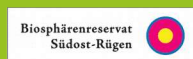


Report of the on-the-spot assistance workshops on action plans elaboration and implementation

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Introduction

In the third period of the CEETO project, as foreseen by the Application Form, Federparchi has realized 8 workshops on the spot, one for each Protected Area. The goal was to support each Protected Area in the elaboration of Action Plans and in the implementation of management and monitoring tools.

In preparation for the workshops on the spot, moments of discussion and comparison with each PP were held. The meetings were structured with the application of Capacity Building Workplan (CBW)

The Capacity Building Workplan (CBW) aims to support the management bodies of Protected Areas partners of CEETO Project (Central Europe Eco-Tourism) in the participatory planning process to define the local Sustainable Tourism Action Plan, supplying them guidelines and methodological tools.

This document is addressed to the managers of Protected Areas, but can be also useful to all local stakeholders - such as NGOs, research centres or SMEs - that might be interested in the interconnection between environmental, biodiversity conservation and development of sustainable tourism strategies.

Thanks to its flexibility, this CBW allows the managers of each Protected Area to define their own tailored participatory planning process, according to their specific context, level of local stakeholder involvement and tourism monitoring needs and priorities.

Protected Areas	Workshop on-the-spot.	Pag.
1. Nature Park Medvednica	2-3 July	3
2. Landscape Park Strunjan	9-10 July	7
3. Biosphere Reserve Salzburger Lungau	9-10 July	11
4. Soelktaeler Nature Park	11-12 July	16
5. Appennino Tosco Emiliano National Park	12-13 July	17
6. Regional Park of the Po Delta	8-9 October	21
7. Alto Appennino Modenese Regional Park	10-11 October	27
8. Biosphere Reserve South east Rügen	15-16 October	36



1. Nature Park Medvednica

The workshops have been held on 3rd July 2018 (10.00-12.30) at Bistra. As part of the implementation of the project “CEETO - Central Europe EcoTourism: Tools for nature protection” funded from transnational cooperation programme Interreg Central Europe, which deals with the topic of sustainable tourism, a workshop was organised with the goal of developing an Action plan for pilot area in Medvednica Nature Park with stakeholders which are relevant in solving pilot area problems.

At the beginning of the meeting Tajana Ban Ćurić, project manager, welcomed all present stakeholders on behalf of the Public Institution “Nature park Medvednica” and thanked Bistra County for providing meeting place. After that, all gathered stakeholders were presented with daily agenda of the Forum meeting:

- Presentation about central issue and proposal of the solution within the CEETO project
- Work within three separate groups of stakeholders on visitor flow management and providing alternative suggestions for solution approach based on guidelines through three questions asked by each group:
 - YOUR ROLE AND MANDATE OF YOUR ORGANISATION/INSTITUTION?
 - USING DATA: existing data, collecting data through pilot action in the Medvednica Nature Park, using new data in your Organisation/Institution
 - RESULTS: specific measures proposals, do you wish to apply these measures in the future
- Presentation of each group to other stakeholders and discussion of the proposed measures
- Presentation of planned survey implementation and proposed surveys with the purpose of stakeholders participation confirmation

Presentation of the project

Tajana Ban Ćurić in her presentation presented assignments and goals, and the issues that Public Institution “Nature Park Medvednica” is trying to solve within the framework of the CEETO project. Based on the guidelines and methodology developed by the lead partner with goal to include relevant stakeholders of the protected areas in pilot area problem solving through alternative approaches and discussion, the methods of solving the identified problems of the pilot area (peak zone) are presented and include surveying, video surveillance and traffic counters on selected sites.

Participated Activity - WORLD CAFÉ

Before working in groups Dragutin Žiljak, as a long time stakeholder and former director of Sljeme Ski Resort, presented his vision and experience gained by long term work on the ski resort. In his presentation he noted problems that are inevitable in the planned area, and are referred to following common occurrences:

- traffic jam in the peak zone due to parked cars along the road with remark that public transport regulators had been stationed few years ago to regulate parking spaces, and the mini buses circulated and transported skiers with their equipment to the ski resort (in that case parking spots were filled along of the whole peak zone regardless of the distance to the ski resort)



- in situations where the road is ineffective and/or unsafe because of snow, it is advised that snow ploughs, from the road maintenance, come out earlier (the ski resort opens at 9 a.m.) so that the road is safe for early morning arrivals to the ski resort
- visitors have no insight into the road conditions and weather conditions on Sljeme, which are often different than in Zagreb. If the road is not closed due to uncleaned snow, often cars run off the road which causes inconvenience for other vehicles
- the importance of communication between road and police services as well as communication between stakeholders in cases of bad weather that may cause traffic jams
- lack of content and shelters for future visitors arriving by cable car with the explanation, that a limited number of visitors of 2500 people in the peak zone, may cause the problem of lowering large number of people with cable car when the ski resort closes at 16 p.m.

The active group work lasted approximately 45 minutes in separated groups and each group's representative presented common comments and reviews based on asked questions.

GROUP 1

Stakeholders: Antonija Eman (hotel "Tomislavov dom"), Batinić Martina (ZET, Zagreb Electric Tram), Mirna Grozdanić (Croatian Ski Association)

- the "Tomislavov dom" hotel can provide information on overnight stays (number of staying nights, number of lunches, local/foreign guests, number of visitors arrived by buses)
- the hotel "Tomislavov dom" offers a promotion proposal for reducing vehicles number through an overnight stays booking process via e-mail, with a goal to maximize the filling of vacant seats in private vehicles
- parking spots are poorly marked at "Tomislavov dom" hotel and the Ski Association states there is insufficient parking spots at the lower station of the ski lift/cable car
- "Tomislavov dom" hotel states that ZET (Zagreb Electric Tram) had previously sent buses for the purpose of unburdening a large number of people in the peak zone, but today they are strictly keeping to the timetable schedule no matter number of people
- there is problem with the maintenance of the roundabout for ZET busses (Hunjka), therefore there is need for coordination with Croatian forests Ltd. in maintaining places for logging sites which also serve as bus stations
- there is particular emphasis on the need for better communication among stakeholders, especially in cases of natural disasters or accidents on road, as well with visitors who should receive timely and accurate information from the site
- there is a need to establish a central point - information point, i.e. one person who would respond from 0 to 24 h on citizens inquiries and is in constant communication with all Institutions and stakeholders
- highlighted problem of communication with the media and suggested fostering relationships with them, through regularly inviting them to meetings and education as to minimize negative publicity which may deter visitors from visiting

After the presentation Dragutin Žiljak made his comments on the group evidences:

- need to continue media promotion via radio and TV and in case of closed road to publish information via the Croatian Mountain Rescue Service
- Sljeme Ski Resort on its facebook page announces road and ski conditions and has a phone line that is constantly overloaded with calls in the ski season



- Sljeme Ski Resort has 4 cameras installed in the peak zone of Vidikovac and at the Golden Bear but cameras often do not transmit image due to weather conditions
- ZET bus stops are often the place for logging of logs from the Croatian forests Ltd. because they are land owners therefore better communication with ZET is needed and one of the proposals is to enter the conditions into the concessions because by the 1st of November, logging areas should be cleared and it was concluded that better technical conditions for turning the buses are needed because ZET does not have field buses
- it is emphasized that buses and vehicles in the organisation of various events should not be prevented from coming to Sljeme, for example fixed weddings dates in “Tomislavov dom” hotel

GROUP 2

Stakeholders: Gordan Mlinarić (Sljeme Ski Club), Krunoslav Tkalčić (the City of Zagreb - City Office for Physical Planning), Marko Jakopčević (ZET, Zagreb Electric Tram), Davorin Blagojević (hotel “Tomislavov dom”)

- it has been highlighted that traffic counters at multiple locations are a great suggestion for tracking visitor statistics
- there is need to define parking places and to determine the exact number of parking places in the peak zone
- in the case of road closure there should be an option of transportation by mini bus to the peak zone and it is also necessary to meet technical conditions for bus traffic
- it was proposed for the purpose of unburdening asphalted road to utilize unmarked macadam roads in the event of the inability to pass through the asphalt road
- it is emphasized that is imperative to enrich the summer offers of park such as summer sledging, adrenaline park, zipline, outdoor running track etc., to take advantage of existing infrastructure
- it is stated that it is mandatory to introduce vehicle guidance/routing
- it is necessary to allow the two-way direction from the “Tomislavov dom” hotel to the mountain house “Željezničar” on working days

After the presentation Dragutin Žiljak made his comments on the group evidences:

- it is necessary to provide parking spaces and to make the road two-way in the whole area of the peak zone, and put up road canals between “Tomislavov dom” hotel and mountain house “Željezničar” so that the road can be widened to allow more parking space
- planning construction of the hall next to the “Tomislavov dom” hotel for athletes exercises, which would increase the number of athletes preparing for competitions

GROUP 3

Stakeholders: Ana Bakšić (Croatian Mountain Rescue Service), Bator Ivan (ZET, Zagreb Electric Tram), Hrvoje Hanžek (Ministry of the Interior - Zagreb police department), Zagreb Holding - Vladimir Nazor subsidiary (Ante Todorović i Ana Preost)

