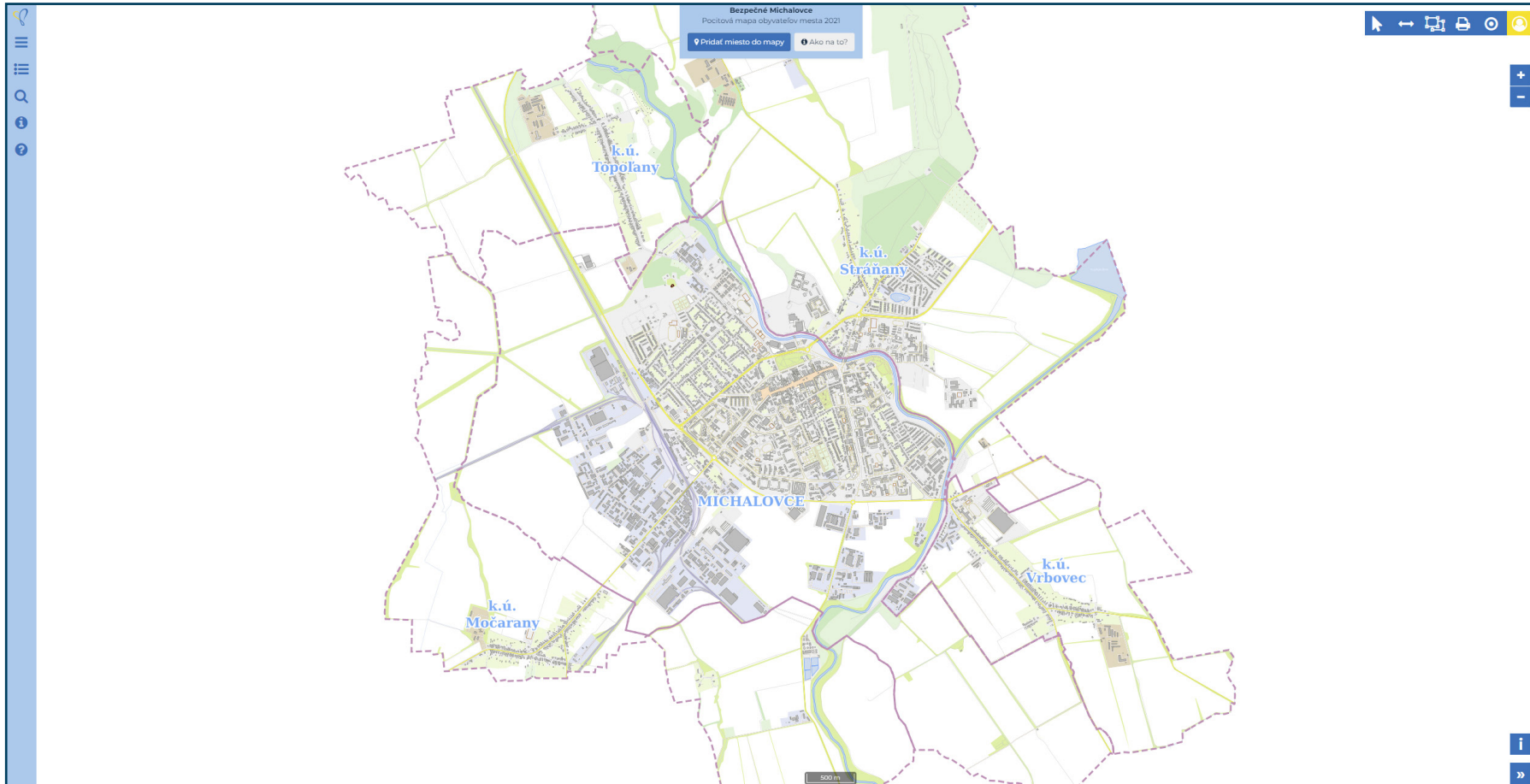
Michalovce has created its own urban local group (ULG) within the project aiming at urban security as one of driving forces of urban policy. The ULG seeks to respond to the challenges of the town citizens in order to improve the quality of their lives. To do so, we need to enhance

the participation and communication with the residents enabling them to express their feelings about the safety and security in public areas. For this reason, we have launched the modul of the Opinion map created as a new layer of feelings in the Geographic information system. It was a useful starting point for reaching our next project goal: to have the Manual for creating the safer public spaces created by experts.

It will serve as an inspiration and at the same time as a guideline for creating the project documentation and solutions for specific public spaces, it will ensure the uniformity of safe solutions and design of

selected elements of public spaces, such as cross-section of the street, road layout for cars, pedestrians, guide lanes for the visually impaired, parking on roads, public lighting, camera systems, etc.

Safety is one of the most important priorities also based on the results of the opinions of the inhabitants within the Opinion map in 2021.



THE MODUL OF THE OPINION MAP CREATED AS A NEW LAYER OF FEELINGS IN THE GEOGRAPHIC INFORMATION SYSTEM

# THE PROJECT GUARANTOR'S STATEMENT



The need to increase the quality and safety of the public areas is obvious in many Slovak cities, Michalovce not excluded. Thanks to the UrbSecurity project we have the opportunity to enhance this condition, as well as communication with the citizens in our town, who presented their comments in the Opinion map to identify the place reflecting the signs of danger and with their participatory approach to propose their own solutions. In connection with the professional community we will create the Manual for creating safe public areas to be a conceptual material which will support the uniform approach in solving the same problems in the town, we will raise the safety and last but not the least beautify our town.

Through the participation in the URBACT network for action planning gathering nine European cities, whose the town of Michalovce is part, we could exchange experiences with the partners, best practices and become mutual inspiration in solving various urban challenges.



THE PROJECT GUARANTOR, MR. SOKOLOGORSKY  
deputy of the mayor in the town of Michalovce

# SAFETY AND SECURITY IN MICHALOVCE

Criminality in the district of Michalovce has the decreasing tendency from the long-term perspective. Since 2014 the State Police have been reporting the decrease in criminality whereas the percentage of the created up crime rate has been increasing. The reasons for such a condition are regular patrols, fining threats, higher law awareness of the citizens, CCTV surveillance 24/7 as well as the crime prevention in schools.



*In the territory of the town of Michalovce there is criminality being monitored by the State and Municipal police in the field of violent, moral, property and economic crimes. The order and security is kept by the Municipal police on their regular patrols focusing on the areas with the most frequent lawbreaking.*

Over the past five years, the largest share of criminality in Michalovce is economic crimes 32,03 % (tax evasion, fraud,

corruption) very closely followed by property crimes 31,23 % (theft, burglary), continuing with remaining crimes 15,32 %

(traffic accidents, offences under the influence of the addictive substances, neglect of mandatory nutrition), other

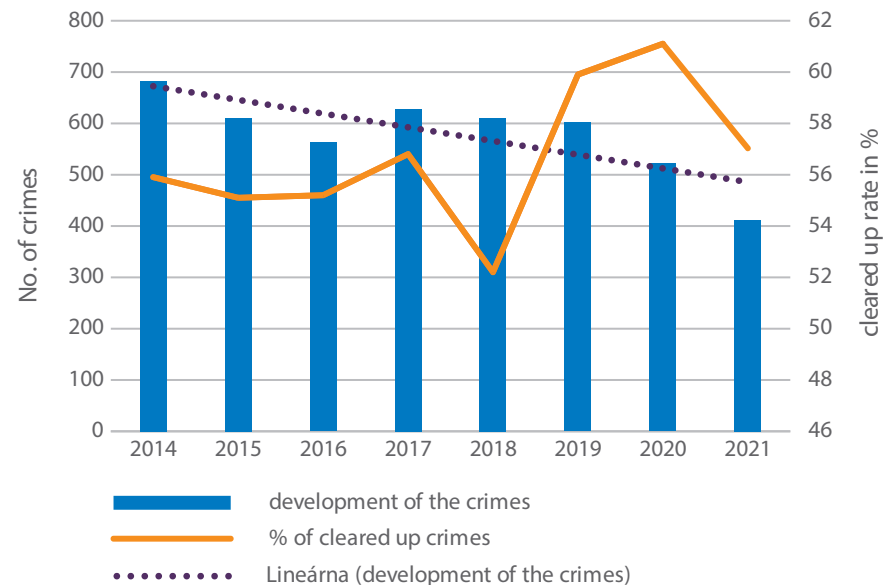
TOTAL NUMBER OF CRIMES							
YEAR	YEAR	YEAR	YEAR	YEAR	YEAR	YEAR	YEAR
2014	2015	2016	2017	2018	2019	2020	2021
683	611	563	628	610	602	522	412

TOTAL NUMBER OF CRIMES IN THE DISTRICT OF MICHALOVCE SINCE 2014 (THE POLICE OF THE SR, 2022)

crimes 12,18 % (vandalism, drugs, fires, explosions), violent crimes 7,67 % (murders, robberies, threats, intentional bodily harm, extortion), moral crimes 1,57 % (sexual abuse, rape, human trafficking, child pornography).

