SUSTAINABLE URBAN MOBILITY PLAN

SUMP Guidelines

Guidelines for Developing and Implementing a SUMP in Kosovo's cities

Case studies:
Mitrovica South
and Mitrovica North

FIRST EDITION

INCLUSIVE DEVELOPMENT PROGRAMME
PROGRAMI PËR ZHVILLIM GJITHËPËRFSHIRËS
PROGRAM SVEOBUHVATNOG RAZVOJA

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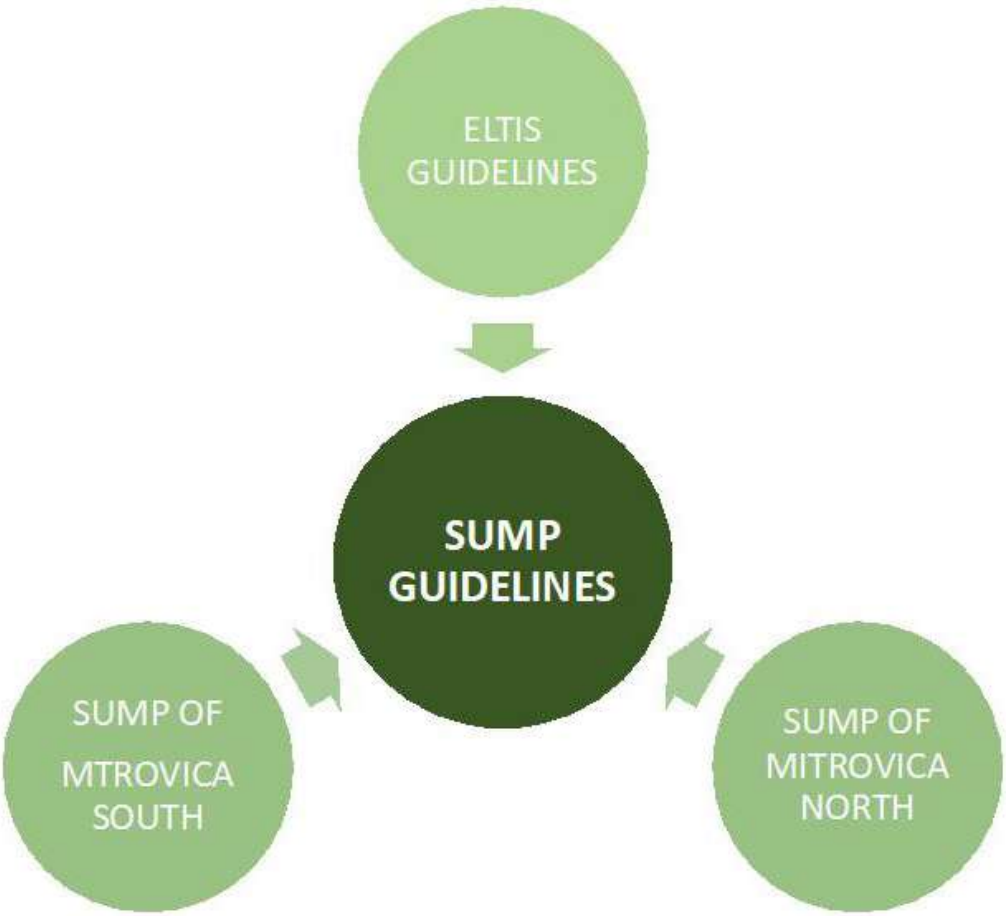
SUSTAINABLE URBAN MOBILITY PLAN (SUMP) GUIDELINES


ELTIS GUIDELINES
SUMP GUIDELINES
SUMP OF MTROVICA SOUTH
SUMP OF MITROVICA NORTH

Source: UN-Habitat Kosovo

FOREWORD

Cities and urban centres act as accelerators for social and economic progress for Kosovo. Throughout history, cities have been hubs of innovation as the concentration of people, resources and ideas enabled transformations to occur at tremendous speed, generating economic activity and social inclusion. However, cities are also home to significant concentrations of the poor and marginalized and have significant impacts on the environment and people's well-being. The inclusion of sustainable urban transport in Sustainable Development Goal 11 is further confirmation from the international community transport is an essential component of the overall 2030 Agenda for Sustainable Development. It is crucial to eradicating poverty and economic growth (access to markets and jobs), improving education (access to schools), protecting health (access to medical services), and enhancing environmental sustainability and traffic safety. Similarly, the New Urban Agenda adopted at the Third United Nations Conference on Housing and Sustainable Urban Development (Habitat III) included the commitment to sustainable and efficient transport for achieving the benefits of connectivity and reducing the financial, environmental and public health costs of congestion and air pollution. As part of the sustainable recovery from the COVID-19 pandemic, these critical decisions to choose sustainable mobility pathways need to be acted upon today.

The National Guidelines on Sustainable Urban Mobility Planning (SUMP) takes a fresh, forward-looking approach for a relatively new field of action by municipalities and their partners in Kosovo. Taking into account existing guidance from the European Union and our real experiences from implementing SUMPs in Mitrovica South Municipality and Mitrovica North Municipality, the aim of this publication is to provide guidance on developing sustainable urban transportation systems.

Why is this important for Kosovo? Sustainable urban mobility planning can improve the quality of life, social equity, transport accessibility, intermodal integration, economic viability, urban attractiveness, sustainability and environmental quality by ensuring that all people, businesses and other affected parties are involved and benefit from this process. The implementation of a SUMP would improve and harmonize the needs of all traffic participants for free and safe movement while enhancing citizens living comfort and ensuring a better quality of life. It presents a strategy for efficient movement of people and transportation of goods and potential sources of funding towards the implementation of mobility investments by considering social, environmental and economic connectivity dimensions.

Urban mobility, if planned right, can play a major role in supporting a more sustainable and inclusive future in Kosovo. Yet this depends on decisive action in and from municipalities. Action which I hope these guidelines can inform and support.

Mr. Omar Siddique
Head of Office and Chief Technical Advisor
United Nations Human Settlements Programme (UN-Habitat) Kosovo

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ABBREVIATIONS

AI	Administrative Instruction
AKM	Association of Kosovo Municipalities
CAO	Chief Administration Office
CBA	Cost benefit analysis
CBM	Community Building Mitrovica
CO_2	Carbon Dioxide
CSO	Civil Society Organization
DARD	Department of Agriculture and Rural Development
DBF	Department of Budget and Finance
DCYS	Department of Culture, Youth and Sport
DE	Department of Education
DEISW	Department of European Integration and Social Welfare
DEP	Department of Environmental Protection
DFED	Department of Finance and Economic Development
DGA	Department of General Administration
DGCP	Department of Geodesy, Cadaster and Property
DH	Department of Health
DHSP	Department of Health and Social Protection
DI	Department of Inspection
DLCRPR	Department of Local Communities, Return and Public Relations
DPR	Department of Protection and Rescue
DPSI	Department of Public Services and Infrastructure
DPSIIE	Department of Public Services, Infrastructure, Inspection and Emergencies
DPU	Department of Planning and Urbanism
DUGC	Department of Urbanism, Geodesy and Cadaster
EC	European Commission
EU	European Union
GIS	Geographic Information System
ICU	Intersection Capacity Utilization
KAS	Kosovo Agency of Statistics
KC	Kosovo Customs
KEDS	Kosovo Electricity Distribution and Supply
KP	Kosovo Police
KT	Kosovo Telecom
LOS	Level of Service
MDP	Municipal Development Plan
MESPI	Ministry of Environment, Spatial Planning and Infrastructure
MLGA	Ministry of Local Government Administration
MN	Mitrovica North
MS	Mitrovica South
MPT	Municipal Planning Team
NBPD	Neighborhood Based Plan Deliberation
NUMP	National Urban Mobility Plan
NGO	Non-Governmental Organization
SDG	Sustainable Development Goals
SUMP	Sustainable Urban Mobility Plan
UDP	Urban Development Plan
URP	Urban Regulatory Plan
UN	United Nations

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Source: Mitrovica Guide

INTRODUCTION

The Inclusive Development Programme aims to ease the process of bringing the seven northern municipalities of Kosovo (Leposavic/ Leposaviq, Mitrovica South, Mitrovica North, Zubin Potok, Zvecan, Skenderaj/Srbica and Vushtrri/Vucitrn) closer with the Kosovo-wide planning framework, to strengthen the social contract through the mobilization of the civil society and public dialogue, as well as to foster integration by nurturing local-central and inter-municipal dialogue and cooperation (including practical infrastructure and service delivery improvements). The programme has been developed at the request of the Kosovo Government and is financed by Swedish Development Cooperation. It is being jointly implemented by UN-Habitat, PAX and Community Building Mitrovica (CBM), and the Ministry of Environment, Spatial Planning and Infrastructure (MESPI), Ministry of Local Government Administration (MLGA), as well as respective municipal authorities.

Within the framework of the Inclusive Development Programme in the Municipality of Mitrovica South and the Municipality of Mitrovica North, UN-Habitat provides support, technical assistance and guidance through the drafting process of respective spatial planning documents (such as the Municipal Development Plans and Strategic Environmental Assessments), development of community-based plans (Neighborhood Based Plan Deliberations – NBPD), establishment and operationalization of the integrated database (in the local level), as well as development of Sustainable Urban Mobility Plans.

Sustainable Urban Mobility Plan (SUMP) is a strategic plan in the field of transportation, which aims to improve and harmonize the needs of all traffic participants for free, efficient and safe movement, while enhancing the living environment and ensuring a better quality of life. In contrast to traditional transport planning approaches, sustainable urban mobility planning is a long-term, people-oriented, inclusive and multi-sectorial process. Although SUMPs are a common practice in many cities in Europe and around the world, they remain a relatively new concept in Kosovo. Until recently, transport and mobility planning in Kosovo cities has been mainly driven by motorized transport; however, several cities have already started shifting towards more sustainable mobility policies, including Prishtina (SUMP approved in 2019), Mitrovica South (2020), Mitrovica North (2021), as well as Ferizaj, Gjilan, Podujeva and Gracanica (ongoing).

The municipalities of Mitrovica South and Mitrovica North started drafting their respective SUMPs in parallel, with the aim of improving their respective mobility issues. The SUMP of Mitrovica South has emerged as a priority from the baseline assessment (during the first phase of Inclusive Development Programme) and is a result of an inclusive process built on partnership with the municipality, central level, stakeholders and the community. Whereas the request for drafting the SUMP in Mitrovica North has come from the local institution itself, following the initiative of Mitrovica South as a good example.

As SUMPs are strategic documents, which need to be holistic and comprehensive, their drafting process is just as important as their content. In this regard, this document aims to explain the approach and methodology followed by both municipalities towards the completion of their respective SUMPs. Based in international guidance and best practices (in particular the European Guidelines for Developing and Implementing a SUMP and UN-Habitat's directions towards Planning and Design for Sustainable Urban Mobility), and tailored to fit the local context, this document represents two different case studies (that of the Municipality of Mitrovica South and the Municipality of Mitrovica North), which may serve as guidance to other municipalities in Kosovo in terms of preparing their respective SUMPs.

Source: UN-Habitat Kosovo

SUSTAINABLE TRANSPORTATION

Urban population growth and increased mobility (both freight and passenger) flows have caused many challenges to urban mobility systems, especially in developing countries (UN-Habitat, 2013). High rates of car ownership and motorization, favored by heavy investments in road infrastructure and sprawling urban forms, have increased road injuries and fatalities, traffic congestion, air and noise pollution and greenhouse gas emissions in many cities around the world (EC, 2007; EC, 2009; UN-Habitat, 2013). As such, there is a need to rethink the urban mobility and shift to more sustainable mobility systems globally (UN-Habitat, 2015).

Sustainable transportation supports economic development while respecting the environment, improves social equity, health, resilience of cities, urban-rural linkages, and productivity of rural areas, as well as contributes towards low carbon development. A sustainable transport system is one that satisfies the current mobility needs of the people, without compromising the ability of future generations to meet their own needs. Such a system is well-integrated, balances and responds to the diverse demands for mobility and transport services (of residents, businesses, industry), optimizes efficiency and cost effectiveness, enhances urban attractiveness and quality of life, reduces pollution and greenhouse gas emissions, and provides higher transport accessibility, affordability, reliability, efficiency and safety for all users (Rupprecht Consult, 2019; EC, 2009; EC, 2013).

The role of transportation and mobility is well recognized as an important driver towards sustainable development and continues to be further enhanced by the world leaders and the international community, who seek to employ innovative and ambitious urban transport solutions (EC, 2007; EC, 2009; UN SDGs, n.d.). The 2030 Agenda for Sustainable Development promotes sustainable transport across several Sustainable Development Goals (SDGs) and targets, including reduction of number of global deaths and injuries from road traffic accidents (SDG 3.6), development of quality, reliable, sustainable and resilient infrastructure (SDG 9.1), and provision of access to safe, affordable, accessible and sustainable transport systems for all (SDG 11.2) (UN SDGs, n.d.).

Until recently, transport and mobility planning in Kosovo cities has been mainly driven by motorized transport; however, several cities have already started shifting towards more sustainable mobility policies.

Source: Agon Nimani

APPROACH

In contrast to traditional transport planning approaches (as shown in Table 1), sustainable urban mobility planning is a long-term, people-oriented, inclusive and multi-sectorial process, which requires a good coordination of different local and central government departments and regular monitoring and evaluation (Rupprecht Consult, 2019). When planning a sustainable urban mobility system, there should be a good policy coordination among the transport, land use, environment, economic development, social policy, health, safety and energy sectors, and a continuous involvement of the citizens and stakeholders in all planning processes (UN-Habitat, 2015).

Traditional Transport Planning	Sustainable Urban Mobility Planning
Focus on traffic;	Focus on people;
Primary objectives: Traffic flow capacity and speed;	Primary objectives: Accessibility and quality of life, including social equity, health and environmental quality, and economic viability;
Mode-focused;	Integrated development of all transport modes and shift towards sustainable mobility;
Infrastructure as the main topic;	Combination of infrastructure, market, regulation, information and promotion;
Sectoral planning document;	Planning document consistent with related policy areas;
Short and medium-term delivery plan;	Short and medium-term delivery plan embedded in a long-term vision and strategy;
Covering an administrative area;	Covering a functional urban area based on travel-to-work flows
Domain of traffic engineers;	Interdisciplinary planning teams;
Planning by experts;	Planning with the involvement of stakeholders and citizens using a transparent and participatory approach;
Limited impact assessment.	Systematic evaluation of impacts to facilitate learning and improvement.

Table 1. Differences between traditional transport planning and sustainable urban mobility planning

Main principles towards creating a modern and sustainable urban mobility/transport system (shown in Figure 1) comprise covering and planning for sustainable mobility for the entire functional urban area (based on population density and travel-to-work flows), addressing all aspects of mobility (for people and goods), modes and services in an integrated manner through transparent and participatory approaches, visioning and decision making processes (by actively involving the citizens and other stakeholders and addressing their needs), and high level of cooperation, coordination and consultation across different levels of government, institutions and other implementing parties (Rupprecht Consult, 2019; EC, 2013). A sustainable transport system is based on fact-based planning (requiring thorough assessments of current situation and future trends) guided by a long-term sustainable vision, supported with strategic objectives (with realistic targets) and an integrated set of clear implementation measures. Implementation of a SUMP should be closely monitored and evaluated towards achieving the targets (based on the chosen performance indicators), revising them or undertaking corrective action if necessary, and assuring quality and compliance with sustainability requirements (Rupprecht Consult, 2019).

Prior to drafting a SUMP, it is important to make sure that the sustainability principles (economic vitality, social equity, health and environmental quality) are well-understood by all the involved parties and taken into account through the whole planning process.

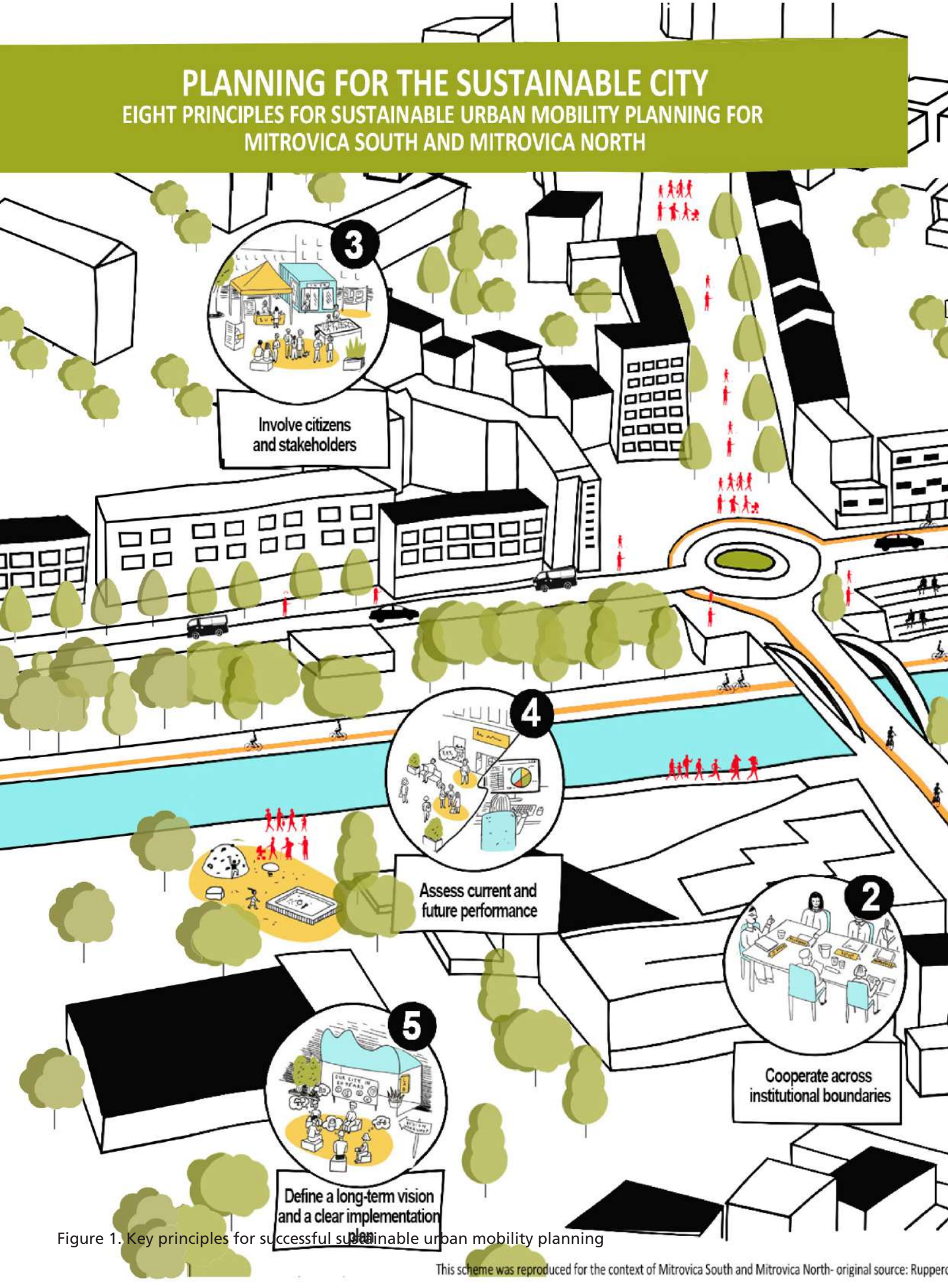
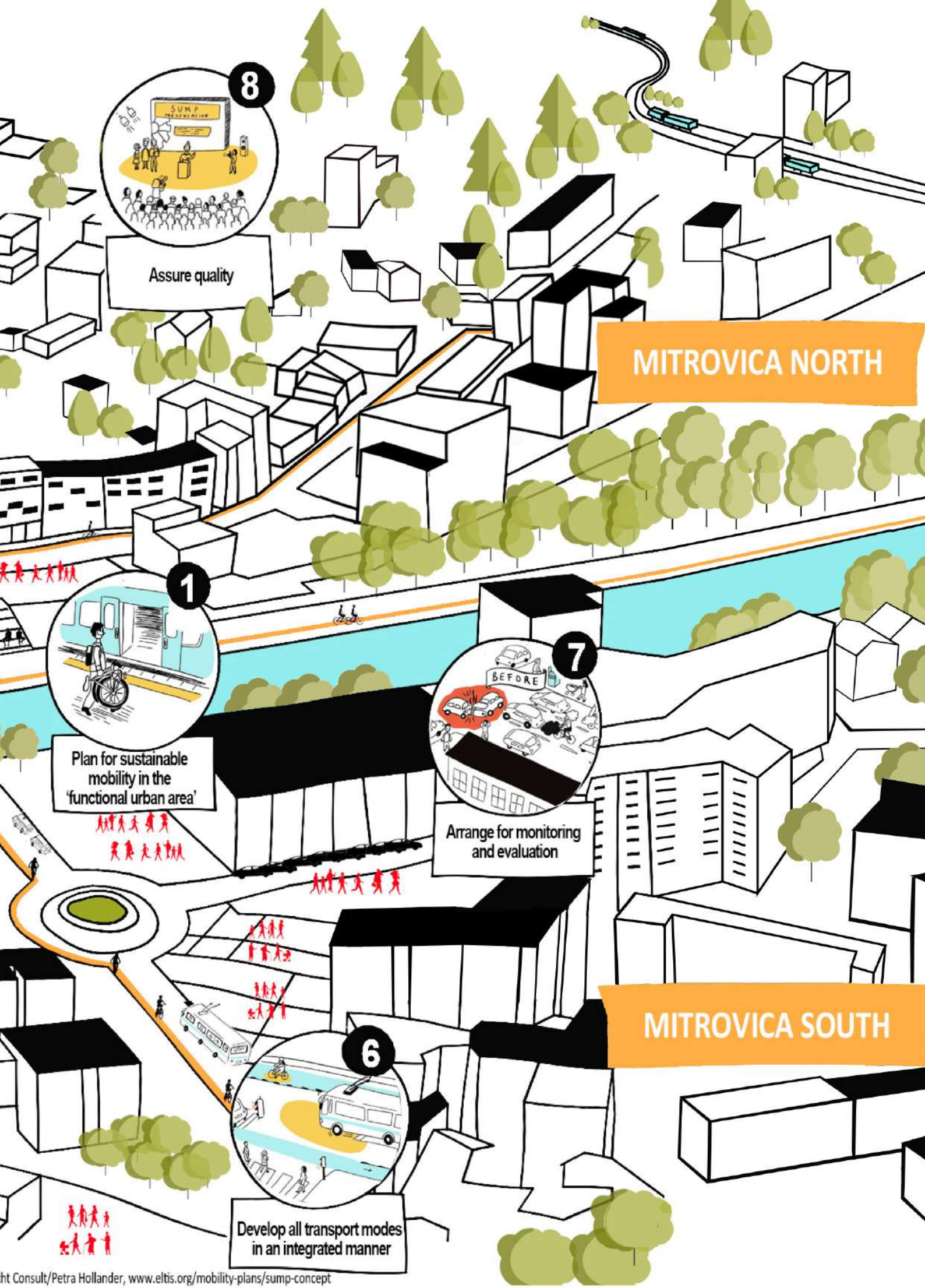


Figure 1. Key principles for successful sustainable urban mobility planning



ht Consult/Petra Hollander, www.eltis.org/mobility-plans/sump-concept

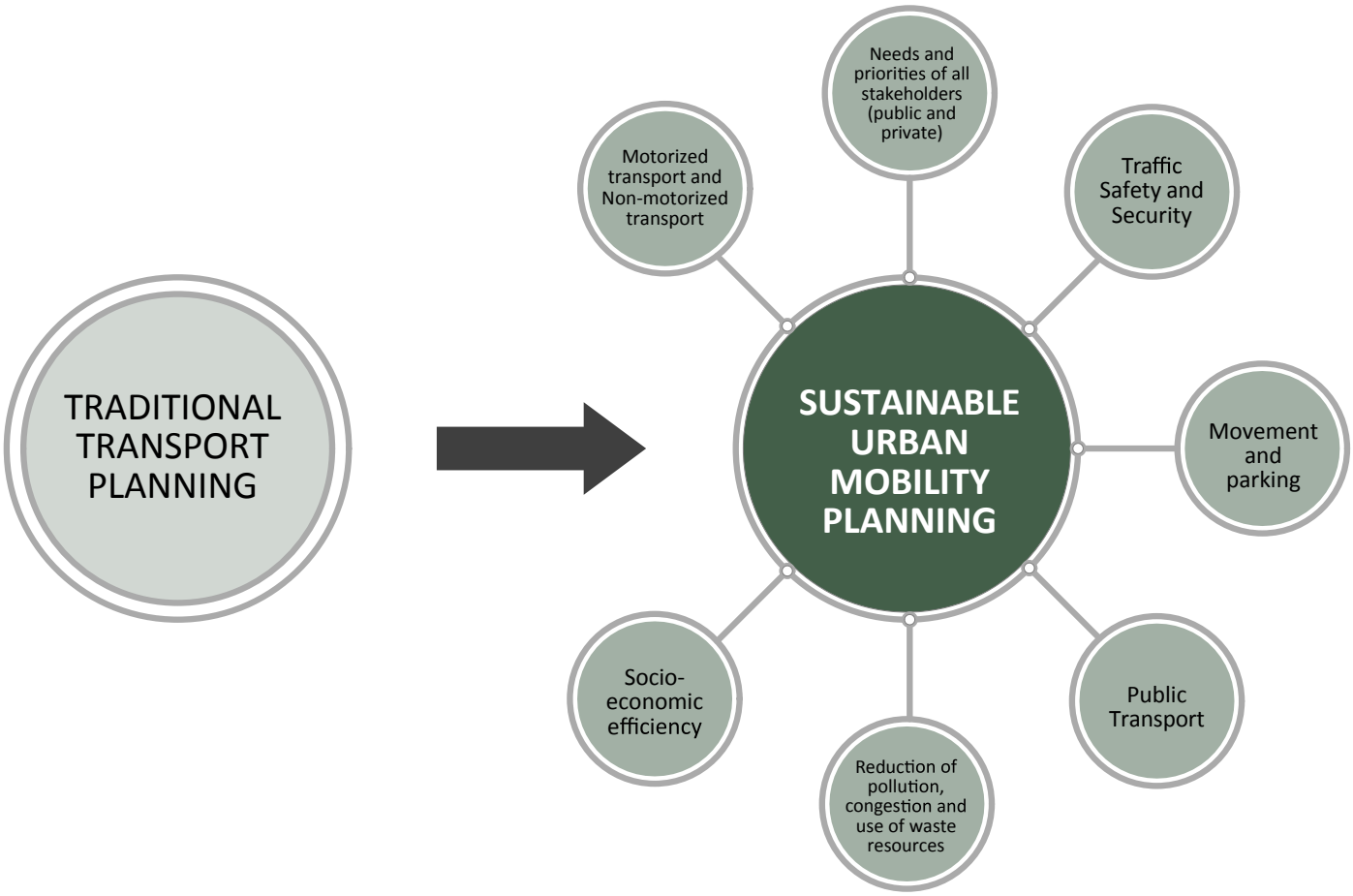
SUSTAINABLE URBAN MOBILITY PLAN (SUMP)

Sustainable Urban Mobility Plan (SUMP) is a strategic plan in the field of transportation, designed to "satisfy the mobility needs of people and businesses in cities and their surroundings for a better quality of life" (Rupprecht Consult, 2019). It aims to improve urban mobility systems through increased connectivity and efficient movement demand management, building on existing planning practices and considering social, environmental and energy-saving matters (EC, 2009).

A SUMP should address all modes and forms of transport within a "functional urban area" (defined by the population density and travel-to-work flows, which depending on the local context may include a city and its surrounding peri-urban area, an entire polycentric region, or another group of municipalities). It includes motorized (automobiles, buses, light commercial and heavy-duty vehicles, motorcycles) and non-motorized (walking and cycling) transport, passenger and freight transport, public and private transport, movement and parking (Rupprecht Consult, 2019; EC, 2013). In addition, it assesses needs and priorities of all stakeholders (both public and private), while aiming traffic safety and security, socio-economic efficiency, and reduction of congestion, pollution, use of waste resources (such as energy, gas) and greenhouse gas emissions (UN-Habitat, 2015; Rupprecht Consult, 2019).

SUMPs are "Europe's de facto urban transport planning concept", which have been systematically developed since 2005

Figure 2. SUMP process in comparison to traditional transport planning



(Rupprecht Consult, 2019). Nowadays, they are widely applied across Europe and beyond; therefore, there is extensive practical guidance and good practices that could be followed when planning for a more sustainable, competitive and resource-efficient transport systems.

Although SUMPs are a common practice in many cities in Europe and around the world towards sustainable development, they remain a relatively new concept in Kosovo. Since SUMPs are not mandatory plans, they are not much widespread. Several cities, including Peja, Junik, Shtime and Vitia, have drafted sustainable mobility plans and policies with the support of international donors. The city of Prishtina, Mitrovica South and Mitrovica North have followed the most recent international guidelines on drafting their SUMPs. While Prishtina and Mitrovica South have approved their SUMPs in their respective municipal assemblies in 2019 and 2020 respectively, Mitrovica North is currently working towards the plan's finalziation.

A SUMP should provide a longer-term strategy, and its implementation should be regularly reviewed and updated (every 5-10 years). The timeline of drafting a SUMP depends on the local experience with strategic planning processes, institutional structures, political context and the local 'planning culture' (Rupprecht Consult, 2019).[1] Planned measures are set for the short, medium or long term. 'Quick win' measures, which take less time (e.g., within a year) to implement but have a visible impact (thus, increasing the possibility of obtaining more overall support through the development of a SUMP), can be realized even while still in the planning process. Whereas, medium- and long-term measures may take about 3-10 years to implement. Both SUMPs provide measures for up to 2030, hence covering about a 10-year time frame (Mott MacDonald, 2019; UN-Habitat, 2020).

Source: Agon Nimani

[1] It may take 1-3 years to set a strategic and operative framework and about 1.5 years to complete the planning process.

SUMPS FOR MITROVICA SOUTH AND MITROVICA NORTH

The municipalities of Mitrovica South and Mitrovica North started drafting their respective SUMPs in parallel, with the aim of improving their respective mobility issues. The SUMP of Mitrovica South has emerged as a priority from the baseline assessment (during the first phase of Inclusive Development Programme) and is a result of an inclusive process built on partnership with the municipality, central level, stakeholders and the community. Whereas the request for drafting the SUMP in Mitrovica North has come from the local institution itself, following the initiative of Mitrovica South as a good example.

The SUMPs of Mitrovica South (2020-2028) and Mitrovica North (2021-2029) aim to improve their connectivity by making respective urban mobility systems more sustainable. Therefore, main objectives of these SUMPs include improvement of the quality of life, social equity, transport accessibility, intermodal integration, economic viability, urban attractiveness, sustainability and environmental quality in Mitrovica South and Mitrovica North by ensuring that all people, businesses and other affected parties are involved and benefit from this process. As a sustainable urban mobility system is not particularly based on an administrative area but on a "functional urban area" based on travel-to-work flow, the SUMPs of Mitrovica South and Mitrovica North address the mobility systems in respective cities together with their surrounding peri-urban areas. In addition, both municipalities have also addressed the transport linkages which they share with neighboring municipalities.

Both plans include:

- Rail transport and infrastructure (passenger and freight);
- Road (motorized) transport and infrastructure:
    - o Individual transport;
    - o Passenger transport:
        - ▪ Public operators (buses);
        - ▪ Private operators (minivans and taxis);
    - o Freight transport;
    - o Road design (roads and crossroads categorization and profile);
- Non-motorized transport:
    - o Walking;
    - o Cycling;
    - o Design and linkage to public spaces;
    - o Accessibility for people with disabilities;
- Parking (public and private);
- Impacts (traffic congestion, traffic safety and security, pollution);
- Benefits (economic, social, environmental).

Their development has been done through multi-sectoral and participatory processes, based on desk review, field measurements, population surveys, stakeholder interviews and workshops. Key stakeholders for both municipalities included the Ministry of Environment, Spatial Planning and Infrastructure, neighboring municipalities (Vushtrri/Vucitrn, Skenderaj/ Srbica, Zvecan, Zubin Potok and Leposavic/Leposaviq), and respective local civil society organizations, bus station and railway associations, cyclists, and transportation service providers. For a better coordination and joint planning and decision-making, two workshops among the respective SUMP Working Groups of both municipalities, UN-Habitat and mobility experts, and key stakeholders were organized:

1. First Stakeholder Workshop (October 2019), which aimed at a broader discussion of the key findings and problems arising from the related situation analysis (further elaborated in Chapter 3), and the joint development of the vision for future transport system and the related short- and long-term goals (Chapter 4), and;

2. Second Stakeholder Workshop (November 2019), aiming to jointly develop the most appropriate SUMP scenario (Chapter 4), decide on short-term measures to be implemented in the near future, and agree on steps towards achieving the long-term goals (Chapter 5).

TO KEEP IN MIND

List of documents to be prepared when organizing a workshop:

- Workshop Outline;
- List of participants (Institution, Role, Responsibilities);
- Workshop Activity Brief;
- Task allocation (Roles and Responsibilities of the organizers);
- Invitation Letter;
- Workshop Agenda;
- Preparation of Workshop Materials;
- Venue and other details;
- Workshop Report.

Figure 3. First Stakeholder Workshop (October 2019), workshop participants

Figure 4. Second Stakeholder Workshop (November 2019), workshop participants

METHODOLOGY

Sustainable urban mobility planning is not a theoretical concept or a recipe book, which should be strictly followed. Instead, it is a tool for sustainable and innovative change management, developed through a bottom-up approach depending on specific local contexts, requirements and decision-making processes, such as national planning and funding frameworks, constellations of political power, stakeholder influence etc.

