S.M.ALL
Sustainable
Mobility for All

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FINAL BOOKLET

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“Inclusive and sustainable mobility is not about moving faster or further, but about ensuring universal accessibility for all.”

S.M.ALL Network

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Why S.M.ALL?

Mobility, equity and everyday urban life

Mobility is often addressed as a technical matter: flows, infrastructure, vehicles, and efficiency. Yet, for millions of people across European cities, **mobility is first and foremost a question of access, opportunity, and fairness.** The ability to reach schools, workplaces, health services, public spaces, and social networks shapes everyday life and, ultimately, determines who can fully participate in urban life and who is left behind.

In recent decades, European cities have made significant progress in promoting sustainable mobility, reducing car dependency, and investing in active and public transport. However, these transitions have not always benefited everyone equally. **Elderly people, children, people with disabilities, low-income households, and residents of peripheral neighbourhoods often continue to face physical, economic, and social barriers to movement**. Sidewalks remain inaccessible, crossings unsafe, services too far away, and mobility options limited or unaffordable. In this sense, mobility inequalities mirror broader urban inequalities.

Moreover, mobility planning itself has not always been a neutral or inclusive process. Too often, mobility plans have contributed to dividing urban territories, creating areas of high value and accessibility while marginalising others. Rather than acting as tools for cohesion, they have sometimes reinforced spatial fragmentation, prioritising efficiency and competitiveness over social balance. In many cases, these plans have been developed within technocratic frameworks, with limited participation and decision-making concentrated in the hands of a few experts, leaving residents and local communities with little voice in shaping how mobility affects their daily lives.

S.M.ALL – Sustainable Mobility for All – was conceived to respond to these challenges. The project starts from a simple but powerful assumption: sustainable mobility cannot be considered successful if it is not inclusive. Reducing emissions, improving efficiency, or introducing new technologies are essential objectives, but they are not sufficient on their own. Mobility policies must also respond to the lived experience of people and to the specific conditions of neighbourhoods where daily routines unfold.

At the neighbourhood scale, mobility is deeply intertwined with the quality of public space, safety, health, and social interaction. Streets are not merely corridors for movement; they are places where social life happens. When mobility systems fail to consider vulnerable users, they contribute to exclusion, isolation, and reduced quality of life. Conversely, when mobility is designed around people's needs, it can become a powerful driver of inclusion, well-being, and community cohesion.

S.M.ALL positions mobility as an enabler of everyday urban life. Rather than focusing exclusively on large infrastructures or city-wide strategies, the project pays particular attention to ordinary neighbourhoods and small-scale interventions that can make a tangible difference. This approach

recognises that meaningful change often starts with modest, context-sensitive actions: safer crossings, accessible sidewalks, better connections between services, and public spaces that invite walking and social interaction.

Equity is therefore not an added component of S.M.ALL, but its core principle. The project challenges cities to rethink mobility from the perspective of those who are most affected by its shortcomings, and to involve them directly in the design of solutions. By combining sustainable mobility objectives with social inclusion, health, and urban liveability, S.M.ALL contributes to a broader understanding of what it means to create just and resilient cities.

Ultimately, S.M.ALL is about reconnecting mobility with its social purpose. It invites cities to move beyond sectoral and technocratic approaches and to **recognise mobility as a shared urban responsibility**, closely linked to the right to the city and to everyday life. In doing so, the project aligns with European priorities on sustainability and cohesion, while grounding them in the concrete realities of neighbourhoods and the people who live in them.