We can also express crime in the local environment by using local safety indicator (LSI). Local safety indicator expresses the number of crimes (T) attributable to a certain number (N = 1000, 10 000 or 100 000) of state of criminogenic population (S), i.e. over 15 years old.

Development of criminality since 2014



PERCENTAGE OF CLEARED UP CRIMES IN THE DISTRICT OF MICHALOVCE  
(the Police of the SR, 2021)

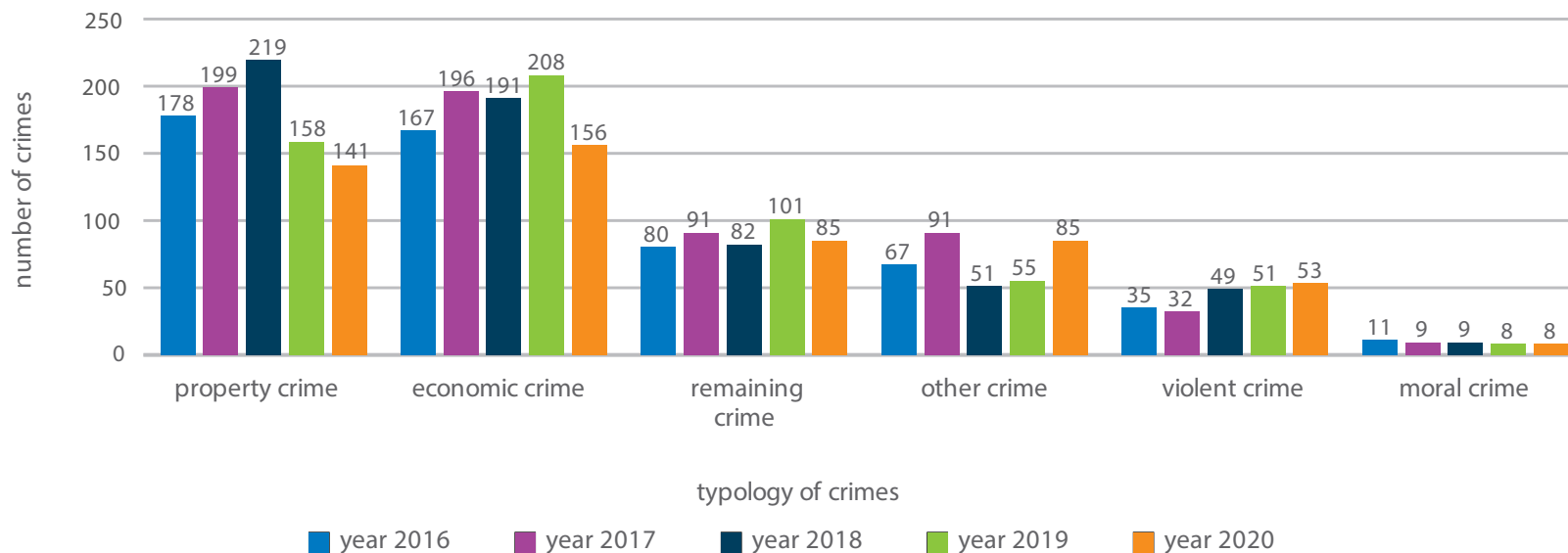
$$LSI = \frac{T}{S} * N$$

$$LSI = \frac{\text{average number of } \frac{\text{crimes}}{5} \text{ years}}{\text{number of } \frac{\text{population}}{15} \text{ years old}} * \text{per 1000 inhabitants}$$

$$LSI = \frac{585}{36684} * 1000 = 15,95$$



### Development of 6 types of crimes in Michalovce



### TPOLOGY OF CRIMES IN THE DISTRICT OF MICHALOVCE DEVELOPING SINCE 2016 (the Police of the SR, 2021)

This number indicates the state of the security situation and threats to security, which is 15,95 per 1 000 inhabitants. Although the indicator counts on a population older than 15 years, a large proportion of property crimes is committed by children, mostly

of Roma nationality. According to the Opinion map results, the expressed feelings of the city residents also pointed out the antisocial behaviour of this minority group (the second highest rate of 15,4 % in the survey) which could be seen as the consequence

of lack of education, poor living conditions, no working habits. In this case, the city is establishing the Roma community centers and kindergartens as raising their education is the way we could change their future for better.

## Main challenges found in the city (factors of insecurity)

- The town doesn't have fully revitalized public spaces for pedestrians, cyclists, road users, public spaces are not completely barrier-free and accessible for people with visual impairments. The town is gradually revitalizing due to the lack of finances.
- There is no general transport; there is no unified manual for creating public spaces.
- In the town there is a segregated Roma community with an inadaptable behaviour, the existence of delinquents of anti-social activity and illegal conduct in the community. In a segregated site, inhalant abuse by adolescents occurs.
- The majority of the population has a predominantly negative attitude to the minority of the Roma due to the behaviour of the minority.



AREA OF ANGI MLYN, ROMA SLUM IN MICHALOVCE  
(Informačný portál mesta Michalovce)

## Expected change after implementation of the IAP

The implementation of the IAP will be based on the Manual for creating safe public spaces when we will make use of a unified design approach to solving the same problems. And the Manual itself will be a rich inspiration for creators of project documentation and creators of public spaces achieving the consistence, uniformity and aestheticization of the whole town with the security features.

We understand that the quality public spaces are being created with the sense of comfort limiting any kind of disturbance and it should pay attention to strengthening the feeling of safety, e. g. through minimalising dark spaces as the essential determinant of quality is the ability to see and be seen. Furthermore, the principle of public spaces lies in their democracy, i.e. is

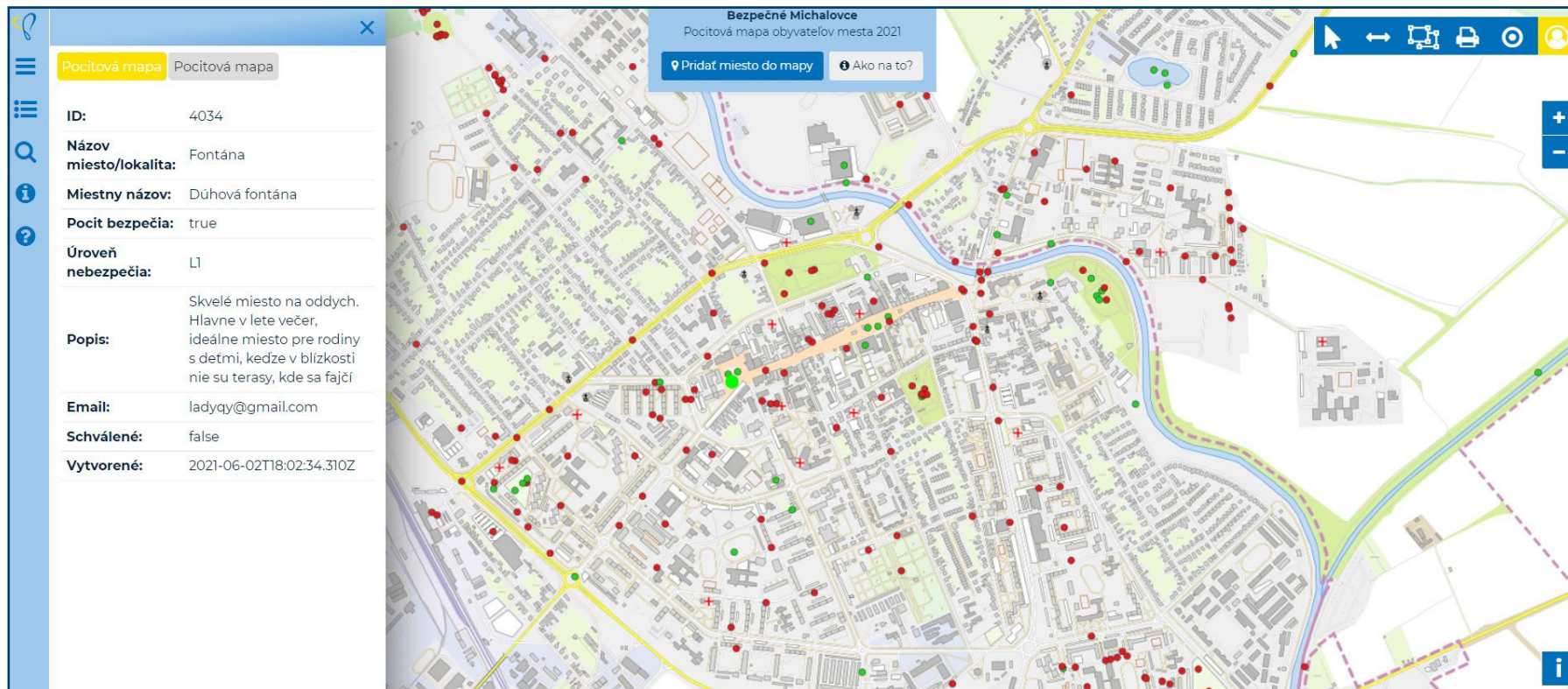
accessible for everyone without any restrictions and for free. And that's why, it is necessary to create safe spaces which are attractive and usable by various social groups without age difference, mobility or culture. The most vulnerable groups and their preferences, such as children, elderly, handicapped people, must be taken into account.