Based on the experience of a wide range of cities in Europe and beyond, the EU SUMP Guidelines suggest a cycle of twelve steps and respective activities (shown in Figure 5) to be followed when developing and implementing SUMPs. However, the recommended steps and activities are not meant to be executed "word by word" or one after another, since in the reality of planning practices due to diverse local contexts, some of them may come first or run in parallel. Therefore, the SUMP planning cycle is suggested to be tailored depending on the specific local context, having in consideration the necessary feedback loops for continuous improvement.

The methodology for developing and implementing the SUMPs for Mitrovica South and Mitrovica North is based on international guidance (mainly the European Platform on Sustainable Urban Mobility Plans and UN-Habitat's guidelines) and best practices, tailored to fit the respective municipalities' contexts, needs and concrete urban realities. Besides international guidelines, the SUMP development processes in Mitrovica South and Mitrovica North are based on extensive

Figure 5. SUMP development and implementation cycle

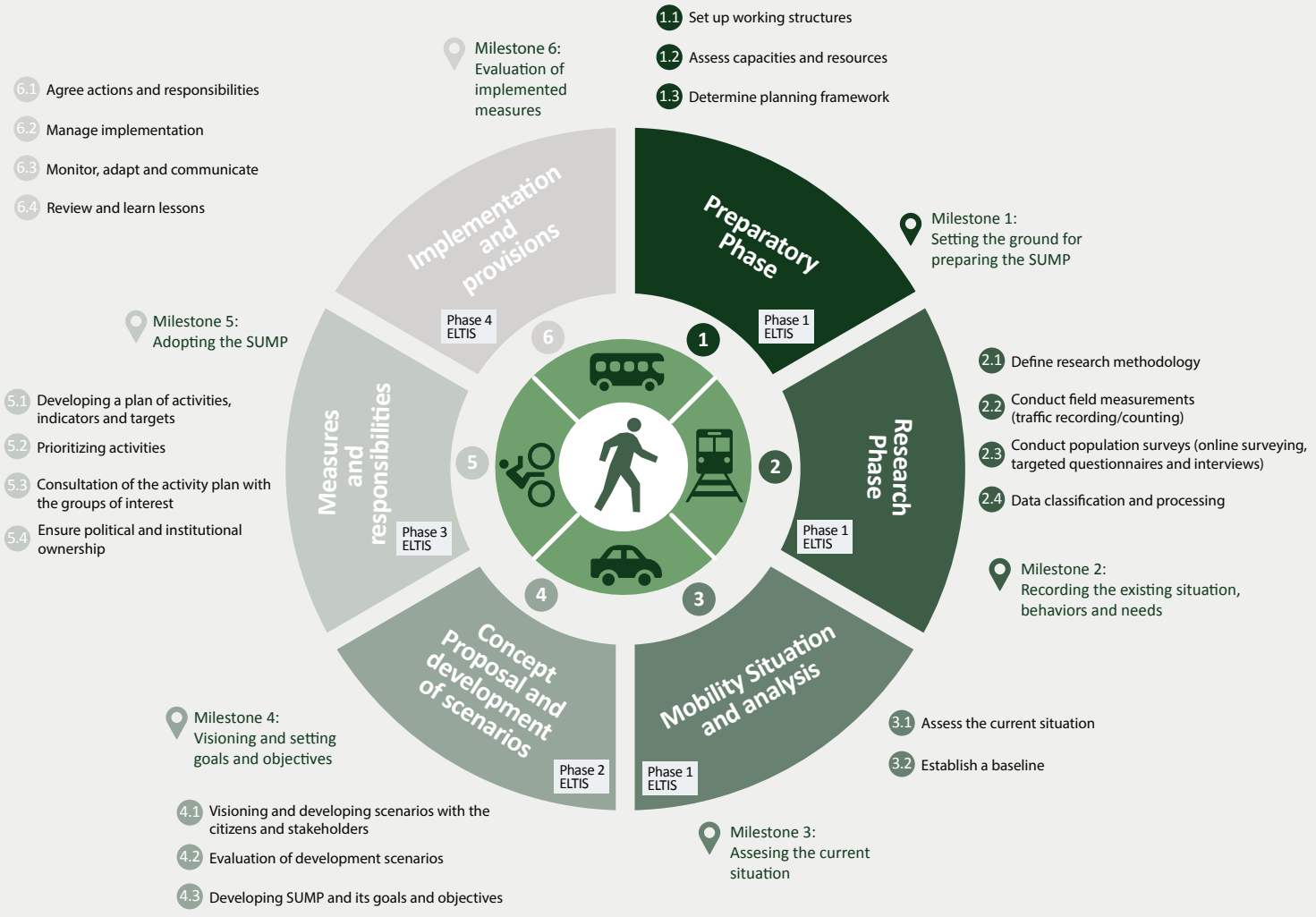
desk review (of national spatial planning and mobility related legislation, local plans and policies), city to city exchange, assessment of the current local mobility situation and identification of main issues/problems (through traffic counting and modeling, community surveys, stakeholder consultation), participatory and inclusive visioning and goal setting, SMART targets and clear action plan, and identification of related implementing agencies and their duties.

The process of preparing the SUMPs for Mitrovica South and Mitrovica North has been structured in six phases, which are complementary with the EU Guidelines as following:

1. Preparatory Phase;
2. Research Phase (including traffic counting and surveys);
3. Mobility Situation Analysis;
4. Concept Proposal/Development of Scenarios;
5. Measures, Responsibilities and Activity Plan;
6. Implementation/Provisions.

Each phase of the cycle has specific steps and activities, towards reaching respective milestones (linked to a decision or an outcome). The components of these six phases and the undertaken processes in Mitrovica South and Mitrovica North are explained in their respective sections throughout the document.

Figure 6. SUMP process and respective phases for Mitrovica South and Mitrovica North



Source: Agon Nimani

1. PREPARATORY PHASE

The first phase assists in setting the ground for the SUMP planning process, including the obtaining of the institutional and political support towards its development and other preparatory works, such as establishment of working structures, stakeholders mapping, assessment of capacities and resources (including gaps and needs), definition of roles and responsibilities, and definition of planning framework (approach, methodology, timeline and work plan). Main steps and activities related to this phase are presented in Figure 7.

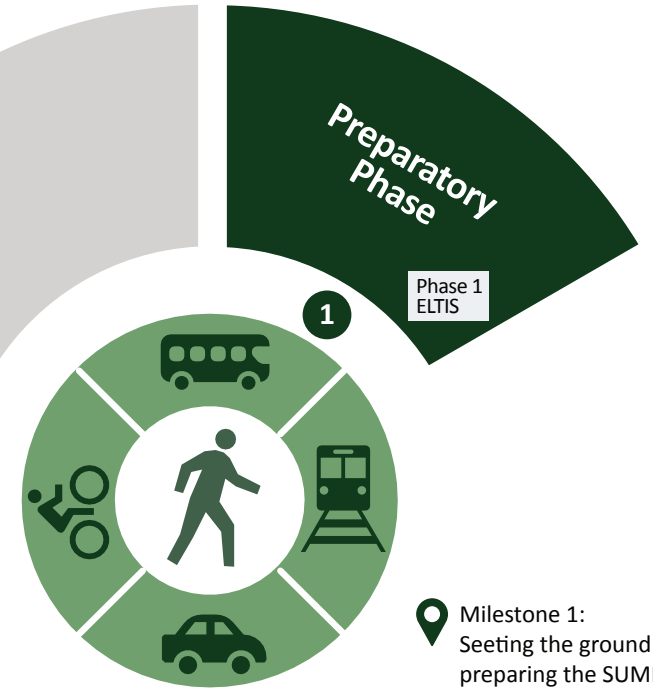
1.1. Set up working structures

1.1.1. Obtain the official decision/ commitment to prepare the SUMP

The starting point for developing a SUMP is the commitment to improve the current mobility situation and make it more sustainable. The decision to prepare the SUMP should be initiated by the local government, based on mobility needs assessment studies, capital infrastructural projects coordination, citizens request for increased traffic safety, or political good will and commitments towards adapting sustainable planning approaches and improving municipality's performance. The local government is the key driving force for developing a SUMP, however, obtaining full political commitment can sometimes be challenging since the full benefits of a plan are often achieved after a timespan longer than a usual electoral cycle (Rupprecht Consult, 2019). A useful approach towards increasing the political will is to emphasize the main mobility challenges and problems that a city may face following the business-as-usual development trend (including congestion, road fatalities, air pollution), to elaborate how they can be addressed through the development of a SUMP (referencing successfully implemented plans around the world), and to suggest small-scale measures with high visibility and public engagement (results of which can be seen sooner, but also tested in practice).

The Mayor of Mitrovica South, Mr. Agim Bahtiri, initiated the process for Developing the Action Plan for Improving the Mobility Services and Public Transport (SUMP) for the city of Mitrovica South in year 2018, through the decision No. 01-030/01-0010576/18, under the given competences by the Law No. 03/L-

Figure 7. Preparatory Phase



1.1 Set up working structures

1.1.1. Obtain the official decision/commitment to prepare the SUMP
1.1.2. Create an inter-departmental team
1.1.3. Identify relevant stakeholders, CSOs, community representatives and other interested parties and plan their involvement (draft Stakeholders Matrix)

1.2 Assess capacities and resources

1.2.1. Assess municipality's capacities to conduct the SUMP
1.2.2. Identify gaps and needs for developing the SUMP
1.2.3. Define planning roles and responsibilities for the Operational Team, experts, and other involved parties)

1.3 Determine planning framework

1.3.1. Assess planning requirements (legal framework, statutory and planning documents) influencing the SUMP
1.3.2. Define the geographic scope
1.3.3. Agree on the SUMP planning approach, methodology, and work plan

040 for Local Self-Governance. The appointed SUMP Coordinating Group in Mitrovica South consists the Deputy-mayor, Mr. Faruk Mujka (lead of the group) and directors of three other municipal departments, including the Department of Public Services and Infrastructure (DPSI), the Department of Finance and Economic Development (DFED), and the Department of Inspection (DI).

The SUMP Coordinating Group in Mitrovica North is sector product of the Municipal Planning Team (MPT), which is led by the Director of Department of Urbanism Geodesy and Cadaster (DUGC), Mr. Dejan Krsmanovic, who is also the focal point of the MPT. Other representatives consist of senior officers from the Department of Public Services, Infrastructure, Inspection and Emergencies (DPSIIE) and the Department of Urbanism, Geodesy and Cadaster (DUGC).

The SUMP drafting process for Mitrovica South has been initiated after the baseline assessment (during the first phase of Inclusive Development Programme), with a common agreement among the Municipality of Mitrovica South and its citizens on improving the mobility system and making it more sustainable. Whereas for Mitrovica North, this request has come directly from the Municipality of Mitrovica North taking as a good example the initiative of the Municipality of Mitrovica South towards improving the urban mobility.

Representative	Department/Institution
Faruk Mujka	Deputy-mayor of the Municipality
Naser Muja	Director for the Department of Public Services and Infrastructure
Shukri Gashi	Director for the Department of Finance and Economic Development
Hysni Ahmeti	Director for the Department of Inspection

Table 2. SUMP Coordinating Group in Mitrovica South

Representative	Department/Institution
Dejan Krsmanovic	Director of Department of Urbanism, Geodesy and Cadaster
Bora Markovic	Inspection Officer in Department of Public Services, Infrastructure, Inspection and Emergencies
Danijela Spasojevic	Officer for cadaster in Department of Urbanism, Geodesy and Cadaster
Dejan Miljkovic	Senior officer for norms and spatial planning, Department of Urbanism, Cadaster and Geodesy

Table 3. SUMP Coordinating Group in Mitrovica North

1.1.2. Create an inter-departmental team

As a multi-sectorial planning process, SUMP should involve different local (and central) government departments and entities concerned with transportation (planning and infrastructure), land use (spatial and urban planning), environmental protection, economic development, social inclusion, gender equity, health and social welfare, education, safety and inspection (Rupprecht Consult, 2019).

In this regard, the Working Groups of both municipalities of Mitrovica South and Mitrovica North consisted diverse representatives of related local departments and central institutions (including the Ministry of Environment, Spatial Planning and Infrastructure, Kosovo Police and Kosovo Customs), Inclusive Development Programme (UN-Habitat and CBM), as well as other involved parties (such as local high schools and CSOs representatives). Each group had their respective coordinator (who should

be a senior municipal official possessing both management and technical skills), who provided the necessary high-level support and had the responsibility and mandate to facilitate and drive the planning process forward.

The SUMP Working Group in Mitrovica South was appointed by the Mayor Agim Bahtiri, whereas in Mitrovica North within the Municipal Planning Team - MPT working groups have been formed for the development of social policies, economic development, environment and land use, technical infrastructure and mobility. Therefore, all the work of the drafting process of SUMP for Mitrovica North has been delegated to the working group for technical infrastructure and mobility with the assistance of other working groups as an integral part of the MPT.

Department/Institution	Representative
Department of Public Services and Infrastructure	**Mehmet Bajrami (coordinator)** Fisnik Ibrahimi Hajrush Salihu Gjylferije Ademi-Kadriu Fellona Hasani (Intern)
Department of Planning and Urbanism	Nexhmi Hasani Florent Abrashi
Department of Education	Skofiar Syla
Department of Protection and Rescue	Bahtir Maxhuni
Department of Inspection	Agron Sylejmani Artan Ibishi (Intern)
Department of Environmental Protection	Irfan Peci
Department of Geodesy, Cadaster and Property	Ruzhdi Ujkani
Kosovo Police	Ramiz Isufi
Technical High School "Arkitekt Sinani"	Sejdi Berisha Nijazi Gërguri
Ministry of Infrastructure	Skender Sadiku
UN-Habitat	Zana Sokoli Fjollë Caka Modest Gashi
CBM	Kenan Beqiri

Table 4. SUMP Working Group in Mitrovica South

Department/Institution	Representative
Department of Public Services, Infrastructure, Inspection and Emergencies	Bora Markovic Valentina Djerkovic
Department of Urbanism, Geodesy and Cadaster	Danijela Spasojevic Dejan Miljkovic Hamit Mripa
Department of Budget and Finance	Gordana Sugic Sadudin Maksuti
Department of Local Communities, Return and Public Relations	Suada Hajdarpasic SandraRadoncic Marina Raftovski
Department of General Administration	Ivana Mitrov Asdren Peci
Kosovo Police	Nebojsa Nedeljkovic
YEC "Sinergija"	Stefan Veljkovic

Department/Institution	Representative
Ministry of Infrastructure	Skender Sadiku
UN-Habitat	Modest Gashi Dragana Milutinovic Sanja Lazarevic Zana Sokoli
CBM	Kenan Beqiri

Table 5. SUMP Working Group in Mitrovica North

1.1.3. Identify relevant stakeholders

Strategic planning and decision-making processes should involve a variety of stakeholders (UN-Habitat, 2012; UN-Habitat, 2001). Having participatory mechanisms in place is crucial to ensure that decision-making is socially inclusive and representative of all segments of the society (UN-Habitat, 2013). In this regard, local institutions should actively engage the respective stakeholders and citizens, maximizing their roles and contribution throughout the SUMP development and implementation processes (UN-Habitat, 2001; EC, 2013).

Stakeholders are all individuals, groups or organizations who are affected by and/or can affect the specific issue (in this regard related SUMP activities), possess the necessary information, resources and expertise for its development, and control its implementation (UN-Habitat, 2001). They include public authorities, political parties, citizen and community groups (including marginalized and vulnerable groups), business organizations, transport operators, experts and research or educational institutions (Rupprecht Consult, 2019). Abilities that the involved stakeholders should have comprise the capacity to gain political support, competence over transport network and services, technical excellence in SUMP development, and capacity to gain public support or understand the citizens' needs, which are further elaborated in the Table 6 (Rupprecht Consult, 2019).

Upon mapping the relevant stakeholders (based in the principles of inclusiveness, relevance, and gender sensitivity), their relationships in terms of influence and interests should be analyzed to further understand potential coalitions or conflicts of interest (UN-Habitat, 2001). Both municipalities identified and engaged diverse stakeholders throughout their respective SUMP development and implementation processes, including the local and central authorities, CSOs, educational institutions and businesses.

The Municipality of Mitrovica South engaged the regional villages and urban neighborhoods representatives, transport-related enterprises and organizations (Public Enterprise "Stacioni i Autobusëve" in Mitrovica South, Rail Association "Infrakos", Transportation Association, Cyclist Association, Motorists Association, Visually Impaired Association, HANDIKOS, and auto-clubs), utility providers (Kosovo Electricity Distribution and Supply, Kosovo Post and Telecommunication, and regional water supply), and local media. Whereas Mitrovica North included the Traffic police, Fire Brigade, Association of the Blind and Visually Impaired, and Association of Parents of Children with Developmental Disabilities "Support Me". Taxi companies, and associations were involved in both municipalities, with Mitrovica South including car rental, private and public parking, local and international freight transportation, and insurance companies as well. In addition, local CSOs played a significant role in activating the local youth in related mobility issues, in which regard they engaged high schools students (from Technical High School "Arkitekt Sinani" and Gymnasium "Frang Bardhi" in Mitrovica South and Technical High School "Mihajlo Petrovic Alas" in Mitrovica North) in data gathering (through traffic counting and questionnaires) and processing, technically supported and supervised by UN-Habitat. Stakeholders' analysis for the municipalities of Mitrovica South and Mitrovica North is presented in the influence-interest matrix below.

What?	Why?	Who?
Political support.	Assuring political support and resources, and providing vision, leadership, and power.	• Mayors (or heads of metropolitan areas, provinces, regions, when applicable); • Representatives of city council or town halls (of different political parties); • Representatives of neighboring cities.
Transport network competence.	Managing respective transport networks and providing technical feasibility.	• Public transport companies; • Owners of transport infrastructure (e.g. parking); • National railway companies; • Port and airport authorities (when applicable); • Providers of new mobility services (e.g. bike sharing).
Technical expertise.	Providing data and relevant skills towards a technically sound plan.	Technical experts from: • City departments or public administration; • Universities and other research institutions; • Qualified companies; • Qualified NGOs and associations.
Public support.	Understanding public and stakeholder opinions, values, and priorities.	Government bodies providing access to citizens, other stakeholders, and media: • Communication department; • Department for economic development; • Department for education; • City's ombudsman; • Advisory councils; • Police force.

Table 6. Stakeholders' identification

Who is a Stakeholder

A stakeholder is defined as anyone who (currently, or in the future):

- Has an influence on the Project (including its process and outcomes);
- Has an interest in the Project;
- Is directly impacted by the Project. (Draft Stakeholder Consultation and Engagement Plan, 2016).

	Low Influence	High Influence
Low Interest	Least priority stakeholder group (low involvement opportunity) • Local media.	Useful for decision and opinion formulation, brokering • Public Enterprises (bus station); • Utility providers (KEDS, KT, UNITETI, regional water supply); • Kosovo Police; • Fire Brigade (MN).
High Interest	Important stakeholder group perhaps in need of empowerment • Citizen representatives (neighborhoods, villages); • Associations (Rail Association "Infrakos", Transportation Association, Cyclist Association, Motorist Association, HANDIKOS, Visually Impaired Association, auto-clubs); • NGOs (Me dorë në zemër, 7 Arte, CDO, Mitrovica Guide in MS; Sinergija, CWD, CODACDC, Aktiv in MN); • Businesses (taxi companies, car rental, private parking, local and international freight transportation, insurance companies); • Schools (Technical High School 'Arkitekt Sinani' and Gymnasium 'Frag Bardhi' in MS; Technical School "Mihajlo Petrovic Alas", "IBCM Mitrovica North" in MN).	Most critical stakeholder groups • Respective municipal departments; • MESPI; • MLGA.

Table 7. Stakeholders' analysis

1.2. Assess capacities and resources

1.2.1. Assess municipality's capacities to conduct the SUMP

Any municipality initiating a SUMP development process should assess whether it has sufficient professional/technical, operational, and financial capacities to conduct it. It should assess the skills available within the leading organization(s) and stakeholders (Rupprecht Consult, 2019). Skills required for SUMP development are presented in the Table 8.

Besides human resources assessment, it is also important to define (a rough estimate) the required budget for the SUMP development process. Such costs depend on the scope, availability of existing plans and studies, and external assistance required (Rupprecht Consult, 2019). The costliest elements comprise data gathering and transport modelling; therefore, it must be clear what type and amount of data and level of transport modelling complexity is required. Smaller cities may often decide not to use a transport model due to its high costs, in which case they may follow successful measures applied in similar contexts (Rupprecht Consult, 2019). If

Management skills
• Project management (team building, process development, moderation and documentation); • Financial management (budget planning); • Staff management (including managing multidisciplinary teams made of internal and external staff).
Technical skills
• Urban planning and transport planning (including regulatory framework); • Expertise in important sectoral policies (economic, social, environmental); • Moderation, mediation; • Data collection methods and empirical analysis (surveys, interviews and modelling); • Knowledge of mobility measures and impact assessment; • Writing and design skills for public relations; • Economic analysis, funding and investment expertise; • Legal procurement expertise.

Table 8. Required skills for developing a SUMP

assessed that the municipality lacks funds to complete the SUMP development process on its own, it should consider securing external funding, which may be available through national and international platforms.

1.2.2. Identify and address gaps and needs for developing the SUMP

Depending on the identified skill gaps, the municipality should develop a strategy towards covering them, which could comprise training (of involved staff), cooperation (with other departments or other external partners such as universities), recruitment or subcontracting (e.g., consultants or relevant experts) (Rupprecht Consult, 2019).

Existing municipal capacities in Mitrovica South and Mitrovica North were assessed by their respective Working Groups, who found that none of the municipalities had sufficient technical and operational capacities to develop their SUMPs in-house. In addition, both municipalities had limited financial resources, therefore decided to rely on alternative data gathering and processing instead of using traffic models.

Figure 8. Call for expression of interest for international mobility expert

Identified skill gaps for the municipalities of Mitrovica South and Mitrovica North comprised the lack of technical knowledge and expertise on SUMP development (such as mobility situation assessment and sustainable transportation planning) and insufficient human resources for conducting the related processes (such as traffic data collection and processing). In this regard, external partners were engaged to support these processes in both municipalities.

In terms of bringing in technical knowledge and expertise, UN-Habitat engaged two mobility experts, one local and one international, to assist with analyzing the current mobility situation, identifying main issues, and guiding the SUMP development process (including concept proposal, development of scenarios, setting of measures, responsibilities and activity plan, as well as implementation provisions) (UN-Habitat, 2020).

Regarding the data collection and processing activities, both municipalities with the support of UN-Habitat engaged local NGOs, high school students and other volunteers. The Municipality of Mitrovica South co-financed the engagement of the local NGO. Due to the lack of local NGOs capacities in conducting traffic counting activities, the UN-Habitat team jointly with the municipality representatives provided respective trainings to their members and high school students in both municipalities. This contributed towards increasing local capacities in traffic counting, thus, capacitating the respective NGOs for conducting similar activities in the future.

1.2.3. Define planning roles and responsibilities

Responsibilities for the urban transport sector (including SUMP development) are being decentralized across the world, thus being mainly led by local (or regional) governments (UN-Habitat, 2013). As the key drivers of respective processes, municipalities need to prove strong political will, sound leadership, transparency and accountability towards the successful implementation of their policies, plans or other innovative ideas. Considering the multi-sectorial nature of a SUMP, a wide range of actors should be involved in its planning process. Regardless of the level and modality of involvement, all the involved actors must have clearly defined and well-understood roles throughout the whole process (or parts of it, depending on the engagement modality) to avoid responsibilities' overlapping, conflict or lack thereof (UN-Habitat, 2013).

Even though the SUMP development process is mainly led by the local or regional actors, the central government plays a crucial role in promoting integrated planning and providing technical or financial assistance towards their measures' implementation (UN-Habitat, 2013). Therefore, the central level institutions were also involved throughout the whole SUMP development processes in Mitrovica South and Mitrovica North.

The Municipality of Mitrovica South and the Municipality of Mitrovica North are the main competent bodies for the development and implementation of their respective SUMPs, with the support of the Inclusive Development Programme implementing partners (UN-Habitat and CBM). Due to insufficient local technical and operational capacities in both municipalities, external assistance was secured throughout different phases of their SUMP development processes. While the technical skills were ensured through the engagement of additional traffic/mobility experts (both local and international), operational skills for data gathering processes (traffic counting and questionnaires) were secured through the (open call) engagement of local CSOs and high schools, jointly comprising the Operational Team.

	Institution/Entity	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
Local	Municipality of Mitrovica South (MS)	■	■	■	■	■	■
	Municipality of Mitrovica North (MN)	■	■	■	■	■	■
Central	Ministry of Environment, Spatial Planning and Infrastructure	▒	▒	▒	▒	▒	▒
	Kosovo Police	■	■	▒	▒	▒	▒
	Kosovo Customs	▒	▒	▒	▒	▒	▒
Academia	Technical High School “Arkitekt Sinani” (MS)		■				
	Gymnasium “Frang Bardhi” (MS)		■				
	Technical High School "Mihajlo Petrovic Alas" (MN)		■				
	Universities (technical faculties) (MS & MN)			▒	▒	▒	▒
CSOs	Community Building Mitrovica (MS & MN)	■	■	■	■	■	■
	Me dorë në zemër (MS)		■	▒	▒	▒	▒
	Youth Education Center – Sinergija (MN)		■	▒	▒	▒	▒
	Other local NGOs (MS & MN)	▒	▒	▒	▒	▒	▒
Experts	UN-Habitat (MS & MN)	■	■	■	■	■	■
	Traffic/mobility experts (MS & MN)			■	■	■	■

LEGEND	■	Substantial contribution	▒	Secondary contribution

Table 9. Involved parties and their role in SUMP development processes in Mitrovica South and Mitrovica North

Figure 9. Call for expression of interest for implementing partners: Traffic counting and data processing in support of SUMP in Mitrovica North (UN-Habitat, 2018)

The Operational Team in Mitrovica South consisted of 102 members, including volunteers from the local NGO "Me dorë në zemër" (engaged to conduct the traffic counting activity), "Youth Center" and "Zgjatma Dorën" initiative, and high school students from the Technical High School "Arkitekt Sinani" and the Gymnasium "Frang Bardhi". Whereas that of Mitrovica North included 65 members (with an almost 50/50 gender composition), volunteers of the local NGO "Youth Education Center – Sinergija" and high school students from the Technical High School "Mihajlo Petrovic Alas".[2] The local NGOs were responsible for supporting the preparatory activities, carrying out the traffic counting process, data gathering and processing (further elaborated in Table 10). High school students from both municipalities, who were engaged upon the given written consent from their parents, were responsible for undertaking the traffic counting process.

Activities	Tasks
Preparatory activities	• All logistics (agenda, meeting venues, invitations, etc.); • Organizing preparatory meetings (division of groups, appointment of group leaders, monitors, etc.); • Identification and mobilization of the counting group; • Organizing counting trainings for the group; • Organizing a field visit and testing the counting forms; • Preparation of the counting package (which includes default counting format printed in A4 format, pencils, calculators, fluorescent clothing for participants, white A4 sheets, data entry portfolio, food, drinks, etc.).
Traffic Counting	• Carrying out traffic counting following the schedule and measurement indicators, based on the orientation provided by UN-Habitat and the municipality.
Monitoring/Quality Control	• Monitoring the implementation and effectiveness of the counting activity and assessing the need for further action.
Collection and classification of the collected material	• Collect and classify data from recording points in separate folders; • The adjustment and classification of data should be done by following the hours, days and counting points for each group.
Data processing	• Collection, completion and processing of data in excel and hardcopy formats for all items; • Collection, completion and geo-referencing (in GIS format) of digital cartographic data for all points; • Provide a final written narrative report.

Table 10. Role and responsibilities of the engaged NGOs in Mitrovica South and Mitrovica North

[2] The size of the Operational Team members among the two municipalities varied due to scope of the work (e.g., number of the traffic recording points).

1.3. Determine planning framework

1.3.1. Assess planning requirements that influence the SUMP

A SUMP is embedded in a wider regional and national planning framework; therefore, planners and other parties involved in its preparation process must be well aware of the legal planning requirements and related strategies and processes that influence it (Rupprecht Consult, 2019). This step is important in terms linking transport planning with other planning processes (related to land-use planning, infrastructure investments, environmental protection, social inclusion, gender equity, economic development, safety and health, etc.), coordinating goals and objectives, identifying opportunities, and avoiding conflicts.

In the regard, while preparing for the development of SUMPs of Mitrovica South and Mitrovica North the related legal framework, and relevant statutory and planning documents (relevant policies, strategies and plans) on both the central and local government levels were assessed. Relevant Laws and Administrative Instructions (AIs) directly or indirectly regulating the transport sector in Kosovo are briefly summarized in Annex A (PIPS, 2019; GIZ, 2018).

According to the Kosovo's legal framework, municipalities are responsible for coordinating and regulating the urban and peri-urban transport within their administrative borders. Besides their competences on local roads, in specific cases, municipalities may obtain a consent from the Ministry of Environment, Spatial Planning and Infrastructure for maintaining and protecting national or regional roads passing through urban areas, planning road development or reconstruction plans, planning and implementing road safety and related environmental protection measures, and keeping related data.

Analyzed planning and transport related documents on the central level include the Spatial Plan of Kosovo (2010-2020+), Sectorial and Multimodal Transport Strategy (2015-2025) and the 5-year Action Plan, Road Safety Strategy and Action Plan in Kosovo (2015 - Version 1.6), Spatial Development Report for the Transport Sector (2004).

Reviewed local spatial planning and transport and mobility related documents for Mitrovica South include:
- Municipal Development Plan (MDP) 2020-2028+;
- Strategic Environmental Assessment of the MDP (2019);
- Urban Development Plan (UDP) 2009-2025;
- Urban Regulatory Plans (URPs) for Center (2010-2025+), Fidanishte (2010-2025+); Ilirida (2010-2025+), Bair (2012-2025+), Ura e Gjakut (2014) and Sitnica (2014);
- Local Environmental Action Plan (2012-2017);
- Municipal Regulation No. 17/2013 for Public Parking;
- Municipal Regulation No. 01/2013 on Criteria for Categorizing Municipal Roads;
- Municipal Regulation No. 04/2012 for Municipal Roads and Uncategorized Roads;
- Municipal Regulation No. 02/2012 for Organization, Competences and Responsibilities of the Municipal Administration;
- Municipal Regulation No. 04/2011 for Organization and Cooperation of the Municipality with Villages, Settlements and Urban Neighborhoods in the Municipality of Mitrovica;
- Municipal Regulation No. 05/2006 on Definition of Travel Lines, Relations and Sequence of Regular Passenger Transport within the Urban and Urban-Peripheral Traffic in the Municipality of Mitrovica.

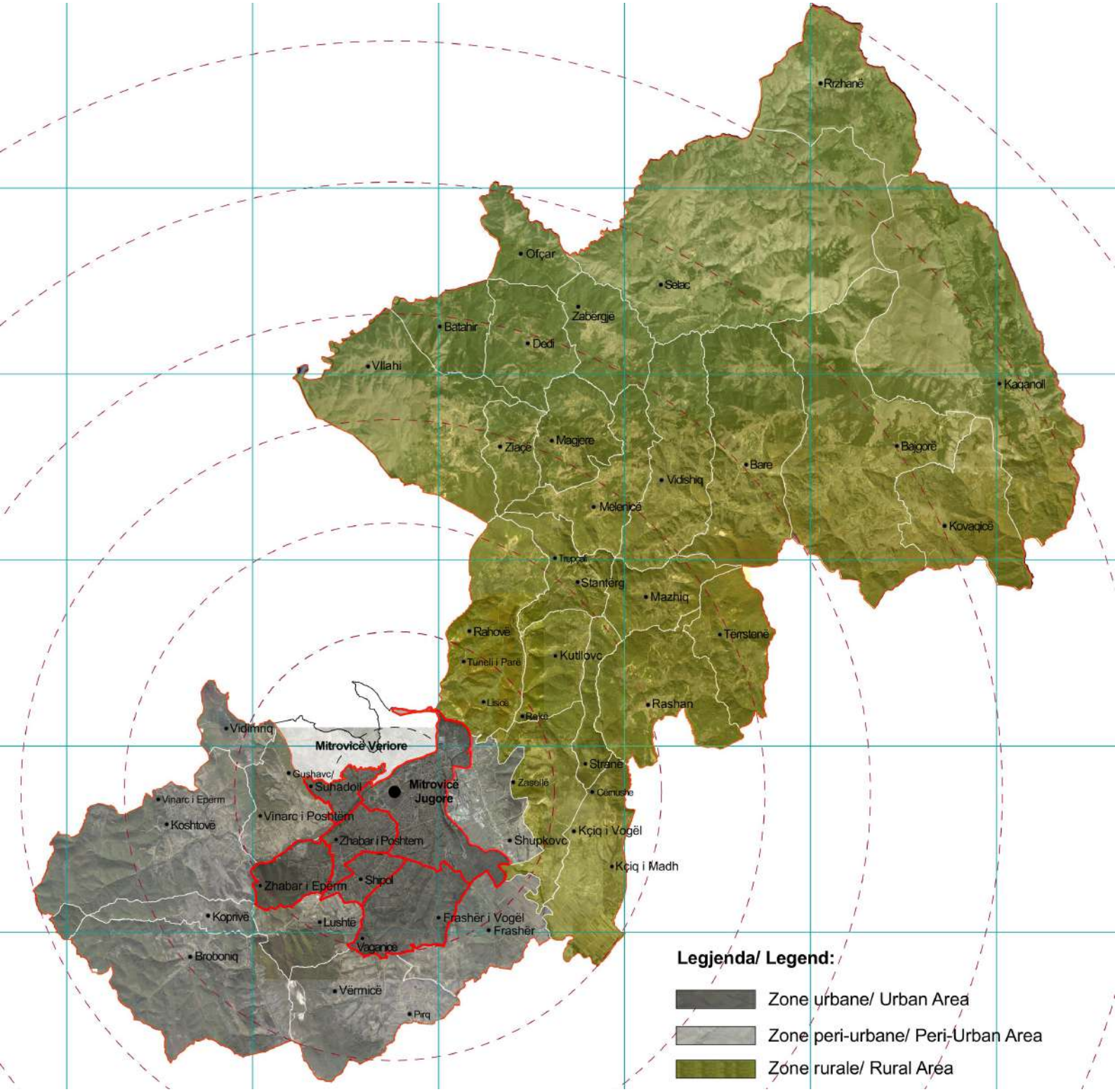
Whereas for Mitrovica North:
- Municipal Development Plan (MDP)* 2009-2025 (drafted before the establishment of MN Municipality);
- Draft – Municipal Development Plan (MDP) 2019-2029+;
- Urban Development Plan (UDP)* 2009-2025 (drafted before the establishment of MN Municipality);
- Draft - Local Environmental Action Plan 2015-2020;
- Draft - Solid Waste Management Plan 2018-2022.

