S.M.ALL

Bucharest, Romania
1 700 000 inhabitants

Challenge

Bucharest faces severe congestion, particularly in school zones. Despite the high share of public transport, accessibility gaps exist for people with disabilities, and safety remains a major issue with frequent pedestrian accidents.

Local heroes

The URBACT Local Group brought together key stakeholders at both local and national levels, focusing on mobility policy and specialized on-demand transport services for individuals with special needs.



Lessons learnt

Schools are not only centres of education but also key mobility generators, where the daily flow of children, parents, and staff shapes neighbourhood traffic patterns. At present, school journeys in Bucharest are dominated by car use, resulting in dangerous traffic conditions, exposure to air and noise pollution, and a general lack of independence for children in their daily mobility.

Solution

Safe School Zones

The Integrated Action Plan (IAP) for Bucharest represents far more than a collection of pilot interventions — it is a dynamic roadmap for transforming the way children, parents, and communities move through the city. The document is deliberately designed to be adaptive and forward-looking, ensuring that it remains relevant as urban conditions, funding opportunities, and community needs evolve. Its long-term success relies on embedding the lessons from pilot actions into permanent municipal policies, systematically scaling them across all six sectors of Bucharest, and securing sustainable sources of financing.



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ASOCIAȚIA PENTRU DEZVOLTARE INTERCOMUNITARĂ ZONA METROPOLITANĂ BUCUREȘTI

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Druskininkai, Lithuania
21 400 inhabitants

Challenge

Druskininkai, a compact resort city, faces mobility needs for vulnerable groups - persons with disabilities, families with children - and barriers in accessing essential services, which call for infrastructure upgrading, and stronger involvement of communities and private providers.

Local heroes

Druskininkai's local heroes are first of all Municipal experts, NGOs advocates, business representatives, and social workers.
This mélange combined professional knowledge with real-life experience, while the shared commitment turned mobility challenges into practical, community-driven solutions for all.



Lessons learnt

S.M.ALL showed that shared vision and cross-sector cooperation are key to inclusive mobility.
Practical pilots like the Mobility Aids Library drive real change.
Clear indicators, monitoring and stakeholder feedback ensure accessibility remains embedded in future urban and tourism development.

Solution

The Mobility Library

Through the URBACT S.M.ALL pilot, Druskininkai turned ideas into action by launching a practical "Mobility Library" that allows residents, private businesses and institutions to test accessibility equipment (stair crawlers, mobile ramps, etc.) in real settings.

The pilot sparked dialogue between citizens, experts, and municipal teams, revealing real barriers and workable solutions. More than a service, it became a catalyst for long-term change toward a truly "City Friendly for All." .



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Ferrara, Italy
129 000 inhabitants

Challenge

Italy's "city of bikes" has a strong sustainable mobility legacy, now challenged by car-centred narratives focused on convenience and safety. This shift is reducing active school commuting and increasing congestion and poor accessibility around schools.

Local heroes

School communities played an invaluable role, involving students and families in mapping travel habits and carrying out the pilot. Local groups like FIAB and AMI contributed sector insights, while Design for All Italia was central in designing and implementing the pilot, ensuring accessibility and participation.



Lessons learnt

The intervention matrix condenses three years of insights into a practical tool for policymakers and practitioners, designed to clearly define the logic of the Plan's actions, prioritising them and linking them to their impacts.

Operating at the "proximity scale," where relationships foster trust, is another game-changer, helping to address resistant behaviours and enabling real change.

Solution

Moving to the Future: Sustainable Mobility for School Communities

Ferrara's ULG focused on three key areas - the historic centre, the suburban belt, and rural hamlets - reflecting the city's diverse accessibility challenges.
A representative school was selected in each area to analyse routes and surroundings, identify barriers, and co-design solutions.

These proposals were gathered in the "S.M.ALL book of actions," revolving around Four Pillars for safe, active and inclusive school mobility: Move Anywhere, Move Everyone, Move Together, Move Well.