# THE TARGETED AREA WITHIN THE IAP

The targeted areas within the IAP were identified by the architects and experts in public areas creation. The whole project

documentations had been preceded by the comments of inhabitants expressed in the small scale action – Opinion map in

the Geographic information system with the clear aim of the action to involve the citizens in creating safe public areas.



RED VS. GREEN DOTS STANDING FOR SAFE VS. UNSAFE AREAS DESCRIBED BY THE RESIDENTS OF MICHALOVCE IN THE OPINION MAP

# The overall goal of the interventions

## High scale interventions

- gradually revitalize and make barrier-free public spaces (Kostolné námestie, the housing estate of Stráňany),
- gradually replace old amortized playgrounds for safe and certified playgrounds,
- to extend the network of cycle routes (project documentation of cycling routes for zoning decision is currently being prepared as we are receiving the permissions concerning the building processesing the building processes),
- to expand and modernize the camera system, particularly in housing estates outside the central urban zone – the interblock area of the Vychod housing estate,
- to modernize public lighting, integrate smart features in the context of air monitoring and the integration of CCTV.



PARKING ISSUE IN THE HOUSING ESTATE OF STRÁŇANY



KOSTOLNÉ NÁMESTIE (CHURCH SQUARE) NEEDS REVITALIZATION



THE PLAYGROUND ON ČAJKOVSKÉHO STREET IN MICHALOVCE BEFORE RECONSTRUCTION



THE PLAYGROUND ON ČAJKOVSKÉHO STREET IN MICHALOVCE AFTER RECONSTRUCTION

The newly built interblock area of the Zapad housing estate was equipped with the modern safety camera system which is interlinked to the Municipal Police of Michalovce and is one of 49 cameras installed all over the city in different places which are monitored 24/7. The Municipality of Michalovce continues in increasing the number of modern safety cameras, such as in Kerta park within the revitalization project. Nevertheless, the modernization of the old cameras is a necessity.



#### THE SAFETY CAMERA SYSTEM IN THE INTERBLOCK OF THE ZAPAD HOUSING ESTATE

##### Small scale interventions

- Traffic Safety Plan in the Town – a system document based on the measurement of individual street traffic, including parking lots.
- Manual for creating safe public spaces – for the purpose of a unified revitalization of public spaces in the town using intelligent elements to increase the security of public spaces.

- Smart City strategy.
- Camera system – implementation of CCTV system into geographic information system (GIS) but only in the authorized zone for the Municipal Police employees.
- Helping vulnerable groups - Bracelets (of help) - reducing social and security

risks for people in social facilities such as Roma Community centers (Mlynska St., Community Center plus hygiene center), crisis centers (Red cross, Help for family, c.a. – for abused women) 10 senior daycare centers.

- Establishment of “Crisis Assistance through Telecommunications Technology” planned.

# Dimensions of urban security

***Within the project intentions we are targeting the following dimensions of urban security:***

**1 Prevention** – after identifying the unsafe places in the town by the residents and experts within the project tool of the Opinion map and

**2 Perception** – with the participatory approach in the SSA Opinion map there has been the high intention to increase the citizens' perception of the security.

**3 Social cohesion** – as the one of the key issues of the urban development policy is to improve the well-being of the citizens from all backgrounds and social statuses regarding solidarity in the society which can be ensured by the sustainable economic growth mainly. It helps to break down the barriers among

members of the society avoiding the social exclusion. The effort of each municipality should be to create the city area prioritising the most vulnerable groups in society, e. g. easier moving for old or disabled people. In addition to it, one of our goals is to provide effective means of transport not at the expense of security.

**4 Governance** – Opinion map was for us a great tool helping town authorities work better with communities in sense of improving community participation to co-create safe public spaces. The Urbact Local group includes the stakeholders seen as collaborators in governing processes stressing public-community governance.

# THE IAP CO-PRODUCTION

The IAP co-production is based on knowledge exchange which has been done through city visits till the conditions for face-to-face meetings were acceptable. Later on, they were substituted for online transnational meetings with peer reviews in working groups as part of active learning. Nevertheless, all the project partners could take their time for presenting updates, review progress and follow ups accompanied with their own self-assessment and could be inspiring for each other.

The membership in the ULG was underlined by one condition – to involve the representatives of the all necessary sectors in the leading positions with their overviews.

## Key ULG members include:

- Municipal Police,
- District Directorate of Police Force of Slovak Republic,
- representatives of town architects,
- District Directorate of Fire and Rescue Corps,
- representative of the marginalized community
- Technical and horticultural Services
- other selected staff of departments of the Municipal Office (Department of Construction, Environment, Social Department).

As for interactions with the local police and their contribution to the IAP, the Chief of the Municipal Police as an organizational unit of the Municipal Office is responsible for security and protection. The Chief is a member of ULG actively participating in the ULG meetings together with the Chief of the District Directorate of Police Force of SR and also the transport engineer of the District Directorate of Police Force commenting on the current transport situation in the town.

Because the pandemic situation got worse, the ULG meetings in phase II. where transferred to the online platform. The meetings were in general very inspiring in sense of identifying a lot of problems but did not lead to the concrete solutions. Furthermore, we experienced a lower level of interest in stakeholders. For the mentioned reasons, the feedback did not meet our expectations.



Mestský úrad Michalovce OlaG má udelené slovo

## Vytvorenie „Pocitovej mapy“ – Mapa návrhov

<https://michalovce.web-gis.sk/>

**Bezpečné Michalovce**  
Pocitová mapa obyvateľov mesta 2021

Pridať miesto do mapy    Ako na to?

URBSECURITY planning safer cities    MICHALOVCE srdce zemplína    European Union    URBACT Driving change for better cities    URB SECURITy planning safer cities

14:08 | 3. ULG, Prezentácia medzinárodného stretnutia v M...

Mestský úrad Michalovce O...    Peter Dobrovolský  
 Matúš Žak    Mária Stríčková  
 Martin Tejgí    Daniela Vargová  
 pavol fecak    Vy

ONLINE MEETING OF THE ULG WHEN THE RESULTS OF THE OPINION MAP WERE PRESENTED TO THE STAKEHOLDERS

# SMALL SCALE ACTIONS OF THE PROJECT

## Opinion map

There are two main small scale actions already above mentioned which are understood as two main outputs of the project.

The first successfully implemented small scale action is the Opinion map which stays still open for participation of citizens to communicate their feelings, concerns accompanied with their solutions which reflects the participatory approach to urban security. We can definitely evaluate the tool as successful one in sense of modern and effectual way of involving the city residents in the city current affairs as well as the outcoming results are the base from which we start forming the ideas for increasing the safety and security of public areas later identified in the Manual by experts.