- the City office for traffic is competent body and is emphasized that coordination should start from their Institution
- it is noted that each stakeholder has his own duties that he/she manages on the field
- it was concluded that the police is responsible for checking the visiting cars winter equipment
- it is emphasized the need to encourage and motivate the use of public transportation to the lifts, that will be in function



- it was concluded that installing traffic counters and web cameras will be useful for all stakeholders in their day-to-day work
- it is necessary to limit the number of people in the peak zone for which City utility constabulary is responsible
- it is especially noteworthy that it is necessary to obtain permission from the police to install web cameras after determining the exact location and number of the web cameras
- from Zagreb holding - Zagreb roads it was said that there is mobile application ZGPARK where people can see parking zones in Zagreb as well as their occupancy and that a special zone of Medvednica ie. Ski resort parking could be added/introduced. Also possibility of Rotary parking was introduced, what actually is vertical parking and space utilization in a way that cars are parked one above the other

After the presentation Dragutin Žiljak made his comments on the group evidences:

- it is noted that there is a parking study for the peak zone which is ten years old and that it might be able to help when solving the problem of the pilot area in the peak zone

Monitoring activity

At the end of each group presentation and presentation of suggestions for problem solving within the CEETO project, stakeholders are provided with information on the proposed version of the survey that will be filled in on the spot during winter season with the aim of making profiles of the skiers as well as with current satisfaction with the services provided. All the present members received a sample of the survey and they also confirmed the help in completing the surveys in order to collect the estimated number of 300 surveys.

Pilot Action

All attending received information that they will be getting the final proposal of the Action plan for the pilot area of the Medvednica Nature Park with aim of finding the common solution for the pilot area within the financial framework of the project partner Public Institution “Nature Park Medvednica”.

2. Landscape Park Strunjan

The methodology used to manage the meetings was derived from the European Awareness Scenario Workshop, also known by the acronym EASW, an approach that allows an open discussion in order to identify solutions that are concrete and easy to implement.

The meetings has been opened with a brief presentation of CEETO project and of the pilot action to be implemented in the area and the participants have been involved in the collection of suggestions and additions to this proposal.

After that, the participants have been asked to tell their vision of the future of the pilot area, expressing a forecast both on desired positive aspects (what I hope that will happen ...) and on possible negative changes (what I fear that will happen ...). A synthesis of the visions allowed, therefore, to identify the common transversal aspects in order to define a common vision of development of the sustainable tourism in the pilot area.

The second part of the workshop has been focused on the proposal of ideas, i.e. the formulation of operative proposals on the actions necessary to be undertaken to realize the common vision defined previously. The participants have been asked to elaborate some initial ideas concerning the chosen themes in order to build a sort of Bank of Ideas, the first step for an effective Participative Action Plan.

The workshop has been held on 10th July at the Municipality of Izola and has been structured as follows:

- Presentation of the CEETO Project
- Presentation of the Pilot Action proposal and the Monitoring Plan
- Participated Activity - FUTURE SEARCH (*Imagine the tourism you would like ... Vision activities about the future of tourism in the pilot area*)
- Participated Activity - IDEAS FACTORY (*How can I contribute? - Concrete answers to the problems and potentialities of tourism in the pilot area*)

The following two chapters summarize the results of the Future Search activity - using the World Clouds where the words that are formatted with a larger character are those most frequently quoted by the participants - and the Ideas Factory activity presenting a first draft of the Strategy to develop the sustainable tourism and the Bank of Ideas, a collection of first drafts of possible actions to foster the sustainable tourism realizing the strategy.

Participated Activity - FUTURE SEARCH



The first question of the simulation was about the heritage you would not want to lose for a possible future enjoyment, the one you would like to preserve to communicate the beauty of the “Park of the Sea”. The most mentioned landscape categories and the motivations of the choice were the following:

- **Marine Ecosystem (5)** - Biodiversity, source of food, recreation, keep the balance between human and nature, tourism development and other types of exploitation (energy);
- **Salt-pans (3)** - Connections between human and the sea, tradition, culture, landscape, touristic monument;

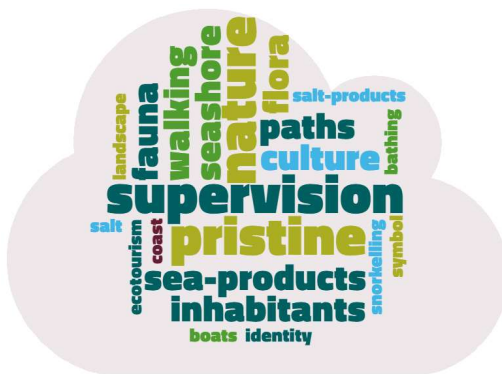


- **Cliff (3)** - Naturally shaped, gives a character to the area, uniqueness, connection with the marine ecosystem;
- **Cultural landscape (3)** - Typical example of Istrian landscape, which is the result of the merge between land and marine habitats;
- **Marine lagoon (2)** - One of the rare and pristine parts of the sea.

The Pilot Area of “Belvedere Terraces”, that is located on the border of the Protected Area, shows a very high pressure during the summer period. This area is seen just for its touristic use, not considering its natural value and the impact tourism is causing. The main problem is the behaviour of visitors which is not always adequate (accessing the beach through different points, which are not arranged paths, parking the cars in the natural environment and not knowing they are entering the park). This behavioural problem is common also in the whole area of the Natural Park where, in high season, tourists park and walk/bike in the natural environment and not in the areas intended for parking (parking spots) and walking (arranged paths), thus endangering the flora and fauna.

The results of the second question of the simulation (*what tourist practice would you like to save and improve and what would you like to forget and start over?*) confirm these statements, in fact the participants have identified the pristine nature as the main attraction to be preserved, not alone but together with its connection with local traditions and other human activities (sea and salt products, discovering ecotourist activities, particular landscape, ...). Among the negative aspects, the lack in maritime and organized transport is followed by the need to regulate accesses and activities (anchoring, ...) and to raise the awareness of locals (*co-operation*) and tourists (*mass behaviour*). The keywords are therefore: **accessibility, awareness and co-operation.**

Positive Aspects



Negative Aspects



Participated Activity - IDEAS FACTORY

The simulation during the last part of the meeting has led the participants to identify themselves as the Natural Park, trying to define the main strategic axes to pursue in order to develop a tourism that respects nature and - at the same time - brings benefits to the five different landscape territories.

Local Strategy (draft)

The draft of the Local Strategy for the five landscape territories and its main axes has been defined as follows:

- **Cultural Landscape (19):** to preserve and promote the cultural heritage, with particular attention to local products, their methodology of production (salt and fish) and local cultural events;





- **Marine Eco-system (19):** to promote sustainable recreational activities to discover and live the territory and encourage the works related to fishing;
- **Cliff (16):** to exploit the already existing walking path (maintenance, characterization and promotion) and maintain a regular clean-up program of coast and sea;
- **Marine Lagoon (13):** to preserve importance of this territory as large provider of ecosystem services;
- **Salt Pans (13):** to maintain the knowledge of salt production and the strong connection of this activity with the development of the territory.

Bank of Ideas

The following table collect suggestion about possible actions to foster the sustainable tourism. These ideas will eventually be developed in concrete actions that could complement the pilot action undertaken by the Natural Park.

<p>Cultural Landscape</p>	<p>Local Products: promotion of the plantation of indigenous species; organization of local market where to sell traditional products and propose cultural events; promotion of collaboration between local shops and producers; organization and promotion of traditional local events.</p> <p>Conservation: proposal of a workshop on restoration of stone walls, hedges and crop/harvesting; study of a methodology that can raise the awareness of the of the cultural landscape.</p> <p>Cultural Events: co-organization of local events with the local community; development of a common planning without overlapping of events and a promotion campaign.</p> <p>Waste Collection: reorganization of waste collection.</p>
<p>Marine Eco-system</p>	<p>Sustainable Activities: development of a new regulation about accesses and permitted activities (moorings, sub, kayak, diving, snorkelling, ...); study of a methodology that can raise the awareness of locals and tourists.</p> <p>Fishing: development of tourist offers in collaboration with fisherman, i.e. by using traditional boats.</p> <p>Mariculture: promotion of the utilization of traditional sea products in local culinary; creation of a common selling point and / or use local product as some sort of souvenirs; development of some itineraries dedicated.</p> <p>Cleanliness: development of a clean-up program during the whole year.</p>
<p>Cliff</p>	<p>Cleanliness: development of a clean-up program during the whole year, also in collaboration with tourists and local community; installation of some garbage collectors; study of a methodology that can raise the awareness of the visitors.</p> <p>Walking: development of a maintenance program of the network of walking path during the whole year, also taking into account the route marking; publication of a walking / biking map of the Natural Park, also identifying some thematic educational itineraries; study of a methodology that can prevent the walking off; building of small infrastructures dedicated to rest along the paths.</p> <p>Shapes: improvement of the control / prevention activities; development of a new regulation about accesses to the Cliff and permitted activities.</p>



<p>Marine Lagoon</p>	<p>Eco-services: promotion of studies and monitoring schemes in order to better comprehend the value of the services provided by the Lagoon and keep watch of the impacts; development of a new regulation about accesses to the Lagoon and permitted activities.</p> <p>Birdwatching: build specific infrastructures / observatories alongside the development of sustainable itineraries; promotion of dedicated founding projects, i.e. “Adopt a bird”.</p> <p>Uniqueness: promotion of this particular territory and organization of workshops for children.</p>
<p>Salt Pans</p>	<p>Knowledge: organization of guided tours in order to better explain the connection between local community and the development of the territory; development of “Salt” or “Fish” holidays / experiences to involve the visitors in real life activities; arranging of workshops and open-days with locals and tourists about tradition, cultural activities and conservation of cultural heritage; establishment of a local museum in order to collect local knowledge and traditions.</p> <p>Products: promotion of a renovation of the productive infrastructures in order to reach a better efficiency; development of innovative products and of a local brand that characterizes the products; offer practical demonstration to the tourist; investment in promotion and marketing activities.</p> <p>Landscape: improvement of quantity and quality of the controls; promotion the network of walking paths.</p>

3. Biosphere Reserve Salzburger Lungau

The workshops have been held on 10th July (09:00-12:30) at Dreiländerwirt, Lessach.