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COMUNE DI FERRARA
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Komotini, Greece
65 000 inhabitants

Challenge

Komotini's compact historic centre is diffiult to navigate; narrow or blocked sidewalks, unsafe crossings and illegal parking limit safe, independent movement. Mobility behaviours issues reduce accessibility and quality of daily transit for resident and visitors.

Local heroes

This results were made possible thanks to the participation of the Municipality's technical department, NGO PERPATO, Democritus University of Thrace, Exagono Youth & Volunteering Center, local volunteers, Chamber of Commerce, Regional Development Managing Authority of Eastern Macedonia & Thrace.



Lessons learnt

Start small and co-design! The project generated clear insights into local accessibility challenges, tested innovative mobility solutions, all while strenghtening community awareness and collaboration. These efforts made mobility barriers visible, improved conditions for walking and cycling, expanded inclusive mobility options, and supported data-driven decision-making with growing policy backing. Tip: Keep reporting simple and digital-connected with municipal workflow!

Solution

ARMS - Accessible Routes Monitoring System

ARMS is a real-time, web-based tool, mapping accessible routes for wheelchair users, seniors, parents with strollers, and anyone with mobility needs, developed and tested with 20+ participants and set for 2025-2026 implementation. Through street view, photos and on-site observations, volounteers recorded ramps, barriers, surface quality and parking issues. Citizens can report obstacles directly, while collected data feeds into a municipal workflow for targeted fixes and improved enforcement. Piloted with over 20 users, ARMS supports safer walking, cycling and inclusive mobility.



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Larissa, Greece
154.537 inhabitants

Challenge

In 2022, Larissa was struggling with degraded public space, limited accessibility, weak planning, low citizen engagement and funding gaps, leading to social exclusion, inequality, safety risks and reduced quality of life for vulnerable groups, hindering inclusive urban mobility.

Local heroes

The Accessibility Route Assessments were made possible by the Regional Association of Disabled People, municipal planning and traffic departments, schools and the URBACT Local Group, who worked together to assess streets and co-design inclusive solutions.