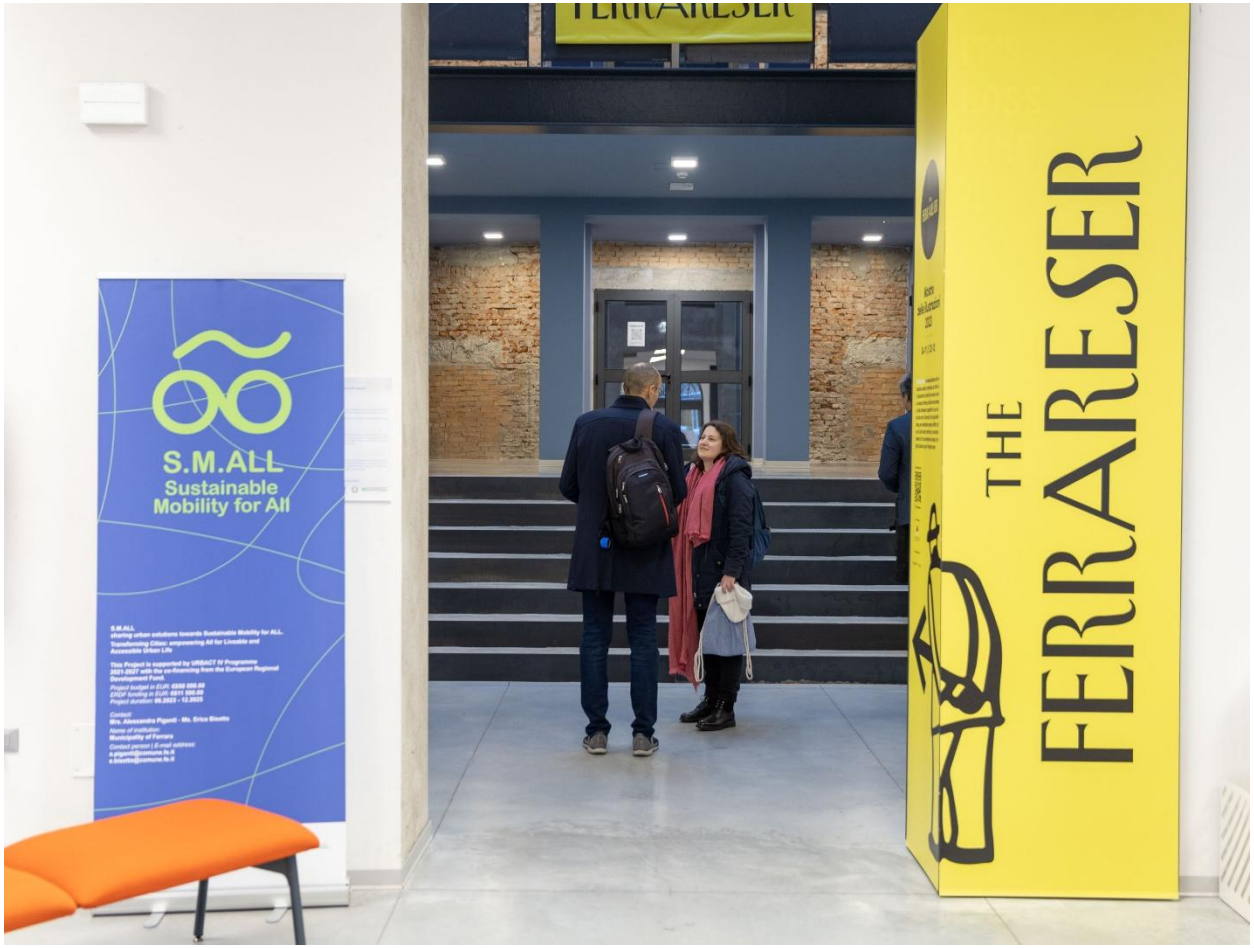

Figure 1: Picture taken during the first S.M.ALL Transnational Meeting in Ferrara

What Makes S.M.ALL Different

A people-centred approach to sustainable mobility

Many cities are working hard to make mobility more sustainable. They invest in public transport, promote cycling, and aim to reduce car use. These efforts are necessary and important. However, they often remain focused on systems rather than on people, on infrastructures rather than on everyday experiences. **S.M.ALL starts from a different point of view. Instead of asking how people should adapt to mobility systems, the project asks how mobility systems can adapt to people**. This shift may seem simple, but it has significant consequences for how policies are designed and implemented. It means looking at mobility through the eyes of those who use it every day, especially those who face the greatest difficulties in moving around the city.

A people-centred approach puts vulnerable users at the centre of attention: children, older people, people with disabilities, and residents of neighbourhoods with limited access to services. For these groups, mobility is often not a matter of choice but of constraint. Routes that are efficient on paper may be unsafe, uncomfortable, or simply unusable in real life. S.M.ALL recognises these gaps and treats them as a starting point for action, not as secondary issues.

Another distinctive element of S.M.ALL is its

Figure 2: Picture from routes barriers mapping activity in Skofja Loka.

strong focus on neighbourhoods and daily routines. The project does not rely primarily on large infrastructures or long-term masterplans. Instead, it works on ordinary places where mobility and everyday life meet: streets, crossings, public spaces, paths to schools, shops, and services**. Small-scale interventions, when well designed, can have a deep impact on how people move, feel, and interact in their local environment.** S.M.ALL also challenges the idea that mobility planning should be driven only by technical expertise. While professional knowledge is essential, it is not sufficient on its own. The project actively involves residents, local stakeholders, and end users in identifying problems and testing solutions. This participatory approach helps cities to better understand real needs, build trust, and create solutions that are more widely accepted and more likely to last.

Finally, S.M.ALL connects sustainable mobility with broader urban goals. It links mobility to health, safety, social inclusion, and the quality of public space. In doing so, it moves beyond sectoral thinking and promotes a more integrated way of working. **Sustainable mobility is not treated as an isolated objective, but as a means to improve everyday urban life and to make neighbourhoods more liveable, accessible, and fair.**

What makes S.M.ALL different, therefore, is not a single tool or solution, but a shared way of thinking. It is an approach that values people over performance, places over abstract indicators, and collaboration over top-down decisions. This perspective allows cities to address sustainability and inclusion together, turning mobility into a positive force for cohesion rather than division.

Figure 3: Example of small-scale testing action implemented in Skofja Loka.