*Creating the campaign visual is where it all started. It has brought the message which was stated through the credo of the visual:*

***“We care about your feelings. We are building the safe city.”***

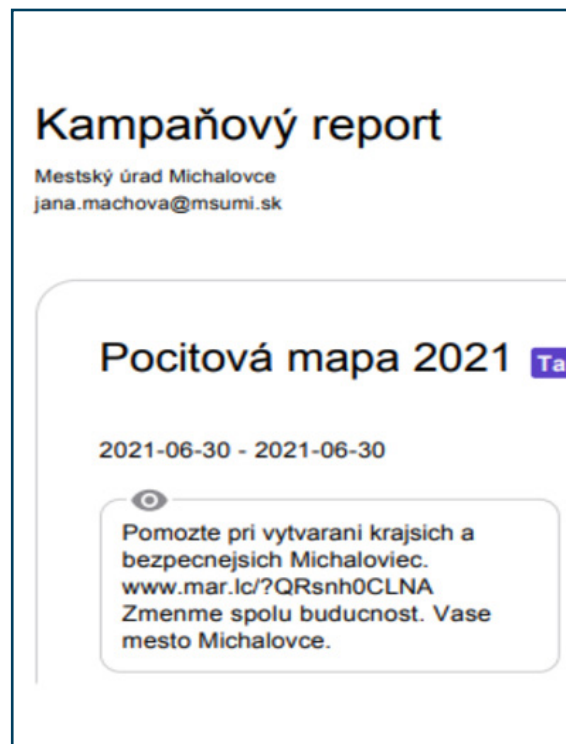
*We made it published in all available sources of communication usually used by the Municipality of Michalovce, e.i. official website of the Municipality, its Facebook and Instagram account, local newspaper, web banner.*

*All these promotional activities were emphasized with direct marketing where 6665 residents were directly contacted with the following text of the sms:  
“Help with creating more beautiful and safer town of Michalovce. [www.mar.lc/](http://www.mar.lc/)  
QRsnhOCLNA. Change your future. Your city of Michalovce.”*

*We made the Opinion map accessible from 1st of June to 30th of September 2021.*



FACEBOOK ACCOUNT OF THE CITY OF MICHALOVCE WITH CAMPAIGN VISUAL



DIRECT MARKETING WITH THE SMS DIRECTLY SENT TO THE CITY RESIDENTS

To open the Opinion map, the respondent needs to address <https://michalovce.web-gis.sk/> where in the blue floating window there can add the exact place on the map. In case of some uncertainty, there is provided the manual titled "How to do it?" in the separate white cloud.

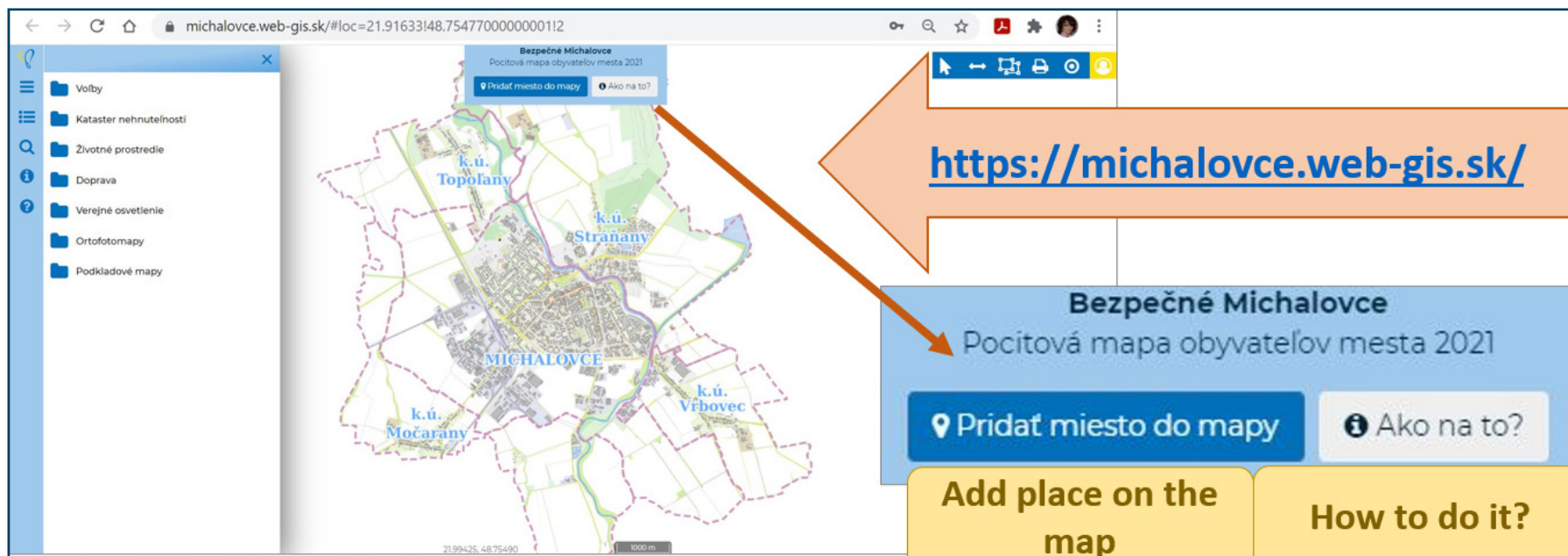
Afterwards, the form for respondent is displayed to be filled in with four questions required which were previously discussed on the ULG meetings:

**1. question: Give the name of the location.**

Thanks to this question we have learnt some new local names even in slang version for the locations the respondents depicted.

**2. question: Express your feeling about the place.**

There are four possibilities to choose from which are ranked from the most positive to the most negative feeling represented by emoticons to convey the feelings of the respondents.



### 3. question: Give the reason for your feeling.

This part of the form provides us the detailed description of the issue from the respondent point of view.

### 4. question: Provide your solution to the issue.

The proposed solutions are only to the negative feelings as the positive ones are out of this question. We can evaluate

that all the replies are helpful in sense of supporting participatory approach in communication with the citizens.

The image shows a screenshot of a web form titled "Bezpečné Michalovce" (Safe Michalovce) for reporting a safety issue. The form is overlaid on an aerial map of the town. On the left side of the form, there are five orange arrows pointing to specific sections: "Local place name", "4 levels of feelings", "Reason for feeling", "Proposed solution", and "Proposed solution". The form fields include:

- Podrobnosti o mieste** (Details about the location):
  - \* Miesto, lokalita (Location, locality): A text input field with a placeholder "Opíšte vybrané miesto lokality" (Describe the selected location) and an example "napr. prístupová cesta k ihrisku na IV ZS, Detské ihrisko Námestie slobody" (e.g., access road to the sports field at IV ZS, Children's sports field Freedom Square).
  - Miestny názov (Local name): A text input field with a placeholder "Zadajte miestny názov lokality (ak existuje)" (Enter the local name of the locality (if it exists)).
- Vyjadrenie pocitu** (Expression of feeling): Four smiley face icons representing different levels of feeling (happy, neutral, sad, very sad).
- \* Dôvod nebezpečia** (Reason for danger): A text input field with a placeholder "Zadajte Vaše zdôvodnenie" (Enter your justification).
- Návrh riešenia** (Proposed solution): A text input field with a placeholder "Pridajte Váš návrh riešenia" (Add your proposed solution).
- Kontaktné údaje** (Contact information):
  - Email: A text input field with a placeholder "Vaša emailová adresa pre komunikáciu" (Your email address for communication).
  - Telefón: A text input field with a placeholder "Vaše telefónne číslo pre komunikáciu" (Your phone number for communication).

At the bottom of the form, there is a note "Ochrana osobných údajov podľa GDPR 13 a GDPR 14." (Data protection according to GDPR 13 and GDPR 14) and two buttons: "Zrušiť" (Cancel) and "Odoslať" (Send).

THE FORM IN THE OPINION MAP

Automatické ukladanie 2021\_09\_30\_pocity Hľadať Machová Jana, RNDr.