Welcome by Biosphere Reserve Salzburger Lungau

- Welcome and introduction of the participants
- Short presentation of the CEETO project
- Program and course of the workshop



Participated Activity - PARTICIPATORY MAPPING



In the first part of the workshop all participants have been divided into three groups under the leadership of Michael Huber. Each group got a map and three markers. Then each group had to discuss three aspects and to draw into the cards:

- Attractive and valuable areas to protect and promote
- Vulnerable places with a high number of visitors
- Most relevant tourism flows

Following the participatory mapping each group presented their maps and the results were merged in one common map.

Results

There are many attractive and valuable areas to preserve and promote in the Biosphere Reserve. The most relevant tourism flows leading into the Preber area, into the Weißpriach and Rieding valley as well as into the Areas Großeck-Speiereck and Katschberg-Aineck incl. Gontal.

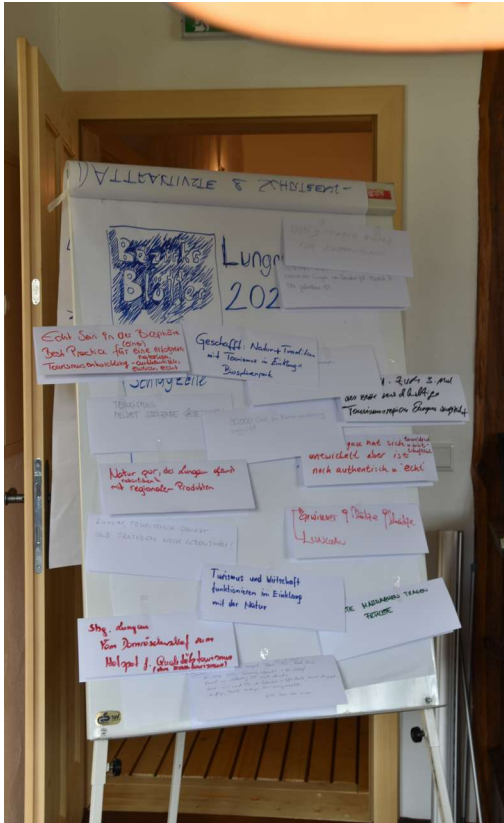
- In winter the main conflicts are between ski touring/snowshoe hiking and hunters. Mainly in the Großkessel and Königalm (Rieding Valley), in the Preber area (also traffic problems), in the Gontal and in the area of the Kesselspitz (Tweng).
- In summer the Preber area (also traffic problem), the Riedingvalley, the national park municipality Muhr, the Gontal as well as Weißpriach and Göriach are highly visited areas.
- Areas which have many visitors but can be upgraded are Großeck-Speiereck (s/w), Katschberg (s/w), Fanningberg (w) and the Outdoorpark in Mariapfarr (s). These areas can be more presented and promoted. The necessary infrastructure is already existing.

Other discussed topics:

- Missing part of the biketrail between Tweng and Mauterndorf (150 meters)
- Access road to the Fanningberg is in a bad condition

- Valley bus in Weißpriach

Participated Activity - VISION OF THE FUTURE 2028



In the second part of the workshop all participants had to draft headlines about the Biosphere Reserve Salzburger Lungau of the 2028. Afterwards all headlines were collected and presented. These are:

- Living in Lungau, quality at the highest level
- World Tourism Award for Sustainability
- Biosphere lives! - Why the Lungau has stayed a paradise for human and nature
- Done: Nature & Tradition in accordance with Tourism = Biosphere
- Lungau: For the third time awarded as the best sustainable tourism region Europe
- Taken measures bear fruits
- Be.Unique in the Biosphere: Best Practice of a successful tourism development in accordance with nature - authentic, honest, unique
- Pure Nature, the Lungau sparkles with natural and regional products
- Tourism announces increasing number of visitors
- Lungau, touristically used and although worth

living

- Salzburger Lungau: From the Sleeping Beauty to the hotspot for high qualitative tourism
- Tourism and Economy work in accordance to the nature
- High qualitative tourism increases further! Visitors are willing to spend more for a naturalistic and intact environment
- 30.000 guests welcomed at Fexenwanderung
- Biosphere Reserve Lungau has developed touristically and economically and is still authentic and unique
- Lungau: Winner of 9 places, 9 treasures
- 2028 Murtalbahnhof finished: Bus, Train, Bike and Feet till 2026 Murtalbahnhof-Replacement finished. Till Mauterndorf around the Mitterberg also in the evening. Micro-ÖV and Taurachbahn from the mainstation. Last kilometer touristic excursions, touristic packages

Presentation of possible/planned pilot actions

Kristin Hauser from the Biosphere Reserve presented the planned pilot actions in the following core activities:

- Events and creating awareness (indirect visitor steering)



- Active visitor steering, Implementation of visitor steering measures on hotspots
- Building of a platform where information is collected

The Interreg-Project is performed by Biosphere Reserve Salzburger Lungau in cooperation with Ferienregion Lungau also to the topic of “Be.Genuine”. The Biosphere Reserve is the project leader, Ferienregion Lungau is responsible for the communication. The main focus of the project and of the pilot actions lies on the regional and local development with a special focus on awareness-raising and sensitization measures with regard to preventive visitor steering. In the frame of the project a 5-years plan for the Interreg-Project will be made and also the undertaken measures and pilot actions will be included in the 10-years plan of the Biosphere Reserve.

Planned actions are:

One Main event a year - f.e. year of the forest

To gain attraction of the diversity of the Biosphere Reserve a main event on current themes will take place once a year. The main events contain special topics or perspectives. The first event will be an opening event with the main focus on sustainable tourism and the be.genuine - campaign.

Daily Events on specific topics for locals and guests

Be.Genuine - Sensitization program during the year for locals and guests to convey values. These events can be independent or connected to the core topic of the main event. The target groups of these events are locals and guests, schools and companies of different sectors. The aim is to raise the awareness and to contribute to a respectful behaviour in and with nature and to spread and improve the knowledge about the treasures of nature.

Guided tours on specific topics for locals and guests

To make our special living space, our Biosphere, more tangible for locals and guests, guided tours on specific topics will be organized by the BRM. In this context both, the offers of the be.genuine partners and local experts will get the chance to present them and to spread their knowledge.

Workshops and education program for tourism business and regional actors

To guarantee a high quality of the existing be.genuine partners and to find new providers, a workshop and education program for the tourism business and regional actors will be implemented. In this context biosphere reserve specific topics will be forced: leave no traces, respectful behaviour in nature and landscape, the healing power of nature, and others.

Platform - joining forces and resources and make existing offers visible

It is important to pool the efforts and resources of the Biosphere Reserve Management and the Ferienregion and to make existing offers (which are matching the subject) visible. Therefore, a common platform/some kind of event-calendar will be implemented, which should be integrated in the website of partners of the tourism industry, the Ferienregion and the BRM. This aims to establish a network of producers, nature guides, be.genuine partners, nature protection, alpine club, agriculture, etc. and to make the entire offer visible.

In the frame of these actions and within the be.genuine partners, a questionnaire will be distributed, to get more information about the guests, their profile, preferences and interests and their satisfaction with the offers under the topic of be.genuine.

Discussion with stakeholders and Suggestions

SAME DIRECTION - SAME HEADLINE



- A common headline for the future should be fixed. It is important to keep the headlines in mind and to find ways to get there. - The Biosphere Reserve makes its contributions to the realisation with the proposed actions.
- All of us are aspiring in the same direction. A common vision is existing.

QUALITY AND AUTHENTICITY INSTEAD OF QUANTITY AND STAGING

- The focus should be the authenticity/genuineness combined with professional infrastructure and not in staging the region. Preconditions for tourism are an intact natural and cultural landscape and modern infrastructure without great staging
- Tourism should focus on qualitative tourism
- Regional Architecture is part of the regional identity - this point should also be considered

MAP

- The map can be a good tool but it needs a finer differentiation and a close interlocking with the zones of the BSR. It's a good collection for the development of future measures.
- The map should be further improved, developed and prepared as a basis for all of us. It needs further details. The map should contain all the information and should be available for all acteurs (Tourism boards, etc.). - strong interlocking with RespektTiere deine Grenzen (respect your limits)
- A general map with all vulnerable areas should be available also for the summer (like the map for the winter) - keyword: RespektTiere deine Grenzen. Quiet areas which should be left in peace, should be included in the map.
- The principle of quality rather quantity applies.