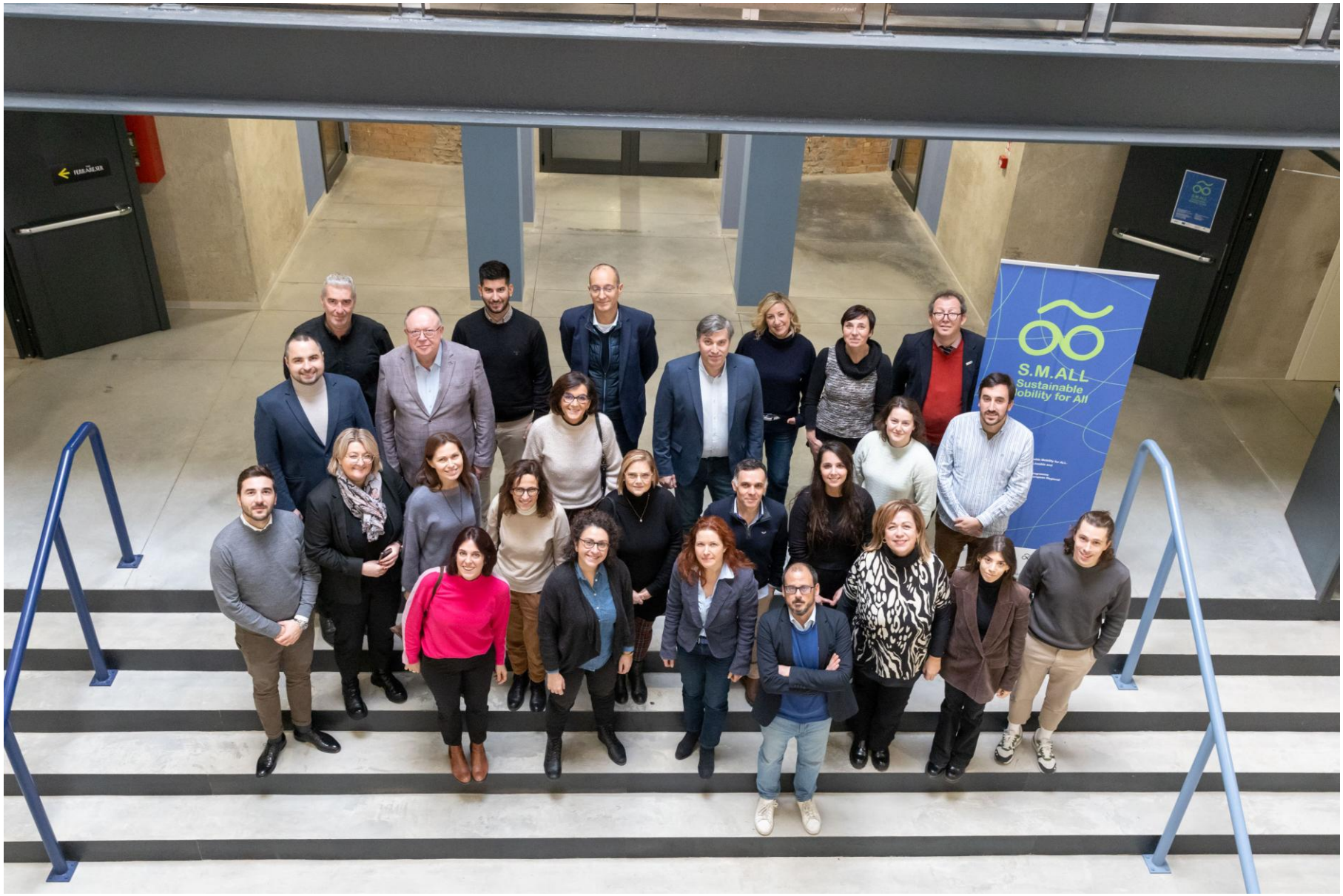

Figure 4: Picture taken during the first S.M.ALL Transnational Meeting in Ferrara

The S.M.ALL Method

How cities worked and learned together

S.M.ALL is not only about what cities did, but also about how they worked together. The project is built on a simple idea: **sustainable and inclusive mobility cannot be designed in isolation. It requires dialogue, testing, and continuous learning across different contexts and levels of governance.**

At the local level, each partner city worked with a dedicated local group bringing together municipal departments, technical experts, local organisations, and residents. These groups played a central role in identifying real mobility challenges, especially those affecting vulnerable users. Rather than starting from predefined solutions, cities began by listening, observing daily routines, and mapping barriers in everyday urban spaces.

Co-design was a key element of the S.M.ALL method. Problems and solutions were discussed openly, allowing different perspectives to emerge. This helped cities move beyond sectoral thinking and build a shared understanding of mobility as a collective responsibility. It also made it possible to identify small, concrete actions that could be tested within a limited timeframe and budget.

Testing actions were a core component of the project. Cities used them to move from ideas to practice, experimenting with temporary or pilot interventions in real neighbourhoods. These tests were not meant to deliver final solutions, but to learn from experience. By observing how people reacted, how spaces were used, and what worked in practice, cities gained valuable insights that could inform longer-term decisions.

Transnational learning complemented local work.

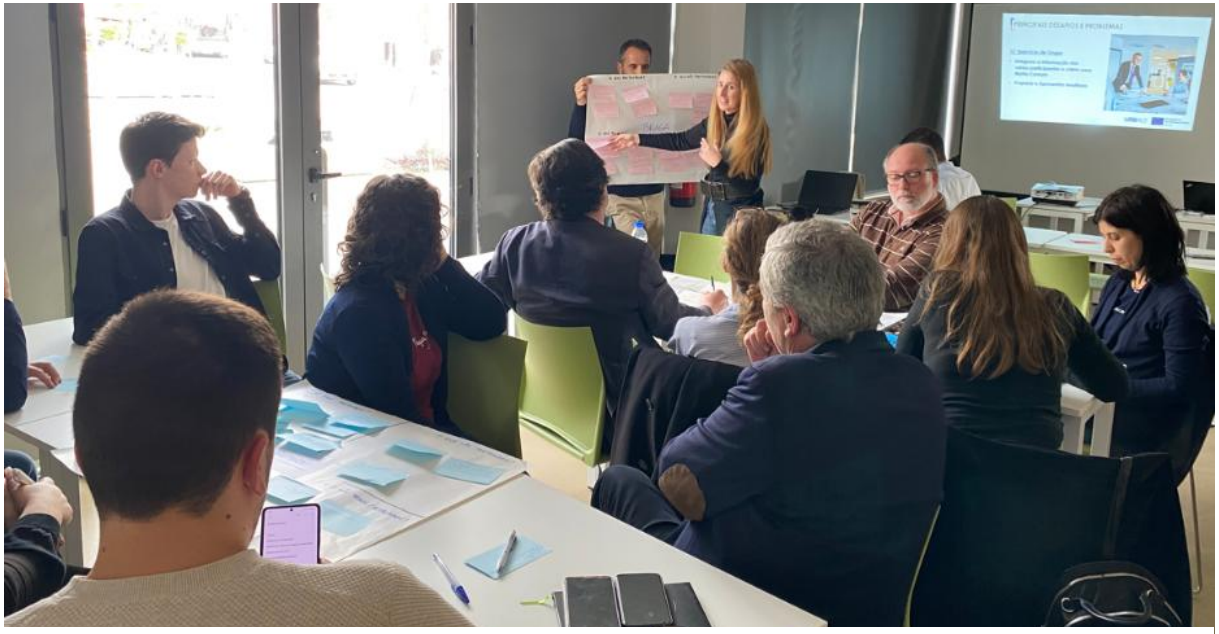

Figure 5: ULG session organized by Pentágono Urbano.

Regular exchanges between partner cities allowed experiences, challenges, and lessons to be shared openly. Different urban contexts, from large metropolitan areas to smaller towns and functional urban areas, provided a rich learning environment. Cities did not copy solutions from one another, but adapted ideas to their own local conditions.