1.3.2. Define the geographic scope

A SUMP should cover a "functional urban area" based on travel-to-work flows, which depending on the local context (e.g., population density, labor market, worker catchment area) may include a city and its surrounding peri-urban area, an entire polycentric region, or another group of municipalities (Rupprecht Consult, 2019).

The SUMPs of Mitrovica South and Mitrovica North address the mobility systems in respective cities together with their surrounding peri-urban areas.

Figure 10. Map of urban, peri-urban, and rural areas in Mitrovica South (Mitrovica North (whole urban) on the upper part in white) (UN-Habitat, 2020)



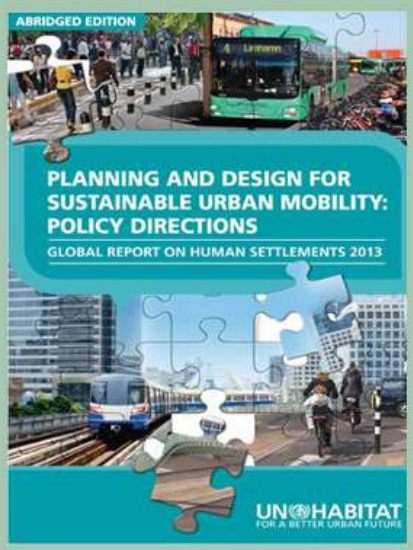
1.3.3. Agree on the SUMP planning approach, methodology, and work plan

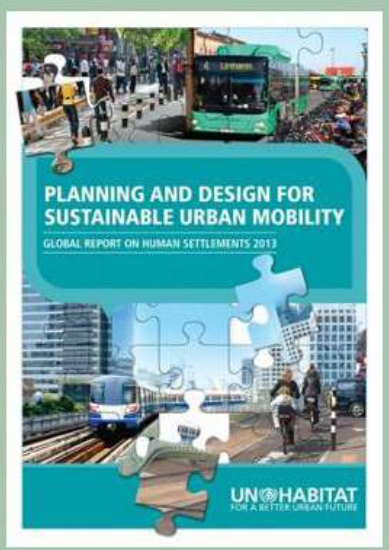
SUMPs are widely applied across Europe and beyond; therefore, there is extensive practical guidance and good practices that could be followed when planning for a more sustainable, competitive and resource-efficient transport systems. Some of the available guiding documents, which have also been reviewed when preparing the SUMPs of Mitrovica South and Mitrovica North, are shown in Table 11.

Once the SUMP principles are well understood (explained at the beginning of this document), the international guidance on the respective approach and methodology should be tailored to the local context, needs and specific requirements.

Table 11. List of relevant SUMP international guidance

- ATTAC. (2012). SUTP Methodology. Work Package 3 – Creation of Sustainable Urban Transport Plans.
- European Commission (EC). (2013). A concept for sustainable urban mobility plans.
- UN-Habitat. (2013). Planning and design for sustainable urban mobility: Policy directions.
- UN-Habitat. (2013). Planning and design for sustainable urban mobility.
- World Business Council for Sustainable Development (WBCSD). (2015). Methodology and indicator calculation method for sustainable urban mobility.
- Rupprecht Consult. (2019). Guidelines for Developing and Implementing a Sustainable Urban Mobility Plan, Second Edition.





For the development of SUMPs for Mitrovica South and Mitrovica North, UN-Habitat prepared a Draft Methodology, which included the general approach towards improving the respective mobility systems and setting goals and objectives, developing long-term vision and short-term implementation measures, planning for stakeholder's involvement, research and assessment methodologies, organizational structures and respective roles, and indicative work plan and timelines.

The Draft Methodology with the respective timeline was further elaborated and improved in cooperation with the respective municipal Working Groups and key stakeholders, and later presented to the decision-makers (the Board of Directors in Mitrovica South and Group for technical infrastructure and mobility in Mitrovica North) for approval. Once the SUMP Methodology got approved, began the preparation process of traffic counting and surveys for identifying the transport and mobility related needs and gaps that need to be addressed.

Figure 11. Thematic Working Group on Cycling Policies - Municipal Officials from Mitrovica North and Zvecan, NGOs, Police, UN-Habitat

Figure 12. SUMP Working Group defining the timeline for related activities in Mitrovica South (UN-Habitat, 2018)

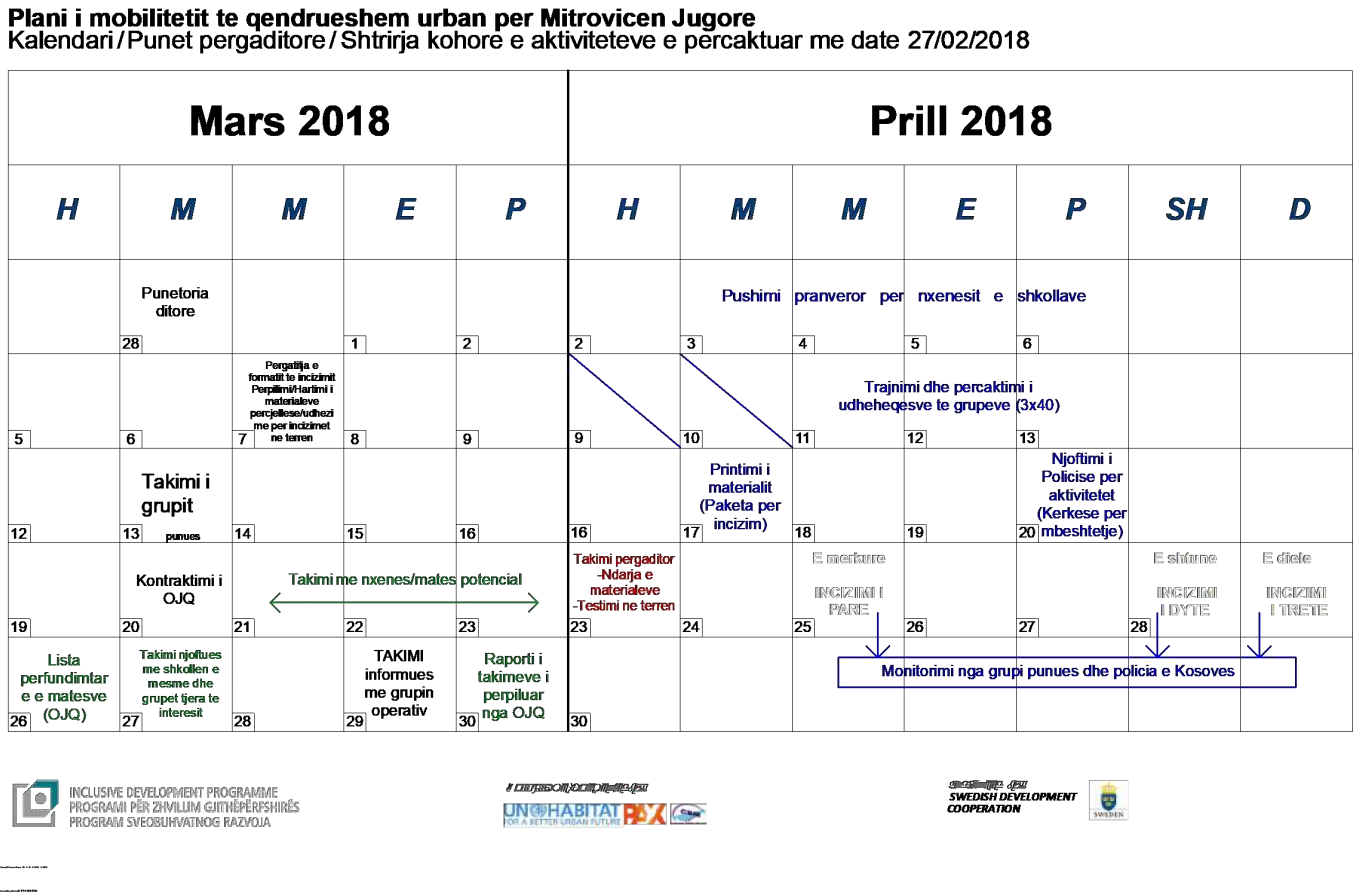


Figure 13. An example of the calendar for preparatory works in Mitrovica South (UN-Habitat, 2018)

MILESTONE 1 REACHED

The ground set for preparing the SUMP.

Source: UN-Habitat Kosovo

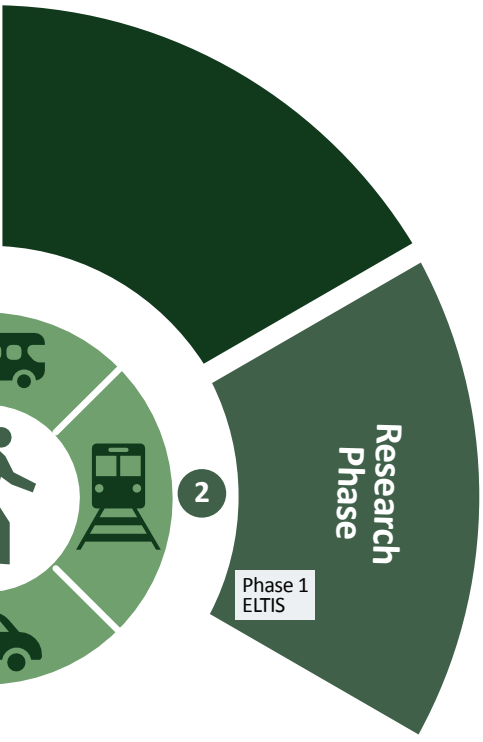
2. RESEARCH PHASE

Information on legal framework, mobility patterns, traffic flows, vehicle fleet, as well as demographic and other socio-economic data is needed when assessing the mobility situation, developing potential scenarios, and setting targets for future policies. Such information and data are often fragmented or not harmonized (in terms of timescales or spatial coverage), therefore they need to be properly put together to better understand the situation in hand (Rupprecht Consult, 2019). This phase elaborates the main research steps and related activities towards gathering the necessary information for developing a SUMP, as shown in Figure 14.

2.1. Define the research methodology

Data needed for developing a SUMP are diverse, tackling various aspects such as air pollution, emissions, congestion, noise, space usage, accidents and fatalities, access, affordability, and other mobility behaviors. Some of the required data for conducting a SUMP may already be stored in existing databases, however, other data may need to be obtained through additional studies, field measurements (through traffic counting devices) or population surveys (WBCSD, 2015). Hence, data and information gaps for current mobility issues should be identified early on. Accurate data gathering and proper analyzing is important in developing a data-driven and realistic SUMP; but their acquisition should be followed by a proper identification of the required data and their sources, as well as a well-defined research methodology. Data and information gaps should be identified early on. In this regard, close cooperation with data owners and other stakeholders through participatory processes is necessary (Rupprecht Consult, 2019).

Figure 14. Research Phase



Milestone 2:
Recording the existing situation, behaviors and needs

2.1 Define research methodology

2.1.1. Identify information and data sources
2.1.2. Define data gathering approach and methodology

2.2 Conduct field measurements (traffic recording/counting)

2.2.1. Define the recording plan (including traffic counting points and periods) and prepare for the activity
2.2.2. Compile data gathering materials (field recording formats)
2.2.3. Train the Operational Team and run a pilot test
2.2. 4. Conduct and monitor the traffic counting activity

2.3 Conduct population surveys (online surveying, targeted questionnaires and interviews)

2.3.1. Define the target groups
2.3.2. Define the sample size
2.3.3. Design questionnaires content (for the general population and targeted groups)
2.3.4. Launch the survey and encourage citizen participation
2.3.5. Conduct additional interviews with stakeholders (if needed)

2.4 Data classification and processing

2.4.1. Data collection and classification (from field measurements and population surveys)
2.4.2. Data processing and delivery for analysis

2.1.1. Identify information and data sources

Input data for developing a SUMP are based on specific field measurements or population surveys (designed for the specific context), or other available information stored in existing databases (WBCSD, 2015). Since urban transport and mobility related specific information and data is often incomplete, it is essential to start with identifying what data is needed for developing a SUMP, what is available and what is missing, as well as where such data can be found (data sources) (Rupprecht Consult, 2019).

Existing data may derive from international or national databases (e.g., air polluting emissions, GHG emissions and energy efficiency) and from local (or regional) entities, such as urban planning or mobility related municipal departments or other competent bodies (e.g. socio-economic statistics, traffic accidents and fatalities, traffic volumes, transport related public finance etc.) (WBCSD, 2015). Some data may also be owned by commercial operators, who may be reluctant to share it (requiring a high payment or commercial confidentiality). Therefore, early identification and involvement of the internal and external data owners is important in increasing their willingness to cooperate (Rupprecht Consult, 2019). Table 12 shows an example of identifying data sources for the required information needed for setting indicators while developing a SUMP (WBCSD, 2015).

2.1.2. Define data gathering approach and methodology

When required data for developing a SUMP is missing, it needs to be gathered through additional means/studies, conducted through well-defined methodologies, following both quantitative and qualitative approaches (Adell & Ljungberg, 2014). Data deriving from the existing publicly available databases, field measurements and population surveys are considered unprocessed data. Once all unprocessed data is collected, it needs to be analyzed and calculated (processed) through specific software (such as GIS) or traffic models, interpreted by respective field experts (WBCSD, 2015). An overview of the logical relation between data gathering methodologies is presented in Figure 15.

Due to the lack of available and frequently updated mobility related data, research for the development of SUMPs for Mitrovica South and Mitrovica North has been based on both quantitative and qualitative research, as well as desk review of legal framework, statutory and planning documents. The quantitative research included traffic counting (recorded on several measuring points within the defined functional urban area, as well as the regional and national roads), while the qualitative research was conducted through specific online surveys (for the general population and targeted groups), as well as interviews (with relevant stakeholders).

Table 12. Examples of data sources (WBCSD, 2015)

Indicators	Examples of data sources
Affordability	Public transport companies report; National/City census;
Air pollution; GHG; Energy efficiency	City data Vehicle park; Environmental agencies; National/City emission report; Standard regulations on emissions/km;
Congestion	(if not field measurement) Online app or navigation devices;
Noise	(if not field measurement) Office of statistics;
Fatalities	Statistics of road traffic accidents; National/City census; World Bank/ UN Global indicators databases;
Access	National/City census; Office of statistics;
Functional diversity	Urban planning office;
Public Finance	Public transport companies' sustainability report; City budgets;
Space Usage	Urban Planning office;
Active Mobility	Urban Planning office; Mobility office.

Cities that have limited financial resources to conduct traffic models, as the case of Mitrovica South and Mitrovica North, may have to rely on the unprocessed data (WBCSD, 2015). Therefore, gathering accurate data and addressing them objectively and professionally is crucial in developing a realistic and data-driven SUMP.

2.2. Conduct field measurements

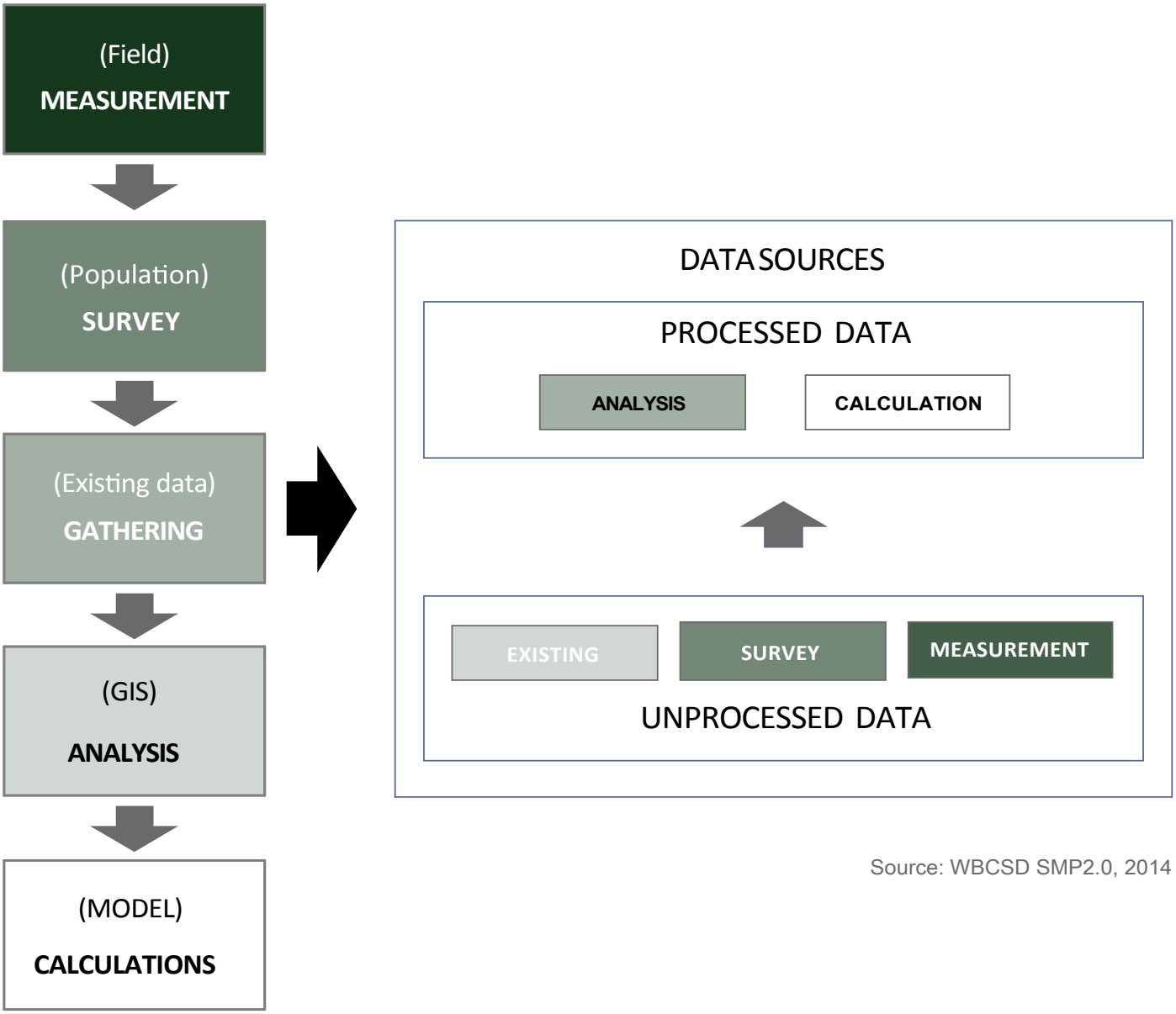
Some data needed for drafting a SUMP, such as the traffic volumes or congestion, may not be available (at the required level) in existing databases, therefore, they are usually extracted through field measurements. Field measurements may be conducted through technical instruments or traffic counting/ recording activities on representative locations (WBCSD, 2015).

Traffic volumes in Kosovo are measured by the Ministry of Environment, Spatial Planning and Infrastructure on the regional and national roads. With regards to Mitrovica South and Mitrovica North, such data was available only for locations (such as Broboniq and Kushtova) outside of the urban area. Therefore, additional field measurements were required for understanding the urban mobility context.

2.2.1. Define the recording plan and prepare for the activity

Traffic recording needs a recording plan, which includes the definition of representative locations and measuring points, measuring periods, and recording templates, which should be developed through joint discussions and cooperation among the involved

Figure 15. Data gathering and processing methodology (WBCSD, 2014)



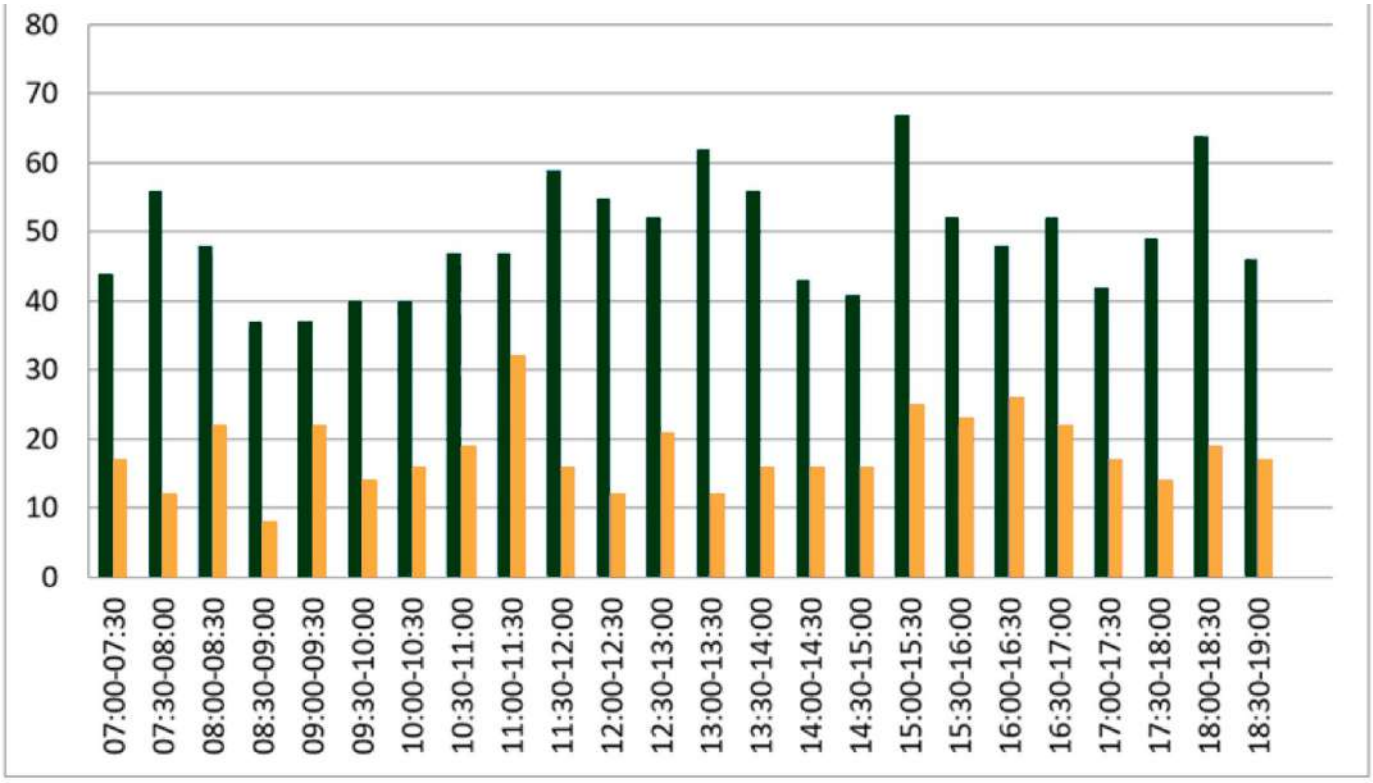
Source: WBCSD SMP2.0, 2014

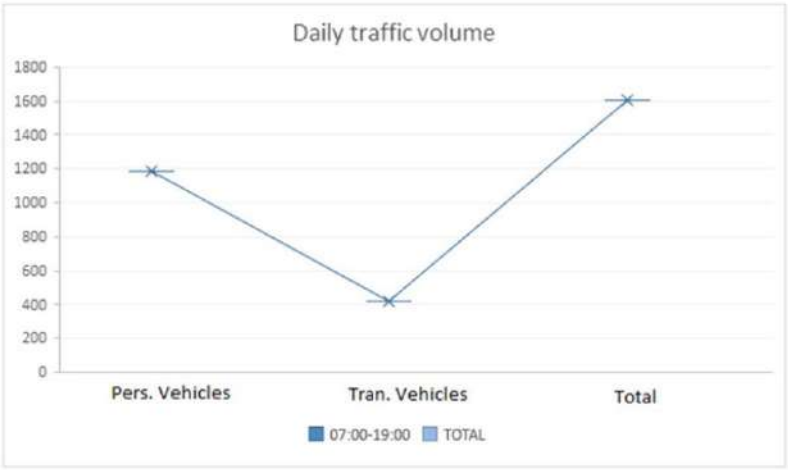
municipal officials, experts, stakeholders, and other involved parties.

Field measurement activities in Mitrovica South and Mitrovica North were steered by the respective SUMP Working Groups and UN-Habitat team, in close cooperation with the respective Operational Teams (engaged NGOs and high school students). There were several informatory, coordinating, preparatory meetings as well as workshops held for defining the traffic counting process, measuring points and periods, recording formats and their usage, as well as respective roles and responsibilities in conducting the field measurement activities. The Operational Team (consisting 102 members in Mitrovica South and 65 in Mitrovica North) was also trained about the usage of the recording formats, followed by a pilot test, further elaborated in the respective section.

Permission for conducting such activities should also be obtained from the competent bodies, such as the Kosovo Police. Since both municipalities involved high school students in their traffic counting activities, their parents' consent was also required before their involvement.

Figure 16. Data on daily traffic (07:00-19:00), daily traffic volume, and vehicle structure in Broboniq (UN-Habitat, 2020)





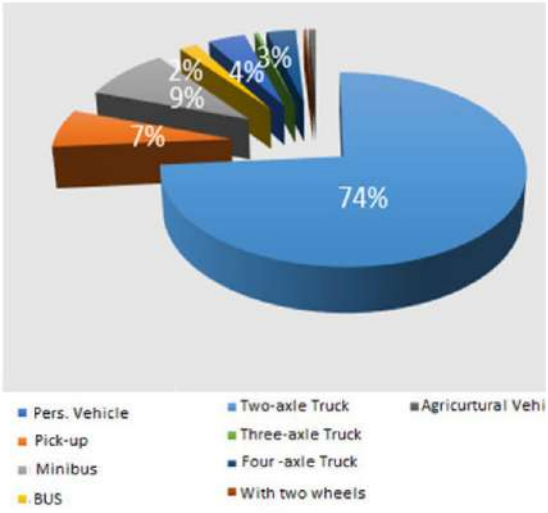
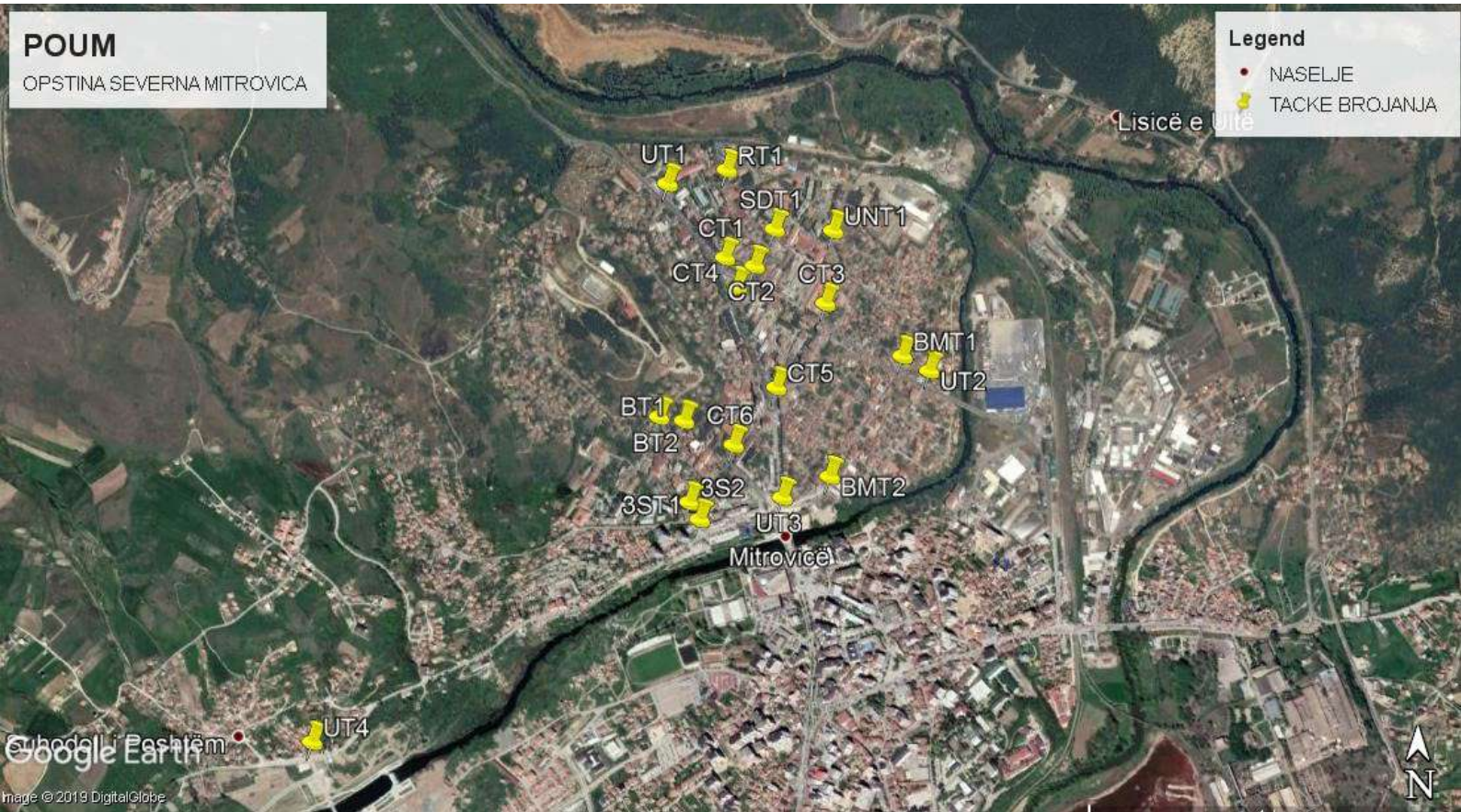


Figure 17. SUMP Working Group defining the traffic recording points in Mitrovica South (UN-Habitat, 2018)

2.2.1.1. Traffic counting points

Measuring/recording points should be selected in representative urban corridors, as well as other critical roads around the city. Motoric and non-motoric traffic counting in Mitrovica South has been done in 27 recording points (see Figure 19), 18 of which were located within the center of the city, 4 in the city ring roads, and 5 in transit roads. Whereas field measurements in Mitrovica North have been done in 19 recording points, 15 of which were located within the city center and 4 in the city gates (Figure 18).

Figure 18. Traffic counting points in Mitrovica North



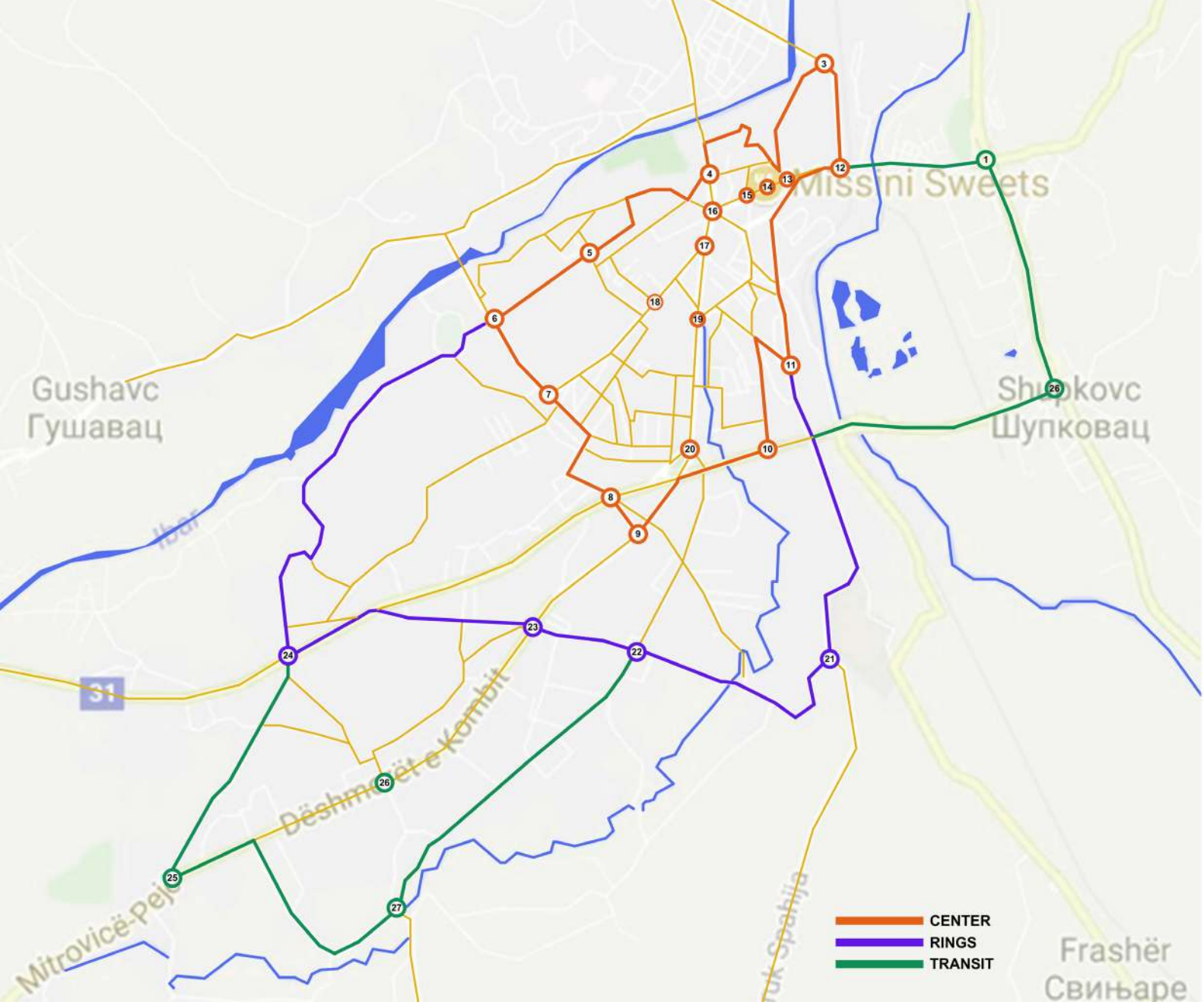


Figure 19. Traffic counting points in Mitrovica South

2.2.1.2. Traffic counting periods, days and times

Field measurements for the selected recording points are usually gathered several times a day, throughout a more extended period. Therefore, it is important to understanding the population's mobility dynamics and patterns for different times of the day (rush hours), days of week (working days, local shopping/market days, or weekends), and months (depending on the season).