NETWORKING

- Important fact: many things are already existing, done or have been started but nobody knows. A central point for the Biosphere Reserve Management can also be networking.
- How can we reach the landlords? It's very difficult.

AWARENESS RAISING AND APPRECIATION

- Unity regarding the fact, that raising the awareness - mainly inside the region (locals, landlords as the main target group) - is an important aspect! Here is a big need!
- Awareness raising is important
- School projects are very important and other actions like the "Waldchampion"
- It's important to say „thank you“ to locals who make contributions to the region. That often gets overlooked. It's an important topic for awareness raising and appreciation. Especially because locals then are proudly carry it to the outside.
- Main point is to raise the awareness internally (landlords, locals, not only kinds but also adults!). Locals are also visitors but they care less about regulations than other tourists. There is the biggest need for actions. It is closely linked with the acceptance of the protected area.
- Motivation for Stakeholder, especially to thank the farmers and to increase the value of local products

OTHERS

- Protected areas should be promoted - also the communities should care about it
- Important elements are: Fexen (rangers), health tourism, night and light



Conclusion

- Other project, maybe also already existing ones, can be included in the year plan. Please be aware, that the Biosphere Reserve Management as well as the Ferienregion Lungau don't have infinite resources.
- The presented actions were accepted very well and there was a consensus to start the planned actions.



4. Sölktaier Nature Park

The workshops have been held in two consecutive days, 11th-12th July at Naturpark Sölktaier office. The meeting started with the definition of the needs related to the context of Naturpark Sölktaier, in order to define better the shape of the Pilot Action, and how to involve local main stakeholders. After the internal meeting, it has been decided to work out a “door to door” meetings to Großsölk and Kleinsölk with 3 local stakeholders, directly on the field, to share the ideas and the main driver of the project actions.

In the morning of 12th a final internal meeting set up the time-frame of the pilot action definition.

Monitoring of visitor streams

- Timeline: summer 2018, winter 2018/2019 (Rock Ptarmigan and visitors), summer 2019, winter 2019/2020 (Rock Ptarmigan and visitors).
- Gather qualitative data via visitor counting installed at 4 to 5 positions and distribution of questionnaire at the huts in order to be able to implement qualitative measures to improve visitor flows. The monitoring activity will not be permanent, eg. in St. Nikolai only on certain days for one month (inferential statistics: low visited and heavy visited days).
- Not only collection of data, but also information and communication (“Did you know ...?”).

Pilot Action

- From now until March 2020, 5-7 stakeholder (eg. huts, landowners) will be involved in the project using questionnaires and meetings.
- Future dialogue with young people (age 18-25) to get information through informal get-together:
 - What’s important for the region, what matters, what to look for (eg. Headline game - in 10 years you are sitting in Graz, you open the newspaper and see a headline about Sölktaier. What do you want to read? what are you proud of, proud to live here, etc)
 - Collect answers and cluster them by topics
 - Ask what they would do if they were in the position of the park manager
- Future dialogue with stakeholders (farmers, alpine pasture owners, landowners):
 - Get information eg via informal evening followed by dinner
 - Discuss topics that turn out to be important (compare with youth get-together) “these are the things that want to be seen in 5 to 10 years”
 - Discuss with the managing director and project manager of the Naturpark Sölktaier and consider which topics can be implemented (financially)

5. Appennino Tosco Emiliano National Park

The methodology used to manage the meetings was derived from the European Awareness Scenario Workshop, also known by the acronym EASW, an approach that allows an open discussion in order to identify solutions that are concrete and easy to implement.

After a brief presentation of the project, the participants have been asked to tell their vision of the future of the pilot area, expressing a forecast both on desired positive aspects (what I hope that will happen ...) and on possible negative changes (what I fear that will happen ...). A synthesis of the visions allowed, therefore, to identify the common transversal aspects in order to define a common vision of development of the sustainable tourism in the pilot areas.

During the second part of the workshop the Park has presented its pilot action - to be implemented in the area within the CEETO project - and the participants have been asked to make suggestions and additions to this proposal.

The workshops have been held in two consecutive days, 12th July for the area of Pietra di Bismantova and 13th July for the other pilot area, namely Piana di Lagdei. Both moments have been structured as follows:

- Presentation of the CEETO Project
- The Pilot Area and its critical areas
- Participated Activity - FUTURE SEARCH (*Imagine the tourism you would like ... Vision activities about the future of tourism in the pilot area*)
- Presentation of the Pilot Action proposal and the Monitoring Plan
- Participated Activity - IDEAS FACTORY (*How can I contribute? - Concrete answers to the problems and potentialities of tourism in the pilot area*)

The following two chapters summarize the results of the Future Search activity - using the World Clouds where the words that are formatted with a larger character are those most frequently quoted by the participants - and the Ideas Factory activity presenting the drafts of the pilot actions that will be developed by the Park.

Participated Activity - FUTURE SEARCH

Pietra di Bismantova



The Pilot Area of Pietra di Bismantova is subjected to high frequencies in a very short period during the year. The convenience of access by car creates parking and mobility problems. The place is seen mainly for its recreational use, not considering the natural value and the impact tourism is causing.

The main problem is the behaviour of visitors which is not always adequate. There is a need to try to control these tourist flows and to distribute them a broader period (seasonal adjustment) of time and not only in the vicinity of the Pietra, but also in the whole surrounding area.

The results of the workshop confirm these statements, in fact the participants have identified the landscape in its broader context as the main attraction to be saved: from the hermitage to the tranquillity of the places, from hiking to climbing, from geology to biodiversity. A



multidisciplinary view that characterizes and makes this area even more recognizable. Among the negative aspects, accessibility by car and the related congestion of roads and parking is the most cited, followed by the lack of a concrete connection with the country below and by the “wrong” use of the area by tourists (only recreational aspect). The keywords are therefore: **accessibility, awareness and context.**

Positive Aspects



Negative Aspects



Piana di Lagdei



The Pilot Area of Piana di Lagdei is subjected to high frequencies, mainly during fall and summer weekends. The convenience of access by car creates parking and dust-related problems for walkers. The place is seen mainly for its recreational use, not considering the natural value.

The main problem is the behaviour of visitors which is not always adequate. There is a need to try to control these tourist flows and to distribute them a broader period (seasonal adjustment) of time and to develop some

activities that promote a conscious use of the territory and its environmental peculiarities.

The results of the workshop confirm these statements, in fact the participants have identified the environment - forest, bodies of water, landscape still intact - as the main attraction to be saved: Lagdei as a hub, suitable as a point of arrival for those who want to stop and enjoy the landscape and nature and as a starting point towards the paths that lead to surrounding mountains and lakes.

Among the negative aspects, accessibility by car and the related congestion of roads and parking is the most cited, followed by the dust-related problems for walkers and by the “wrong” use of the area by tourists (only recreational aspect). The keywords are therefore: **accessibility and awareness.**

Positive Aspects



Negative Aspects





Participated Activity - IDEAS FACTORY

1. Pietra di Bismantova

Title of Action	LA PIETRA È UNA MOLE IN CAMMINO
Responsible	Appennino Tosco-Emiliano National Park
Partners	Municipality of Castelnovo ne' Monti, Accommodations (...)
Objective / Problem to tackle	Control the tourist flows that affect the area of Pietra di Bismantova, trying to distribute them over a longer period of the year and also enhancing other nearby emergencies.
Brief Description	<p>The Park undertakes to carry out a monitoring activity of the flows that currently affect the area of Pietra di Bismantova, setting up appropriate monitoring tools for the number and type of visitors near the access roads during the period August-October 2018 and 2019. In addition to these quantitative data, a statistical survey will also be carried out - through the use of special questionnaires - to monitor the motivations, expectations and characteristics of visitors. The data collected will be used to monitor the effectiveness of the pilot action to create a permanent table for traffic flow management between the Municipality of Castelnovo ne' Monti and the Park Authority for the regulation of motorized access to the "Pietra di Bismantova" during the most critical days.</p> <p>In particular, the following activities will be implemented during the days identified:</p> <ul style="list-style-type: none"> • extension of the car park on the right side of the roadway; • introduction of a hourly/forfacial cost for access to the upper car park; • reaching the maximum number of accesses allowed, closing of the motorized passage and introduction of the shuttle service; • improvement of the communication to the tourist of alternative routes (paths, thematic routes, ...) and other attractions of the area around the "Pietra di Bismantova" both in the website and in the square and access roads.
Timing	<p>August-October 2018 - Implementation of monitoring activities</p> <p>November-December 2018 - Working table between the Park and the Municipality for the drafting of a first draft of a Traffic Management Plan</p> <p>January-February 2019 - Working group with local stakeholders to present the results of the monitoring and discussion on the draft Traffic Management Plan prepared</p> <p>March 2019 - Adoption of the Traffic Management Plan</p> <p>April-October 2019 - First application of the Traffic Management Plan</p> <p>August-October 2019 - Implementation of monitoring activities</p>
Expected Results	Regulation of access to the Pietra di Bismantova's area at specific times of the year through the implementation of a Traffic Management and Visitor Awareness Plan.