Throughout the project, attention was given to governance and coordination. S.M.ALL encouraged cooperation across departments and levels of administration, helping cities align mobility actions with broader urban policies. **This integrated approach supported more coherent and realistic planning processes.**

The strength of the S.M.ALL method lies in its practicality. It combines participation, experimentation, and learning in a flexible way that cities can easily replicate. **By working together and learning from both successes and difficulties, partner cities were able to build knowledge, confidence, and capacity.** This shared learning process is one of the project's most important individual actions tested on the ground.

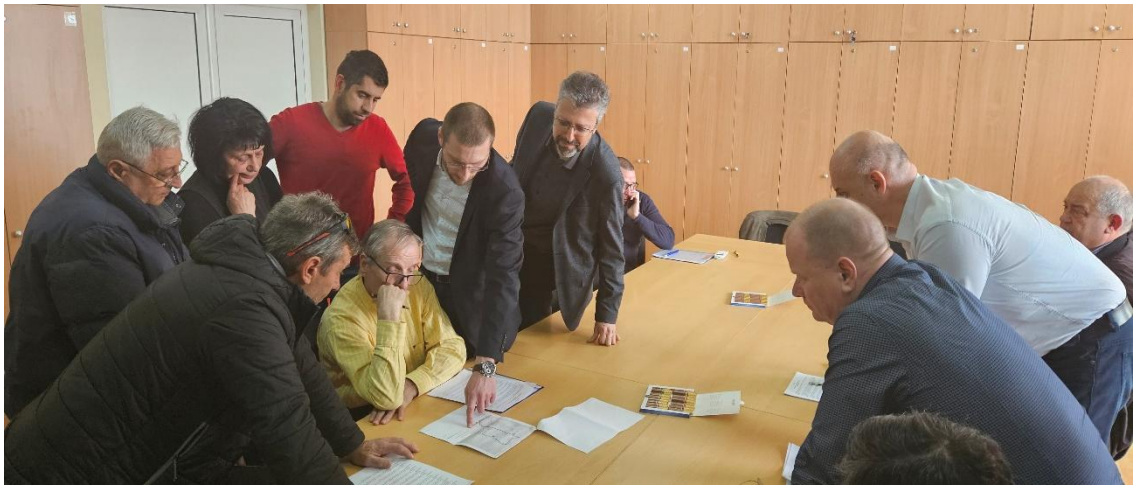

Figure 6: ULG session organized by Sofia Municipality.

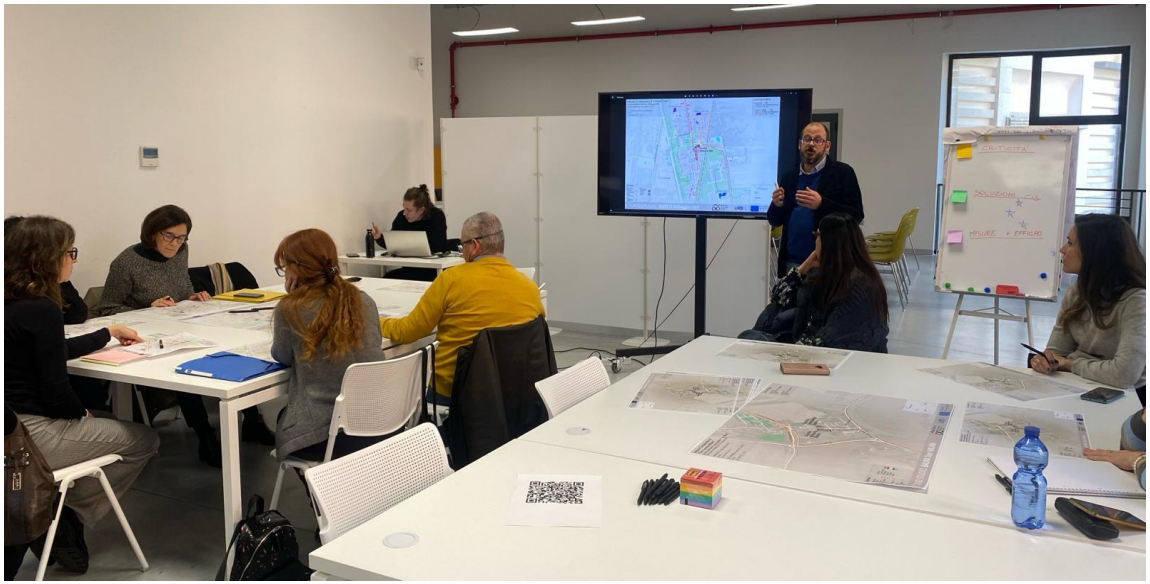

Figure 7: ULG session organized by Ferrara Municipality.

Partner Cities in Context

Nine cities, one shared challenge

S.M.ALL brings together nine partner cities with very different urban profiles, sizes, and institutional contexts. From medium-sized historic cities to metropolitan areas, from smaller towns to a functional urban area, the partnership reflects the diversity of European urban realities. This diversity is not a background condition, but a core strength of the project.

Ferrara, as Lead Partner, coordinated the network while also addressing its own local challenges related to inclusive and sustainable mobility. Alongside Ferrara, cities such as Sofia, Bucharest, and Strasbourg represent larger and more complex urban systems, where mobility issues are closely linked to scale, congestion, and social inequalities. Other partners, including Druskininkai and Škofja Loka, bring the perspective of smaller cities, where distances are shorter but resources and capacities can be more limited.

Figure 8: Picture taken during the S.M.ALL Transnational Meeting in Strasbourg.

Komotini and Larissa add the dimension of

medium-sized cities facing challenges related to climate, accessibility, and everyday mobility needs. The Quadrilatero, understood as a functional urban area (which evolved into a *Pentagon* during the project, following the addition of another city), introduces a territorial perspective that goes beyond administrative boundaries and highlights the importance of coordination across municipalities.