For Mitrovica South and Mitrovica North, traffic recording activity has been organized in cooperation with the Kosovo Police and Kosovo Customs, based on their suggestions regarding the most congested periods and highest traffic flows from the Bërnjak and Jarinje border points (based on data for the period of 2015-2018). Recommended periods for field measurements comprised: 25 April – 05 May, 15 – 30 July, and 20 – 31 December 2018.

Mitrovica South organized its traffic counting activity in two different periods (April and July in 2018), each including three different days of the week and three different time periods of a day. The selected days comprised Wednesdays (which is a shopping day in Mitrovica South), Saturdays and Sundays (increased recreational activities by the lake area). Whereas Mitrovica North conducted the field measurements through only one period (March 2019), on two different days of the week, such as Monday and Friday, selected due to population flows based on studying or working purposes.

Municipality	Periods	Days	Hours
Mitrovica South	1st Period: April 25, 28 & 29, 2018 2nd Period: July 25, 28 & 29, 2018	Wednesday Saturday Sunday	07:00 – 08:00 12:00 – 13:00 15:00 – 18:00
Mitrovica North	1st Period: March 11 & 15, 2019	Monday Friday	07:00 – 08:00 12:00 – 13:00 17:00 – 18:00

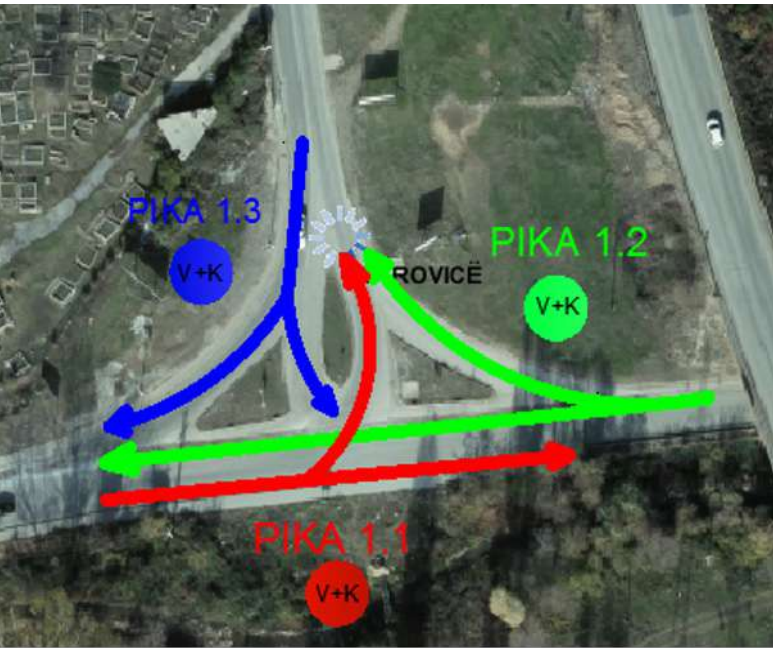
Table 13. Recording plan for Mitrovica South and Mitrovica North

2.2.2. Compile data gathering materials (field recording formats)

For a more accurate and objective data gathering process throughout all the recording points, standardized and pre-defined data gathering tools/materials (such as recording templates) should be used.

Traffic recording in Mitrovica South and Mitrovica North has been done through two recording formats (compiled by the SUMP Working Group), both comprising the graphic (orthophoto) and textual (matrix) parts for each of the selected points. The first format consists two orthophotos of the specific spot, with the first orthophoto containing

Figure 20. Example from traffic counting guidance on a selected point in Mitrovica South



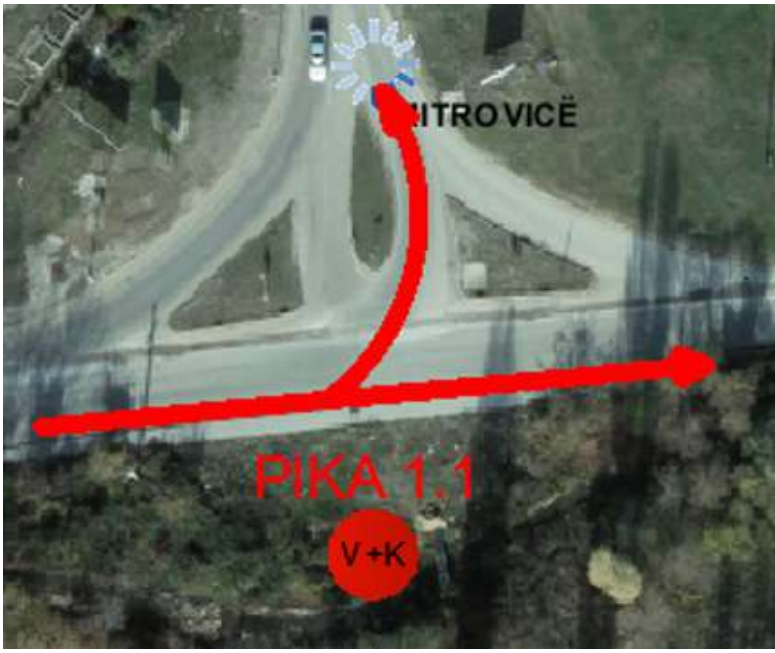
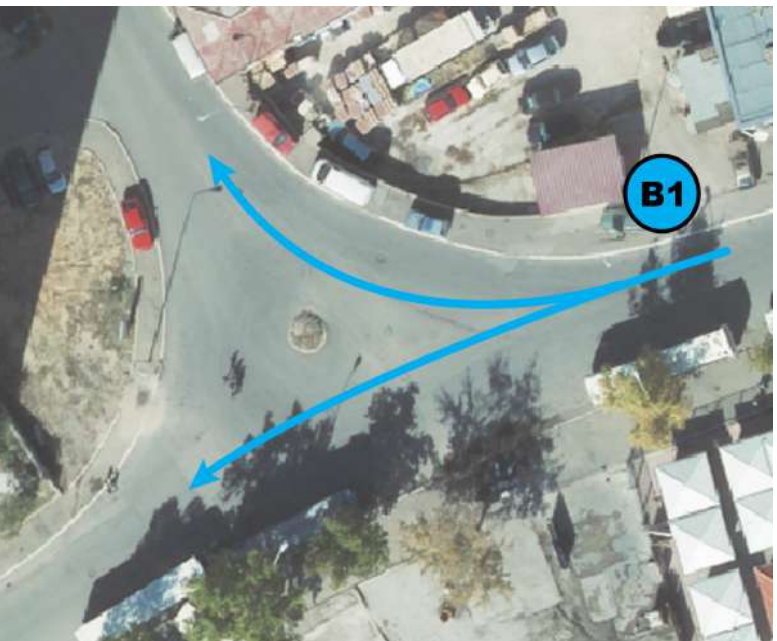


Figure 21. Example from traffic counting guidance on a selected point in Mitrovica North



the counting point's number and name, the traffic circulation scheme, and positions of the persons who will do the recording, and the second one including each counting person's position, traffic direction(s) and type of traffic to be recorded (i.e. counting vehicles and pedestrians altogether or separately).

On the other hand, the second format consists of a matrix/table with 9 different mobility modes and the traffic directions to be analyzed, aligned with the traffic circulation scheme in the first format. Its textual part contains the counting person's name and surname, date, time, measured timeline (for every 15 minutes) and the weather conditions.

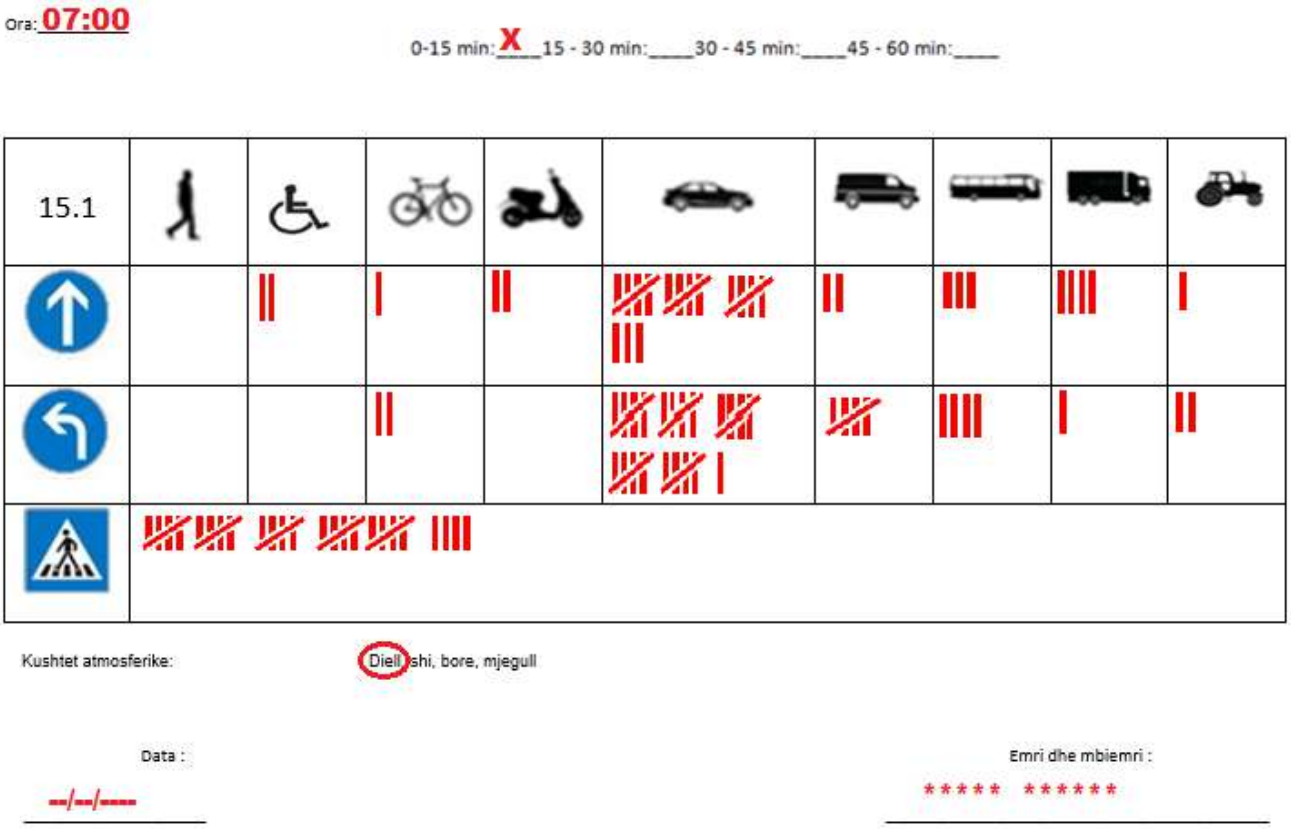


Figure 22. Example of the traffic counting template

2.2.3. Train the Operational Team and run a pilot test

Due to limited municipal operational resources, the traffic recording process in both Mitrovica South and Mitrovica North was done by engaging external parties, such as local NGOs, high school students and other volunteers, which jointly comprised the Operational Team.

The Operational Team in Mitrovica South consisted of 102 members, including volunteers from the local NGO "Me dorë në zemër" (engaged to conduct the traffic counting activity), "Youth Center" and "Zgjatma Dorën" initiative, and high school students from the Technical High School "Arkitekt Sinani" and the Gymnasium "Frang Bardhi". Whereas that of Mitrovica North included 65 members, volunteers of the local NGO "Youth Education Center – Sinergija" and high school students from the Technical High School "Mihajlo Petrovic Alas".

While municipalities are the main drivers of the process, they are also responsible for organizing it and obtaining the necessary permissions from competent bodies (such as Kosovo Police) for conducting the related activities safely. UN-Habitat was responsible for facilitating the whole collaboration between the Operational Teams and their respective municipalities.

High school students (engaged upon the given consent by their parents) were responsible for conducting the traffic counting activity on the field, whereas the NGOs were responsible for mobilizing and monitoring the students to conduct the traffic counting process, and ensuring accurate data gathering,

classification and processing (in Excel and QGIS for each counting point) for their respective municipalities.

Since neither of the Operational Teams had previous experience in traffic counting activities, they were informed about the SUMP development process in general and traffic counting processes in specific (e.g. selected traffic counting points, periods and times), and were trained about respective data gathering (traffic counting) approaches, methods (e.g. what movements, directions or modes of transport to analyze for their respective tasks) and documentation (how to fill in the recording formats) and were guided (and monitored) throughout their tasks implementation on the field by the respective municipalities SUMP Working Group members and UN-Habitat staff.

Prior to conducting the planned traffic counting activities, it is recommended to run a pilot test to assess the Operational Team's understanding of their roles throughout the recording process and the practical application of the recording templates, which if needed, should be revised accordingly.

Organizing operational resources in accordance with the complexity of the assignment is crucial for a more efficient field measurement process. For example, the recording points (locations) may differ from one another depending on their size, road capacities, junction types or traffic flow,

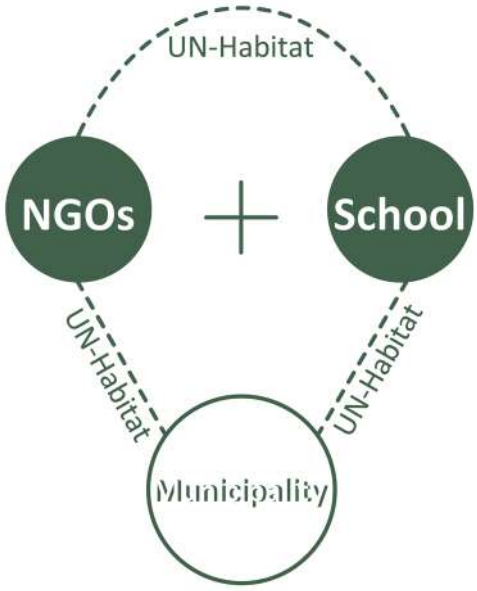


Figure 23. Cooperation scheme

therefore some of them may require more traffic counters (students) than the others. The template used in Mitrovica South (Figure 25) is a helpful example showing who (which student) is responsible for what (assigned recording point).

2.2.4. Conduct and monitor the traffic counting activity

The traffic counting activities should be conducted according to the approved recording plan, in all the selected recording points through the set time periods. To increase the effectiveness of this activity, the operational work in both municipalities of Mitrovica South and Mitrovica North was monitored by the respective SUMP Working Groups and UN-Habitat staff, who made sure

Figure 24. Pictures from the traffic counting training activities in Mitrovica North (left) and Mitrovica South (right)

Nr.	Lokacioni	Pika	Numërues	Emri dhe Mbiemri	
1	Udhekryqi te varrezat ortodokse	1.1	3		
		1.2			
		1.3			
2	Udhekryqi para tunelit	2.1	3		
		2.2			
		2.3			
3	Udhekryqi te ETC-ja	3.1	3		
		3.2			
		3.3			
4	Udhekryqi te komuna	4.1	3+3		
		4.2			
		4.3			
5	Udhekryqi te lagjia e romeve	5.1	3		
		5.2			
		5.3			
6	Udhekryqi te Bamexi	6.1	4		
		6.2			
		6.3			
		6.4			
7	Udhekryqi te shkolla Migjeni	7.1	3		
		7.2			
		7.3			
8	Udhekryqi te shelnjet-Zhabar	8.1	4		
		8.2			
		8.3			
		8.4			
9	Udhekryqi te shelnjet-Shipol	9.1	3		
		9.2			
		9.3			
10	Udhekryqi te tuneli	10.1	2		
		10.2			
11	Udhekryqi te fabrika e duhanit-Bajr	11.1	3		
		11.2			
		11.3			
12	Udhekryqi te hekurudha	12.1	3		
		12.2			
		12.3			
13	Udhekryqi te bunari-Qender	13.1	3		
		13.2			
		13.3			
14	Numërimi te sheshi-Qender	14.1	0+2		
		14.2			
15	Udhekryqi te Ipko-Qender	15.1	3+3		
		15.2			
		15.3			
16	Udhekryqi te xhamia e madhe-Qender	16.1	3+3		
		16.2			
		16.3			
17	Udhekryqi te Teferiqi-Qender	17.1	3+3		
		17.2			
		17.3			
18	Udhekryqi te xhamia e Haxhi Veselit	18.1	3		
		18.2			
		18.3			
19	Udhekryqi rrethi te banesa e kuqe	19.1	3+3		
		19.2			
		19.3			
20	Udhekryqi te stacioni i autobusave	20.1	3+3		
		20.2			
		20.3			
21	Udhekryqi te ambulanta-Bajr	21.1	3		
		21.2			
		21.3			
22	Udhekryqi te trafoja-Vaganice	22.1	4		
		22.2			
		22.3			
		22.4			
23	Udhekryqi te kiwi-Shipol	23.1	4		
		23.2			
		23.3			
		23.4			
24	Udhekryqi te mullini-Zhabar	24.1	4		
		24.2			
		24.3			
		24.4			
25	Udhekryqi te varrezat-Shipol	25.1	3		
		25.2			
		25.3			
26	Udhekryqi te ambulanta-Shipol	26.1	4		
		26.2			
		26.3			
		26.4			
27	Udhekryqi te ura Vaganice-Verrnice	27.1	2		
		27.2			
		27.3			
		27.4			

Numërues vetem automjete	Numërues vetem këmbesor	Numërues automjete dhe këmbesor
18	20	64

$$N_{n.a} + N_{n.k} + N_{n.a+k} = 18 + 20 + 64 = 102\ [numërues]$$

Figure 25. Template used for organizing operational resources in Mitrovica South

that everyone was in their assigned place and that they were doing the counting process correctly.

2.3. Conduct population surveys (online surveying)

Besides the data collected from field measurements (traffic counting), population surveys are also an important tool of gathering qualitative information towards better assessing the current transport and mobility situation, identifying the problems, and understanding the users' behaviors and needs. Examples of type of information or data gathered through surveys include the commuting travel times, intermodal integration, accessibility of mobility-impaired

Figure 26. Pictures from the traffic counting activities in Mitrovica South (left and middle) and Mitrovica North (right)

MITROVICA SOUTH

1st Traffic Counting Period
(25, 28, 29 April)

2nd Traffic Counting Period
(25, 28, 29 July)

102 trained counters
High schools, Youth centers, NGO members

Figure 27. The traffic counting process in Mitrovica South

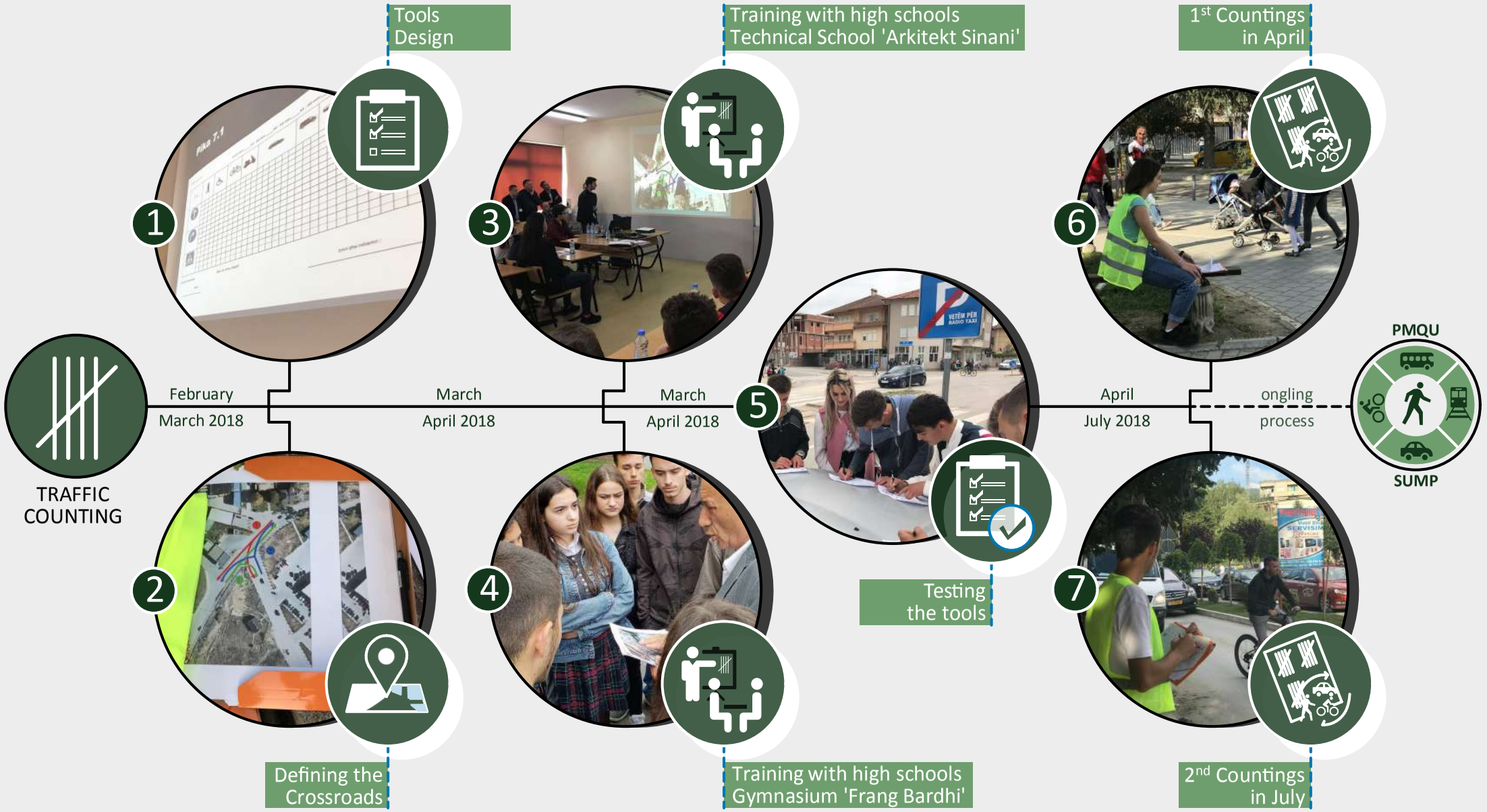


Figure 28. The Operational Team in Mitrovica North

groups, quality of public area, comfort and pleasure, security, as well as relevant demographic data (WBCSD, 2015).

Mobility related surveys should be designed and conducted appropriately for the local culture. Some studies show that anonymous online surveys generate better results; in addition, they are cheap, easily reproducible for future assessments, and allow automatic collection and analysis of the responses (WBCSD, 2015).

For the municipalities of Mitrovica South and Mitrovica North, UN-Habitat staff assisted with preparing thematic-based online questionnaires (for the general population and focus groups), which were also reviewed and approved by the respective SUMP Working Groups in both municipalities before being launched. The respective processes for conducting this research, such as identification of the targeted groups and sample size, preparation of the questionnaires, launching and outreach (to encouraged wider citizen participation) are elaborated below.

2.3.1. Define the target groups

Most of the mobility related questions in a survey are targeted to the broader population, not just inhabitants, but commuters, visitors and tourists as well, to have a better reflection of the city dynamics. However, specific focus should also be given to the mobility-impaired groups, which include the elderly people, pregnant women, and physically and visually disabled persons (WBCSD, 2015).

In this regard, the target group must represent the whole population (in terms of random selection by gender, age groups, education etc.).

The survey was conducted with:
- General Population;
- Targeted groups;
- Institutions.

The population survey was proposed for the following indicators:
- Accessibility for mobility-impaired groups;
- Quality of public area;
- Commuting travel time;
- Intermodal integration (if existing);

- Comfort and pleasure;
- Safety and Security;
- Economic opportunity;
- Air polluting emissions;
- Emissions of greenhouse gases;
- Congestion and delays;
- Energy efficiency.

2.3.2. Define the sample size

The size of the surveying sample should be determined considering the size of the population (which does not change much for populations larger than 20,000), a tolerable confidence level (with 95% being most frequently used), an acceptable margin of error (usually 5%), and a reasonable response distribution (considered 50% when the expected responses for each question are unknown) (WBCSD, 2015). Figure 29 shows the sample sizes based on population size and other elaborated variables.

Sample sizes for the surveys of Mitrovica South and Mitrovica North have been selected based on their population sizes, estimates for year 2017 (the latest available population data prior to starting the surveying process). For Mitrovica South, having a population of around 70,000 (in-between 50,000 – 100,000), the sample size is 383 respondents. Whereas for Mitrovica North, with a population of around 20,000, the chosen sample size has been 382.

Current data on gender and age groups disaggregation is not available, nor estimated, for neither of the municipalities. The latest available related data derive from the population census conducted in year 2011, when the current territories of

Margine of error 5%; confidence level 95%; response distribution 50%	
Population Size	Sample Size
1000	278
5000	357
10000	370
50000	382
100000	383
500000	384
1000000	384
1500000	385
2000000	385
5000000	385
10000000	385

Figure 29. Sample sizes based on population sizes (WBCSD, 2015)

Mitrovica South and Mitrovica North were united under the Municipality of Mitrovica. In 2011, the Municipality of Mitrovica had 71,909 inhabitants, out of which 36,275 (50.44%) were male and 35,634 (49.55%) were female.[6] The overall population was young population, with more than half of it being under the age of 30. Figure 30 shows the gender composition among the age groups in Mitrovica in 2011.

As seen in the figure, the largest age group was that of 0-14 years old, representing around 28% of the total population. The labor force (15-64 years old) represented around 65% (46,484) of the total population, whereas the elderly (65+ years old) represented 7% of the total population.

However, only 22.5% (10,456)[7] of the total working age population was employed, out of which 74.6% male and 25.4% female. Most of those employed (71.5%) live and work in the same settlement within Mitrovica, followed by a number of those (12.7%) who travel to other municipalities within Kosovo as shown in Table 15.

Municipality	Total Population (2017)	Sample Size
Mitrovica South	69,346[3]	**383**
Mitrovica North	12,211[4] [5]	**382**

Table 14. Sample size for Mitrovica South and Mitrovica North

[3] Kosovo Agency of Statistics. (2018). Estimated population in Mitrovica South and Mitrovica North (as of 31 December 2017).
[4] Kosovo Agency of Statistics. (2018). Estimated population in Mitrovica South and Mitrovica North (as of 31 December 2017).
[5] Data provided from the Municipality of Mitrovica North for year 2017.
[6] Kosovo Agency of Statistics. (2011). Census 2011: Population by sex, age and municipality 2011.
[7] Kosovo Agency of Statistics. (2011). Census 2011: Employed travelling between home and place of work, sex and municipality 2011.

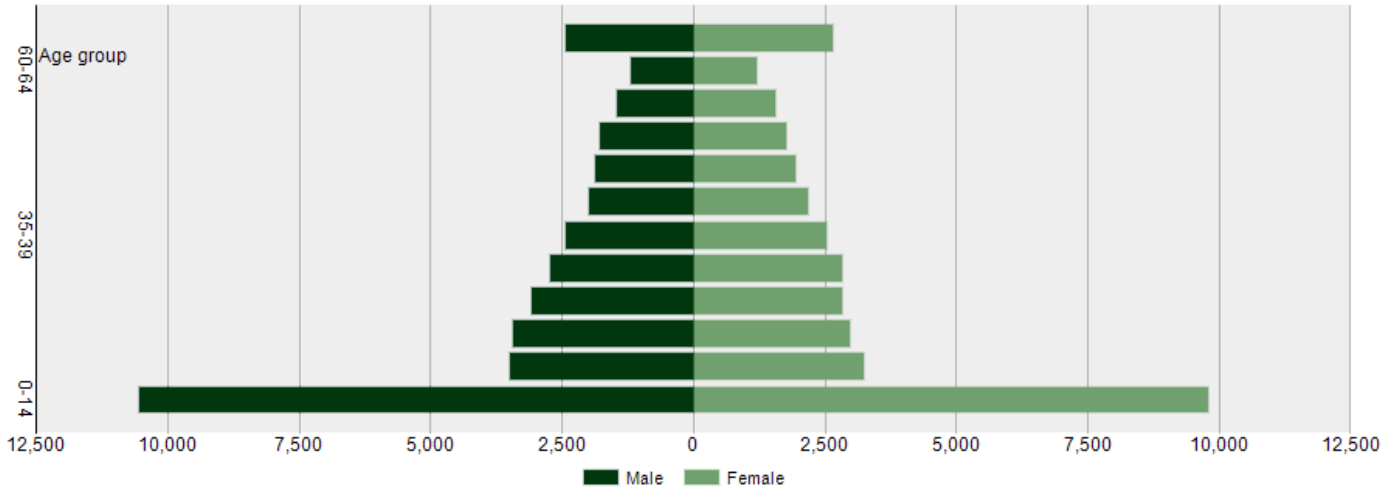


Figure 30. Population of Mitrovica by sex and age (KAS, 2011)

Place of work	Male	Female	Total
Same municipality and settlement as current usual residence (within Mitrovica)	5,531	1,947	7,478 (71.5%)
Same municipality as current usual residence but different settlement (within Mitrovica)	523	138	661 (6.3%)
Different municipality from the one of current usual residence (another municipality within Kosovo)	987	346	1,333 (12.7%)
Other countries	75	15	90 (1%)
Unknown	685	209	894 (8.5%)
Total	**7,801 (74.6%)**	**2,655 (25.4%)**	**10,456 (100%)**

Table 15. Employees commuting between home and place of work by sex and place of work (KAS, 2011)

Due to the lack of other data, the current population composition by sex and age for both municipalities separately has been assumed to be the same as that of their joint representation in 2011. Based on the assumed population composition, both municipalities targeted their general populations (through a gender-balanced participation), with a more specific focus on the working age population (regardless if employed or unemployed), as well as the youth, elderly, and people with physical disabilities and visual impairment. Table 16 shows the sample size for the targeted groups.

However, it should be noted that if cities continue to monitor the mobility situation through annual surveys, then the target sample size should be modified according to the general population changes, preferably based in measured official data.

Municipality/Category	Mitrovica South	Mitrovica North
Youth	100	15
Elderly	50	12
Physically disabled	25	7
Visually impaired	25	10
Pregnant women and parents with trolleys	x[8]	10

Table 16. Targeted groups in Mitrovica South and Mitrovica North

[8] Included within the online survey with the general population in Mitrovica South.

2.3.3. Design questionnaires content (for the general population and targeted groups)

Surveys are usually constructed in two major sections, the first gathering related demographic data of the respondents and the second information on their behaviors, challenges, needs and preferences (depending what the research aims to achieve).
There were two types of questionnaires designed for Mitrovica South and Mitrovica North, one targeting their general population and the other focusing on targeted groups in Mitrovica South and Mitrovica North gathered data and information on demographics, travelling/commuting (including public transport and safety), private vehicles, cycling, walking and public spaces.

The content of questionnaires for the targeted groups (youth, elderly, physically disabled and visually impaired) for both municipalities is presented in Table 17.

Questionnaires should be reviewed by the SUMP Working Groups and other interested parties and revised as needed before being launched.

Sections	Data/information gathered
Demographic information	Residing (living) area (e.g., urban, rural), gender, group age, educational qualification, employment status, household size and composure, number of vehicles (e.g., cars, motorcycles, bicycles), possession and type of driving license.
Travel/commute	Mobility flows and purposes to the city center, primary mode (by car, motorcycle, public transport, private transport, bike, walking) of commuting by frequency, average travel time and distance, commuting hours, impact of mobility networks in job or school selection, issues and needs regarding the public transport, safety perception.
Public Transport	What is the most important aspect of public transport - what it is that encourages people to use or not public transport.
Private vehicles	Frequency of driving a car, motorcycle or scooter, main issues for drivers (including congestion and parking), safety perception, likelihood of substituting driving with public transport.
Cycling	Bicycle ownership, ridership frequency (and reasons for not riding a bike more often, including the availability and design of cycling lanes), main challenges for cycling, safety perception, cycling preferences.
Walking and public spaces	Walking frequency (and main reasons for not walking more often), preference towards walking in general, assessment of walking comfort, physical disturbances, and other barriers (including the availability of sidewalks and quality of public spaces), safety perception, usage of public spaces, satisfaction with existing public spaces, perception of public spaces connectivity, population needs for increased usage of public spaces (including accessibility, child-friendly designs, increased green areas, economic and cultural activities).

Table 17. Structure of questionnaires and type of data gathered for the general population of Mitrovica South and Mitrovica North

Targeted group	Data/information gathered
Youth	Primary mode of going to school/university/work, travelling preference, perception on drivers' compliance with allowed speed limits, presence of slow speed zones, horizontal and vertical signage, sidewalks around the schools/universities.
Elderly	Satisfaction with parking (number of places, location, access), access to bus stops, number of seats in public transport, quality of sidewalks.
Physically disabled	Satisfaction with parking (number of places, location, access), access to public transport stops and vehicles, provision of space for wheelchairs on public transport, quality of sidewalks, ease of crossing the road.
Visually impaired	Satisfaction with access to public transport stops and vehicles, quality of sidewalks, guidance and warning systems for visually impaired along the sidewalks, signals on pedestrian crossings.
Pregnant women and parents with trolleys	Satisfaction with the quality of sidewalks and promenade, access on foot to the parking places and bus stops, availability of benches and chairs at bus stops and public spaces, number of seats in public transport.