Lessons learnt

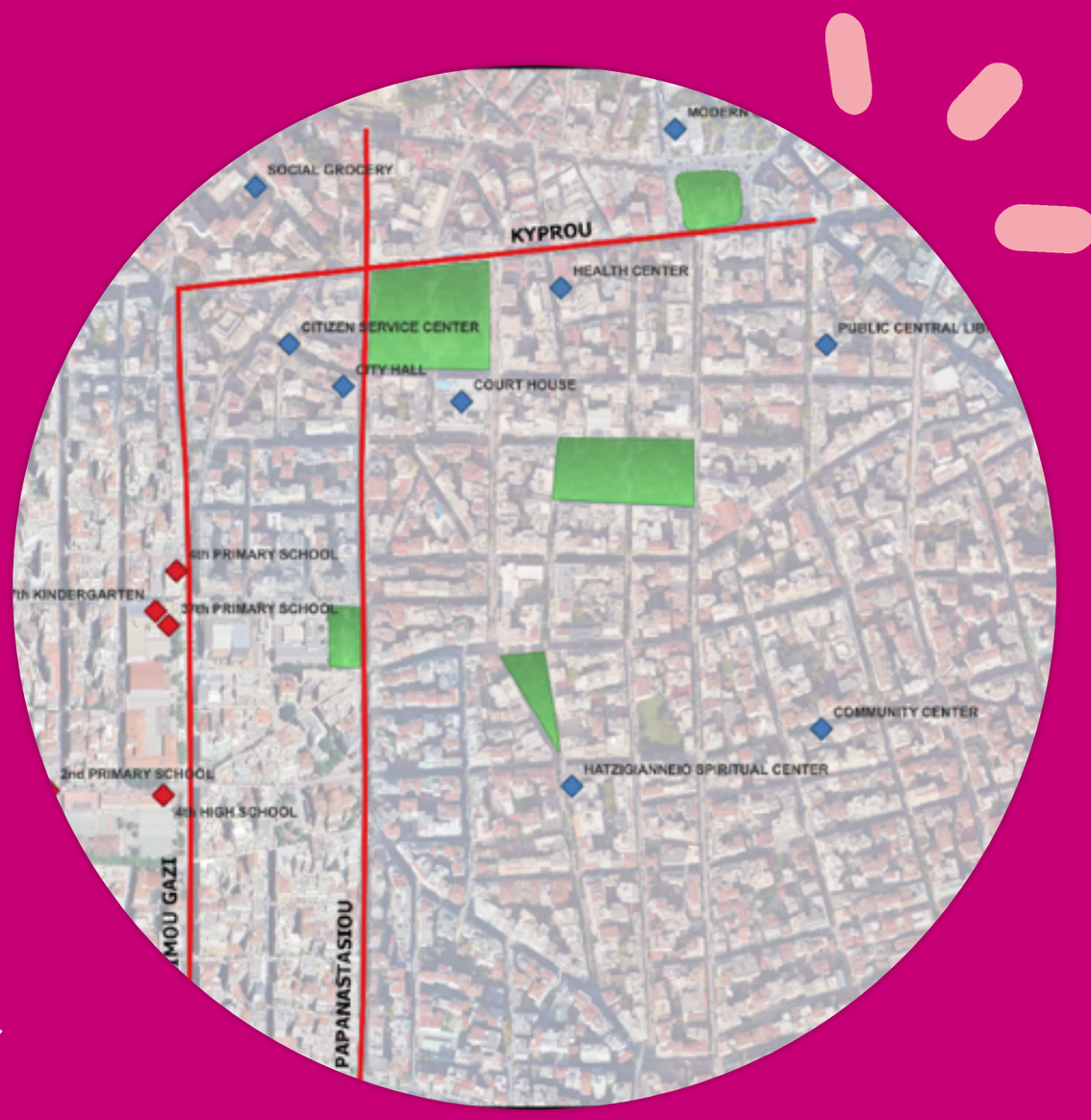
- **Start with on-site testing rather than desk-based studies, ensuring that real conditions are properly assessed.**
- **Involve people with disabilities from the very first stages of the process, and rely on clear, simple indicators to identify and monitor barriers.**
- **Begin by piloting small routes, then scale up based on solid evidence and strong cooperation among all stakeholders involved.**

Solution

Accessibility Route Assessments

Between 2024 and 2025, Larissa tested the accessibility of six key urban routes with wheelchair users, visually impaired citizens, elderly people and parents with strollers. Together they checked sidewalks, crossings and ramps, revealing that only 26% of ramps and 3% of crossings were fully accessible.

These real-life audits now guide where the city will invest to make streets safer, fairer and easier for everyone.



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MUNICIPALITY OF LARISSA

S.M.ALL

Pentagono Urbano, Portugal
600 440 inhabitants

Challenge

Car-dependent school commutes contribute to peak-hour congestion, safety risks, and emissions. In Braga, car use increased from 48% to 66 % (2001/11) and in Guimarães from 63% to 73% (2011/21). Several municipalities have set ambitious 2030 targets that the SMALL IAP can help deliver.

Local heroes

Over the last 10 years, students, school communities, municipal technicians and decision-makers have led 10+ mobility projects locally and (inter)nationally. With URBACT, they joined forces - becoming regional, not just local, heroes.



Solution

Urban Mobility Living Lab

In 2024, we launched the Pentágono Urbano Urban Mobility Living Lab to promote home - school travel safer and greener across Braga, Barcelos, Guimarães and Vila Nova de Famalicão, that later could be joined by Viana do Castelo, through a co-creation and collaborative process.
In around 10 ULG sessions, municipalities, transport operators and schools shared ideas, tested pilot projects and gathered feedback.
In parallel, we built a website to spread proven practices so the strongest pilots can scale into public policies. regionally and beyond.