Despite these differences, all partner cities share a common challenge: ensuring that sustainable mobility policies work for everyone. In each context, certain groups and neighbourhoods experience mobility barriers that limit access to services, public spaces, and opportunities. These barriers take different forms, but their effects on daily life are often similar.

Working at the local level proved to be essential for building ownership, which is a key prerequisite for effective Action Planning. **By focusing on neighbourhoods and everyday mobility needs, cities were able to engage local actors more directly and meaningfully.** This local dimension helped residents, stakeholders, and institutions recognise their role in shaping solutions, strengthening commitment and shared responsibility.

Action Plans developed within this framework are grounded in real contexts and real capacities. They reflect social habits, cultural practices, economic conditions, and environmental priorities specific to each city. As a result, the projects included in the Action Plans are more likely to be socially accepted, culturally appropriate, economically viable, and environmentally sustainable. Rather than being abstract planning documents, Action Plans become shared roadmaps supported by those who are directly affected by them.

Rather than seeking uniform solutions, S.M.ALL encouraged each city to work within its own context. Local priorities, institutional frameworks, and spatial conditions shaped the choice of neighbourhoods, target groups, and testing actions. This place-based approach allowed cities to respond to real needs while contributing to a shared learning process at European level.

The following city profiles provide a snapshot of each partner's context and focus within the project. They outline the main mobility challenges addressed, the areas of intervention, and the groups involved. Together, **they illustrate how a common approach to inclusive mobility can be applied in different urban settings, adapting to local conditions while pursuing shared objectives.**

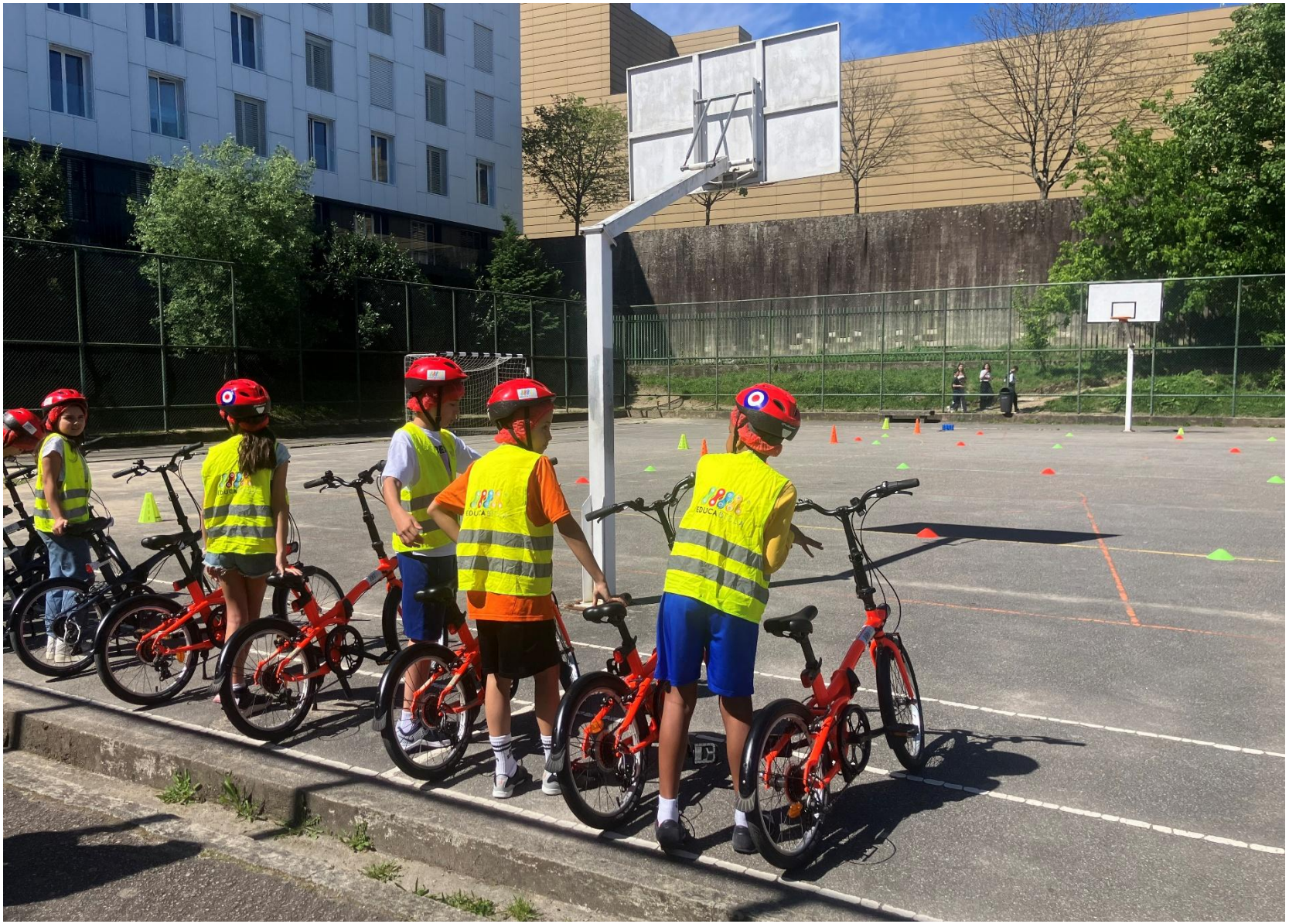

Figure 9: Picture taken during the S.M.ALL Transnational Meeting hosted by Pentágono Urbano.

From Challenges to Testing Actions

Turning ideas into practice

One of the main objectives of S.M.ALL was to move beyond discussion and planning and to test solutions in real urban contexts. **Testing actions were used as a practical tool to translate shared challenges into concrete interventions, allowing cities to learn by doing.** Each partner city started from a specific local challenge, often identified through direct observation and dialogue with residents and local stakeholders. These challenges were closely linked to everyday mobility barriers: unsafe streets, poor accessibility, lack of connections between services, or public spaces that discouraged walking and social interaction. Rather than addressing these issues through large-scale projects, cities focused on small, targeted actions that could be implemented within a limited timeframe.