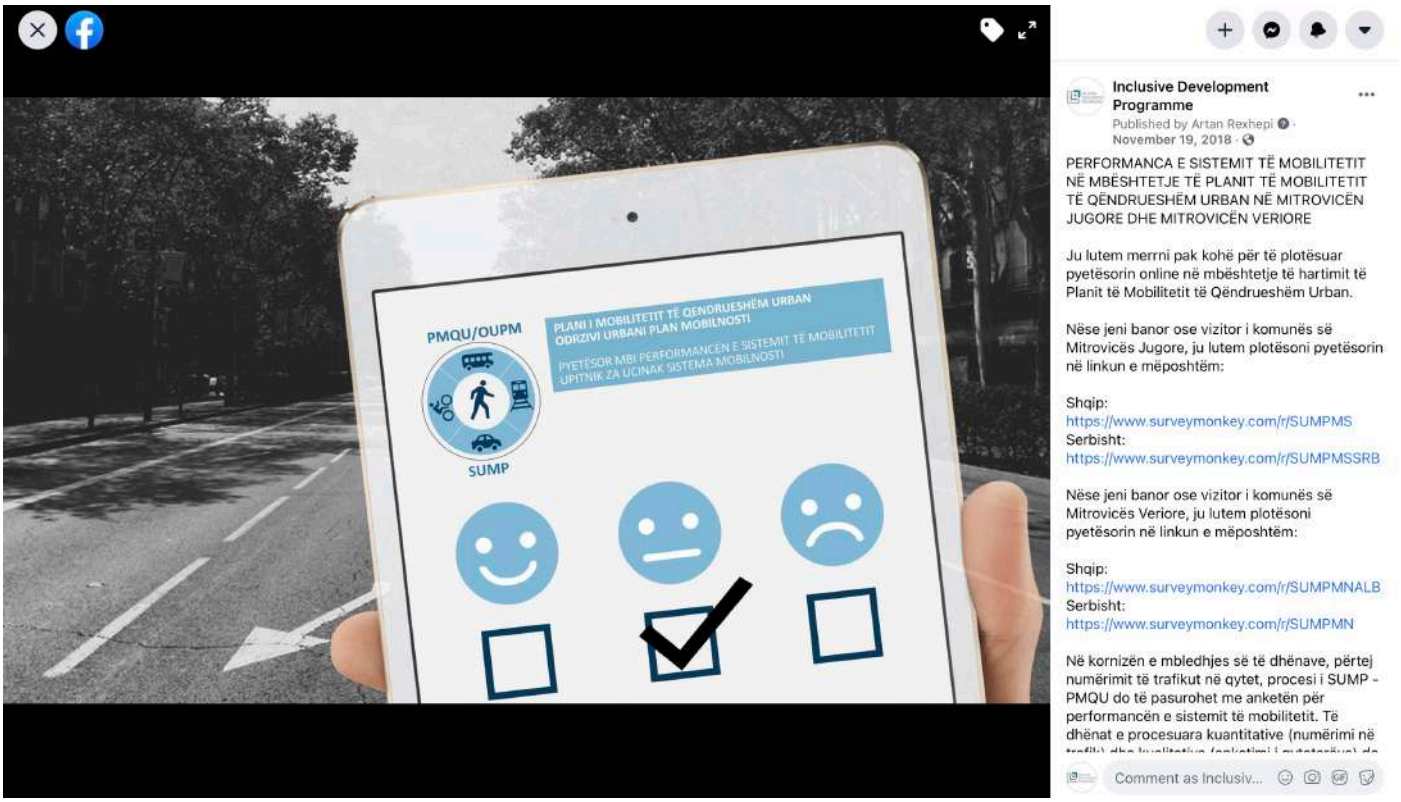
Table 18. Type of data gathered through the questionnaires for the targeted groups in Mitrovica South and Mitrovica North

2.3.4. Launch the survey and encourage citizen participation

Mobility related population surveys should be conducted throughout the months in which the average daily traffic flow is within a range of +/- 2% of the average yearly traffic flow (WBCSD, 2015). They should not take place on (national or school) holidays or special events (e.g. concerts and festivals, sports events, parades), the day after the change of summer and winter time, or during extreme weather conditions (WBCSD, 2015).

Online surveys for Mitrovica South and Mitrovica North were launched in November 2018 and remained open until February 2019. Related social media posts (specifically on Facebook) promoting the surveys reached around 11,500 persons.

Figure 31. Launching of the online survey for Mitrovica South and Mitrovica North (UN-Habitat, 2020)



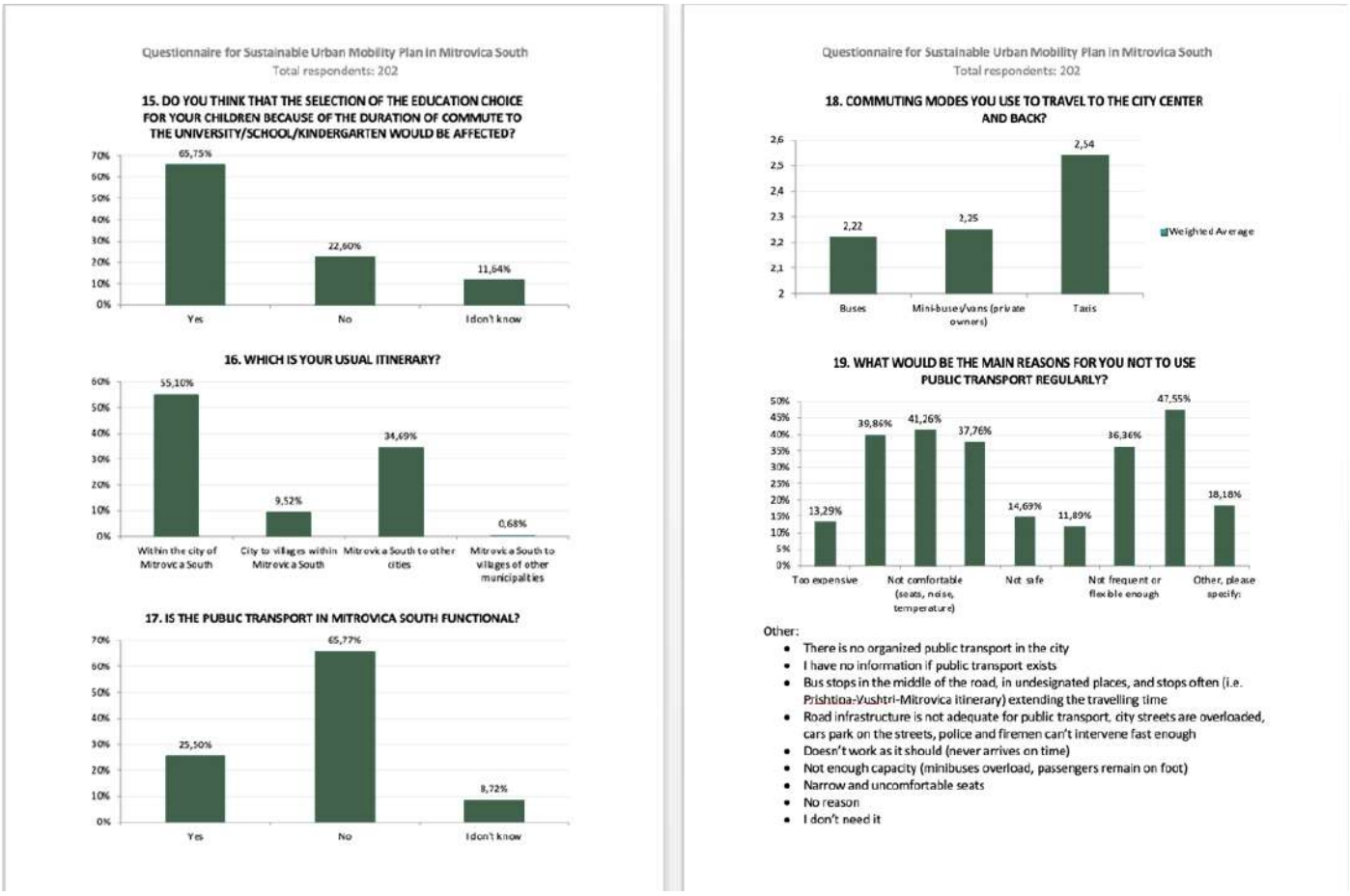


Figure 32. Extracts from online questionnaire responses- Mitrovica South

2.3.5. Conduct additional interviews or focus groups with stakeholders (if needed)

Direct interviews and focus groups were also held with involved stakeholders, such as institutions and interested parties, throughout the research period. Mitrovica North conducted two interviews with representatives from the institutions such as Police Station and Fire station and other six with local busines, two associations, TAXI company, private bus company and technical school professors.

Whereas the SUMP Working Group of Mitrovica South held focus groups with local authorities, such as the Bus Station, Main Family Medicine Center, Kosovo Police (Mitrovica Region), Kosovo Telecom, as well as other utility provision entities, to better understand their obstacles during field operations and to obtain their suggestions for addressing these problems. Additional follow up meetings and consultations were also held with utility providers (waste collection company "UNITETI", regional water supply, KEDS), Kosovo Customs, and taxi companies.

Figure 33. Focus group with local authorities and utility providers in Mitrovica South (UN-Habitat, 2019)

Figure 34. Thematic working group for environmental protection - Mitrovica North (UN-Habitat, 2019)

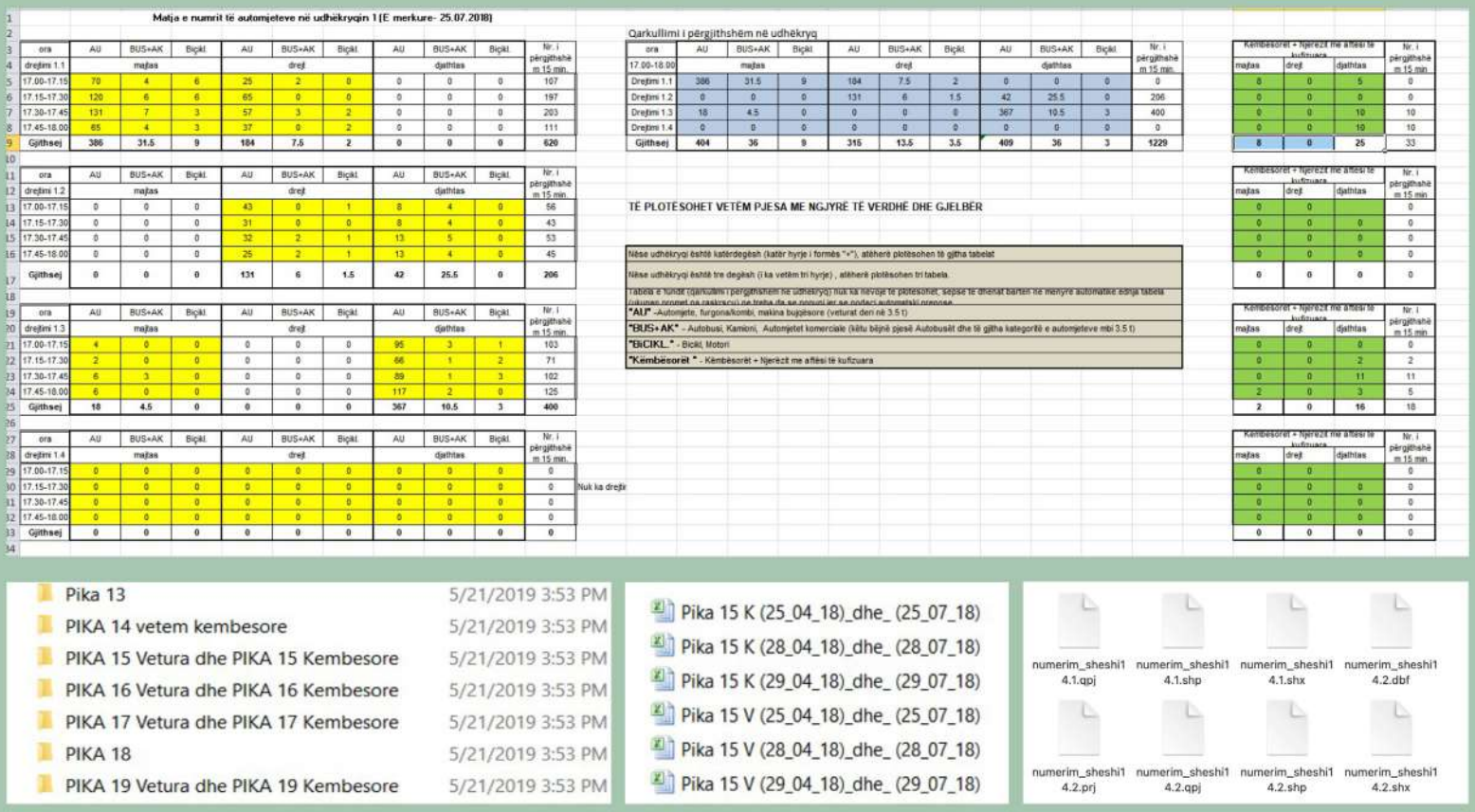
2.4. Data processing and analyzing

2.4.1. Data collection and classification

Data from both the quantitative (traffic counting) and qualitative (surveys and interviews) research should be collected, classified and processed accordingly before delivered for further analysis. Data from field measurements should be processed numerically and cartographically for each counting site (27 observation points within Mitrovica South and 19 observation points within Mitrovica North) and classified into specific folders according to the recording point, period, day and time slots.

Whereas data from the online surveying process is accessed online directly by each municipality and the UN-Habitat staff, for each targeted group.

Figure 35. Extracts from the processed data (Mitrovica South)



Matja e numrit të automjeteve në udhëkryqin 1 (E merkure- 25.07.2018)

ora	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	Nr. i përgjithshëm m 15 min.
drejtimi 1.1		majtas			drejt			djathtas		
17.00-17.15	70	4	6	25	2	0	0	0	0	107
17.15-17.30	120	6	6	65	0	0	0	0	0	197
17.30-17.45	131	7	3	57	3	2	0	0	0	203
17.45-18.00	65	4	3	37	0	2	0	0	0	111
Gjithsej	386	31.5	9	184	7.5	2	0	0	0	620

ora	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	Nr. i përgjithshëm m 15 min.
drejtimi 1.2		majtas			drejt			djathtas		
17.00-17.15	0	0	0	43	0	1	8	4	0	56
17.15-17.30	0	0	0	31	0	0	8	4	0	43
17.30-17.45	0	0	0	32	2	1	13	5	0	53
17.45-18.00	0	0	0	25	2	1	13	4	0	45
Gjithsej	0	0	0	131	6	1.5	42	25.5	0	206

ora	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	Nr. i përgjithshëm m 15 min.
drejtimi 1.3		majtas			drejt			djathtas		
17.00-17.15	4	0	0	0	0	0	95	3	1	103
17.15-17.30	2	0	0	0	0	0	66	1	2	71
17.30-17.45	6	3	0	0	0	0	89	1	3	102
17.45-18.00	6	0	0	0	0	0	117	2	0	125
Gjithsej	18	4.5	0	0	0	0	367	10.5	3	400

ora	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	Nr. i përgjithshëm m 15 min.
drejtimi 1.4		majtas			drejt			djathtas		
17.00-17.15	0	0	0	0	0	0	0	0	0	0
17.15-17.30	0	0	0	0	0	0	0	0	0	0
17.30-17.45	0	0	0	0	0	0	0	0	0	0
17.45-18.00	0	0	0	0	0	0	0	0	0	0
Gjithsej	0	0	0	0	0	0	0	0	0	0

Nuk ka drejtim

Qarkullimi i përgjithshëm në udhëkryq

ora	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	AU	BUS+AK	Biçikl.	Nr. i përgjithshëm m 15 min.
17.00-18.00		majtas			drejt			djathtas		
Drejtimi 1.1	386	31.5	9	184	7.5	2	0	0	0	0
Drejtimi 1.2	0	0	0	131	6	1.5	42	25.5	0	206
Drejtimi 1.3	18	4.5	0	0	0	0	367	10.5	3	400
Drejtimi 1.4	0	0	0	0	0	0	0	0	0	0
Gjithsej	404	36	9	315	13.5	3.5	409	36	3	1229

Kembësorët + Njerëzit me aftësi të kufizuara			Nr. i përgjithshëm m 15 min.
majtas	drejt	djathtas	
8	0	5	0
0	0	0	0
0	0	10	10
0	0	10	10
8	0	25	33

Kembësorët + Njerëzit me aftësi të kufizuara			Nr. i përgjithshëm m 15 min.
majtas	drejt	djathtas	
0	0		0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0

Kembësorët + Njerëzit me aftësi të kufizuara			Nr. i përgjithshëm m 15 min.
majtas	drejt	djathtas	
0	0	0	0
0	0	2	2
0	0	11	11
2	0	3	5
2	0	16	18

Kembësorët + Njerëzit me aftësi të kufizuara			Nr. i përgjithshëm m 15 min.
majtas	drejt	djathtas	
0	0		0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0

TË PLOTËSOHET VETËM PJESA ME NGJYRË TË VERDHË DHE GJELBËR

Nëse udhëkryqi është katërdegësh (katër hyrje i formës "+"), atëherë plotësohen të gjitha tabelat

Nëse udhëkryqi është tre degësh (i ka vetëm tri hyrje) , atëherë plotësohen tri tabela.

Tabela e fundit (qarkullimi i përgjithshëm në udhëkryq) nuk ka nevojë të plotësohet, sepse të dhënat bartën në menyrë automatike edhe tabela

"AU" -Automjete, furgona/kombi, makina bugësore (veturat deri në 3.5 t)

"BUS+AK" - Autobusi, Kamioni, Automjetet komerciale (këtu bëjnë pjesë Autobusët dhe të gjitha kategoritë e automjeteve mbi 3.5 t)

"BiCIKL." - Biciklet, Motori

"Këmbësorët " - Këmbësorët + Njerëzit me aftësi të kufizuara

Pika 13	5/21/2019 3:53 PM
PIKA 14 vetem kembesore	5/21/2019 3:53 PM
PIKA 15 Vetura dhe PIKA 15 Kembesore	5/21/2019 3:53 PM
PIKA 16 Vetura dhe PIKA 16 Kembesore	5/21/2019 3:53 PM
PIKA 17 Vetura dhe PIKA 17 Kembesore	5/21/2019 3:53 PM
PIKA 18	5/21/2019 3:53 PM
PIKA 19 Vetura dhe PIKA 19 Kembesore	5/21/2019 3:53 PM

- Pika 15 K (25_04_18)_dhe_ (25_07_18)
- Pika 15 K (28_04_18)_dhe_ (28_07_18)
- Pika 15 K (29_04_18)_dhe_ (29_07_18)
- Pika 15 V (25_04_18)_dhe_ (25_07_18)
- Pika 15 V (28_04_18)_dhe_ (28_07_18)
- Pika 15 V (29_04_18)_dhe_ (29_07_18)

numerim_sheshi1 4.1.qpj
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numerim_sheshi1 4.1.shx
numerim_sheshi1 4.2.dbf
numerim_sheshi1 4.2.prj
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numerim_sheshi1 4.2.shp
numerim_sheshi1 4.2.shx

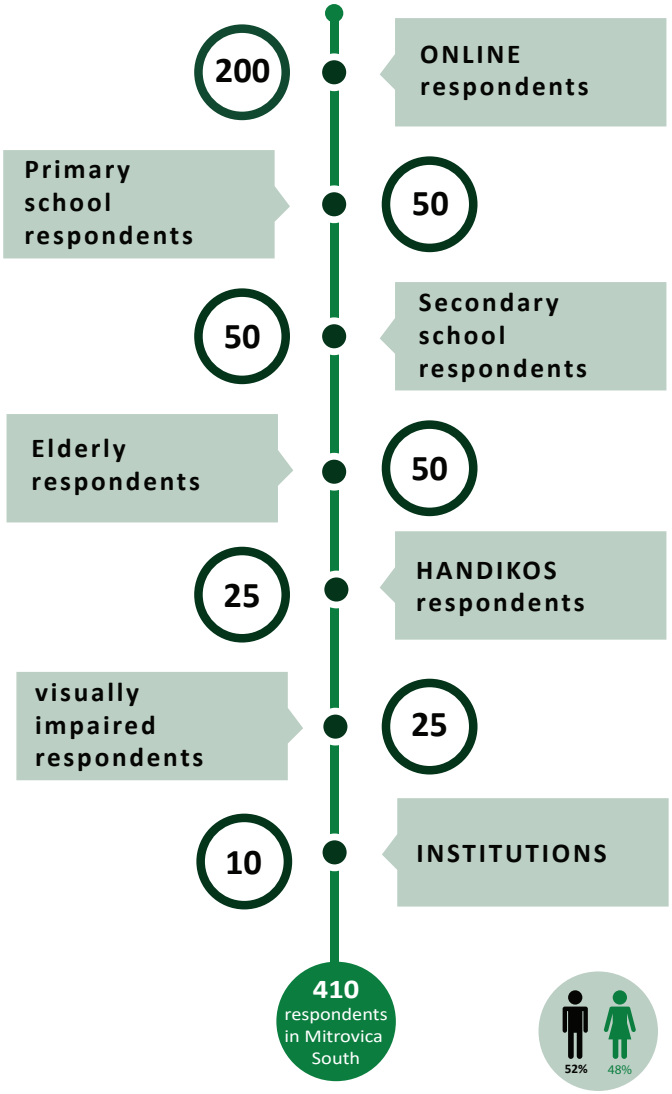


Figure 36. Composition of participating respondents in the survey for Mitrovica South

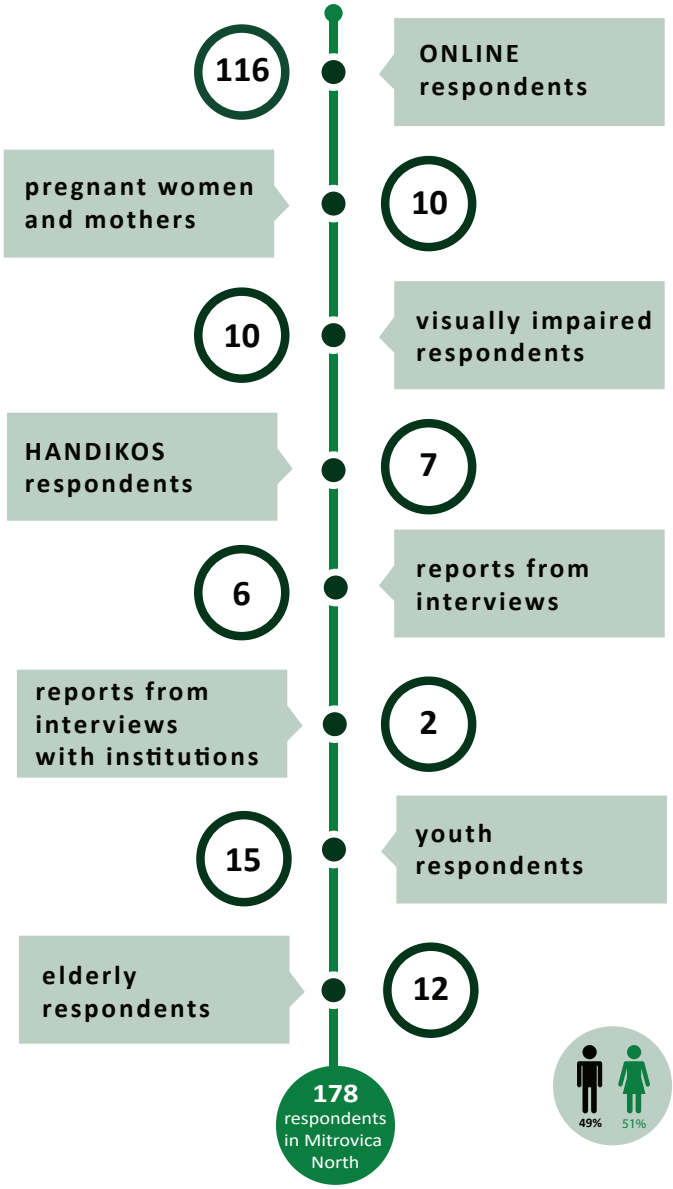


Figure 37. Composition of participating respondents in the survey for Mitrovica North

2.4.2. Data processing and delivery for analysis

Numeric data was processed in Excel and cartographic data in QGIS, georeferenced in KosovoRef system, by the engaged local NGOs for conducting the field measurement process. They delivered all data in hardcopy and digital format to the SUMP Working Groups (to the coordinators, respectively), along with the site observation reports (for each counting point).

Data obtained from surveys was visualized into charts and graphs, also shared with the broader public through social media platforms. An example of such infographics for Mitrovica South and Mitrovca North are shown in Figures 40-42.

All data gathered from the field measurements and population surveys, raw and processed, is delivered to the traffic experts or other involved parties in the process of analyzing the mobility situation.

Figure 38. Road network load in Mitrovica South- data obtained through traffic counting

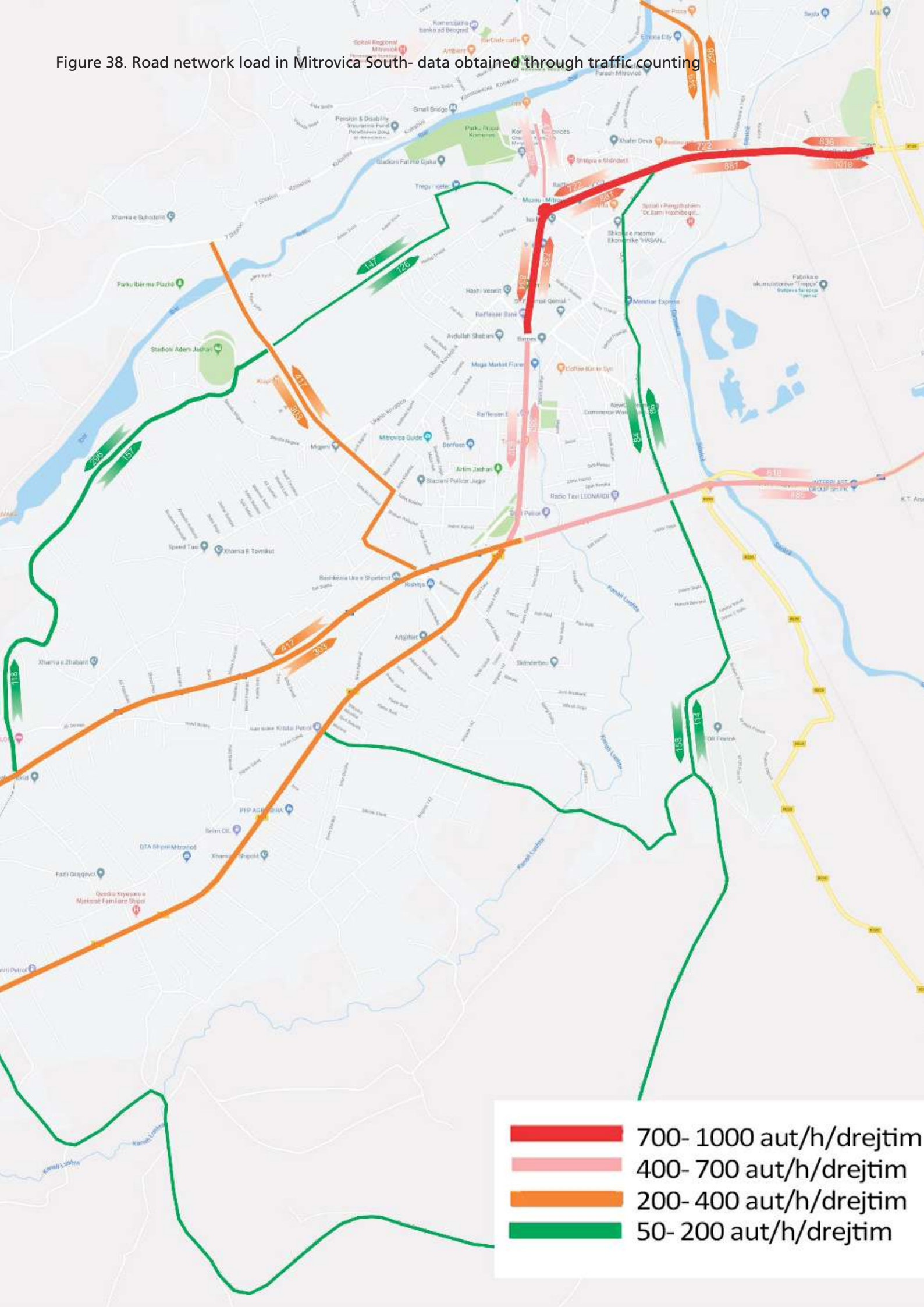
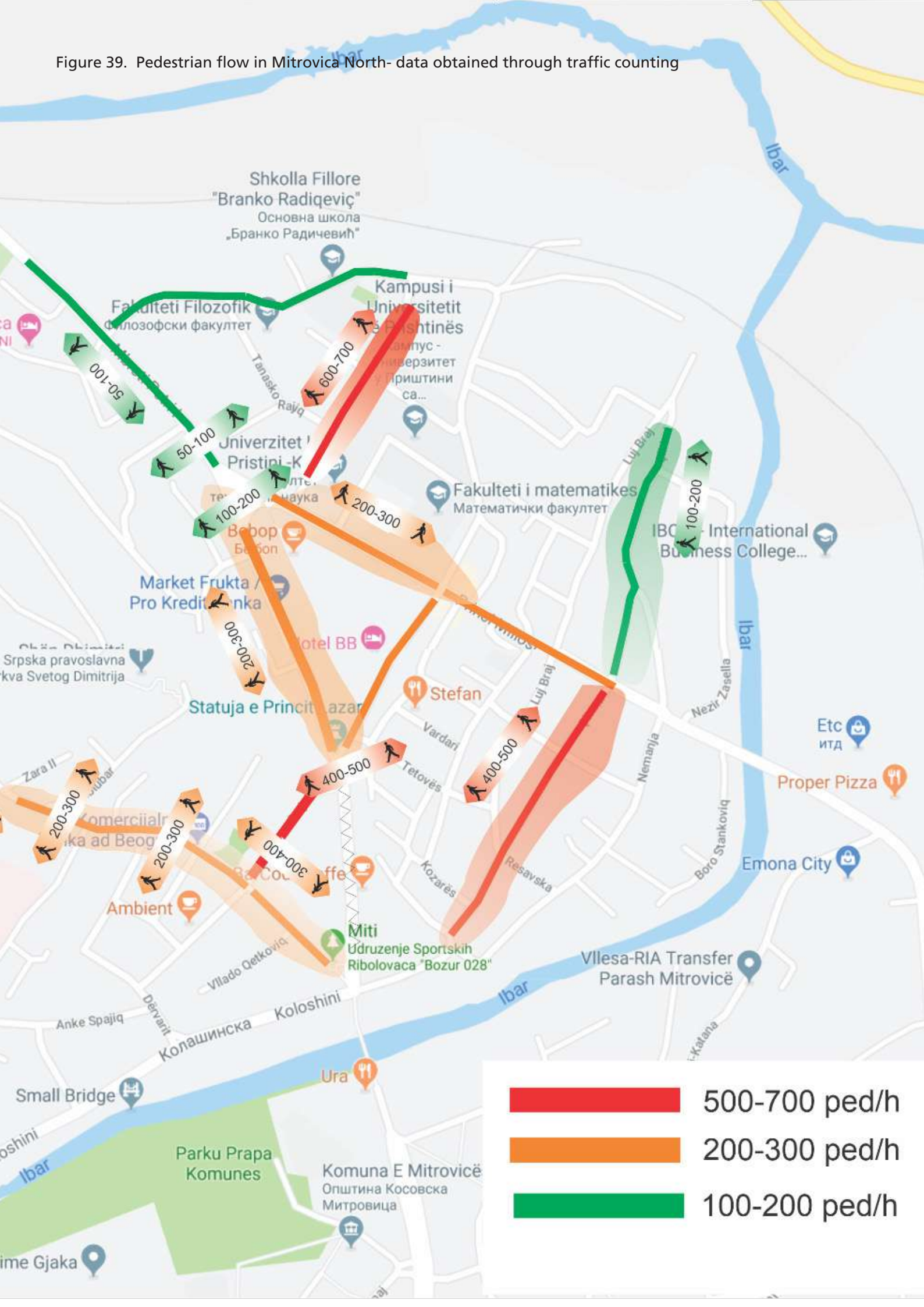


Figure 39. Pedestrian flow in Mitrovica North- data obtained through traffic counting