2. Piana di Lagdei

<i>Title of Action</i>	DENTRO LA NATURA - ORIZZONTE BOSCO (Inside the Nature)
<i>Responsible</i>	Appennino Tosco-Emiliano National Park
<i>Partners</i>	Municipality of Corniglio, Accommodations (...), Restaurants (...), Chairlift
<i>Objective / Problem to tackle</i>	Control the tourist flows that affect the area of the Piana Lagdei, trying to distribute them over a longer period of the year and sensitizing visitors to a more careful use of the area.
<i>Brief Description</i>	<p>The Park undertakes to carry out a monitoring activity of the flows currently affecting the Piana Lagdei, involving the Refuge (already the Park's visitor centre) and the other accommodation and catering facilities of the area in the administration of questionnaires specifically designed to collect data on the number, type, preferences and behaviour of visitors.</p> <p>The data collected will be used to monitor the effectiveness of the pilot action of implementation of days dedicated to the territory. In particular, during these days - identified in accordance with the structures of the territory - the following actions will be carried out:</p> <ul style="list-style-type: none"> • closure of dirt roads to vehicular traffic, allowing access only on foot or by bicycle; • creation of connections between the area and the surrounding villages in order to expand the tourist offer during the day; • organization of events, exhibitions, guided tours, ... related to the slow discovery of nature.
<i>Timing</i>	<p>August-October 2018 - Implementation of monitoring activities</p> <p>September-October 2018 - Realization of some thematic days of testing</p> <p>November 2018-February 2019 - Working table with local stakeholders for the presentation of the results of the monitoring and the discussion about the days to be organized and the related activities</p> <p>March-October 2019 - Organisation of the thematic days</p> <p>August-October 2019 - Implementation of monitoring activities</p>
<i>Expected Results</i>	Realization of at least 30 thematic days with a participation of at least 200 people in the activities organized (monitoring through reservations and photos of the event)

6. Regional Park of the Po Delta

The methodology used to manage the meetings, following the Capacity Building Workplan (CBW) produced for CEETO project (DT2.2.1), had been inspired by the European Awareness Scenario Workshop (EASW), an approach that allows an open discussion in order to identify solutions that are concrete and easy to implement.

Two meetings had been organized to start the participatory planning process aiming to define the main tourism flows and their possible management through the Sankt Gallen Methodology, chosen by the PA authority among the tools/best practices presented in the “*Handbook of Successful and Innovative Practices for a Sustainable Tourism inside Protected Areas*” (DT1.2.3).

1. Meeting in Mesola, held in 08.10.2018, 23 participants;
2. Meeting in Cervia, held in 11.10.2018, 21 participants.

Before the participatory activity sessions, three different presentations had been illustrated to the audience:

- an introduction to the project CEETO, presented by the CEETO Leader Partner Regione Emilia-Romagna;
- the result of the tourism quantitative survey, presented by the director of the Park;
- the S. Gallen Methodology, presented by Paolo Grigolli (Trentino School of Management).

The participatory activity followed the CBW Session 2 - **Participatory Mapping** methodology. This activity is based on the cooperation between of different professional/personal backgrounds, knowledges and interests, combined with a geographic and spatial approach to the territory. This allow an inter-subjective reading of the territory, useful to put the basis of the Sankt Gallen Methodology.

The participants had been asked to work in groups (composed by 5-7 persons each) on a physical map of the territory of the Park. They had to point with different colours marker pen areas and toponymics according three different categories:

- Green: fragile places to preserve and protect from tourism pressure;
- Red: mature tourism places, touched by high tourism pressure, in which it is necessary to re-think the existing tourism offer;
- Blue: hidden and not yet known places, suitable for the development of new and more sustainable type of tourism

The following chapters summarize the results of the Participatory Activity, combining the results of the two workshops.

1. Participatory Activity results

1.1. Groups Composition

Each of the two workshops produced 3 community maps. The groups were composed by stakeholders coming from different sectors (public, private) and different professional backgrounds (civil servants, entrepreneurs, members of cultural or environmental associations, professors and scholars).





MESOLA WORKSHOP	CERVIA WORKSHOP
GROUP 1 Stefano Casellato (Aqua SRL) Luisa Bellan (IAT Porto Tolle) Alessandro Andreello (Urbanista-Pianificatore) Lorenzo Marchesini (Delta 2000) Valentino Mondo (Nautica Mondo)	GROUP 1 Riccardo Santoni (Confesercenti) Bariani Carlo (CADF spa) Valentina Mazzanti (Coop Atlandide) Barancani Luigi (Ecomuseo Civiltà Palustre)
GROUP 2 Roma Valentina (Pro Loco Mesola) Rossella Virginia Cermaria (Istituto Comprensivo Codigoro) Chiara Vassalli (Consorzio Visit Ferrara) Filippo Baldassarri (EP) Chiara Triloca (EP) Irene Ascarelli (Spiaggia Romea srl) Mauro Generali (RER)	GROUP 2 Nicola Giovannelli (Organizzatore eventi Argenta) Federica Casoni (Coop Atlantide) Silvio Mini (Comune di Cervia) Liviano Luciani (Privato) Emanuela Caruso (RER) Davide Emiliani (WWF Cervia)
GROUP 3 Massimiliano Zanelli (Al Bosco Officinale) Monica Palazzini (RER) Emanuela Caruso (RER) Maria Pia Pagliarusco (EP) Paolo Pigliacelli (Federparchi)	GROUP 3 Davide Quaglietta (CADF spa) Maria Rosa Bagnari (Eco-museum Erbe Palustri) Palvan Monica (Eco-museum Argenta) Massimo Piraccini (Parks.it) Alberto Alessi (CNA Cervia) Mauro Generali (RER)

1.2. Synthesis Maps

For each of the category is reported the synthesis map, a combination of the ones produced by each of the 6 groups. The larger is the line around a toponymy or an area (gradient from 1 to 6), the more groups had pointed that place. A high definition versions of the maps (A2 dimension) has been sent to the PA authorities.



Green Map: fragile places to preserve



Participants pointed out especially the water bodies of the territory, and above all the salty marshes (Salinas) and coastal lakes. Very fragile had been evaluated the dunes and small beaches around rivers' deltas.

Already high protected areas (Oasis) had been pointed out by most of the groups.

Maritime Mediterranean Forests (Pineta), mainly settled just few hundreds meters from the coast line, had been evaluated as fragile and potentially endangered, and important to preserve, keeping high tourism pressure under control.

Not so many toponymics and areas had been coloured in green in the inland, apart the already mentioned natural oasis.

Red Map: high tourism pressure areas



As the last 100 years development of tourism of the area was mainly linked to bathing establishments system, mass tourism with high numbers of presences is addressed to the villages on the seaside.

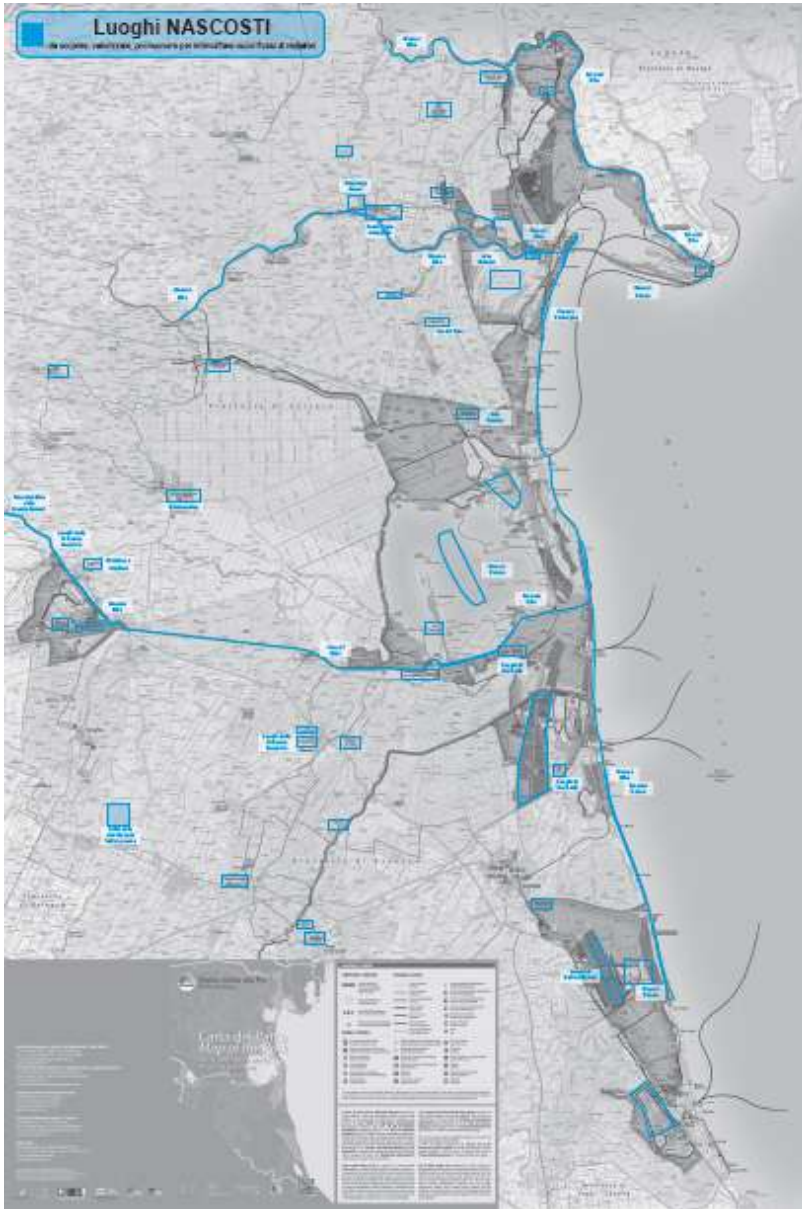
A long red line, starting from the Northern beaches at the border with Veneto Region, runs till last marinas in the South.