Testing actions were deliberately designed as experiments. They were not meant to provide final answers, but to explore what works in practice and what does not. This experimental approach allowed cities to take informed risks, test ideas in a flexible way, and adapt interventions based on feedback and real-life use. Temporary measures, pilot projects, and low-cost solutions played a key role in this process. **An important aspect of the testing actions was the involvement of local actors throughout the implementation phase.** Residents, schools, associations, and local services were often directly engaged, contributing ideas, feedback, and practical support**. This participation strengthened local ownership and helped ensure that actions responded to real needs rather than assumed ones.**

The testing phase also helped cities understand the links between mobility and other urban dimensions. Many actions revealed positive impacts beyond movement itself, such as improved safety, stronger social interaction, better use of public space, and increased awareness of sustainable mobility choices. These wider effects reinforced the idea that mobility interventions can act as catalysts for broader neighbourhood improvements.

Finally, testing actions played a crucial role in shaping local Action Plans. Lessons learned from what worked, what needed adjustment, and what proved unfeasible informed more realistic and robust planning decisions. By grounding Action Plans in tested experiences, cities were able to propose projects that are not only ambitious, but also socially accepted, economically realistic, and environmentally sustainable.

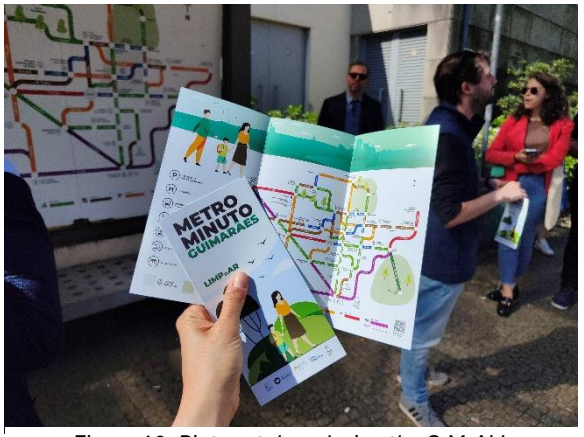

Figure 10: Picture taken during the S.M.ALL Transnational Meeting hosted by Pentágono Urbano.

City	Main Target Groups	Scale of Action	Type of Testing Actions	Main Purpose
Ferrara (Lead Partner)	Children, families, school communities	Neighbourhood / city-wide	School streets, Pedibus & Bicibus, digital monitoring of routes	Improve safety and promote active mobility in everyday school trips
Sofia	People with disabilities, reduced mobility users	Metropolitan	Testing on-demand transport services, governance and digital tools	Improve service efficiency and support regulatory and policy change
Bucharest	School communities, children	Metropolitan / neighbourhood	Safe school zones, traffic calming, participatory pilots	Increase safety and test coordination across institutions
Strasbourg	Children and young people, families	Neighbourhood	School streets, youth participation, temporary pilots	Reduce inequalities and test inclusive solutions before scaling up
Larissa	People with disabilities, elderly, children	City centre / corridors	Accessible route pilots, walk-along assessments	Build a connected network of accessible urban routes
Komotini	People with disabilities, vulnerable groups	City centre / cultural routes	Accessible routes mapping, small-scale physical improvements	Improve accessibility and raise awareness on universal design
Škofja Loka	People with disabilities (incl. visual impairments)	Historic centre	Accessibility mapping and pilot interventions	Bridge strategic planning and practical implementation
Druskininkai	Elderly people, people with disabilities	Neighbourhood / urban–rural	Walkability and accessibility tests, small adjustments	Verify real accessibility conditions and improve quality of life
Quadrilatero / Urban Pentagon	Children, students, school communities	Functional Urban Area	School mobility services, Living Lab, education actions	Scale up good practices and strengthen inter-municipal cooperation

Table 1: S.M.ALL – Role of Testing Actions in Local IAPs

Tools for Inclusive Mobility

What cities can reuse

One of the key outcomes of S.M.ALL is not a single solution, but a set of tools that cities can adapt and reuse in different contexts. These tools are simple, flexible, and grounded in real practice. They help cities move from abstract goals to concrete actions, keeping people and everyday life at the centre of mobility planning.

understanding real mobility needs. Walk-along assessments, accessibility audits, and direct observation in neighbourhoods allowed cities to identify barriers that are often invisible in technical plans. Testing routes together with children, older people, or persons with disabilities proved particularly effective in revealing safety issues, accessibility gaps, and discomfort that standard data rarely capture.

Participation tools played an equally important role. Local working groups, co-design workshops, and informal meetings helped build trust and shared responsibility. Involving residents, schools, associations, and service users from the beginning ensured that problems were defined correctly and that proposed solutions were realistic and widely supported.
Participation was not treated as a one-off consultation, but as a continuous process accompanying planning and testing.