Súbor Domov Vložiť Rozloženie strany Vzorce Údaje Revízia Zobrazit' Pomocník ACROBAT Návrh tabuľky Dotaz Zdieľať

Prilepiť Schránka Písmo Zarovnanie Číslo Štýly Bunky Úpravy

F61 Park Kerta

id	dateCreate	isApproved	isSafe	level	localityName	nameSlang	description
192	4641 2021-07-03T05:27:06.848Z[GMT]	FALSE	FALSE	L2	Michalovce- časť Močarany	Ul. Močarianská	Intenzita - svietivosť-verejného osvetl
193	4642 2021-07-03T13:48:54.293Z[GMT]	FALSE	FALSE	L3	Ul. Konečná		Parkovanie automobilov na ceste ktor
194	4643 2021-07-03T13:59:19.309Z[GMT]	FALSE	FALSE	L3	Výjazd z ul. Priemyselná pri čerpa	Pri čerpacej stanici slovnaft	Výjazd z ul Priemyselná na hlavnú cest
195	4644 2021-07-03T14:06:35.658Z[GMT]	FALSE	FALSE	L3	Ul. Konečná	Kontajnerové stojiská	Znečistenie okolia odpadkami a možn
196	4645 2021-07-03T15:40:18.948Z[GMT]	FALSE	FALSE	L3	Malometrazne byty	Malometrazne byty	Asociálov neprispôsobili obyvatelia m
197	4646 2021-07-03T17:31:41.800Z[GMT]	FALSE	FALSE	L3	križovatka pri hoteli Družba	začiatok mesta	Nebezpečný a rozbitý prechod - napri
198	4647 2021-07-03T17:33:29.750Z[GMT]	FALSE	FALSE	L3	Stráňanský most	nový most	Neschopnosť mesta napriek mnohým
199	4648 2021-07-03T17:37:40.693Z[GMT]	FALSE	FALSE	L3	Lávka Slobody	lávka	Neúmerné prevýšenie nespĺňujúce Sk
200	4649 2021-07-03T17:39:23.258Z[GMT]	FALSE	FALSE	L3	Námestie Osloboditeľov	námestie	Rozpadávajúce sa povrchy. Dlažba roz
201	4650 2021-07-03T18:43:07.994Z[GMT]	FALSE	FALSE	L3	park mieru		padajúce staré stromy
202	4651 2021-07-04T04:39:03.748Z[GMT]	FALSE	FALSE	L2	Park na ul. Kpt. Nalepku		Premnožené vrany
203	4652 2021-07-04T18:33:25.375Z[GMT]	FALSE	FALSE	L3	Celé mesto	osvetlenie	Osvetlenie v meste je slabé, skôr je to
204	4653 2021-07-04T18:37:30.197Z[GMT]	FALSE	FALSE	L3	Celé mesto	Pouličné osvetlenie	Slabé osvetlenie v meste.
205	4654 2021-07-04T18:58:11.971Z[GMT]	FALSE	FALSE	L3	Viniarska cesta		Uz niekoľko rokov nefunkcne osvetler
206	4655 2021-07-06T20:42:18.217Z[GMT]	FALSE	FALSE	L3	Betónová plocha		Diery, sklo
207	4700 2021-07-22T07:30:57.157Z[GMT]	FALSE	FALSE	L2	cesta smerom na Sobrance od kri	Daniela Vargová	prebiehanie neprispôsobivých občand

pocitova\_mapa Hárok1

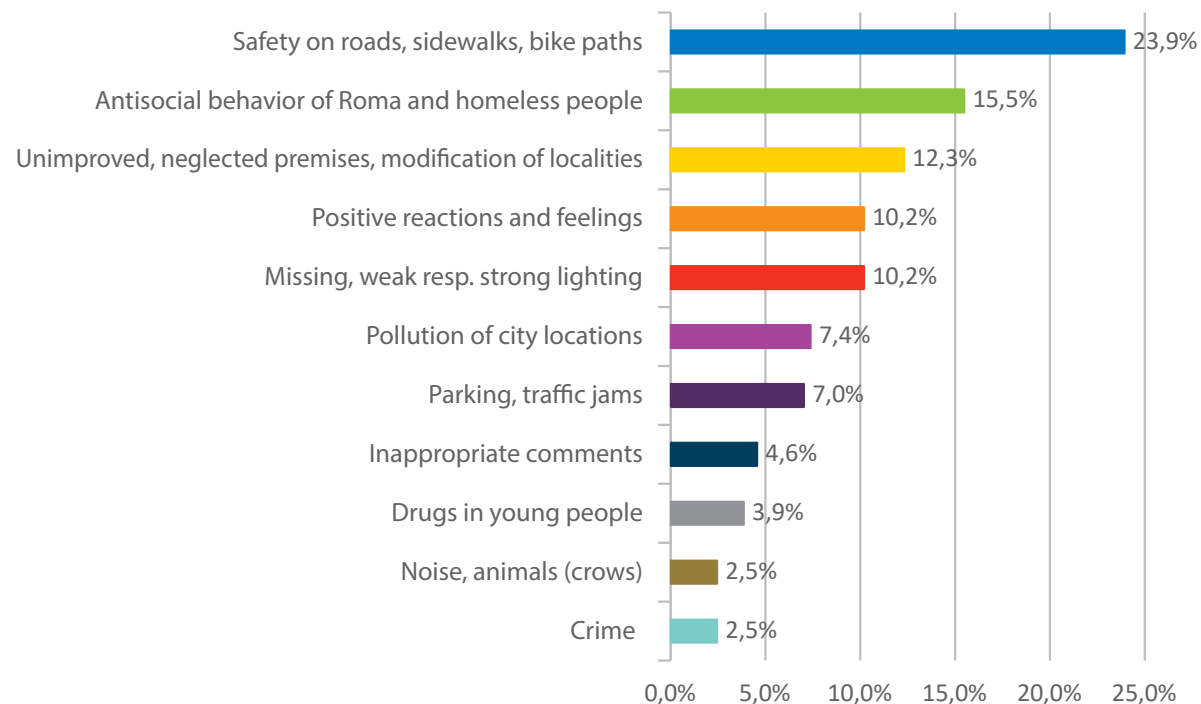
CSV FILE WITH EXPORTED DATA FROM THE OPINION MAP



PUBLISHING THE RESULTS OF THE OPINION MAP WITH RED/GREEN DOTS PROVIDED WITH THE CURRENT PHOTOS OF DESCRIBED LOCATIONS

We were collecting the data from the Opinion map for 3 months, although at present the modul is still open for further contributions. The layer of the Opinion map in Geographic information system enables to export the data info csv file which was subsequently evaluated. As a matter of course, this functionality is not accessible for public. The publication of the results was given different pattern of red and green dots marked on the map with the colour meanig, i.e. the red colour stands for negative feeling whereas the green one for positive.

After 3 months of collecting the data we received 247 comments which we divided in thematic groups pointing out the same or similar issue. Majority of the contributions were of negative sense what we expected as it was the main point to provide us with the unsafe locations which may concern the citizens. Nevertheless, the positive feelings represent more than 10 % of all the contributions.



THE ANALYSIS OF 284 FEELINGS EXPRESSED IN THE OPINION MAP UPDATED ON 1. 2. 2022



According to the survey, what concerns almost 23 % of citizens most is safety on roads, sidewalks and missing bike paths which we would like to implement in the nearest future with support of national funds.

Whereas the Roma community represents roughly 8 % of population in the city of Michalovce, a lot of opinions were addressed to them when perceiving their inappropriate behaviour.

The other comments relate to neglected premises, missing lightning, pollution of the city, crowded parking lots, traffic jams, drugs among the youth, noise etc.

But what makes us pleased is that only 2,5 % of involved respondents expressed

the criminal issues, so from that point of view we can deduce that the citizens feel safe in here.

The results coming out of the SSAs are introductory data for architects, experts and professionals in the safe areas to work on the revitalization of the city with the unified approach to the problem solving.

Pre-project preparation of the intention - It should not only be an analysis of a technical nature, but also, for example, a social survey, which can provide important data helping to create a high-quality assignment and, ultimately, to increase the likelihood of success of the implementation of the intention. In order to increase the likelihood of success of an investment in a public

we need to start  
creating our city together,  
not just consuming it

space, it is necessary to actively involve the local public in the formulation of the assignment at the beginning of the assignment. At the same time, this principle increases the positive impact on social relations and creates a sense of belonging as we are convinced that we need to start creating our city together, not just consuming it.