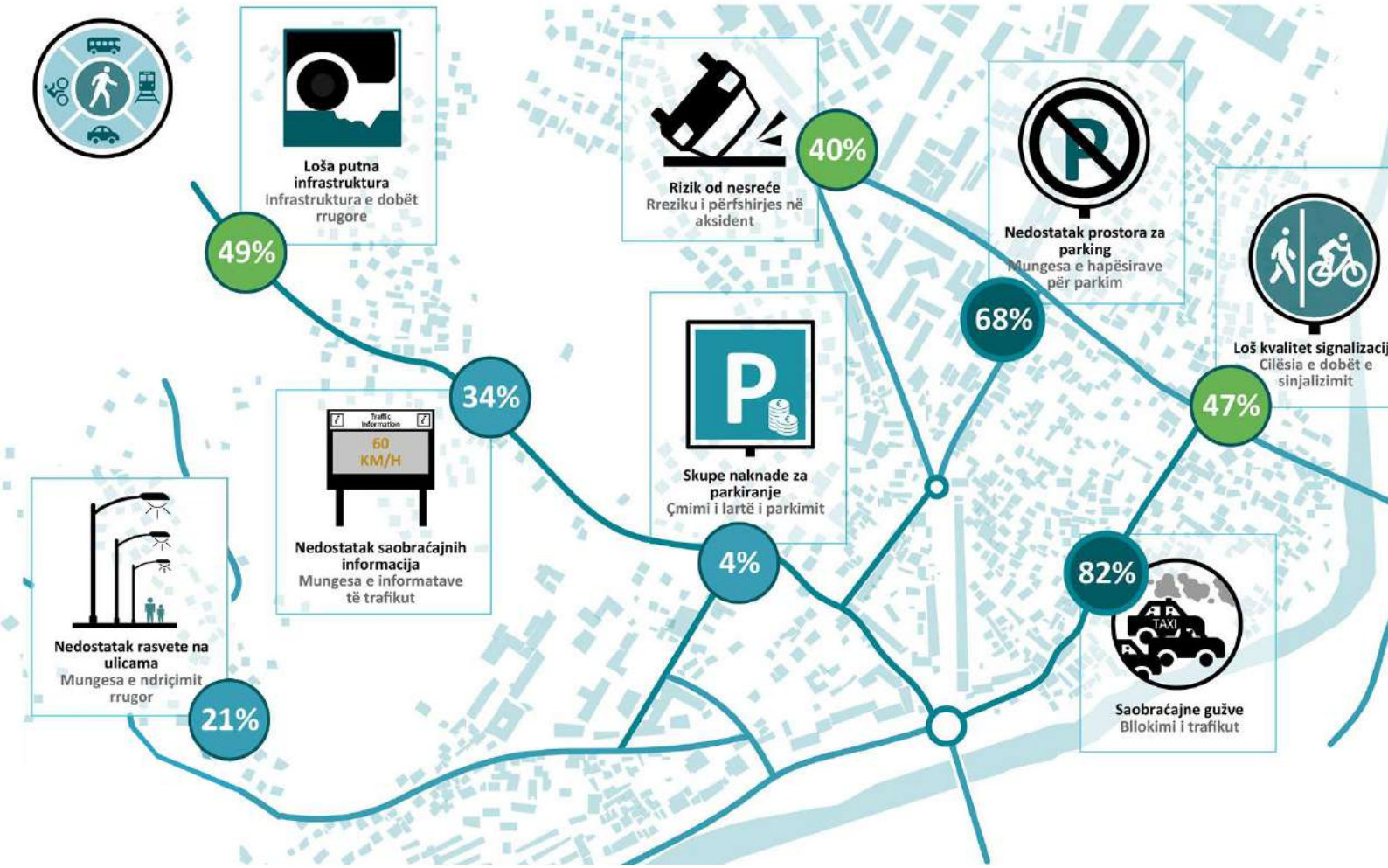
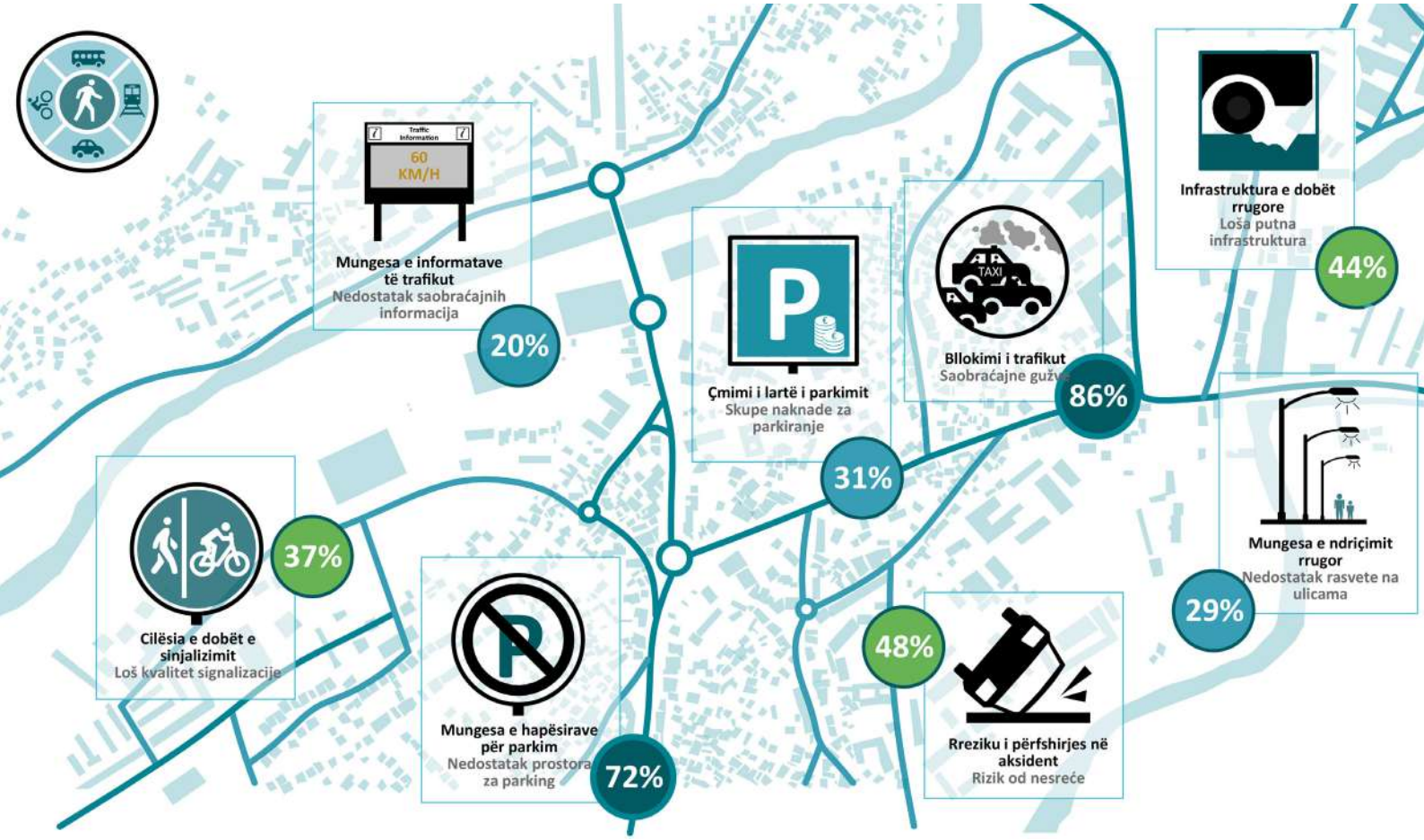


Figure 40. Main issues that vehicle/motorcycle drivers have in Mitrovica North

Figure 41. Main issues that vehicle/motorcycle drivers have in Mitrovica South



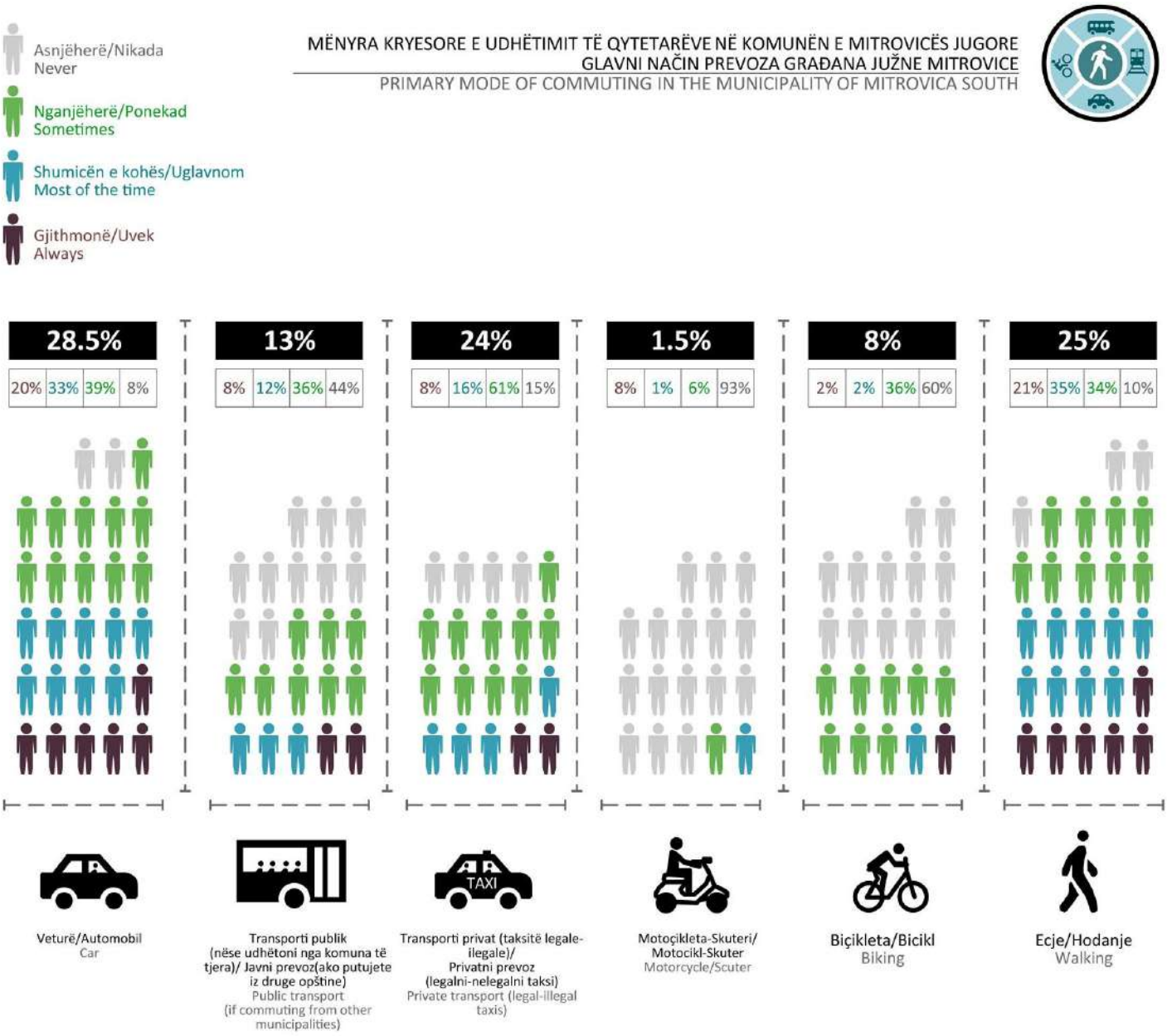


Figure 42. Primary mode of commuting in Mitrovica South

MILESTONE 2 REACHED

Existing situation, behaviors and needs recorded.

Source: UN-Habitat Kosovo

3. MOBILITY SITUATION ANALYSIS

Mobility analysis is a comprehensive mobility assessment which helps to identify related mobility deficits, major problems and opportunities towards improving the mobility system. It should be a multi-sectorial, data-based (gathered through existing databases, field measurements and population surveys in close cooperation with data owners), inclusive and participatory process, in order to better understand both the general context and specific issues and needs. The citizens should be involved in assessing the current situation by participating in the surveying process, municipality meetings and other decision-making processes to make sure their voices are heard, and their needs are represented and properly addressed. As such, the mobility situation analysis is essential in defining the appropriate mobility policies that need to be undertaken, and at the same time serves as a baseline against which progress can be measured (Rupprecht Consult, 2019).

Figure 43. Mobility Situation Analysis

3.1. Assess the current situation

Mobility analysis is a comprehensive analysis of the existing transport and mobility plans and strategies, networks, (all) modes and other related sustainability aspects, which helps to identify major mobility problems and opportunities for future improvement within the given context and resources (Rupprecht Consult, 2019).

3.1.1. Review mobility related findings

The mobility situation should be based on findings deriving from related planning (e.g., land use, energy, environment, economic development, social inclusion, health and safety) and sectoral mobility strategies and plans (e.g., on walking, cycling, public transport, road transport, parking, freight),

Mitrovica South	Mitrovica North
Field measurements • Heavy traffic on main roads linked to the city center (traffic congestion often extending the normal peak travel periods); • Congested road junctions and intersections (with ICU ranges from 70-80%) due to inadequate traffic control (uncontrolled and inappropriately used YIELD or STOP signs) and excessive conflicts within or near them (especially between turning vehicles and crossing pedestrians); • Lack of adequate traffic signaling (especially of navigation signs and markings at intersections); • Inadequate parking in residential areas, main roads and intersections (reducing the LOS of roads).	**Field measurements** • Pedestrianization of the city's main road (even though promoting active mobility and creating a safe space for pedestrians) has created negative effects on the motorized traffic flow; • Current road network withstands the load of vehicles on roads and intersections, but it will not be able to bear the estimated future traffic flow. Two main roads and the main intersection have started to show the first signs of increased traffic density where the saturation rate is 0.5-0.6. (Existing ICU ranges from 50-60%). The situation in other parts of the crossroads is better and the saturation varies from 0.2-0.5 (existing ICU ranges from 20-50%); • Traffic related issues: illegal parking, slow traffic flow, occupation of public spaces by motor vehicles and goods, lack of free walking space, access to sidewalks blocked or non-existent, small number of parking lots (private or public), non-operational traffic lights, non-coordinated nor collaborative traffic investments are from both Kosovo and Serbian systems, etc.
Population surveys • Most of respondents' primary mode of commuting is by private vehicles (28.5%), walking (25%) and private transport (such as taxis, 24%); • 32.85% of respondents use their cars daily and 37.96% several times a week; • 2.4% of respondents bike daily and 6.4% several times a week; • 73.33% of respondents walk regularly; • 65.77% of respondents declared that public transport is not functional (due to long trip duration, lack of comfort, lack of maintenance, lack of information on routes and timetables, lack of frequency and flexibility etc.).	**Population surveys** • Most of respondents' primary mode of commuting is by private vehicles (27%), walking (30%), private transport (such as taxis, 18%) etc.; • 36.36% of respondents use their cars daily and 28% several times a week; • 1.02% of respondents bike daily and 4.08% several times a week; • 83.16% of respondents walk regularly; • 59% of respondents declared that public transport is not functional (considering too dirty, not comfortable (seats, noise, temperature), no information routes and timetable, not frequent or flexible enough, trip duration, not reliable, not safe, too expensive etc.).
Other findings • Lack of urban public transport; • Lack of funds for financing SUMP policies; • Lack of professionalized human resources; • Lack of inter-institutional cooperation; • Lack of public spaces network (followed with poor walking and cycling infrastructure and poor access for people with disabilities).	**Other findings** • Not enough parking places in the city; • Large number of old vehicles; • Lack of sidewalks and pavements and bike tracks and adequate infrastructure for people with special needs; • Lack of funds for financing SUMP policies; • Lack of professionalized human resources; • Significant lack of horizontal and vertical traffic signaling; • Bad railway condition.

Table 19. Main findings for Mitrovica South and Mitrovica North

local transport operators, as well as specific field measurements and population surveys. The review of current transport and mobility developments should involve the planning and traffic situation, accessibility of services and facilities, traffic safety, and public transport services for both passengers and freight within the functional urban area.

Mobility situation analysis in Mitrovica South and Mitrovica North was done by two experienced mobility experts, one local and the other international, based on information and data deriving from desk review of related transport and mobility plans and documents, traffic counting, mobility surveys, interviews and workshops. Main findings for both municipalities are presented in the Table 19.

3.1.2. Identify related problems and opportunities

The main problems and opportunities should be identified based on existing information and expert assessments of the findings from desk review, field measurements and population surveys, in close cooperation (discussion and analysis) with key stakeholders and citizens. They should address accessibility to services and labor opportunities, social, road safety, pollution, climate protection, land-use patterns and resilience of the network.

Based on the main findings, the mobility experts supporting the development of SUMPs in the municipalities of Mitrovica South and Mitrovica North identified the main mobility related problems and opportunities in both municipalities. The identified problems for each municipality were further discussed and elaborated among both municipalities' respective local planning structures (SUMP Working Groups) and their key stakeholders (including the Ministry of Environment, Spatial Planning and Infrastructure, neighboring municipalities' representatives, local CSOs, transportation related associations and service providers) during the First Stakeholder Workshop (October 2019). Through group discussion and work, workshop members identified the main problems' underlying causes, impacts and potential alternative solutions (opportunities), using the template shown in Table 20.

Thematic fields covered public transport within the urban area, regional transportation and rural access, transit traffic and roads condition, non-motorized transport, air pollution (causes and remedies, as well as climate change management), road safety and law enforcement, and parking management. The summarized problems and opportunities for respective municipalities are shown in Table 21 and Table 22.

Table 20. Reporting template used for identifying main problems and possible options for improvement during the First Stakeholder Workshop

Problem	Impact	Alternative Solutions
Main Problem 1: …		
Sub Problem 1.1:	Impact 1.1 Impact 1.2 …	Solution 1.1.1 Solution 1.1.2
Sub Problem 1.2:		Solution 1.2.1 Solution 1.2.2
…		…
Main Problem 2: …		
Sub Problem 2.1:	Impact 2.1 Impact 2.2 …	Solution 2.1.1 Solution 2.1.2
…		…

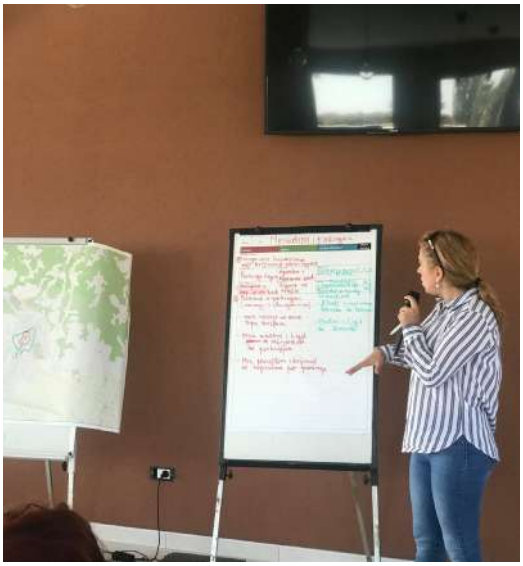




Figure 44. First Stakeholder Workshop (October 2019)

Table 21. Summarized problems and opportunities in Mitrovica South

Problems	Opportunities
Public transport • Lack of public transport (passenger transport provided by private operators – not specifically for the urban area); • Current transport services in bad condition – considered not functional, unreliable, uncomfortable, infrequent and lacking information (schedule) by 66% of the survey respondents; • No operating trains and weak regional connectivity.	• A well-organized bus system covering the whole urban area (and the larger region); • Improvement of the transport system's efficiency; • Creation of a Public Transit Authority for transport management; • Possibility of using light railways (using the existing railway track); • Functionalization of lines and improvement of railroads.
Transit traffic, local bypass, and roads condition • Lack of a complete road inventory (regarding road network, categorization, pavement); • Road traffic deficits (traffic congestion, lack of road safety, poor road infrastructure especially in rural areas, poor quality of traffic signals, lack of road lighting, lack of traffic information); • Loaded traffic intersections (due to traffic sections, geometrical elements of intersections, number of lanes and adjustment of traffic at the crossroad entrance).	• Do not increase the road capacity in the city center; • Improve accessibility to the villages not connected to a paved road network; • Undertake traffic calming measures, shared space, car-free zones or pedestrian areas; • Undertake additional measures regarding parking management, intelligent traffic management public transport system improvement, attractive public spaces.
Non-motorized traffic • Lack of cycling paths and sidewalks; • Lack of proper accessibility for people with disabilities; • Deficits: misuse of sidewalks as parking spaces, occupied sidewalks/pedestrian spaces (electricity pillars, bollards, concrete flowerpots, ambulatory sales paces, coffee tables etc.), damaged pavements, lack of maintenance, lack of lighting etc.; • Low usage of bicycles (due to lack of infrastructure, bad road safety, missing bicycle facilities).	• Improving the walking and cycling infrastructure (including access for people with disabilities); • Campaigns promoting walking and cycling; • Creation of attractive and livable public spaces, inviting inhabitants and visitors to linger and enjoy the city (including improved lightning and green spaces); • Creation of car-free zones.

Problems	Opportunities
Air pollution and climate change mitigation • Poor air quality (especially during the winter – lack of open green spaces, usage of old transportation vehicles and lack of adequate control); • Transportation related emissions cannot be assessed; • Climate change not considered a major issue (due to other socio-economic issues).	• Aiming to reduce CO_2 emissions (following EU goals of reducing CO_2 emissions from transport by 60% until 2050); • Increasing green space area.
Traffic safety/law enforcement • Lack of road traffic safety (91% of respondents claiming that speed limits are not met, especially around the schools); • Lack of traffic calming and signaling signs.	• Enforcement of speed limits and increasing police control; • Improved road lightning.
Parking management • Lack of parking spaces (and high prices for parking in the city).	• Creation of new parking places and proper parking management.

Table 22. Summarized problems and opportunities in Mitrovica North

Problems	Opportunities
Public transport • Lack of public transport within the city (there are buses, but only for inter-municipal traffic); • Dysfunctional bus-station; • Large number of taxi vehicles; • Poor functioning of railway traffic, bad infrastructure, bad trains, inconsistent timetable; • Lack of conditions for non-motorized public transport and lack of awareness about the importance of active move.	• Registration of bus station, bus operators and lines of public transport (minivans); • Regulation of taxi services by decision of local authorities – taxi stations; • Reconstruction modernization of railway; • Construction of infrastructure for non-motorized transport and promotion through champagne.
Transit traffic, local bypass, and roads condition • There is no bypass and existing traffic does not meet the requirements of local and transit traffic; • Configuration of the terrain (2/3 of existing roads are narrow); • Expropriation of private properties for better and easy circulation; • Lack of documentation - internal regulations.	• Creating east bypass and new bridge that link mobility center (Bus station and Railway Station) with national road M.2.2; • One-way roads in the entrance and exit of neighborhoods; • Approval of SUMP where parking, traffic signalization, traffic safety, traffic circulation is addressed; • Dedicated budget for expropriation; • Drafting, approving and monitoring the implementation of spatial plans.
Non-motorized traffic • Town of Mitrovica North is not entirely passable for non-motorized transport, (pedestrians, people with disabilities, bicycle, electro mobility); • Improper parking of vehicle; • Partially nonfunctional public lighting; • Stray dogs.	• Construction of bicycle tracks and promotion of bicycle policies, establishing rent a bike, promotion of healthy lifestyle, establishing public city transport creating new pedestrian zones and raising awareness for environment protection; • Construction of infrastructure and network of tactile tracks, sound signalization, ramps and lower sidewalks for people with disability.

Problems	Opportunities
Air pollution and climate change mitigation • Impact of human activities in the quality of air, climate change and non - implementation of the law and lack of awareness for environment protection; • Lack of bike lines, green public spaces and conditions to implement active move.	• Implementation of the law, administrative instruction and local regulations, regular monitoring process for air quality, promoting Eco friendly city; • Subsidies for Blue-tech, Hybrid and Electric vehicles; • Drafting strategies (linkage) between spatial planning, environmental (public space plan) and SUMP; • Promoting neighborhood sport, recreation and providing better conditions.
Traffic safety/law enforcement • Non-adequate traffic infrastructure; • Lack of horizontal and vertical signaling, and disrespect of existing traffic signaling; • Deficit number of parking places; • Inadequate and usurp sidewalks (poor condition of sidewalks); • Nonexistent infrastructure for bicycles; • Lack of street lighting; • Fast driving, speeding, unsuitable driving due to weather conditions; • Driving under the influence of psychotropic substances and without a driver's license; • Phone use (drivers as well as pedestrians); • Technically defective vehicles.	• Law enforcement; • Placement of traffic signalization; • Regulation of parking spaces; • Free and reconstructed sidewalks; • Construction of bicycle tracks; • Installation and maintained of street lighting; • Raising the awareness of all acters in traffic; • Increased traffic control.
Parking management • Big number of cars, non-enough parking places, free parking (with no charge); • Non-regulated public transportation; • Construction of buildings without parking for building residents; • Difficult movement of emergency, firefighting and police vehicles.	• Founding of public company for parking management; • Establishing parking zones and charging a parking fee, reserved number of places and symbolic charging for residents, parking ban in some streets, removal of irregular parked vehicles from the streets; • Registration of TAXI association (limited number) and regulation of TAXI stops (sanctioning of illegal taxi vehicles); • Change of the directions of movement in some streets.

Figure 45. Meeting of the mobility working group as an integral part of the Municipal Planning Team with the expert Niklas Siebber (Mitrovica North- UN-Habitat)

3.2. Establish a baseline

3.2.1. Set a baseline for measuring future progress

Findings from the mobility situation analysis serve as a baseline against which progress can be measured. The baseline should include the status, trends and problem areas of all transport modes used in the given context and the level of multimodality (integration of modes), as well as relevant sustainable mobility aspects (such as air pollution, traffic noise, road safety, livability of public spaces etc.).

An example of baseline analysis is shown in Figure 46. It presents a way of defining the status of transport system in terms of dominant transport mode, quality of infrastructure, safety and livability, environment and health, equitable accessibility, measure implementation, as well as preliminary recommendations (Rupprecht Consult, 2019).

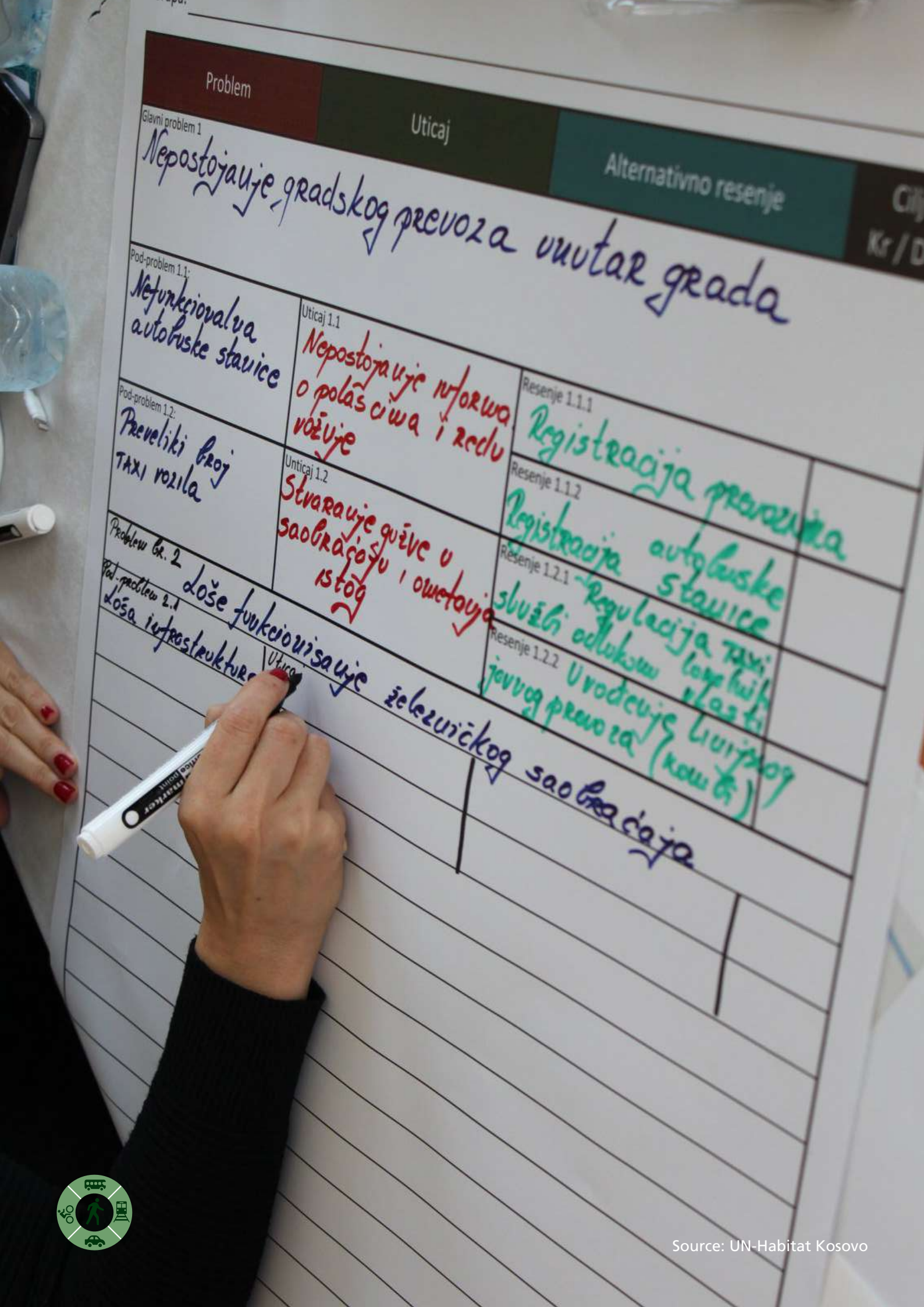
The baseline year for Mitrovica South and Mitrovica North was year 2018 and 2019, during which the respective data from field measurements and population surveying was gathered for mobility situation analysis.

Figure 46. An example of baseline analysis

FUNCTIONS / TRANSPORT MODES	MODAL SHARE	QUALITY OF INFRASTRUCTURE	SAFETY AND LIVEABILITY	ENVIRONMENT AND HEALTH	EQUITABLE ACCESSIBILITY	STATUS OF MEASURE IMPLEMENTATION	MAIN RECOMMEN-DATIONS
Walking	12%	Poor	Many accidents on road crossings near schools	Less and less pupils walking to school	Some areas lack walkable access to parks and sports facilities	Low activity. New 'walk to school' campaign.	Traffic safety measures are needed
Cycling	7%	Medium	Cyclists often feel unsafe, attractive cycle paths in parks	Low use gives small benefits	Few cycling lanes along main roads	Efforts to mapping the bicycle network in progress. Low budget for new measures.	Increase city administration's budget for cycling measures
Public transport (bus, tram, metro, train, etc.)	16%	Good	Some bus stops need repair, feel unsafe in the evenings	New bus fleet has been installed, decreased impact on air quality	Reduced fare for unemployed, but infrequent buses to poor outskirts	High activity, public transport strategy planned.	Progress in right direction, keep on
Vehicle sharing (car, bicycle, e-scooter, etc.)	0.5%	Medium	E-scooters blocking footpaths	Low use gives small benefits	Sharing offers only available in the centre	No activity, purely privately driven field	Proper regulation and knowledge needed
Private motorised transport (car, motorcycle, etc.)	64.5%	Good	Many accidents with people that walk or cycle	High use of cars strongly impacts air quality and noise levels	Road networks covers all parts of the city well	High activity, new bypass is under construction.	Introduce measures to reduce car traffic in city centre when bypass is completed
Multimodality (train station, interchanges)	n/a	Good	New train station is attractive. Unreliable changes in off-hours incentivise car use	Main bus station is outside walking distance from main train station.	No Park&Ride offers in outskirts. Lack of secure bike parking for e-bikes at main interchanges.	Low activity	Involve location of interchanges and P+R and B+R in public transport strategy
Freight	n/a	Good	Heavy truck traffic in centre causes safety risk	Trucks in centre cause air and noise pollution	All industrial areas well connected	Low activity	Develop strategy to divert heavy goods traffic from centre
ANALYSIS	Car is the dominant transport mode	Walking and cycling infrastructure needs improvement	Traffic safety needs to be prioritised	Air pollution from cars and trucks is biggest problem	Improve bus connections to outskirts	Capacity needs to be strengthened in several fields	

MILESTONE 3 REACHED

Current situation assessed.



Source: UN-Habitat Kosovo

4. CONCEPT PROPOSAL/DEVELOPMENT OF SCENARIOS

The strategic direction of a SUMP is defined based on the analysis of problems and opportunities, through the development of different scenarios, jointly with citizens and stakeholders. These scenarios help improve the understanding of what urban mobility in a city could look like in the future; hence informing and inspiring the subsequent development of a city's vision (Rupprecht Consult, 2019).

While municipalities lack sufficient financial resources to implement all the possible measures towards making mobility systems more sustainable, they should identify and prioritize the most pressing challenges to be addressed within the given SUMP's context (local strategic priorities, mobility situation, human resources) and timeframe. Specific attention should be given in including the mobility related needs of vulnerable groups, including children, women, people with reduced mobility, elderly, low-income households, and minority groups; therefore, visioning, goals and target setting, and measure planning (for both the short and long term) for the development of a SUMP should be done through inclusive and participatory processes.

Figure 47. Concept Proposal/Development of Scenarios

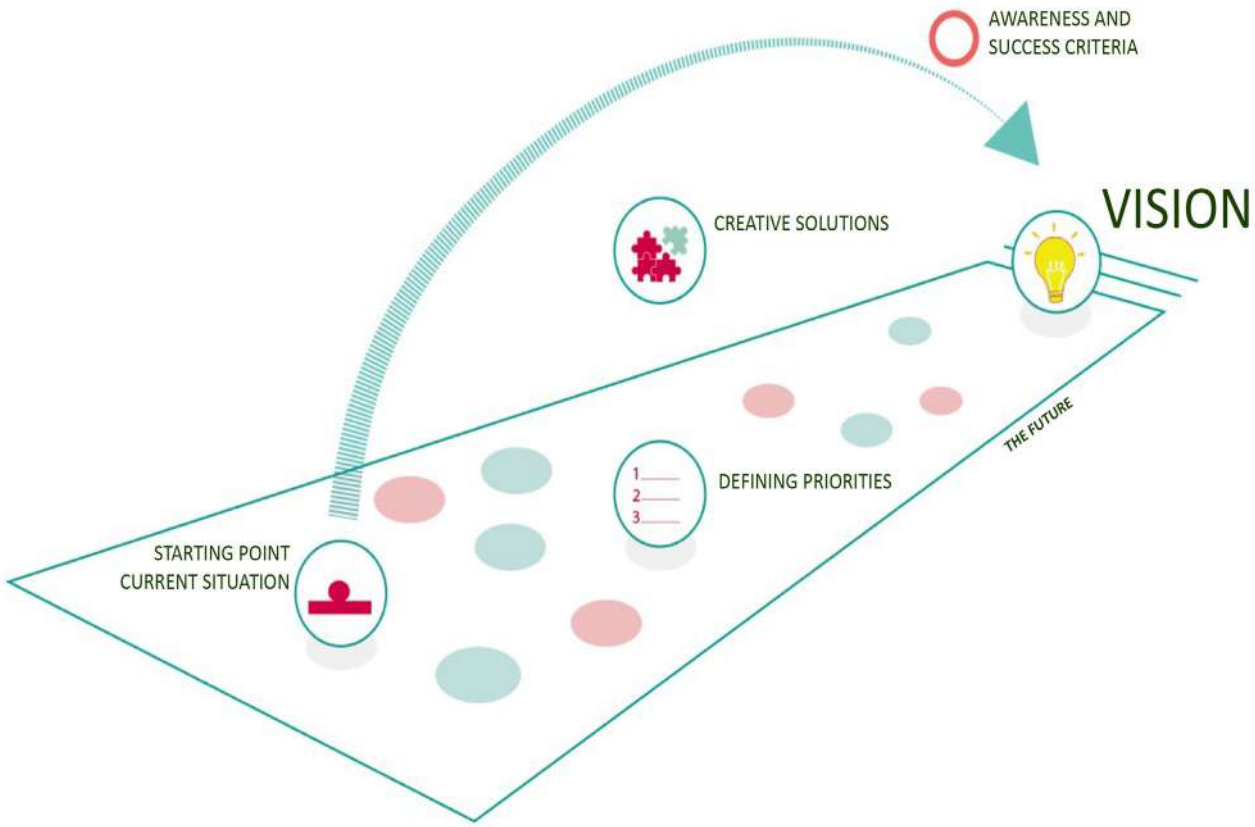


Figure 48. Visioning process, UN-Habitat Kosovo

4.1. Visioning and developing scenarios with the citizens and stakeholders

4.1.1. Visioning and scenario development

What is a 'Vision'

A vision is a qualitative description of a desired urban future that serves to guide the development of objectives, strategic indicators and targets and the selection of suitable measures throughout the SUMP process. It usually has a long-term horizon - that can even go beyond the timeframe of the SUMP, envisioning situations in 20-30 years. (Rupprecht Consult, 2019).