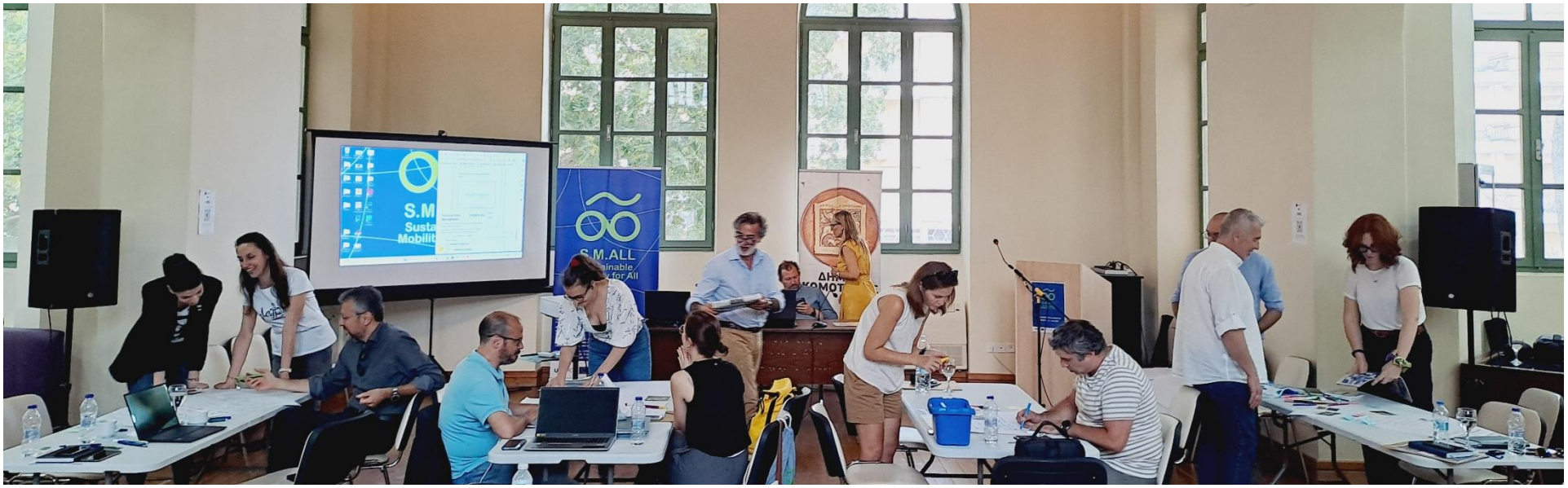

Figure 11: Picture taken during the S.M.ALL Transnational Meeting in Komotini.

A first group of *tools focuses on*

S.M.ALL also made extensive use of *small-scale and low-cost tools*. Temporary interventions, pilot actions, and tactical measures allowed cities to experiment without large investments. **These tools reduced risks, encouraged innovation, and made it easier to adjust actions based on feedback**. In many cases, simple changes—such as reorganising crossings, calming traffic near schools, or improving signage—had an immediate and visible impact.

Another important set of *tools relates to coordination and governance.* Several cities tested new ways of working across departments and institutions, aligning mobility actions with social services, education, health, and urban planning. Simple coordination mechanisms, shared data, and regular exchanges proved essential to avoid fragmented interventions and to support integrated Action Plans.

Finally, S.M.ALL highlighted the value of *learning tools*. Transnational meetings, peer exchanges, and shared reflection helped cities compare experiences, learn from mistakes, and adapt ideas rather than copy them. **This learning process strengthened local capacity and increased confidence in dealing with complex mobility challenges.**

Together, these tools form a practical toolbox for inclusive mobility. They do not require advanced technology or large budgets, but a clear focus on people, places, and collaboration. Used together, they help cities design mobility actions that are socially acceptable, economically realistic, environmentally sustainable, and more likely to last over time.

Figure 12: Picture taken during the S.M.ALL Transnational Meeting in Sofia.

Tool Category	Tool Description	How It Is Used	Main Benefit
Walk-along assessments	Testing routes together with real users (children, elderly, people with disabilities)	On-site observation of daily mobility paths	Reveals real barriers and safety issues
Accessibility audits	Systematic review of sidewalks, crossings, public buildings and spaces	Mapping physical obstacles and gaps	Improves universal accessibility
Local working groups	Regular meetings with municipal staff, stakeholders and residents	Co-definition of problems and solutions	Builds ownership and shared responsibility
Co-design workshops	Joint design sessions with users and practitioners	Development of realistic and accepted actions	Increases quality and acceptance of solutions
Temporary and pilot actions	Short-term interventions in real urban spaces	Testing ideas before long-term investment	Reduces risk and supports learning by doing
Tactical mobility measures	Low-cost changes (signage, paint, temporary barriers)	Quick improvement of safety and usability	Delivers visible impact with limited resources
School-based mobility tools	Pedibus, Bicibus, school streets, mobility education	Supporting safe and active school trips	Encourages healthy and sustainable habits
Participatory mapping	Mapping problems and routes with users	Visualising needs and priorities	Supports inclusive decision-making
Cross-department coordination tools	Regular coordination meetings and shared data	Aligning mobility with social and urban policies	Reduces fragmentation
Monitoring and feedback tools	Simple surveys, user feedback, observations	Evaluating what works and what does not	Supports continuous improvement

Table 2: S.M.ALL Tools for Inclusive Mobility – Overview

Lessons Learnt

What really matters when working on inclusive mobility

Working on inclusive mobility across different cities and contexts highlighted several common lessons. These lessons are not about technical solutions, but about how mobility policies are designed, implemented, and experienced in everyday life.

Inclusion must be intentional.
Sustainable mobility does not automatically lead to inclusive outcomes. Without a clear focus on vulnerable users, mobility measures risk benefiting only those who already have good access and options. Inclusive mobility requires explicit choices, clear priorities, and the willingness to address inequalities directly.

Local knowledge is essential.
Many mobility barriers only become visible at neighbourhood level. Observing daily routines, walking routes with users, and listening to residents provided insights that were often missing from formal plans and datasets. Local knowledge proved to be a necessary complement to technical expertise.

Small actions can have large effects.
In many cases, modest and low-cost interventions produced meaningful improvements in safety, accessibility, and comfort. Temporary measures and pilot actions helped cities test ideas quickly and adapt them based on real use, reducing the risk of costly mistakes.

Figure 13: Example of small-scale testing action implemented in Strasbourg.

Participation improves both quality and legitimacy.
Involving users and local stakeholders from the beginning led to better-designed solutions and stronger public support. Participation was most effective when treated as an ongoing process rather than a one-off consultation, helping to build trust and shared responsibility.

Testing before scaling is crucial.
Testing actions allowed cities to learn what works in practice and what needs adjustment. This approach strengthened Action Plans by grounding them in real experience rather than assumptions, making future investments more realistic and credible.