Lessons learnt

Create a safe space to test pilots, then collect feedback to refine them quickly.

Share results with neighbouring municipalities through a common platform, and scale what proves effective into public policy.

Start with schools & parents: co-design routes / behaviours / rules first - then adapt the public space accordingly

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Pentágono Urbano

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Škofja Loka, Slovenia
24 000 inhabitants

Challenge

Older people, users of childrens' strollers and wheelchairs, and blind and partially sighted people represent approximately one-fifth of all residents in Slovenia. The purpose of participation was to assess and improve the accessibility of outdoor public spaces to various public buildings.

Local heroes

Improvements in accessibility and the quality of the living environment are only possible through continuous cooperation with users and accessibility experts who transform the challenges into opportunities.



Solution

Systematic management of accessibility in public spaces in Škofja Loka

In 2024, we held several meetings with representatives of local groups, older people and persons with disabilities allowed to test together everyday's movements in the city. Particular attention's been paid to obstacles in public spaces, such as kerbs, gradients, surface types, and tactile markings. Through fieldwork and citizens' initiatives, we identified more than 40 inappropriate situations in the city, and proposed simple and more complex improvements.
Futhermore, new channels of communication have been defined between the Municipal Road Trasffic Safety and the Education Council.



Lessons learnt

Organise meeting with residents, listen to their initiatives, involve experts in the field who propose changes, present the changes to the initiators, adapt them as needed and within available capacities.
Continuously report on achievements in the media to keep the topic visible and relevant.
Enable users to have a real influence on their own future lifes in the city.

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Občina Škofja Loka

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Sofia, Bulgaria
1 300 000 inhabitants

Challenge

The main challenge for Sofia is meeting rapidly growing demand for specialised transport while overcoming limited flee capacity, fragmented management and missing local regulations, while ensuring long-term funding and sustainable, zero-emission solutions.

Local heroes

This action would not have happened without the organizations representing people with disabilities, whose lived experience shaped every decision, supported by committed municipal departments turning feedback into concrete change.



Lessons learnt

Inclusive mobility works best when users are involved from the start. The project showed that data, cooperation across departments, and continuous dialogue with people with disabilities are essential to turn fragmented services into sustainable, accessible urban transport.

Solution

On-demand public transport services for special needs

Thousands of people with special needs depend on specialized transport to live independently, yet demand has long exceeded capacity.

Through the S.M.A.LL project, the city listened directly to users, tested the service through a targeted survey, and brought all key actors around the same table. Step by step, Sofia is turning fragmented support into a coordinated, digital and fair mobility system – proving that inclusive transport is not an extra, but a right.



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Eurométropole Strasbourg, France
505 000 inhabitants

Challenge

In 2009, in the Bas-Rhin department, 25% of the population under 18 used bicycles. In 2019, this figure fell to 21% (Mobility Survey, ADEUS, 2019). Nationally, the figures are declining, and studies lament the loss of independance and autonomy among young people in public spaces.

Local heroes

This achievement would not have been possible without the strong openness and active commitment of the youth councils of Strasbourg and Schiltigheim, whose willingness to collaborate was essential throughout the process. We are also deeply grateful to the local NGOs, who generously dedicated their time, expertise, and energy to support us in the drafting and development of the IAP.

Lessons learnt

Think outside the box and move beyond inviting only the usual participants to ULG meetings. It is crucial to invest time and energy in reaching out to often overlooked voices, as they frequently bring fresh perspectives, creativity, and innovative ideas - just as we experienced through the meaningful involvement of young people.

Solution

Promoting active mobility among young people

In 2023, we reached out to local associations, Strasbourg University, Municipal agents, parents and young people to engage them in co-writing a plan to promote active mobility among young people. Our work was coordinated by local Climate Agency.
In the IAP, this resulted in 16 actions, which will be implemented in the next 3 years.
Our biggest achievements are the active mobility workshops that will be organised with schools, and a new methodological framework to provide youths with more space in future mobility projects.



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