While aiming for a widely accepted mobility vision, it is crucial to discuss the different scenarios and their impacts with citizens and stakeholders. Presenting different potential futures and reflecting on them together will create a shared understanding of the future options. It also helps to create awareness of the interdependencies and trade-offs between different policies and sectors, the complexity of the strategic decisions to be taken, and the risks faced. The aim is to discuss and work towards a joint understanding of which scenarios or related elements are desirable. Hence, engagement of citizens and stakeholders supports building a broader ownership and acceptance of the objectives and measures that will later be selected (Rupprecht Consult, 2019).

4.1.2. Citizens and stakeholder's involvement

Citizen involvement should take place throughout the whole SUMP cycle, but their level of involvement varies in-between the steps. Table 23 suggests steps and activities during which important decisions need to be taken and the planning process would benefit from the ideas, visions and commitment of the local residents. As seen, emphasis is mainly put into joint identification of mobility related problems, discussion of possible

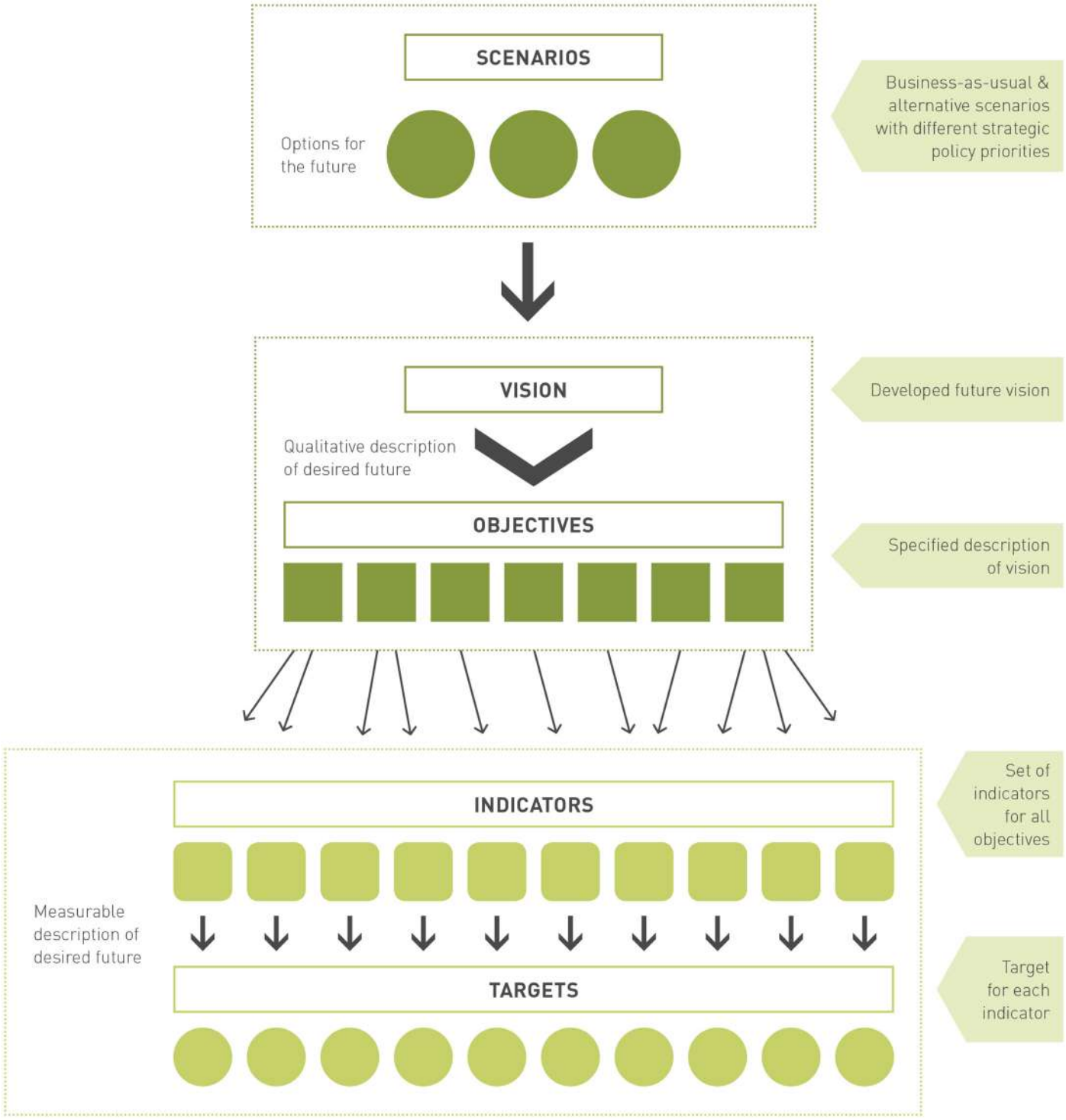


Figure 49. Overview of the main steps (scenarios, vision, objectives, targets) of Phase 2, (Rupprecht Consult, 2019)

future scenarios, visioning, defining strategic priorities and validating measure packages, as well as in the implementation processes.

When organizing a stakeholders' workshop, the workshop should be as participatory as possible. This has two major advantages: Firstly, participants feel involved and have a feeling of ownership regarding the outcomes. Secondly, personal ties are established among each other which help to reduce present and future conflicts. A strong participation of the invited stakeholders is desired. This may be achieved by giving them a role in the workshop. They may be Working Group moderators, local experts, or presenters in the plenary sessions (as shown in Table 24). The inclusion of stakeholders will create a creative atmosphere and a sense of ownership regarding the outcomes (Sieber Niklas, First Stakeholder Workshop Outline, 2019).

Activity	Citizen's role
Mobility situation and analysis;	Identify important problems with citizens;
Concept proposal and development of scenarios;	Discuss possible future scenarios;
Developing SUMP's vision, goals and objectives;	Co-create common vision for the city;
Developing a plan of activities, indicators and targets;	Get feedback from citizens on strategic priorities;
Measures and responsibilities;	Validate measure packages with citizens;
Adopting the SUMP;	Involve citizens in adoption and celebrate;
Implementation and provisions;	Inform and engage citizens during implementation;
Evaluation of implemented measures.	Learn lessons and conclude the cycle with citizens.

Table 23. Citizen involvement in the SUMP process, (Rupprecht Consult, 2019)

WG	Issue	Presentation by
1	Public Transport;	Bus station representative;
2	Transit traffic, local bypass, road condition;	Head of Public Services and Infrastructure;
3	Regional transport and rural access;	Group for Technical Infrastructure;
4	Non-motorised transport;	Student group/ NGO/ mobility constrained people;
5	Air pollution: Causes and remedies;	Environmental Department;
6	Traffic Safety/law enforcement;	Police and/or Inspection Department;
7	Parking Management;	Department of Public Services/Traffic Officer;
8	Climate Change mitigation.	NGO representatives.

Table 24. Example: Working Group issues and possible presenters

4.2. Evaluation of development scenarios

Visioning and scenario development should be participatory processes based on the strategic priorities and the mobility situation in the municipality. Scenarios help to better understand the factors influencing the urban mobility and the risks and opportunities related to current trends and possible changes of circumstances. Drafting different scenarios helps to assess the current trends, potential change and policy priorities. The chosen scenario helps toward the development of vision, objectives and realistic targets and indicators.

What is a 'Scenario'

A scenario is a description of a specific set of developments in the future which are relevant to urban mobility, including the likely effects of external factors (such as demographic and economic circumstances), as well as those of strategic policy priorities (such as a strong active mobility or electromobility focus). (Rupprecht Consult, 2019).

During the First Stakeholder Workshop, after identifying problems and opportunities, the working groups of Mitrovica South and Mitrovica North have developed their first SUMP concepts, long-term and short-term goals, SMART targets and have roughly defined the next steps.

Short-term goals are interventions that might be financed through funds provided by the Municipality.
Long-term goals are interventions that need long-term preparation and possible external funding.

Gr.	Solution	SMART Target	Next Steps
Non-motorized transportation	- Creation of no-car zones; - Reconstructing the side-walks; - Special sidewalks.	- Creation of the safe public spaces network; - Bicycles lines network; - Pedestrian lines network;	- Design of the plans for inclusiveness network; - Take responsibility on who: 1. Will draft the public space network plan; 2. Will draft the bike lines network plan; 3. Will draft the pedestrian lines network.

Table 25. Long-term Goals in Mitrovica South- Example: Non-motorized transportation (Workshop outline and exercises developed by traffic expert Niklas Sieber).

Short terms goals (Mitrovica North)			
Gr.	Solution	SMART Target	Next Steps
Public transport	Regulation of TAXI stops.	Registration and restriction of TAXI vehicles with introduction into legal framework by 2021.	- Analyzing; - Regulation; - Implementation; - Determining the following activities (steps).
		Designation of new locations for TAXI stops.	
	Campaign on the importance of using public transport.		
	Carrier registration.	Revenue collection.	- Informs existing carriers with all processes to meet the requirements for registration.
		Traffic relief.	
		Limiting the number of carriers according to the needs of citizens in the municipality.	
	Registering Bus Station.	Fulfillment of all conditions / criteria for the bus station to be fully functional.	- Obtain permission to use.
			- Recognition of all charges and fulfillment of conditions for functioning within the legal framework.
	Setting the transport lines.	Opening transport lines in regional level, inability of local lines.	- Find the ways to get regular lines.

Table 26. Short-term Goals in Mitrovica North- Example: Public Transport (Workshop outline and exercises developed by traffic expert Niklas Sieber)

Illustrated on tables below (Tables 25 and 26) are examples developed during the first workshop of long-term goals for Mitrovica South, respectively short-term goals for Mitrovica North. During this exercise, SMART Targets are defined as well as the next steps in relation to the solutions offered. These tables which are developed during the workshops are always the first ideas discussed together by a wider group of stakeholders, which should be consulted again in more detail by municipal institutions to see their relevance and feasibility.

4.2.1. Assessment of risks and benefits in terms of financial, environmental and social sustainability

During the First Stakeholder Workshop a large number of goals and smart targets were developed. These must be filtered in order to produce clear outputs for the next phases. In the case of both Mitrovicas, this filtering was done by an international traffic expert.

In order to discuss financial, environmental and social sustainability, exercise packages have been developed (please see example below). The purpose here has been (for all prioritized areas) to determine responsible persons for conducting activities, possible source of financing, possible constraints and risks, training needs for the staff etc.

During the Second Stakeholder Workshop, working groups from both municipalities developed targets, milestones and activities towards their achievement.

Thematic groups included:
- Regional public transport;
- Concept for the city center;
- Road infrastructure and traffic management;
- Bicycle strategy;
- Environmental protection;
- Urban public transport system;
- Parking management;
- Traffic safety.

Table 27. Outputs from working groups during the Second Stakeholder Workshop. Example: Bicycle Strategy (Workshop outline and exercises developed by traffic expert Niklas Sieber)

Package	Bicycle Strategy						
Target 1	Implement a bicycle network in 2025;						
Target 2	Promote bicycles in 2020;						
Target 3							
Responsible Agency for Implementation	Department of works;						
Decision Making Bodies	Municipal Assembly;						
Authorisation needed from	Ministry: Other: Municipal Assembly;						
Documents to be presented to decision making body	Plan for a bicycle network; Plan for promotional activities;						
Financial means required (Estimate)	Don't know	>10,000 $	10 – 50,000 $	50 – 100,000 $	100 - 250,000 $	250 - 1,000,000 $	>1,000,000 $
Possible sources of financing	City budget 2020 -2025;						
Training needs for staff	Online training module for all staff members involved;						
Possible constraints/risks	City Council does not perceive the priority for bicycling;						
Measures to reduce risks	Include good arguments for bicycling in the decision document.						

No	Milestone	Date	Description
1	Critical Mass	7/2020	Critical Mass Demonstration with bicycles
2	Concept approved	9/2020	Concept for a bicycle network approved by City Council

Table 28. Milestones and activities towards their achievement. Example: Bicycle Strategy (Workshop outline and exercises' developed by traffic expert Niklas Sieber)

Milestone Number	Activity	Deadline	Responsible Person
1	Develop a plan for the bicycle event	1/2020	Leonardo DiCaprio
1	Organize financial means for the event	2/2020	George Sorrows
2	Develop a concept for a bicycle network	8/2020	John Lennon

Table 29. List the activities necessary to reach each milestone. Example: Bicycle Strategy (Workshop outline and exercises' developed by traffic expert Niklas Sieber)

Figure 50. Sharing EU SUMP platforms which municipalities can join (on the left), sharing experience from the SUMP of Prishtina (on the right) during the SUMP Second Stakeholder Workshop

The following essential components should be considered when organizing workshops and meetings within the SUMP process:

- A strong stakeholder participation during the workshops, with stakeholders being constantly informed and given the opportunity to participate in the process;
- A rational decision-making process which is achieved through model-based calculations and rational prioritization of measure according to cost efficiency of cost effectiveness principles. This is essential to receive donor funding for major investments;
- A strong political backing of the SUMP which is achieved through participation in the workshops and decisions made in the municipal councils, especially regarding future budget commitments;
- The development of an investment plan over a period of 10 to 20 years that give future directives for public budgets;
- The development of stable administrative institutions that ensure the sustainability, e.g., a public transport authority.

4.2.2. Consultation of development scenarios with groups of interest

In addition to the municipal working groups (appointed by the mayor) as leaders of the SUMP process, meetings and workshops with various stakeholders, the solutions offered under the plan should always be consulted with a wider group of people including the general population. The consultation of these scenarios can be done in several ways including the opening of an exhibition in the municipal hall with all possible scenarios, the voting of the scenarios by the citizens, online sharing and receiving feedback, the organization of press and media conferences, etc. It is important that in such an inclusive process, the scenario chosen reflects the solution acceptable to most stakeholders, including citizens.

4.3. Developing SUMP and its goals and objectives

A common vision and objectives are cornerstones of every SUMP. Visioning exercises with stakeholders and citizens elaborated here (please see previous chapters), pave the way for the desired future based on mobility situation results and scenario impacts.

Following the process is the responsibility of the SUMP coordinator as well as the municipal working groups that after having held all the workshops, have received inputs from stakeholders and citizens, to finally develop SUMP goals and objectives which should address the important problems and should cover all modes of transport in the functional urban area.

What is an 'Objective'

A broad statement describing an improvement that a city is seeking. Objectives specify the directions for improvement and priority areas, but not the means for achieving it. (Rupprecht Consult, 2019).

4.3.1. Developing a mobility plan proposal for the city, including goals and objectives

After the completion of the Second Stakeholder Workshop, both Mitrovicas continued with the SUMP process, building further on the main outputs from the workshops. From all the exercises used in the workshop (explained in this document) it is possible to create a good basis to work further towards the final definition of goals and objectives, plan of activities, indicators and targets. Based on this process, Mitrovica South as well as Mitrovica North with the assistance of local and international traffic experts have developed their respective Concept Proposals/ Development of Frameworks including short-term and long-term objectives.

In summary, this is the process to be followed after this phase:

— Define long and short-term objectives for all priority thematic areas (In the case of both Mitrovicas they were: Regional Public Transport, Urban Public Transport, Centre of the City, Road Infrastructure, Active Modes, Environmental Protection, Parking Management and Traffic Safety). **Note:* These areas may vary in definition, ranking or priority depending on the profile of different cities and their respective mobility situation;

— Future structuring and continuation of the SUMP process;

— Networking and External Support (In any case, no city functions at its own, especially when it comes to mobility and transport network. Therefore, at this point the cooperation with other neighboring municipalities should be considered. In addition to joint planning for future intervention processes, you should ensure that this cooperation exists throughout the whole development process of the plan);

— Package of measures for all prioritized thematic areas including timelines, responsible institutions and approximate investment costs.

4.3.2. Consultation of the final proposal for development concept of the sustainable mobility plan with the groups of interest

As for scenarios the same consultation procedure of the final concept of the plan should undergo the comments and feedback from citizens and groups of interest. The consultation of final concept and vision can be done in several ways including the opening of an exhibition in the municipal hall with all possible scenarios, the voting of the scenarios by the citizens, online sharing and receiving feedback, the organization of press and media conferences, etc. It is important that in such an inclusive process, the scenario chosen reflects the solution acceptable to most stakeholders, including citizens. Sustainable Urban Mobility Planning outcomes can only be successful if citizens understand the vision and if they support its broader goals (Rupprecht Consult, 2019).

**Clarification:* At the end of 2019 and during 2020 Mitrovica South has developed the concept proposal and development of scenarios phase. Direct public involvement, meetings and workshops with them have not been physically possible due to pandemic protection measures. Figure 51 shows the holding of the conference in August 2020 where the Deputy Mayor, Director of Public Services and Infrastructure, SUMP coordinator and UN-Habitat representatives have unveiled to the media (to reach out the public) the plan and have opened the public discussion to receive feedback from citizens.

However, in normal situations it is highly recommended that citizens, beyond other stakeholders, be involved in the process of drafting the document (Table 23). Creating a broad ownership and acceptance of the SUMP is essential for ensuring that the plan reflects the adequate solutions that address the requirements and needs of all traffic participants.

Figure 51. Disclosure of the draft plan and opening of public consultation. SUMP Conference, Mitrovica South, 2020

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VISION defined, goals and objectives set.

Source: UN-Habitat Kosovo

5. MEASURES, RESPONSIBILITIES AND ACTIVITY PLAN

The application of a SUMP development process as characterized by a strong participatory element and a stepwise approach to tackling the most challenging areas of urban mobility - results in a comprehensive urban mobility development strategy. Therefore, it is recommended to develop and deliver the SUMP, with the rationale being well coordinated and focused delivery of sustainable mobility outcomes at both strategic, as well as at the operational level.

After the vision and defined goals and objectives, the planning process moves from the strategic to the operational level. This phase focuses on measures to achieve the agreed objectives and targets. Here the SUMP is finalized, and its implementation prepared by answering the following questions:

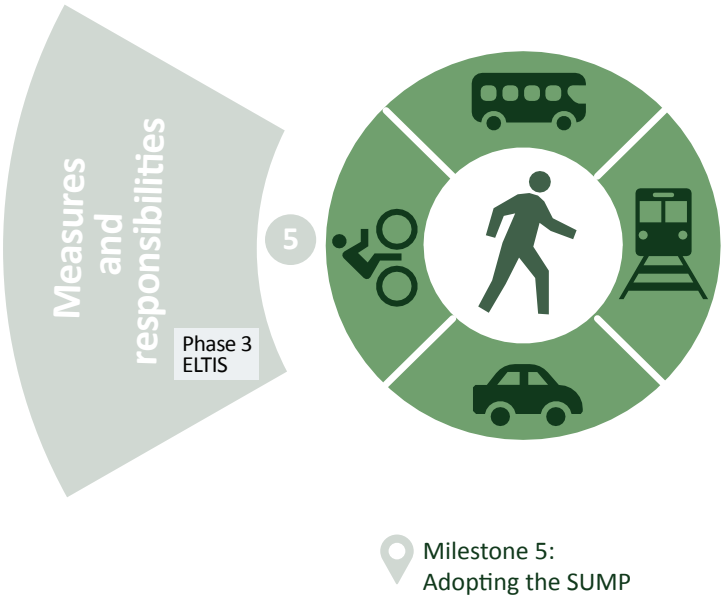
What will we do concretely?
What will it take and who will do what?
Are we ready to go?

The development of effective measure packages is at the core of Sustainable Urban Mobility Planning. Only well-selected measures will ensure that the defined objectives and targets are met. The selection should build on discussion with key stakeholders, transparently assess measures for feasibility and contribution to the objectives and consider experience from other places with similar policies. In order to maximize synergies and help overcome barriers, integrated measure packages should be defined. Planning evaluation and monitoring of each measure (or measure package) early makes sure it is considered when responsibilities and budgets are discussed later on (Rupprecht Consult, 2019).

5.1. Developing a plan of activities, indicators and targets

The next step consists of defining a set of strategic indicators that allow for the monitoring of progress made towards the achievement of each of the objectives.

Figure 52. Measures, Responsibilities and Activity Plan



5.1 Developing a plan of activities, indicators and targets

5.1.1. Identify indicators for all objectives
5.1.2. Agree measurable targets

5.2 Prioritizing activities

5.2.1. Agree priorities, responsibilities and timeline

5.3 Consultation of the activity plan with the groups of interest

5.3.1. information and opportunity for feedback provided to decision makers, citizens and other stakeholders and provided feedback considered for agreement of actions.

5.4 Completion of the activity plan

5.4.1. Define implementation roles and responsibilities (for the local municipal departments, central institutions, and other involved parties)

5.5 Ensure political and institutional ownership

5.5.1. Commitment obtained from relevant public entities to allocate sufficient public budget to fill financing gaps acquired.

5.1.1. Identify indicators for all objectives

In developing the list/selection of indicators for the SUMP, there are number of key principles to consider:

- *Acceptability:* Reflecting the need for acceptance by those who will apply them;
- *Availability:* The need to easily obtain the data is important;
- *Clarity:* Indicators should be simple and unambiguous;
- *Limited in number:* Greater focus on indicators linked to a few headline measures;
- *Comparability:* Important to adopt definitions/methods which are sound, practically feasible and consistent across measures.

What is an 'Indicator'

An indicator is a clearly defined data set used to monitor progress in achieving a particular objective or target. Strategic indicators enable measurement of the overall performance of a SUMP and therefore provide a basis for its evaluation. On a more detailed level, measure indicators allow for monitoring the performance of individual measures. (Rupprecht Consult, 2019).

Table 30. List of SUMP Performance Indicators – (SUMP 2020-2028 Mitrovica South)

Element	Nr.	Indicator name	Contribution Towards SUMP Objectives				
			Network Efficiency	Accessibility	Safety	Environment	Quality of Life
Transport System	1	Traffic Flows into the City Center and Level of Transit Traffic	✓			✓	
		Proportion of journeys to work by public transport	✓		✓	✓	
		Increase in Total Number of Public Transport Trips		✓			
Road Safety	2	Number of traffic accidents (Fatalities and Injuries)			✓		✓
		Road Traffic Accidents involving Pedestrians and Cyclists			✓		✓
		Speed Monitoring - Law Enforcement			✓		✓
Accessibility & mobility	3	Cycling monitoring: Modal split (p roportion of trips by bicycle) and local cycling levels		✓		✓	✓
		Pedestrian Monitoring: Modal split (proportion of trips by foot) and local walking levels		✓		✓	✓
Parking	4	Parking Space Occupancy Rate	✓	✓			
		Parking Behavior (According to Regulation s)	✓		✓		
Environment	5	Air Quality Monitoring: Concentration of Nitrogen Dioxide (NO2) and PM10				✓	✓
Social	6	Level of Public Satisfaction with Public Transport Services					✓
		Car ownership		✓			✓
		Satisfaction with the Quality of Pedestrian and Cycle Environment		✓		✓	✓

Indicators help on measuring overall SUMP performance. It will be up to development and supervision team and local politicians to gradually prepare for the projects that are necessary and most suitable for implementing the SUMP. Alongside the planning objectives, the Municipal Assembly will also keep an eye on current developments. The development of a strong monitoring and evaluation framework as part of a SUMP will help provide proof of the effectiveness of the SUMP and its' measures.

5.1.2. Agree measurable targets

After defining indicators, targets should be set for each of them. Targets represent a concrete form of commitment in a SUMP, stating what you want to achieve and by when. Setting clear targets has two main purposes. Firstly, it provides transparency and clear guidance as to how you want to change transport and mobility in the city. Secondly, it allows cities to understand the extent to which objectives are to be achieved. If strategic core indicators and targets are well-defined, decision makers and the public will be able to easily understand them, and they can be an incentive to achieve better results (Rupprecht Consult, 2019).

Targets within measure packages for Mitrovica South and Mitrovica North were initially defined as SMART Targets during the First Stakeholder Workshop to be after defined during the Second Stakeholder Workshop along with milestones and activities (explained on chapter 4.2.1, see examples). In this case, the participants of the workshop were given a list of possible outputs to orient their work and to be as realistic as possible in relation to the target setting. The following example illustrates the potential list under Environmental Protection. It should be noted that this list was compiled by the international traffic expert based on the exercises held during the First Stakeholder Workshop.

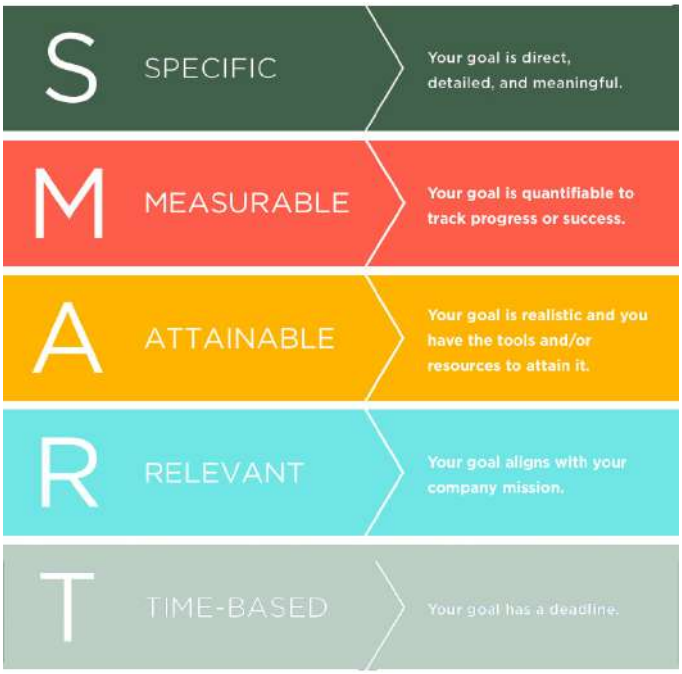


Figure 53. SMART Targets

What is a 'Target'

Targets are the expression of an aimed-for value of a strategic indicator. More specifically, they define what should be achieved, in comparison to the current situation, by a specific year. Targets should be 'SMART' (Rupprecht Consult, 2019).

When setting targets, it's advisable to involve also stakeholders so you make sure they are widely supported. You should be careful on setting targets since they need to be realistic. This does not mean that you cannot be ambitions, but you should carefully and honestly assess what can be achieved considering the given financial and professional resources you have.

5.2.Prioritizing activities

SUMP working group with the approval of the political group, should continue with the prioritization of activities within the measure packages. Prioritization should be done based on the interests of the municipality for certain interventions, projects needed for citizens, projects with a strategic role for the municipality etc. The ranking should take into account the municipal capacity to implement projects, in this case those projects that can be financially covered by the municipality. Other projects that cannot be covered by the municipality, applications must be prepared to receive funding from external donors. For the identified measures and following projects, certain economic and technical

Possible Targets
Please select one or more targets that you think are most suitable to implement in your city. Please add other targets if necessary:

- Lobby with Central Government for stricter environmental regulations;
- Raise awareness about environmental protection and climate change.

Possible Milestones
Please select one or more milestones that you think are most suitable to implement in your city. Please add other milestones if necessary:

- Meeting with Ministry of Transport to lobby for environmental regulations;
- Conduct of awareness raising campaigns for sustainable transport;
- Access restrictions for old and polluting vehicle accepted by City Council.

Possible Activities
Please develop activities and attribute a deadline and a responsible person. Here are some proposals. Please add your own ideas as well:

- Lobby with Central Government for stricter environmental regulations, such as:
  - Measure air quality regularly; establish stations for air quality measurement;
  - Monitoring the fuel quality;
  - Regular compulsory inspection of vehicles regarding emission levels and safety;
  - Improve the endowment and capacities of vehicle inspection units;
  - Subsidise the endowment of older cars with catalytic converters;
  - Provide financial incentives for the purchase of low emission vehicles;
- Make a public relations campaign to promote stricter environmental regulations;
- Organise car free days;
- Organise regular bicycle events, such as Critical Mass;
- Oranise parklet events;
- Regulate the entrance of old vehicles into the city centre. Scrutinise legal constraints before.

Coordination needs:

- Bicycle;
- City Centre traffic calming.

studies (pre-feasibility study), feasibility study, cost benefit analysis (CBA) should be conducted, and then the projects should be prepared with the necessary documentation. Some projects and preparation require close cooperation and joint efforts with more units of local or national level. Getting started on these projects should therefore initially involve signing a Partnership Agreement.

5.2.1. Agree priorities, responsibilities and timeline

From the relevant departments within the Municipality (Department of Public Services and Infrastructure, Department of Planning and Urbanism, Department of Finance and Economic Development, Department of Geodesy, Cadaster and Property), is recommended setting up a SUMP development and oversight team.

In terms of the potential role and responsibilities, this group will mainly deal with:

— Coordination of strategic transport issues affecting the city and the wider area (travel to work), in preparing, monitoring, implementing and reviewing the spatial strategy for the Municipality as a whole;

— Development and implementation of SUMP to ensure the continual improvement in the development and co-ordination of the sustainable mobility strategy with a particular focus on improving delivery of the agreed objectives and targets (and the investment programmes that support these):

— Acting as a forum to seek to resolve any conflicts of interest which might arise on matters relating to the development and delivery of the SUMP;

— Revision and modification of SUMP implementation programmes to meet SUMP objectives;

— Giving proposals to decision-makers in relation to SUMP funding and investment of SUMP programme measures;

— Agreeing on interventions envisaged if objectives are not met;

— Providing mechanisms that empower technical staff/officers to achieve service delivery;

— Coordinating SUMP activity with the broader transport agenda;

— Monitoring of the SUMP implementation progress and reporting to the City Council/ Major.

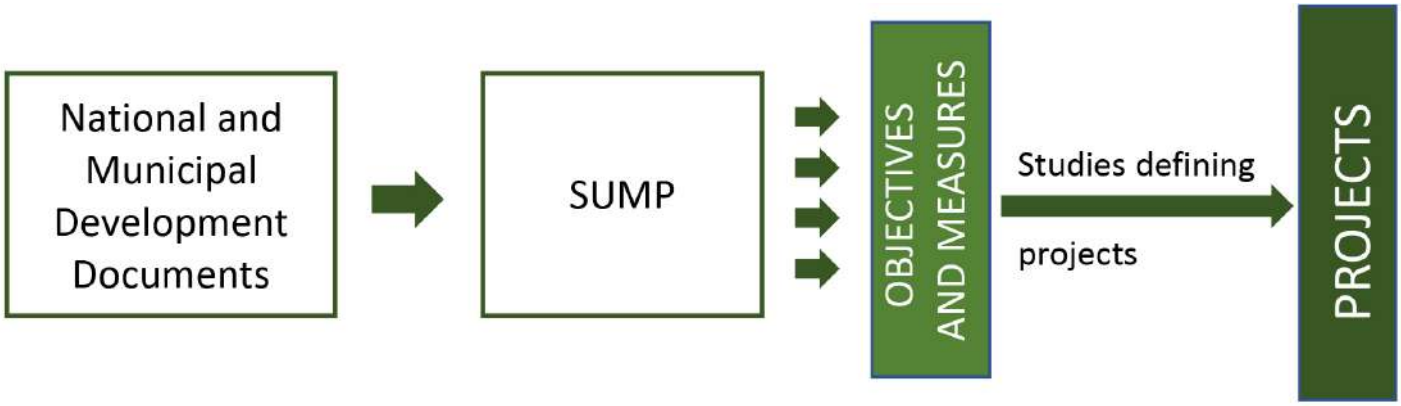


Figure 54. Basis for preparing SUMP projects– (SUMP 2020- 2028 Mitrovica South)

5.3.Consultation of the activity plan with the groups of interest

A dialogue of the activity plan should undergo the comments and feedback from groups of interest, citizens and other stakeholders. The consultation of the activity plan can be done in several ways including meetings or workshops, public hearings, online sharing and receiving feedback, surveys, social media platforms etc. It is important that in such an inclusive process, the activity plan reflects the most feasible solutions.

5.3.1. Information and opportunity for feedback provided to decision makers, citizens and other stakeholders and provided feedback considered for agreement of actions

To finally ensure that the activities envisaged within the measure packages are appropriate, address the problems of the various interest groups in the city and improve the conditions for most of them, their engagement is key when consolidation the activity plan. Moreover, their engagement might be needed in the process to implement certain measures. For example, regional authorities, private landowners, public transport authorities etc. External stakeholders can add extra value to the measure or will ease its implementation. Such examples are bicycle associations, business associations or neighboring cities (CIVITAS, 2018).