Governance matters as much as design.
Many challenges were not technical, but organisational. Coordination between departments, services, and institutions proved essential to avoid fragmented actions and to support integrated solutions. Simple governance improvements often enabled more effective mobility interventions.

Inclusive mobility is a long-term commitment.
Cultural change, behavioural shifts, and institutional learning take time. S.M.ALL showed that inclusive mobility is not achieved through isolated projects, but through continuous effort, learning, and cooperation across sectors and levels of governance.

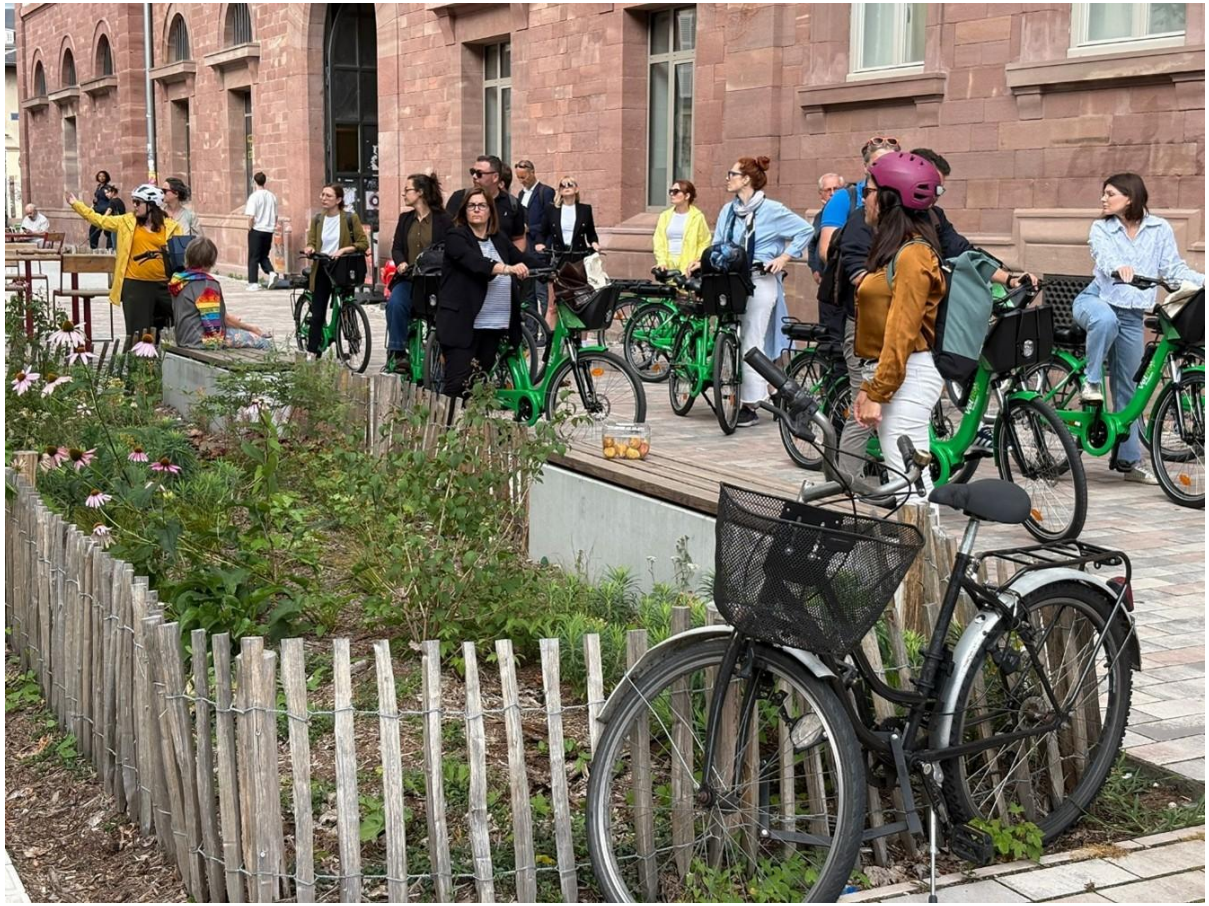

Figure 14: Picture taken during the S.M.ALL Transnational Meeting in Strasbourg.

Conclusions

Inclusive mobility as a shared urban responsibility

S.M.ALL shows that sustainable mobility becomes truly effective only when it is designed around people and everyday life. Across different cities and contexts, the project confirmed that mobility is not just about moving from one place to another, but about access, opportunity, and participation in urban life.

Working at neighbourhood level proved to be a decisive factor. Local contexts made it possible to identify real barriers, involve those most affected by mobility challenges, and build a sense of ownership around proposed actions. **This local grounding helped cities move beyond abstract strategies and develop Action Plans based on realistic, tested, and shared solutions.**

The use of testing actions was particularly valuable. By experimenting in real conditions, cities were able to reduce risks, learn from experience, and improve the quality of their proposals. Testing actions helped transform mobility planning into a learning process, where mistakes became opportunities for improvement rather than failures to avoid.

S.M.ALL also demonstrated the importance of cooperation. Inclusive mobility requires coordination across sectors, institutions, and levels of governance. When mobility policies are aligned with social, health, education, and urban policies, they can generate wider and more lasting benefits for cities and communities.

Perhaps most importantly, **the project highlighted that inclusive mobility is a matter of choice and responsibility.** It requires cities to prioritise equity, to listen carefully, and to design solutions that work for those with the greatest difficulties. When mobility works for the most vulnerable, it works better for everyone.

The legacy of S.M.ALL lies in this shared understanding. The project leaves behind not only Action Plans and tested solutions, but also stronger local capacities, new ways of working together, and a common vision of mobility as a tool for inclusion, cohesion, and better everyday urban life.

Together, these lessons underline a key message: **inclusive mobility is less about finding perfect solutions and more about adopting the right approach.** When cities focus on people, work locally, test ideas, and learn together, mobility can become a powerful tool for creating fairer and more liveable urban environments.

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