As for the risk analysis, we can identify the low risk of participation of respondents which could be understood as the lack of interest in local public affairs.

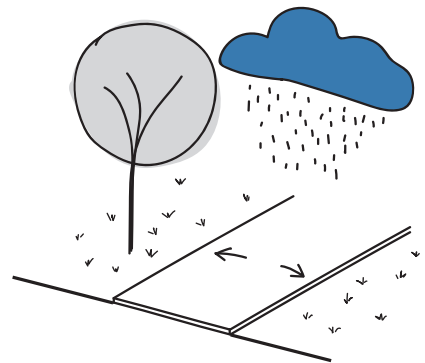
# Manual for creating safe public spaces

The second small scale action of the project is preparation of the Manual for creating safe public spaces elaborated by the experts of the project. Although the current conditions of Michalovce is not satisfactory, the fact that the city has an important strategy document made in the form of a Manual of public spaces is the

first step in trying to make a difference. The Manual is an essential conceptual material that defines the principles and rules for creating a quality public space. The Manual is a tool designed to directly influence the level of public spaces by setting out the overall vision and principles of their development, restoration and

creation. At the same time, it is the first document of the city of Michalovce, which discusses the issue of public spaces in this city and therefore deals only marginally with several elements. Elements of greenery, urban furniture or outdoor terraces are comprehensively elaborated in separate documents dealing with:

**1 materials and surfaces** so that they affect pedestrian comfort and safety. At present, great evidence is placed on microclimatic requirements – rainwater inflow (decentralized system), unwanted overheating of the space and its consequently ways of cooling public areas.

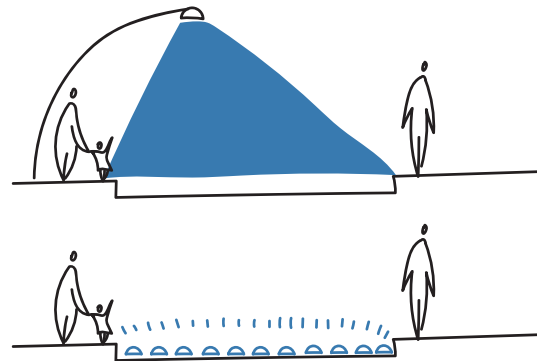


*The sidewalk should be placed above the level of the lawns so as to allow rainwater to run out into the areas of greenery and its gradual saction, which ensures a reduction in sewerage requirements.*

**RUNNING OUT RAINWATER**

**2 elements of the technical infrastructure** relating to the supply of drinking water, sewerage and wastewater treatment, heat supply, gas supply, oil pipelines, telecommunications networks...

**3 outdoor lighting**, which must be subject to a conceptual solution with a uniform design, without an intrusive accent, to use renewable energy sources – e.g. renewable energy sources – photovoltaic panels...

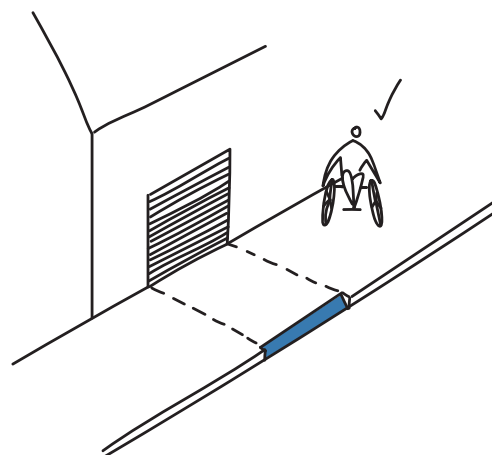
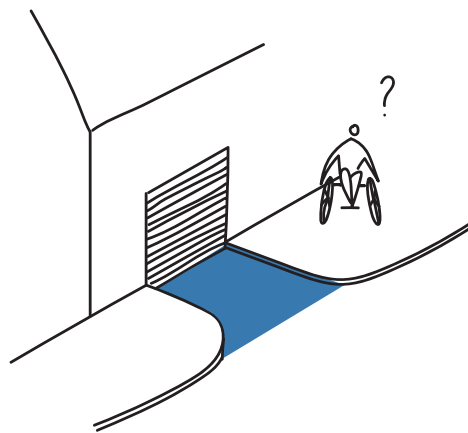


LIGHTING OVER THE CROSSING

*Crossings for pedestrians is good to illuminate, lighting may differ in color, but not have a higher intensity than ambient lighting. It is also recommended to apply fluorescent passages.*

**4 the street furniture** that creates the living area of the city is the font by which the city expresses itself in space.

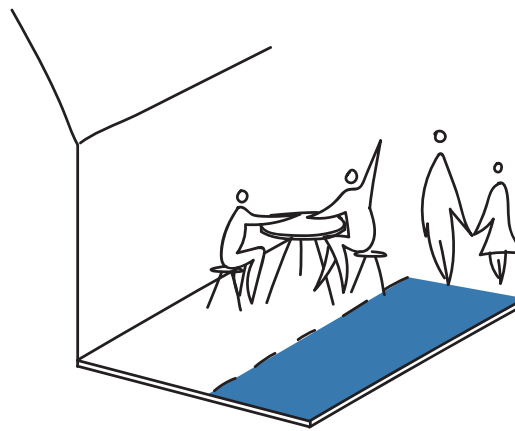
**5 objects to facilitate movement and access:** using tangible surfaces, it is possible to make orientation easier in space and to warn a person of a dangerous place. When creating a barrier-free environment, we must accept the differences of individual users, such as the inertia ramp for wheelchair users, the place next to the bench for the wheelchair, the guides for the visually impaired on the crossroad.



*Exits from buildings must be solved in one level with pedestrian roads just to facilitate movement for the wheelchair users for instance.*

EXITS FROM BUILDINGS

**6 facilities and services**, such as markets and marketplaces reflecting the nature of the environment in which they are located, summer terraces barrier-free adapted and, by their location and design, must respect the composition of the urban structure, the architecture of the objects, the greenery.



*Terraces shall be located from the pavement in such a way as to maintain a walking width of at least 1.5 m. And of course they raise the sense of safety if the place becomes vibrant.*

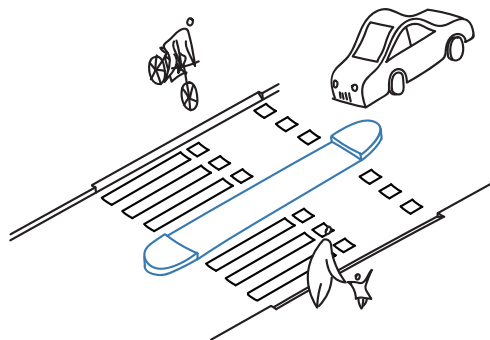
## TERRACES IN THE CITY CENTRE

**7 outdoor advertising** – visual smog reduces the attractiveness of the historic city.

It is appropriate for the Manual to be part of the process of public procurement oriented towards public space and the components related to it. The importance of the Manual was clearly expressed

by the city of Michalovce as a strategy document in its Programme of Economic and Social Development elaborated for years 2022 – 2030.

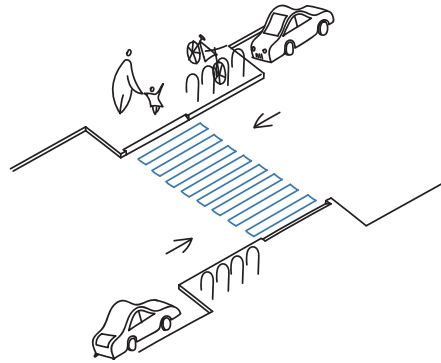
From the previous years there have been already some examples implemented according to the suggested ideas provided in the Manual such as:



DIVIDING PROTECTIVE ISLAND AT THE HIGHER TRAFFIC, ZEBRA CROSSING FOR BOTH PEDESTRIANS AND BIKERS VS. NEWLY INSTALLED ROUNDABOUT WITH ZEBRA CROSSING NEAR CITY CENTER IN MICHALOVCE

The main task of the Manual is to initiate and motivate the general public of the city to create a **vibrant, safe, sustainable and healthy** city:

- increasing the potential **of a vibrant city** happens when people are motivated to walk or ride a bike.