5.4. Ensure political and institutional ownership

Political support is needed when addressing problems and aiming implementation in the urban mobility and transport systems. Urban governance and responsible institutions are important on how good the urban infrastructure and services are assessed, planned and implemented.

No matter how good the policy recommendations, their implementation is dependent upon how fit-for-purpose these institutional and governance frameworks are to, direct, manage, resource and deliver them. In many cities, formal institutions which affect the transport sector frequently operate in a less than desirable manner, particularly in developing countries (UN-Habitat, 2013)

5.4.1. Commitment obtained from relevant public entities to allocate sufficient public budget to fill financing gaps acquired

Sustainable urban mobility is a new sphere of local government action in Kosovo. Moreover, it is not a plan required by the current legal framework of Kosovo and the few municipalities that have drafted this plan have done it on their own or external support. This also affects the support and push forward of these plans and especially the given political support. Furthermore, municipal authorities are characterized by insufficient resources (human, technical and financial), lack of finances, procedural constraints (for non-standard plans and not per the law such as SUMP) etc.

Therefore, financing the measures resulting from this plan is a new field in Kosovo and new innovative ways should be further explored by the local and central level. Perhaps this would be regulated if at the central level a NUMP (National Urban Mobility Planning) would be established from which SUMPs for municipalities would derive and their interconnection would enable better financial cooperation between the two levels of government (local and central).

The Figure 56 illustrates how SUMP can be financed with local municipal policies. Beyond this and national funding, there are other financing alternatives such funding mechanisms of the European Union, debt mechanisms and external financing, involvement of the private sector (PPP in infrastructure development and engaging private companies as service providers).

Mitrovica South after the approval of SUMP has started drafting three municipal regulations:

— Draft Regulation on urban and urban-peripheral transport lines;
— Draft Regulation on parking management;
— Draft regulation for transport.

Through these regulations, mechanisms will be created for the involvement of the private sector as service providers by defining strict rules on their operation in the city. For example, those companies that will take over the operation of urban traffic lines will have special conditions on the vehicles they will use, parking lots will have strict rules on their location, schedule, price, conditions, etc.

Figure 55. Prishtina Parking as an implementing measure deriving from Prishtina SUMP, Source: prishtinaparking.com

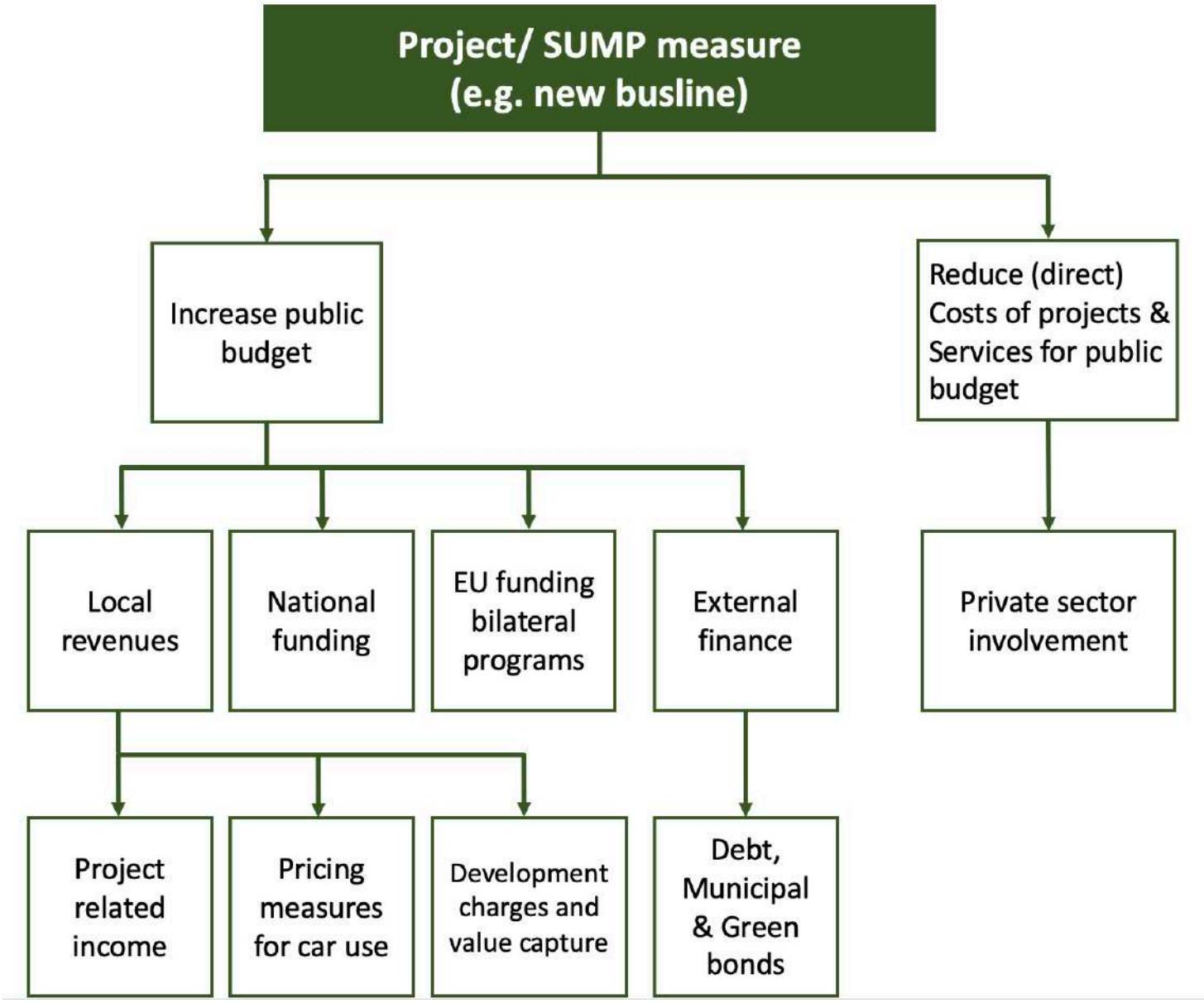


Figure 56. Overview of funding and financing instruments (Funding and financing of Sustainable Urban Mobility Measures, ELTIS 2019)

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SUMP adopted at the municipal assembly.

Source: UN-Habitat Kosovo

6. IMPLEMENTATION/PROVISIONS

After SUMP is approved by your municipal assembly you start with the implementation phase. This is also the longest phase of this process, as it takes place in parallel with the foreseen length of the plan. So monitoring, evaluation and communication should be systematic.

As SUMP is a strategic document, it does not specify in detail how each action will be implemented. This process belongs to the municipal officials, responsible departments (Public Services and Infrastructure, Finance, Environmental Protection, Procurement) as well as the parties involved in the process as implementing partners of the municipality. Implementing partners in this case could be companies who conduct feasibility studies, international and local organizations who assist municipalities on drafting inner regulations on certain traffic issues, other parties engaged in the public-private-partnership configuration (for example public transport lines in the city or even parking management) etc.

The adoption and implementation of the SUMP creates preconditions for access to EU financial resources, respectively the possibility of applying for tenders for innovative transport, environmental and energy solutions, which increases competitiveness and capacity of available financial resources of Kosovo municipalities.

Figure 57. Implementation/ Provisions

6.1 Agree actions and responsibilities

6.1.1. All actions identified, defined, and described

6.2 Manage implementation

6.2.1. Coordinate implementation of actions
6.2.2. Procure goods and services

6.3 Monitor, adapt and communicate

6.3.1. Monitor progress and adapt
6.3.2. Inform and engage citizens and stakeholders

6.4 Review and learn lessons

6.4.1. Analyze successes and failures
6.4.2. Share results and lessons learnt
6.4.3. Consider new challenges and solutions

Milestone 6:
Evaluation of implemented measures

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Horizon 2020 - Research and Innovation Program Mobility for growth – urban (CIVITAS 2020) -https://civitas.eu/	**INTERREG program** - projects for sustainable regional development http://www.interreg4c.eu/interreg-europe	**URBACT III program** knowledge sharing projects. http://www.urbact.eu

Figure 58. European Structural and Investment Funds and other financial options

Projects that can be funded by various funds that support sustainable urban mobility include:

— Development of infrastructure for public transport companies, focused on implementing energy efficient solutions;
— Developing infrastructure and parking systems that supplementing public transport;
— Procurement and modernization of passenger rolling stock ow carbon park for carriers in public transport;
— Implementation of traffic control and management systems (ITS) within urban areas;
— Introduction of a unique map system and modern passenger information systems, construction and improvement of cycling routes and trails;
— Pilot installation of electric car charging stations and other related small infrastructure;
— Introducing other clean mobility solutions and innovative technologies if identified according to sustainable urban mobility plans.

6.1.Agree actions and responsibilities

Once actions and activities are set within the measure packages, the next step would be to appoint the stakeholder responsible for the implementation. Sometimes the implementer

can be more than one stakeholder or institution and in this case the responsibility will fall on both parties to implement the tasks for which they are assigned responsible. Sometimes some municipalities, as in the case of Mitrovica South and Mitrovica North, identifying potential external donors as implementers is seen as an entry point for receiving external funds and support.

Sometimes stakeholders other than the city department are needed to implement a measure, e.g., regional authorities, private landowners, public transport authority. External stakeholders can add extra value to the measure or will ease its implementation. Such examples are bicycle associations, business associations or neighboring cities. By involving external stakeholders and civil society, municipalities can gain new information at the same time as these groups become integrated into the planning process, making proposed changes more widely accepted (CIVITAS, 2018).

6.1.1. All actions identified, defined, and described

It is recommended to present the measures in the action plan in a way that gives an overview of the portfolio. Table 31 can be used as template for this purpose, presenting a description of measures and measure packages.

Estimating the approximate budget for each of the measures is very important at this stage, as it then helps the municipal institutions to determine the measures and projects that the municipality will include in its budget lines and others for which they will need to see external funding opportunities.

6.2.Manage implementation

The final success of a planning document always lies in its effective implementation. Even if SUMP has been successfully developed up to this stage, its success will be measured in its implementation phase. The core SUMP working group, stakeholders and other involved parties must continue to engage continuously in order to facilitate an effective implementation process.

At the time these guidelines were developed, Mitrovica South was at the beginning of organizing the implementation phase after the approval of the document, while Mitrovica North was on the verge of approving the plan in its municipal assembly. Therefore, as in the previous chapters, their experience

Table 31. Example on Summary of Road Infrastructure Measure Implementation (SUMP of Mitrovica South, 2020-2028)

Short -term period (2020 - 2021)	Mediu m-term period (2022 -2025)	Long -term period (2026 -2030)	Description of the measure	Institution responsible for implementation	Approximate investment cost
Increase safe ty and improve capacity at the 5 affected junctions	Increase safety and improve capacity at the 5 affected junctions	Increase safety and improve capacity at the 5 affected junctions	The measure includes a number of downtown intersections. Therefore, a s tudy should be undertaken at the beginning of this measure to identify priority areas / locations where the measure will be implemented.	Municipality of Mitrovica South	80. 000
Ring Road - Bypass in the southern part of town			Foreseen by the UDP and MDP . New connection / new Bypass bring new capacity and safer link for the drivers. The location of the Industrial Park is closely related to the construction and functionalization of the south-eastern Bypass, because new businesses located there would be pr ovided functional connections with the national road "N2" and regional roads R -101 and R -220.	Municipality of Mitrovica South and MI	2 000 000
Improving traffic signalization	Improving traffic signalization	Improving traffic signalization		Municipality of Mitrovica South	50 000
Reorganizing the movement of transport depending on the structure of traffic			Depending on the structure of the traffic, there will be a distribution of movements across different road axes (in terms of use).	Municipality of Mitro vica South	50 000
Road Construction 'Ali Zeneli'			Foreseen by the UDP and MDP. Residential, non - transit roads that would increase the flow in the city	Municip ality of Mitrovica South and MI	700 000
Road Construction 'Lah Nimani' and 'Agim Ramadani'			Foreseen by the UDP and MDP. Residential, non - transit roads that would increase the flow in the city	Municipality of Mitrovica South and MI	600 000

is lacking here. At this point we will try to provide general guidance, also based on EU guidelines in order to provide municipalities in Kosovo with a general cycle of this process.

6.2.1. Coordinate implementation of actions

In order to successfully manage the implementation phase, the roles and responsibilities of each person/ institution involved in the process must be known precisely. The municipal coordinator in this case must operate on the basis of a hierarchy of tasks which must be monitored and evaluated throughout the process. The role and responsibility of the persons/ institutions involved in the process must be formalized and approved so that in case of eventual failure of a project, the address where the responsibility should be sought is known. In case several projects are implemented in parallel, beyond the main coordinator there should be a leader for each project who should have a clear work plan with activities and timeline which he/ she should share with all the team involved in that project. The SUMP coordinator should maintain close contact with these leaders and arrange meetings with them as needed.

Figure 59. Prishtina buses, Photo: (@MZV)

The Municipality of Prishtina has started one of the implementation measures of SUMP with the major public transport reform. As part of this in 2017 was the equipment with new buses, to provide sustainable and modern services and reduce pollution. Funding for the project was provided by a loan from the European Bank for Reconstruction and Development.

6.2.2. Procure goods and services

Procurement of the services and goods is crucial on the implementation of SUMP. The standard procurement process in public administration is also regulated by law in Kosovo. Public procurement in Kosovo is regulated by Law No. 04/L-042 approved by the Assembly of Kosovo in 2011. According to this law two central procurement bodies in Kosovo remain: The Public Procurement Regulatory Commission and the Procurement Review Body, while the Central Procurement Agency passes to the Ministry of Finance, Labor and Transfers. In general, procurement legislation is in line with European standards but nevertheless compliance has increased significantly only in the latest version of the law. Kosovo still needs to improve the legal framework in the field of public procurement and the change process needs to be broader, including the opinion of all stakeholders (RIINVEST Institute, 2014). However, challenges may arise in the idea that SUMP envisages measures that require 'green procurement' and the lack of innovative and green services and businesses in the market can cause difficulties in the 'right' implementation of the measures.

6.3.Monitor, adapt and communicate

It will be up to development and supervision team and local politicians to gradually prepare for the projects that are necessary and most suitable for implementing in their city. The development of a strong monitoring and evaluation framework as part of a SUMP will help provide proof of the effectiveness of the SUMP and its' measures.

Procurement process stages	Elements to be considered
Step 1: Preparation & planning	• Defining the need in terms of functions; • Open and restricted procedure Competitive dialogue and negotiation; • Using joint procurement.
Step 2: Publication and transparency	• Approaching the market; • Using performance-based specifications; • Additional specifications of products, services and works.
Step 3: Submission of tenders & selection of tenderers	• Using selection and award criteria.
Step 4: Evaluation of tenders and award	• Life cycle costing.
Step 5: Contract implementation & management	• Monitoring and reporting obligations; • Quality standards and bonus/malus schemes.

Table 32. The procurement procedure. Source: EU Public Procurement Guidance for Practitioners (EC 2018)

Criteria templates for Green Public Procurement

The EU GPP criteria are developed to facilitate the inclusion of green requirements in public tender documents. While the adopted EU GPP criteria aim to reach a good balance between environmental performance, cost considerations, market availability and ease of verification, procuring authorities may choose, according to their needs and ambition level, to include all or only certain requirements in their tender documents.
For urban mobility, criteria templates for the following areas exist. Each of them consists of several subcategories, e.g., procurement of buses, cars, other vehicles, etc. in the document on road transport. They are available in all EU languages:

- Road Design, Construction and Maintenance;
- RRoad lighting and traffic signals;
- RRoad Transport.

For more information:
https://ec.europa.eu/environment/gpp/eu_gpp_criteria_en.htm

6.3.1. Monitor progress and adapt

It often happens that the measures envisaged in the paper encounter difficulties in the process of their implementation in the field. Therefore, with the start of the implementation of each measure, monitoring mechanisms should be established and, if necessary, adaptation mechanism. This means that if in the process the implementation of the measure encounters difficulties and sometimes even its implementation is impossible, then its responsible team must reconsider the measure and make the necessary changes. From practice, the closure of certain roads in the city is considered one of the most difficult measures to implement because they encounter strong opposition from residents and especially businesses on the first floors of buildings along the streets, a measure which directly affects their work. Therefore, if the measure becomes impossible to implement, alternative communication and agreement options should be found with stakeholders and citizens, and in such cases the necessary compromises should be made for the benefit of all parties.

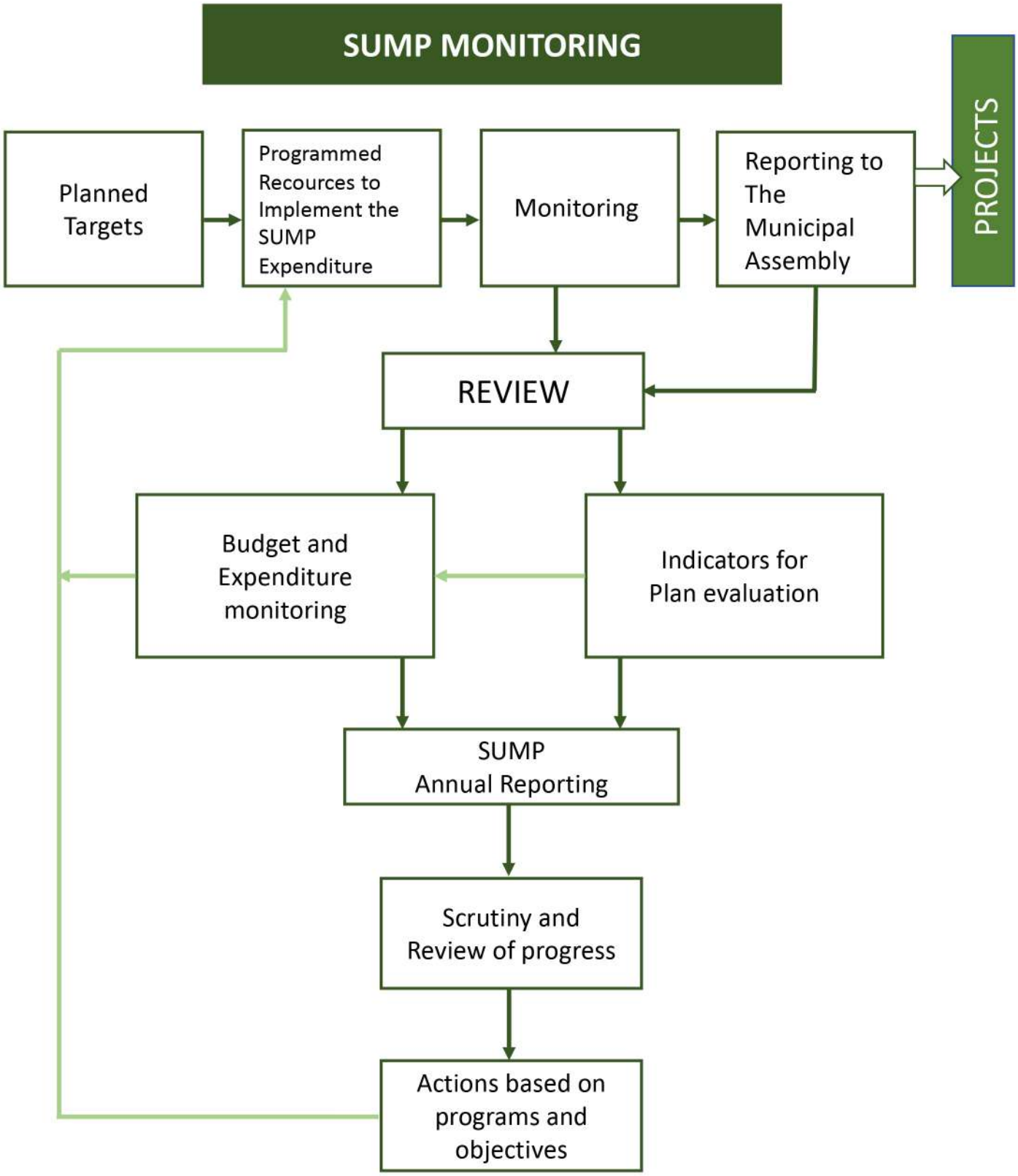

Figure 60. SUMP Monitoring – (SUMP 2020- 2028 Mitrovica South)

6.3.2. Inform and engage citizens and stakeholders

It has been emphasized several times in this guideline that the engagement of citizens in the SUMP process is vital. However, their engagement should not be considered only in the planning phase but also throughout the implementation process.

Changes that will occur in infrastructure, transport, road closures, bicycle paths affect the daily lives of citizens and usually studies have shown that they are inclined to initially oppose major changes in the city and especially those that affect their daily lives. In order for them to become part of the change, to properly understand the overall benefit of these changes, they must be an

important part of the implementation phases and their contribution must be vital especially in situations where their daily lives, incomes and behaviors will be more affected.

6.4.Review and learn lessons

Drafting SUMP is a long and costly process in both human/ professional and financial terms. Indeed, such processes are characterized by unexpected events, with challenges along the way, with the mobilization of many stakeholders, etc. No process, especially of this magnitude, goes smoothly, especially since SUMP is a continuous cycle, so at certain stages we must stop and reflect on what we have learned from the process, and which is the success we are achieving in its implementation.

6.4.1. Analyze successes and failures

In the 4th phase when we set the vision, objectives and measure packages we were convinced and enthusiastic about the day when we will be able to meet the expectations towards them. Therefore, after the end of the planning and implementation cycle of SUMP, we must analyze the successes and failures we have had. Through understanding what went well and what went wrong we will create a new base, so that the gathered lessons will be a baseline in the next SUMP generation.

To better understand what our successes and failures have been in the planning and implementation process (sometimes one may be successful and the other not) we need to establish evaluation and measurement mechanisms. For example, if during the planning process everything was fine with the definition of the vision, objectives and measures, they may have changed in the process, they may not have had the right effect, they may not have been accepted by the citizens, etc. In measuring the impact that SUMP has had, we must be careful to always include the citizens and stakeholders because what they have to say about the process and its outcomes is essential on improving the next planning cycle.

GOOD PRACTICE EXAMPLE Ljubljana, Slovenia: Temporary street closure leading to permanent redesign of urban space	
The city of Ljubljana took advantage of the European Mobility Week in 2013 to start a four-month temporary closure of the central Slovenska Street for all motorised vehicles. This was a step towards transforming the urban space into a new public pedestrian street, which is only accessible by public transport, cycling and walking. It includes new urban furnishing and green space. Four months later, at the end of January 2014, the CO2 level had dropped by 70%, improving the quality of life, air quality and level of noise. Based on the positive results and feedback from the general public, Ljubljana made the closure permanent in September 2015.	 *Author: Matic Sopotnik, City of Ljubljana, collected by EUROCITIES* *Image: City of Ljubljana* *Source: (Rupprecht Consult, 2019).*

Figure 61. Sharing the SUMP Process of Mitrovica South and Mitrovica North (left) and contributing towards the updating of the SUMP Guidelines, 6th European Conference on Sustainable Urban Mobility Plans, Groningen 2019

6.4.2. Share results and lessons learnt

Although we always prepare detailed work plans and follow-up activities on paper, the planning processes are always characterized by unexpected events and challenges. We get the biggest lessons from such processes. Experiences, challenges and lessons learned from your SUMP development process is good to be shared with others (other cities in Kosovo, region or even Europe). And this is the main purpose of this guideline, to share the experience of Mitrovica South and Mitrovica North with other municipalities in Kosovo, in order to make it easier for them to draft such documents.

In addition to your own cooperation that you may have with other municipalities in Kosovo, in these cases it is good to use the existing platforms so that as many municipalities are involved in the process and exchange with each other. In Kosovo, such a platform is AKM - Association of Kosovo Municipalities and Collegia for Spatial Planning within it. The ELTIS platform (http://www.eltis.org/discover/case-studies) offers the opportunity to share case studies on your city's SUMP experience, then the CIVITAS portal to share and exchange with others working on SUMP (https://civitas.eu) etc.

6.4.3. Consider new challenges and solutions

After you have identified the successes and failures, reviewed and assessed the implementation of your SUMP you have created a good basis for preparing the next generation mobility solutions. Over the years of course (taking into account the over 10-year cycle of SUMP) new technological development evolves, we create new skills, and our transport systems change. Therefore, in the new planning cycles, we must take into account the new developments and opportunities in order to offer new and innovative solutions on our urban transport systems. Moreover, if our first SUMP cycle has served us to improve the road infrastructure, its next cycle may be related to the automation of means of transport, the replacement of buses by trolleybuses or other more efficient and environmentally friendly solutions.

Figure 62. AKM- Collegia for Spatial Planning, GIS Assessment in Kosovo municipalities, UN-Habitat 2019

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Implemented measures evaluated.

CONCLUSIONS

The rapid, uncoordinated and unplanned growth of cities in Kosovo has undoubtedly affected the existing transport network, thus creating major problems with congestion, air pollution, safety, etc. Investments in road infrastructure have been numerous in the last 20 years and as their purpose to connect the municipalities between themselves, Kosovo and the region, have affected the economy and development, at the same time have had environmentally and socially negative impact directly related to the quality of life. The increase in the number of cars, the concentration of residents in central urban areas, the concentration of key jobs in central urban areas, has brought the Kosovar cities to a serious traffic problem. Congestion, air pollution, lack of parking areas, lack of green spaces, lack of sidewalks and bicycle lanes have made impossible the mission of our cities to undergo the sustainable transportation transition. Therefore, addressing urban transportation issues is a priority issue of Kosovo municipalities and as such should be addressed by a proper and sustainable planning process in order to meet the mobility requirements in the new urban contexts of Kosovo.

Although SUMPs are a common practice in many cities in Europe and around the world, they remain a relatively new concept in Kosovo. Until recently, transport and mobility planning in Kosovo cities has been mainly driven by motorized transport; however, several cities have already started shifting towards more sustainable mobility policies, including Prishtina (SUMP approved in 2019), Mitrovica South (2020), Mitrovica North (2021), as well as Ferizaj, Gjilan, Podujeva and Gracanica (ongoing) and some other municipalities which have developed specific action plans to improve traffic performance in their urban areas.

As Kosovo is new in this area and municipalities lack expertise in drafting such documents, UN-Habitat Kosovo has used the SUMP drafting process followed by the municipalities of Mitrovica South and Mitrovica North to develop a contextualized guideline which may serve as guidance to other municipalities in Kosovo in terms of preparing their respective SUMPs. Despite the approach and methodology followed by both municipalities this document is also based in international guidance and best practices (in particular the European Guidelines for Developing and Implementing a SUMP and UN-Habitat's directions towards Planning and Design for Sustainable Urban Mobility) and tailored to fit the local contexts.

Source: UN-Habitat Kosovo

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Annexes

Annex A: Legal framework (relevant Laws and Administrative Instructions)

Law	Scope
Law No. 06/L-070 for amending and supplementing the Law No. 04/L-179 on Road Transport	The purpose of this law is to regulate and develop the sector of road transport of passengers and goods, an open and non-discriminatory access to market, provision of services in the market of the road transport of passengers and goods sector as well as to establish driving and resting regime.
AI No. 02/2015 on amending and supplementing the AI No. 07/2013 for Licensing of Road Transport Operators of Goods	The purpose of this AI is to determine the criteria, procedures for the issuance, cancellation and revocation of the license-certificate for transport operators exercising road transport activity of good for their own needs, hired and paid transport for third parties in international road transport, regulation and development of the road transport of the road transport sector of goods, open and non-discriminatory access to market, providing services to road market of goods.
AI No. 07/2015 for the Licensing of Operators for Road Transport of Passengers by Bus	This AI specifies the requirements, procedures for the issuance, suspension and revocation of license to transport operators that perform (domestic and international) road transport of passengers by bus.
AI No. 06/2016 on amending and supplementing the AI No. 09/2013 on the Routes Network and Timetables of Interurban Passenger Transport by Bus	The aim of this AI is to set the criteria and procedures for determining the network of interurban bus lines, express lines and direct lines on public roads connecting two or more municipalities, with their respective schedules, permits and tariffs.
AI No. 26/2017 on Subsidizing Unsustainable Economic Lines of Interurban Transport	This AI aims to determine the terms and conditions, procedures, selection of routes, fees and lines that can be subsidized while being economically unsustainable but mandatory for fulfilling citizen interurban transportation services.
Law No. 06/L-069 for amending and supplementing the Law No. 05/L-088 on Road Traffic Provisions	The aim of this law is to determine the basic rules of conduct and behavior for users and other subjects in road traffic, the main required conditions for roads in view of traffic safety, system-signaling of traffic-roads, the actions of authorized officers, procedures in case of traffic accidents, the instruction of new drivers and the administration of driver exams, equipment and tools each vehicle should have, the permissible vehicle size and weight and axletree burden, as well as the standards vehicles must fulfil in traffic.
AI No. 09/2017 on Signaling and Road Traffic Provisions	This AI aims to define the rules, types, meaning, shape, color, dimensions, material, placement and technical characteristics of road signaling, as well as signals and orders given by the authorized persons-police officers.
AI No. 22/2017 on the Sign Placed on the Vehicle of Disabled Person	This AI defines the appearance of a special sign placed in the vehicle driven by a disabled person or which is used for the transportation of a disabled person, the conditions for taking a special sign, the manner of marking the parking lots and the rights that are taken based on the special sign.
Law No. 06/L-068 for amending and supplementing the Law No. 2003/11 on Roads amended and supplemented by Law No. 03/L-120	This law regulates the legal status of public roads; construction and Maintenance of public roads; measures for protection of roads and circulation; governance; financing and supervision of public roads.
AI No. 08/2018 on Determining the Criteria and Procedures for Categorization of Roads	This AI aims to determine the rules, criteria and procedures for categorization of new or existing public roads, such as Motorway, National Roads and Regional Roads, as well as Link Roads (under the competency of the central level).

Law	Scope
Law No. 06/L-066 for amending and supplementing the Law No. 05/L-064 on Driving License	The purpose of this law is to define conditions and criteria for obtaining a driving license, for licensing driving schools, for professional lecturers, for instructors of drivers, for examiners, for training of candidates for drivers, for passing of the exam for driving license, for training programs for trainers in the field of driving license, for periodic training for professional drivers that drive transport vehicles for goods and passengers, for the conditions to gain the right for driving a vehicle, for vehicle categories, for health conditions, application procedures, for obtaining, extending and changing driving licenses as well as other related issues.
Law No. 04/L-076 on Police	This law regulates the authorizations and duties of Police of the Republic of Kosovo, its organization and other issues related to activities and actions of the Police of the Republic of Kosovo. Traffic safety, public order, and assistance during natural disasters and other emergencies are among the main responsibilities of the Police.
Law No. 03/L-040 on Local Self Government	This law establishes the legal basis for a sustainable local self-government system in Kosovo. It defines the legal status of municipalities, their competencies and general principles of municipal finances, organization and functioning of the municipal bodies, the intra-municipal arrangements and the inter-municipal cooperation including the cross-border cooperation and the relationship between municipalities and central government. The law lists environmental protection and related areas such as economic development, spatial planning and territorial management, public services, primary healthcare etc. among own municipal competencies.
Law No. 04/L-010 on Inter-Municipal Cooperation	The aim of this law is to regulate inter-municipal cooperation and cooperation of municipalities of Republic of Kosovo with other municipalities and institutions of local governing outside the Republic of Kosovo, in compliance with the Constitution of Republic of Kosovo, the applicable law as well as with the European Charter for Self-Governing of the European Council. The law sets key principles, procedures and forms for initiating and establishing inter-municipal cooperation at the national and international level.
Law No. 03/L-025 on Environmental Protection	The purpose of this law is to promote the establishment of healthy environment for population of Kosovo by bringing gradually the standards for environment of European Union. It shall harmonize economic development and social welfare with basic principles for environmental protection according to the concept of sustainable development. It supports rational use of natural recourses and limitation of pollution discharge on environment, prevention of damage, rehabilitation and improvement of defective environment; improvement of environmental conditions in correlation with life quality and protection of human health; saving and maintenance of natural recourses, those renewable and un renewable as well as its sustainable management; coordination of national activities for fulfilling of request concerning to environmental protection; regional and international coordination in the field of environment; stimulation and public participation on activities related to environmental protection; to ensure that development on Kosovo is sustainable in order to protect and save the soil, air, water, living sources in Kosovo in favor of the coming generations.
Law No. 03/L-160 on Air Protection from Pollution	The purpose of this law is to regulate and guarantee the rights of citizens to live in a healthy and clean air environment, whilst protecting human health, fauna, flora, and natural and cultural values of the environment. The law addresses basic environmental indicators, defines pollution sources and their classification, responsibilities in terms of managing pollution sources, key dispositions with regards to combustion plants, emission limit values, volatile organic compounds, greenhouse gases, measures of smog state warning regulatory special systems, monitoring of pollutant discharges in the air and related data management, measures for clean development, provisions for specially protected areas, funding mechanisms etc.

Law	Scope
Law No. 04/L-174 on Spatial Planning	This law determines the basic principles of spatial planning, methodology of spatial development and regulations, types, procedures, contents as well as the responsibilities of the administrative entities at central and local level for the drafting and implementation of spatial planning documents, administrative supervision for enforcement of this law, and related activities undertaken in spatial planning and territorial regulation in the Republic of Kosovo
AI No. 08/2017 on Spatial Planning Technical Norms	The Spatial Planning Technical Norms set a regulatory framework to ensure the implementation of the Law on Spatial Planning, in specific the drafting and implementation of spatial planning documents in Kosovo. It includes a dedicated chapter to transport infrastructure, setting minimal norms for planning and designing the road, railway and air transport infrastructure including vehicular space, buffer zones and parking space. These norms also propose the development of special acts dedicated to road and railway terminals, respectively dedicated spaces to passenger and freight transport, including spaces for loading and unloading goods, etc.

Source: Agon Nimani

INCLUSIVE DEVELOPMENT PROGRAMME
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PROGRAM SVEOBUHVATNOG RAZVOJA

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