Most famous tourism places like Marina di Ravenna, Cervia, Milano Marittima, Lido di Classe, Lido degli Estensi had been pointed out by almost each group (see broader red line on the toponymics).

Some of the salty marshes (especially the Saline di Cervia) and maritime coastal forests had been evaluated already to their maximum level of tourism pressure/capacities. It is interesting to notice that not just natural areas, but also cultural hotspots - historical/religious monuments and historical city centres such as Ravenna one - had been coloured in red. Maybe even more than in the Green map, in this map the vast inland had been almost leaved uncoloured.



Blue Map: hidden place for new sustainable tourism



Working on the Blue map, the participants had been asked pull out from the territory the barely known places. Locals knowledge was the key to come to a useful result. Aside the toponymics, lines and areas, the participants wrote what type of tourism can be developed in that particular place. The line on the coast pointed out mainly the need of seasonal adjustment and tourism new possibility (canoeing, for example). Lines running along rivers represents mainly the possibility to realize bike tourism. Historical places, mainly linked with important figures of Italian history (Dante, Garibaldi, Monti), seems to be not yet well known. Many of the “blue points” are linked to traditional (and partially lost) craft activities strongly linked with the marsh lands. Typical food products and cuisine (ex. Delizie Estensi) represent an important treasure to be valorized. Oasis and other natural hotspots had been pointed out as potential environmental tourism destinations, intercepting important tourism niches such as birdwatchers and botanists. It is interesting to notice that differently from what emerged from Red and Green maps, the inland is full of points of interest. It seems that the inland itself represents a “hidden treasure” to be revealed.

All Colours Map: enlightening conflicts and synergies



When all the colours are represented on the map, the most interesting point to look are the spots with more than one colour. First of all this can arise the debate among the participants. In particular it will be useful to confront the maps realised in Mesola (North side of the Park territory) with the ones produced in Cervia (South side). This will allow an interesting exchange of knowledges between “two tribes” of inhabitants of the Park.

While someone is focusing on each point, it is important to notice the possible conflicts, alarms and opportunities that the combination between different colours produce.

The combination between red and green on the same spot mostly reveal an alarm: that area is fragile and under a potentially dangerous tourism pressure. The points/areas red and blue (rare) reveal the possibility to change tourism patterns such as seasonal adjustments or different usage of territory and resources. Combination between green and blue underline mainly opportunity to exploit with caution: it can be a fragile area that can be attractive for new tourism flows, but users must be aware of the environmental value of the territory (landscape elements, habitats, fauna and flora) they are visiting.



7. Alto Appennino Modenese Regional Park

The methodology used to manage the meetings, following the CBW produced for CEETO project (DT2.2.1), had been inspired by the European Awareness Scenario Workshop (EASW), an approach that allows an open discussion in order to identify solutions that are concrete and easy to implement.

Each meeting had been focused on one specific area of the Park's territory, with different problematic to be tackled:

1. Meeting in Fanano, held in 10.10.2018, pilot area of Lago di Pratignano (13 participants);
2. Meeting in Pievepelago, held in 11.10.2018, pilot area of Lago Santo Modenese (19 participants).

After a brief presentation of the project CEETO, the participants had been asked to tell their visions of the future of the pilot area, through a simulation individual activity (named **Future Search** - Session 3 of the CBW), expressing a forecast both on desired positive aspects (*what I like to preserve and enhance in the area*) and on unwanted negative aspects (*what I don't want to see anymore and possibly change*). A synthesis of the visions allowed, therefore, to identify the common transversal themes in order to define a common vision of development of the sustainable tourism in the pilot areas. This synthesis of common ground of future development will allow to draw a first draft of the main strategy pillars of the Action Plan (O.T.2.1.)

During the second part of the workshop the Park management presented the draft proposal of its pilot action related to the specific pilot area to be implemented within the CEETO project. After this presentation, the participants had been asked to give comments and possible alternative/complementary actions to tackle the issues related to tourism flows in the pilot area, taking inspiration by the themes emerged in the Future Search activity. This part of the workshop (named **Ideas Factory** - Session 4 of the CBW), allowed the Park management to collect potential solutions, answers and proposals to common problems/opportunities in the management of the pilot area tourism pressure.

The following chapters summarize the results of the Participatory Activity for each pilot area, presenting the drafts of the pilot actions that have been proposed by the Park, and a synthetic table of the ideas coming from the stakeholders.



1. Participatory Activity Lago di Pratignano

1.1. Pilot Area description and criticality



The Pilot Area of **Lago di Pratignano** consists in a fragile and exposed moorland, with one of the highest biodiversity value in the Northern Apennines, due to its habitats, fauna and flora. Even though the area is classified with the highest preservation rate by the PA authorities (A and A1), the absence of physical barriers exposes the Lago di Pratignano to different types of invasions and damages both from domestic and wild animals and from visitors. The size of the tourists' presence is not so high in terms of numbers compared to other neighbourhood areas, but incorrect behaviours and attitudes over the moorlands endanger habitat and biodiversity.

There is a need to monitor and understand the main threats to the moorland habitats, and influence the visitors' behaviours and access to the whole area, including the surrounding forests and pastures, preserving its traditional usage as mountain breeding site and its unique landscape.

1.2. Future Search (results)

The Future Search activity gathered 13 “visions” of the area, enlightening the positive and negative aspects of human activities in the area (not only linked to tourism).

The outcomes confirmed the main assumptions of the Park: to protect this fragile and unique area, its habitat and landscape, it is necessary to collect information and objective data on the spot, and on the other side try to influence the behaviours of the visitors, guiding them in the correct approach to the site. A particular attention has to be addressed on the mountain breeding and farming, a positive aspect - since it represents the local tradition and culture of the mountain populations - but also a problematic human activity for the sensitive habitat of Pratignano, if not well managed and monitored.

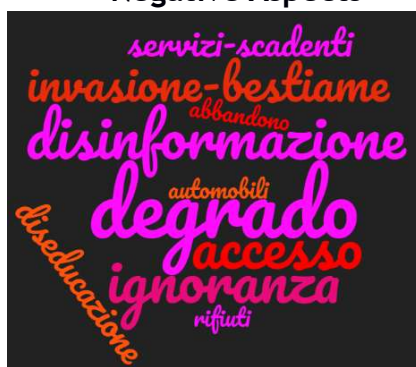
The following **word-clouds** underline these two main aspects, among others like accessibility and strict nature conservation measures.

World Cloud - Lago di Pratignano

Positive Aspects



Negative Aspects





The analysis of the word-clouds with the participants, produced a first draft of the **strategic themes** for the related Action Plan:

1. *Conservation of biodiversity and landscape/contrast to habitat deterioration and abandonment of the territory (PRIORITY 1)*
2. *Information, education and control (PRIORITY 2)*
3. *Accessibility, fruition and services (PRIORITY 3)*
4. *Management and valorization of the traditional mountain farming (PRIORITY 4)*



1.3. Ideas Factory (results)

Valerio Fioravanti (director of the Protected Area) presented the proposal of the Pilot Action, as follows

Title of Action	PRATIGNANO THERE'S ONE
Responsible	Ente per i Parchi e la Biodiversità Emilia Centrale
Partners	Municipality of Fanano; ASBUC of Serrazzone, Ospitale, Fellicarolo and Canevare; GGEV Modena; CAI Modena; refuge managers
Objective / Problem to tackle	Check the state of health of the most precious peat bog in the Park and inform citizens, inhabitants and holidaymakers of its great naturalistic importance.
Brief Description	<p>Implementation of a system for monitoring access to the lake, based on optical-visual technology connected to a recognition software. This system will be implemented by the Authority within CEETO.</p> <p>In the meantime, the control activities of official (park rangers, forest arms, urban police) and voluntary (GGEV) supervisory bodies will have to be strengthened.</p> <p>The park authority, through specific assignments or conventions, will activate the monitoring on the aspects of the physico-chemical quality of the water, the biological quality through the most used indicators and monitoring on the absence / presence of species, protected or not and evolution of habitats.</p> <p>Strengthen the information activity for a correct use of the area for all citizens (residents, tourists, etc. ...) and businesses (shepherds and woodcutters) by the Authority, the Municipality, the ASBUC, the CAI, the GGEV.</p> <p>Restriction to access of motor vehicles with a parking area located downstream of the current: Municipality, Authority, ASBUC.</p> <p>Possible creation of physical barriers at the border of zone A.</p> <p>Launch alternative access systems to motor vehicles such as electric bicycles or public transport.</p>