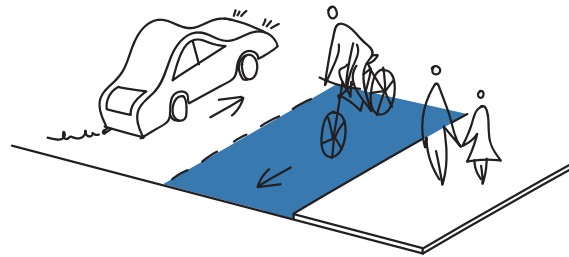


*At newly created pedestrian crossings is desirable to expand the pavement area and shorten the length of the crossing; the advantage of the solution is the possibility of using this bicycle parking space.*

## NEW CROSSINGS

- **A safe city** closely connects to a vibrant city by the fact that if more people move in the urban space, in general the sense of security, which is a basic prerequisite for the quality of life in the city, increases. This principle creates crime prevention through so-called social control.

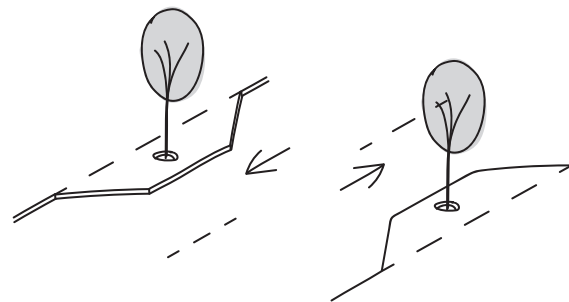
- **The sustainability** of the city is usually increased when a large part of the transport system consists of 'green mobility', pedestrian, cycling and public transport. These forms of transport bring great benefits to the economy, the environment, limit emissions consumption and reduce noise levels.



*The opposite cycle corridor line is recommended on one-way roads with a minimum width of 3.5 m.*

### THE OPPOSITE CYCLE CORRIDOR

- **Healthy** city policy must be enhanced by the creation of quality pedestrian roads, strong cycling infrastructure and an environment for social activities, sport and recreation.



*Road narrowing: The traffic-calming mechanisms naturally reduce the speed of passing vehicles and extend the pavement (suitable to apply to collection and service roads).*

### ROAD NARROWING



As for **risk analysis** of above mentioned small scale actions, we expected following risks and their potential impact (high, medium, low):

- **low risk:** the feedback coming from the communication tool of the Opinion map is evaluated with the low risk as it had a minor impact on achieved desired results. Even though we received sufficient number of inhabitants' contributions, there could be still **more comments expressed** which goes together with the **higher participation** of the residents,
- **low risk: low interest of the residents in the local public affairs** was expected as the Municipality has similar experiences from previous projects. Anyway, it had just a little impact on project success thanks to the useful Opinion map tool.
- **high risk: Covid restrictions for face-to-face meetings** had severe impact on the project meetings in person, it influenced the city visits and social relations among the partners.
- **medium risk: missing interest of the stakeholders:** the Municipal department, Fire department, representatives of citizens etc. This had just the moderate impact on achieving the outcome objectives as the projects outcomes were fulfilled.
- **low risk: time challenge for creating the Manual,** did not have a severe impact as the Manual was being prepared by the experts and professionals who successfully kept the deadline for work delivery.

## SUMMARY

The Municipality of Michalovce is dealing with its challenges that could be certainly found in other European cities. Devising our way of solutions could be an inspiration for participatory approach within the communication with the citizens as well as designing the architectural features combining the

safety, social cohesion and sustainability of the city growth.

We reflected on our own experiences and practices explaining ways of working with its outcomes which were open up to the analysis of peer cities during the transnational meeting held online from our city.

We believe that the sharing of good practices has been valuable for each of the partner within the URBACT network if not at present it will certainly be in the future as they can adopt any of the elements of the good practice model applicable in the environment of their own.

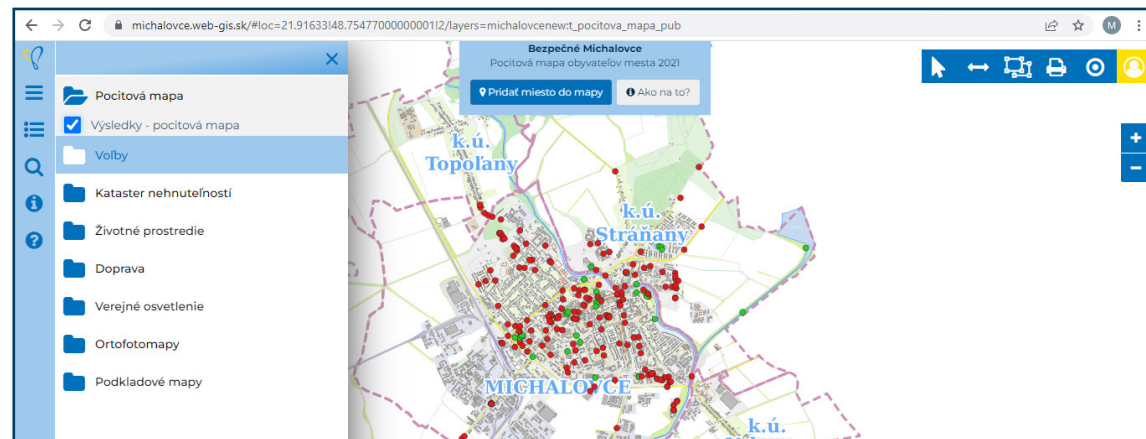
## Annex 1 – Case study of the Opinion map action

Action name

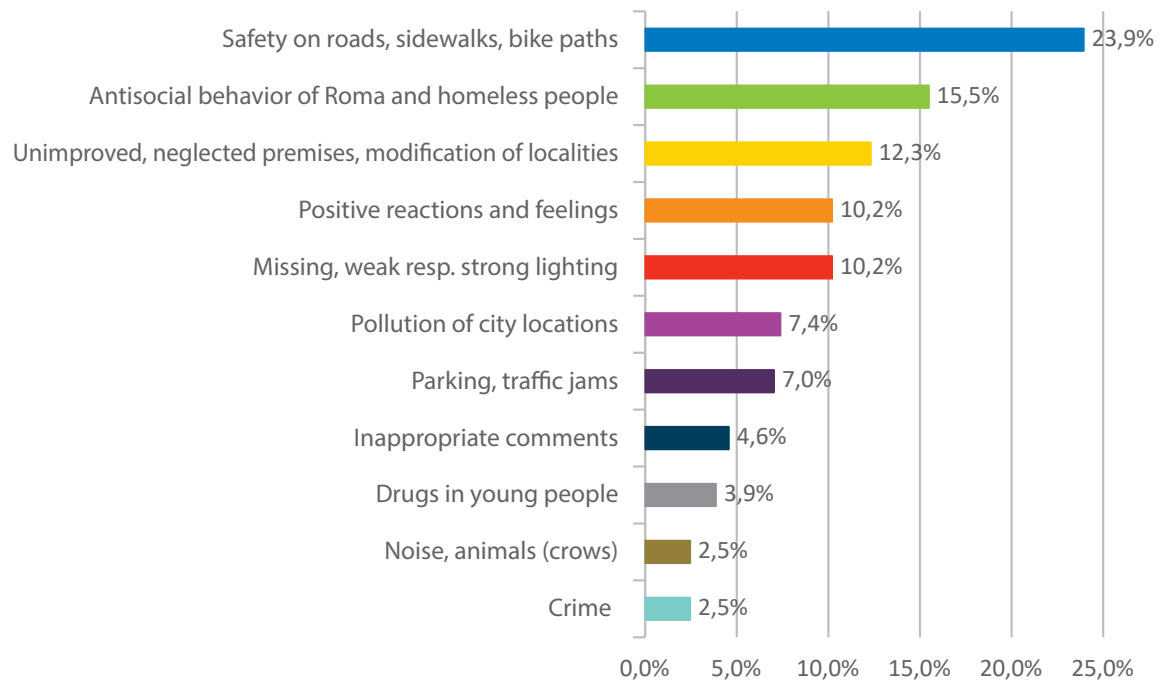
Opinion map

**Problems / Challenges addressed /  
Scope of the intervention / Profile of  
the area addressed**

Identify unsafe areas in the city of Michalovce using the Opinion map where citizens were expressing their feelings about the place they know as well as to introduce a participatory approach to urban security through the Opinion map – the communication tool installed in Geographic informational system.



