



Regione Toscana
Diritti Valori Innovazione Sostenibilità



ASSISTED ACCESS POINTS TO SERVICES (AND INTERNET) IN TUSCANY

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Tuscan Regional Telematic Network (RTRT)

- Created by the system of Tuscan public bodies (municipalities, public health organizations, universities, etc.) in 1997
- A public-private infrastructure and a set of advanced services (connectivity, interoperability, etc.)
- Permanent means of coordination for public bodies for inter-cooperative promotion of e-government (RTRT has its Assembly, Strategic Committee, Technical-Operations Board, User Group, Coordinator)



Tuscan legal framework for e-government and e-democracy

- Regional Law (R.L.) 1/2004
 - concerns electronic administration and the information and knowledge society
 - Art. 4, para e) “incentives, qualification and coordination of web services for balanced socio-economic development of the regional territory including the creation of assisted access points”
 - Regional Program and Rules for RTRT
- Regional Law (R.L.) 69/2007
 - Scope covers democratic participation in regional decision-making providing for ICT in the debate process



The Regional Program for the information society and the Assisted Access Point project

- Approved by RTRT (as required by R.L. 1/2004)
- Stimulates and develops electronic administration and the information society for 2007-2010
- Encompasses all strategic interventions (their total investment is 200 million euro)
- e-Community: a range of policies for citizens access to ICT and participation
- A relevant target is the improvement and strengthening of the organizational infrastructure of Assisted Access Points (PAAS)



Assisted Access Points (PAAS) Network

- The PAAS network is an implementation of Regional Law for the promotion of electronic administration and the information society and of the Regional Program
- The Paas Network is a network of 250 *Assisted Access Points to Services (and Internet)* spread throughout Tuscany.



What is an Assisted Access Points (PAAS)?

Every PAAS is a place where volunteer groups offer to citizens assistance in:

- ‘ Learning informatics
- Using new technologies
- Accessing e-government services
- Developing participation processes
- Using e-learning tools



Some numbers about the project

- 140 participating Municipalities (of 287 Municipalities in Tuscany)
- 250 Active Access Points
- Over 1,000 Available PC
- Over 300 Volunteer groups
- Over 1,100 Volunteers
- Over 30,000 Registered citizens
- Over 250,000 accesses registered by regional monitoring system



Actors

- The PAAS network is funded by Tuscan Region, supporting general organization and providing technological infrastructure
- Municipalities manage local organization and are answerable to Region for Access Points in their territory
- Volunteer Associations organize activities, give basic training and assist citizens to acquire knowledge and self-sufficiency in accessing the Internet and using informatics tools



Roles

Access Points are different from “Internet Points”, because they have different identity, functions and purposes.

Position (mainly mountain and rural villages but also densely populated districts in cities), Places (in which are developed many activities, besides Access Points ones), Volunteers play a relevant social role, getting citizens in contact with local government, improving participation and facilitating social integration using new technologies



Benefits...

- In small villages where post offices are not open every day, citizens can go to Access Point to pay their expiring bills
- Access Points Volunteer assisting immigrants can liaise with the Police Office in order to expedite residence permits
- The Paas Network promotes e-learning, (particularly Italian classes for immigrants) funded by Ministry, Region and Provinces



Experiences...

- 20 selected Access Points were involved on Tell Me Project (funded by EU) and debated on-line about the Regional Participation Law
- The Access Point Network joined in three Electronic Town Meetings, discussing Participation Law (2006), Health Public Handling Charge (2007), Climate Change (2008)



Every PAAS...

- Breaks down digital divide
- Develops social inclusion
- Disseminates on-line government services
- Promotes the information and knowledge society
- Fills gaps where services are lacking (for instances in rural areas)
- Cooperates with many offices (Police, Health Rooms, School and Classes, ...)



One Points, more Services...

- Tuscan Region funded the PAeSI Project (Public Administration and Immigrants)
- Main results: web portal which enables access to information on administrative proceedings and laws concerning immigrants
- Some Access Points are specializing their services to immigrant users in order to provide advanced and integrated e-gov services.



Thank you for your attention!

Web site:

www.e.toscana.it/paas

For any questions, information and proposals for collaboration:

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