Timing	<p>October 2018 - April 2019 implementation of visual control computer system; April 2019 - September 2021 implementation of access monitoring; October 2018 - October 2021 intensification of supervisory activities with specific coordination of all the supervisory bodies involved; November-December 2018 - Working table between Park, Municipality and ASBUC for the definition of possible structural interventions to protect the peat bog: vehicular access and fences; November 2018 - May 2019 definition of an awareness and communication program for a proper use of the area of Pratignano involving all managers of accommodation facilities in the environment, in addition to the ASBUC and the City. From September 2019 working table for the presentation of the results of monitoring, control, awareness actions; From the end of 2019 definition and signing of a "Pact for Pratignano" to continue the most important activities.</p>
Expected Results	<p>Respect of the rules concerning the Park, in particular, zone A and A1; increase in responsible and conscious use; greater knowledge of the natural evolution of the lake compared to external changes (rainfall, temperature, etc.); remove the presence of motor vehicles.</p>

With a similar template the participants had been asked to give their contribution to integrate the proposal of the Park and/or drafting new ideas, taking inspiration by the 4 drafted strategic themes enlisted above. All the ideas will be evaluated and developed in next workshops foreseen by the participatory planning process.



In the following table the synthesis of the Ideas Factory for the Lago di Pratignano.

Stakeholder	Strategic Theme(s)	Objective(s)
Asbuc	Information, Awareness and Control	Activities for more information and signage, signs and surveillance
CAI Modena	<ol style="list-style-type: none"> Information, Awareness and Control Accessibility, usability and service 	Expand visitor interest to very interesting areas near the lake and re-orient the flow of people
Municipality of Fano	<ol style="list-style-type: none"> Accessibility, usability and services Conservation Biodiversity and Landscape/Contrast Degradation and Abandonment 	Creation of parking and alternative mobility Mapping of forests and pastures for better and shared management
Park Authority	Information, Awareness and Control	Help the user to discover and observe some species of the lake
Park Authority	Conservation Biodiversity and Landscape/Contrast Degradation	Avoid environmental degradation and loss of biodiversity that characterizes the site, improving the fruition compatible



Emilia Romagna Region	Accessibility, usability and services	Address, restrict and improve the fruition of the lake, improving the information and the present structures
Taburri Refuge	Conservation Biodiversity and Landscape/Contrast Degradation and Abandonment	Reduce access and create a network of informed operators
Capanno Tassoni Refuge	<ol style="list-style-type: none"> 1. Conservation Biodiversity and Landscape/Contrast Degradation and Abandonment 2. Accessibility, usability and services 	Removing cars and preserving the flora/fauna of the lake by avoiding invasions and entries into the most fragile areas



2. Participatory Activity Lago Santo Modenese

2.1. Pilot Area: Lago Santo Modenese



The Pilot Area of **Lago Santo Modenese** is subjected to high visitors' numbers, mainly during July and August. The place is seen by visitors mainly for its recreational use, less as a treasure of natural and landscape value, especially out of the main season.

The main problem is related to traffic jams, overcrowded parking spaces and lack of safety along the access roads (both for trekkers and drivers). Moreover the behaviour of visitors which is not always adequate (illegal camping), contributes to a general sense of chaos and disorder. There is a need to try to control these tourist flows and to distribute them a broader period of time (seasonal adjustment), especially during autumns and winters, and to develop some activities in order to enhance a more conscious use of the territory, sustainable and low carbon transportations, and promote the tradition and hospitality in the whole area of Tagliole valley.

2.2. Future Search (results)

The Future Search activity gathered 16 “visions” of the area, enlightening the positive and negative aspects of tourism impact on the area.

The results of the workshop confirm these statements, in fact the participants have identified the environment - forest, bodies of water, landscape still intact - as the main attraction to be saved: Lago Santo Modenese as a hub, suitable as a point of arrival for those who want to stop and enjoy the landscape and nature and as a starting point towards paths that lead to surrounding mountains and other neighbourhood lakes (Baccio and Turchino). Moreover the traditional hosting and typical products (mainly coming from the forests) has to be promoted and preserved, as many stakeholders stated.

Among the negative aspects, accessibility by car and the related congestion of roads and parking is the most cited, followed by the safety problems for walkers and by the “disrespectful” use of the area by tourists.

Positive Aspects



Negative Aspects





The analysis of the word-clouds with the participants, produced a first draft of the **strategic themes** for the related Action Plan:ù

1. Seasonal adjustment of the tourism offer (PRIORITY 1)
2. Information, education and control (PRIORITY 2)
3. Accessibility, mobility and trekking paths (PRIORITY 3)
4. Conservation, protection and monitoring of the environment and landscape (PRIORITY 4)
5. Hospitality, tradition and local typical productions (PRIORITY 5)



2.3. Ideas Factory (results)

Valerio Fioravanti (director of the PA) presented the proposal of the Pilot Action, as follows

Title of Action	LET'S FREE THE LAGO SANTO
Responsible	Ente per i Parchi e la Biodiversità Emilia Centrale
Partners	Municipality of Pievepelago, ASBUC Barga, refuges managers, GGEV Modena, CAI Modena
Objective / Problem to tackle	To better manage the access of cars and people in the area of Lake Santo Modenese, to increase the rate of correct and conscious use of the area.
Brief Description	<p>Definition of a system to better manage the accesses with motor vehicles that reach the parking lot of the lake and the shelters around the lake through the definition of regulatory standards, systems of public transport, use of electric vehicles (eg bike) to rent to users.</p> <p>Definition of a regulation for the access and use of the road Tagliole - Lago Santo and the parking of the Lago Santo</p> <p>Definition of a regulation for access to shelters by motorized means also by operators.</p> <p>Definition of public car parks connected to the collective transport system from Pievepelago and Tagliole to Lago Santo where it is possible to rent bicycles or other electric vehicles.</p> <p>Winter use of the road from Tagliole and Lago Santo as a track for cross-country skiing and ski touring and avoid shoveling.</p> <p>Strengthen the information activity for a correct use of the area for all citizens (residents, utility workers, fishermen, holidaymakers, tourists, etc. ...) by the Authority, the Municipality, the ASBUC, the CAI, GGEV, SVA and managers refuges.</p> <p>Define ways of using the paths and paths that avoid conflicts between users on foot, bicycle, horseback.</p>



	Ongoing Monitoring.
Timing	<p>April 2019 - September 2021 implementation of access monitoring;</p> <p>November 2018 - March 2019 Working table between the Park, the Municipality and all stakeholders for the definition of the Regulation for access and use of the road Tagliole - L.S., the parking lot of the L.S. and shelters.</p> <p>January - February 2019 testing of the cross-country track Tagliole - Lago Santo (not shoveling municipal road)</p> <p>February - May 2019 definition of a public transport system from Pievepelago and Tagliole to Lago Santo with electric bike rental system;</p> <p>November 2018 - May 2019 definition of an awareness and communication program for a proper use of the area of Lago Santo, Lake Baccio, Monte Giovo, Monte Rondinaio, involving all operators of accommodation facilities in the environment, in addition to the ASBUC Barga, the SVA and the City;</p> <p>From September 2019 working table for the presentation of the results of monitoring, control, awareness actions;</p> <p>From the end of 2019 definition and signing of a "Pact for Lago Santo" to continue the most important activities.</p>
Expected Results	Reduction of motor vehicles in the upper valley; Respect of the Park regulations and in particular those of the areas of greatest protection; increase of respectful and aware use.

The presentation of the Pilot Action proposal sparked an intense debate between the participants, dividing the audience in two opponent factions: one supporting the idea to partially close the access road to the Lake, another (mainly represented by managers of the mountain huts settled on the lake) strongly against this solution. The debate lead the Park to propose a new confrontation round in the next future. The workshop ended with the collecting of ideas coming from stakeholders, to enlist other possible solution to the main issues to be addressed by the Action Plan. All the ideas will be evaluated and developed in next workshops foreseen by the participatory planning process.





In the following table the synthesis of the Ideas Factory for the Lago Santo Modenese.