The contributions of the respondents were later analysed and transformed into the graph providing various categories problems/challenges the citizens are happy/unhappy about.



**Intended result/ Expected change / target groups addressed**

The aim of using this tool was to make the residents actively participate in the project as the city authorities have poor connectivity with people and address their needs concerning security in the town.

### Key activities / Key partners

- Activity 1: the citizens of Michalovce added a place on the map, expressing their feelings in the description of areas, whereas the feelings vary from the most positive to the most negative ones.
- Activity 2: suggesting the solutions to the unsafe areas by residents themselves which was inspiring for the experts in sense of further elaborating of the results in the process of preparation of Manual for creating the safe public spaces.

### Urban dimension(s) addressed

- Crime Prevention – the respondents themselves coming with their own solutions to the criminal issues in the city.
- Perception of safety- the respondents choosing one from four feelings – how safe they feel about the described place through which they express the level of safety in the place.
- Social cohesion – the tool accessible for everyone without any social diversification.
- Governance

### Timescale

- Short – time for addressing the residents was for 3 months from 1st of June till 30th of September 2021.
- Medium
- Long term

### Resources

1920.00€  
Funded from the project and by the town

### Risks

Risk 1 – low: there could be still more comments expressed so we missed a bit higher participation of residents.

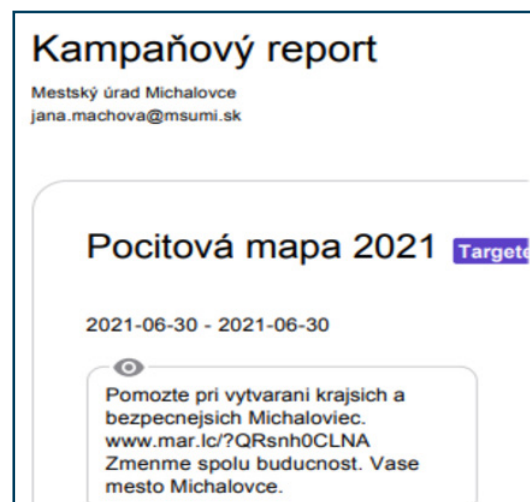
## Annex 2 – Case study of direct marketing action

Action name

Direct marketing and social networks within the communication with citizens

**Problems / Challenges addressed /  
Scope of the intervention / Profile of  
the area addressed**

We addressed the residents of the city through sending sms messages asking them for helping creating safer city of Michalovce.  
For better involvement we used commercial campaigns – social networks for communicating with the people.



**Intended result/ Expected change / target groups addressed**

Active participation of the citizens in the survey – the Opinion map

**Key activities / Key partners**

- Activity 1: direct marketing – sending 6665 sms messages to the residents of the town to involve them in the project with the following text: *“Help with creating more beautiful and safer city of Michalovce. [www.mar.ic/QRsnhOCLNA](http://www.mar.ic/QRsnhOCLNA). Change your future. Your town of Michalovce.”*
- Activity 2: social networks – addressing people through famous social network: facebook, instagram

**Urban dimension(s) addressed**

- Crime Prevention
- Perception of safety
- Social cohesion – addressing different people regardless of the age, race or social status.
- Governance



### **Timescale**

- Short – time for addressing the residents was for 3 months from 1st of June till 30th of September 2021.
- Medium
- Long term

### **Resources**

1120.00 €  
Funded from the project and by the town

### **Risks**

Risk 1 – low: low interest of the residents in the local public affairs.

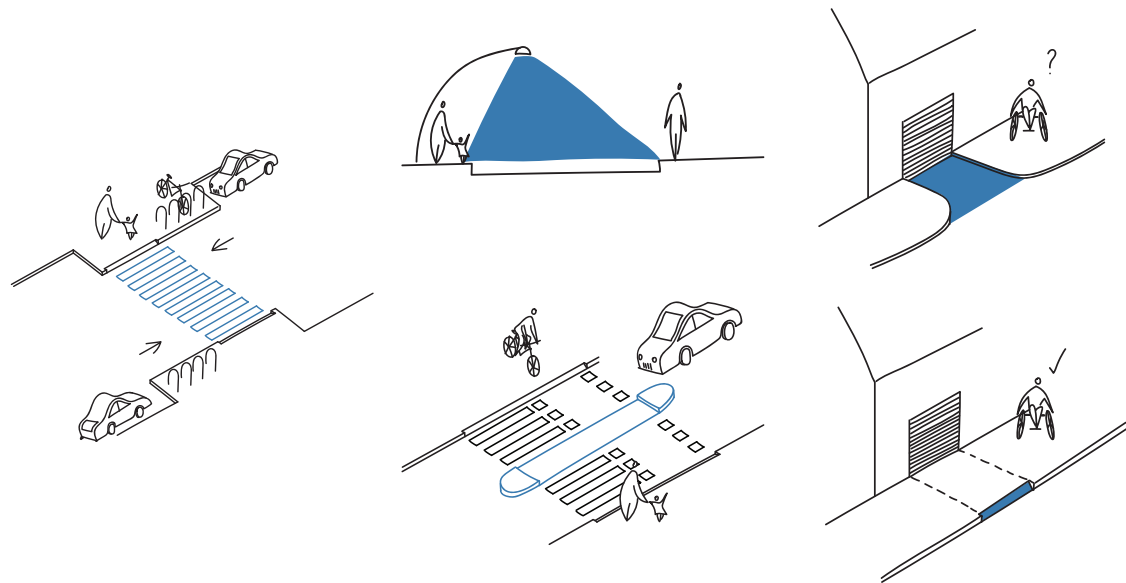
# Annex 3 – Case study of preparation of the Manual for creating safe public spaces

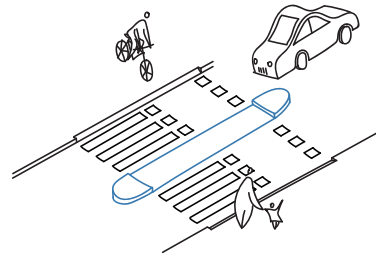
Action name

Preparation of the manual for creating the safe public places

**Problems / Challenges addressed /  
Scope of the intervention / Profile of  
the area addressed**

Missing uniform approach to building new public spaces with the safety features.





Dividing protective island at the higher traffic, zebra crossing for both pedestrians and bikers vs. Newly installed roundabout with zebra crossing near city center in Michalovce

Designing the safety features in the city especially for the most vulnerable groups of people: children, elderly, handicapped, cyclists, pedestrians.

**Intended result/ Expected change / target groups addressed**

To involve the citizens in improving security.

To achieve a consistent, uniform approach to solving the same problems – unify the overall environment through aesthetic quality.

To increase the number of security features all over the city.

Aestheticization of the city.

### Key activities / Key partners

- Activity 1: Public procurement for designing the manual for creation of the safe public spaces was carried out.
- Activity 2: To select architects, experts and town representatives for expert consulting
- Activity 3: To identify unsafe places with the help of the opinion map and come up with the design proposal

### Urban dimension(s) addressed

- Crime Prevention – the planned revitalisation of public places in the Manual will meet the prevention requirements.
- Perception of safety – newly designed city elements reflect the safety and security measures.
- Social cohesion – make the whole city better accessible for everyone without any diversification in society. The aim of the Manual is to help improving the well-being of the citizens from all backgrounds and social statuses, e.g. provide effective means of transport not at the expense of security, easier moving for old or disabled people.
- Governance – later cooperation with the state Ministry of transport, Ministry of regional development as the Municipality of Michalovce submits the grant application for implementing the project ideas proposed in the Manual. Furthermore, the Urbact Local group includes the stakeholders seen as collaborators in governing processes stressing public-community governance.

## Resources

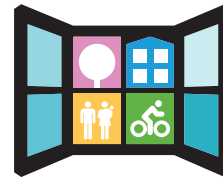
Estimated 19980.00 €  
Funded from the project and by the town

## Risks

- Risk 1 – high: Covid restrictions for face-to-face meetings
- Risk 2 – medium: missing interest of the stakeholders: Municipal department, Fire department, representatives of citizen
- Risk 3 – low: time challenge for creating the Manual

**M M C H A**

LOWCE



**URB**  
SECURITY