Stakeholder	Strategic Theme(s)	Objective(s)
Asbuc Barga	<ol style="list-style-type: none"> 1. Access, mobility and trails 2. Hospitality, tradition and typical products 3. Information, awareness-raising and monitoring 	Maintenance of the existing trails to promote cultural and tourist exchanges between neighboring municipalities of the Tuscan-Emilian Apennines
Associazione Valle dei Briganti Tagliole	<ol style="list-style-type: none"> 1. Access, mobility and trails 2. Hospitality, tradition and typical products 	Enhancement of hospitality and services in the area of Tagliole, creation of alternative and sustainable mobility
CAI Modena	<ol style="list-style-type: none"> 1. Access, mobility and trails 	Creation of the possibility of a camping on the lake in agreement with the Park and Refuges
Capricci del Bosco Tagliole/Ristorante il Cacciatore	<ol style="list-style-type: none"> 1. Access, mobility and trails 2. Hospitality, tradition and typical products 	<p>Work to improve all restaurant/accommodation activities.</p> <p>Enhance the typical products of the forest and the typical local gastronomy</p> <p>Prohibit illegal camping</p>
Municipality of Pievepelago	<ol style="list-style-type: none"> 1. Access, mobility and trails 	Closure or limitation of the access road from Tagliole, after reaching parking capacity. Prohibit access to buses
Lapam - Confartigianato Pievepelago e Fiumalbo	Deseasonalization of tourist offers	Extend the tourist period of the area and not limit it to the summer period, through events, itineraries and appointments in the autumn months.
Park Authority	<ol style="list-style-type: none"> 1. Access, mobility and trails 2. Hospitality, tradition and typical products 	Make the presence of the tourist compatible with the quality and delicacy of the environment; qualify the tourist offer in terms of proposals and tourist facilities
Restaurant il Cacciatore	<ol style="list-style-type: none"> 1. Deseasonalization of tourist offers 2. Information, awareness-raising and monitoring 	<ul style="list-style-type: none"> - Extend the tourist season - Strengthen the information point, expand the parking house with the opening of public toilets



8. Biosphärenreservat Südost-Rügen

During 2018, the Authority of the Biosphere Reserve Southeast-Rügen has carried out the renewal process of the European Charter for Sustainable Tourism and improved - involving the Local Forum (“Steuerungsgruppe”) - the strategy for the development of this type of tourism. Among the goals of the strategy, there is also an action concerning the Pilot Area of the CEETO project:

Goal 4: Quality Improvements - Strategy 4.3: Visitor Monitoring

4.3a - Development and testing of a model project for visitor monitoring and visitor guidance (measure within the framework of the INTERREG project CEETO - Central Europe Eco-Tourism)

The work on this axis has begun during the summer with the monitoring activities in the Pilot Area “Zicker Berge” and, later, with the organization of a territorial workshop held on 15th October 2018.

The methodology used to manage the meeting was derived from the European Awareness Scenario Workshop, also known by the acronym EASW, an approach that allows an open discussion in order to identify solutions that are concrete and easy to implement.

The meetings has been opened with a brief presentation of CEETO project and of the first results of the monitoring activities developed together with the University of Greifswald (a questionnaire and a counting tool).

Questionnaire used during the survey

JUNIORPROFESSOR FÜR WIRTSCHAFTSGEOGRAPHIE UND TOURISMUS UNIVERSITÄT GREIFSWALD

Liebe Gäste,
ich bin Student der Universität Greifswald und führe im Rahmen eines Forschungsprojekts eine Befragung zum Tourismus in der Region durch. Bitte nehmen Sie sich kurz Zeit, um die folgenden Fragen zu beantworten. Natürlich wenden Ihre Angaben absolut vertraulich behandelt. (Bitte Fragebogen in neutraler Kleidung ausfüllen lassen, ohne Logo Biosphärenreservat Südost-Rügen)

Ne: _____ Datum: _____ Uhrzeit: _____

Interviewer: _____ Standort: _____ Ablehnung: _____

Wartung: wellenlos heiser besetzt bedeckt Niederschlag
 Aktivität: Wanderer mit Hund angeleitet Wanderer mit Hund ohne Leine
 Radfahrer/MTB Jäger Sonstiges: _____

Bemerkungen: _____

1) Sie sind? Einheimischer Tagesausflug Tourist Insel Tourist (nicht Rügen) Tagesausflug

2a) Bitte nennen Sie die zwei wichtigsten Gründe, warum Sie in die Region gekommen sind:
i) _____
ii) _____

2b) Nennen Sie bitte zwei Top-Attraktionen dieser Region! Welche haben Sie besucht/haben Sie vor zu besuchen?
i) _____
ii) _____

(Nur für Übernachtungsgäste)
 2c) Besuchen Sie die Region das erste Mal?
 ja nein, zum 2.-5. Mal nein, zum 6.-10. Mal nein, ich war schon über 10 Mal hier

3a) Wissen Sie, ob die Region unter einem besonderen Schutz steht? Die Region (Stärkennennung möglich/Rechtsschutz variieren)
 Naturschutzgebiet Landschaftsschutzgebiet Biosphärenreservat
 Naturpark Nationalpark keine ich nicht

3b) Wissen Sie, ob es in der Region ein Biosphärenreservat gibt?
 ja nein

3c) Hat das Biosphärenreservat Südost Rügen eine Rolle bei Ihrer Reiseentscheidung gespielt?
 ja nein k.A.

3d) Wären Sie heute auch hier, wenn es das Biosphärenreservat nicht gäbe?
 ja nein eventuell

(Für Übernachtungsgäste)
 3e) Wie oft besuchen Sie das Biosphärenreservat während ihres jetzigen Aufenthaltes? _____ Mal

(Für Tagesausflügler und Einheimische)
 3f) Wie oft besuchen Sie das Biosphärenreservat im Jahr? _____ Mal

3g) Kennen Sie die Bezeichnung „Nationale Naturlandschaften“?
 ja Wenn ja, bitte nennen Sie Beispiele von „Nationalen Naturlandschaften“: i) _____ ii) _____
 nein

4a) Wissen Sie, ob in den Zicker Bergen besondere Verhaltensweisen gelten?
 ja nein keine Ahnung

4b) Die Verhaltensweise wären? (Freie Antwort, abhaken falls genannt)
 Radfahrerverbod Hunde angeleitet keine offenen Feuer Kein Wildcampen Sonstiges: _____

5) Bitte nehmen Sie zu den folgenden Aussagen mittels der vorgegebenen Antwortmöglichkeiten Stellung: (Reihenfolge variieren)

Aussagen	trifft überhaupt nicht zu	trifft wenig zu	trifft teilweise zu	trifft ziemlich zu	trifft voll und ganz zu	Wird nicht angegeben	Keine Angabe
5a) Bei der Auswahl meines Reiseziels achte ich auf geschützte Natur (z.B. Biosphärenreservate).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5b) Ich halte mich an alle Vorschriften.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5c) Jeder andere hält sich ebenfalls an die Vorschriften.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5d) Ich kann die Natur ungestört genießen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5e) Ich bin zufrieden mit meinem Aufenthalt in den Zicker Bergen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5f) Ich habe vor, die Zicker Berge in Zukunft nochmals zu besuchen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5g) Ich spüre, dass ich mich in einem Biosphärenreservat aufhalte.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5h) Naturlandschaft bedeutet für mich letztlich menschliche Nutzung zu zulaufen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5i) Traditionelle Elemente der Kulturlandschaft (z.B. Wiesen und Schafweiden) gerechen mich an.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Anmerkungen: _____

6) Nehmen Sie Stellung, wie Sie zur aktuellen Situation der Überfüllung in den Zicker Bergen stehen! (Von 1-9 von „Überhaupt nicht überfüllt“ bis „Extrem überfüllt“)

Aussage	Überhaupt nicht überfüllt	Leicht überfüllt	Mäßig überfüllt	Extrem überfüllt
Kennzahl	1	2	3	4

7) Bitte skizzieren Sie kurz die Wege, die Sie im Gebiet der Zicker Berge zurückgelegt haben!

Quelle: Openstreetmap

Einige Angaben für die Statistik:
 8a) Ihre PLZ ist? PLZ: _____ k.A.

8b) Wie weit war Ihre heutige Anreise? (Grob überschlagen)
 bis 5km 5km bis 10km (Sollta) 10km bis 25km (Bergen) 25km bis 50km (Insel Rügen) ab 50km (Festland/ Rest)

8c) Wie sind Sie heute zu den Zicker Bergen angereist?
 PKW Bahn/ÖPNV Reisebus Fahrrad Motorrad Sonstiges: _____

8d) Bitte geben Sie Ihr Alter sowie das Alter Ihrer Mitreisenden an!
 _____ w m w m w m w m

8e) Wie groß ist Ihre Reisegruppe insgesamt?
 i) Anzahl Personen: _____ ii) davon Kinder: _____

8f) Wie viele Stunden haben Sie vor in den Zicker Bergen zu verbringen?
 _____ Stunden

9a) Welchen höchsten allgemeinen Schulabschluss haben Sie?
 Noch in Schulbildung kein Mittlere Abitur/Fachhochschulreife/EOS keine Angabe
 Hauptschulabschluss Berufsausbildung Hochschulabschluss

9b) Haben Sie ein abgeschlossenes Studium?
 ja nein keine Angabe

9c) Welchen der folgenden Berufsgruppen ordnen Sie sich zu?
 Selbstständig Höherer Beamtler/leitender Angestellter Arbeiter/Facharbeiter Hausfrau/-mann
 Rentner/Pensionär sonstiger Beamtler/Angestellter Schüler/Student/Auszubildender nicht berufstätig

Diese Forschungsarbeit ist Teil des Interreg Central Europe Projektes CEETO (CE2018) bei Fragen wenden Sie sich an die Projektkoordinatorin, Sabine Hübner: k.huebner@bioreservat-suedost-ruegen.de Biosphärenreservat Südost-Rügen, Citius 1, 18581 Putbus

After that, the participants have been involved in a “Brain Storming” vision activity about the problems the participant consider significant in the Pilot Area of Zicker Berge, i.e. leaving hiking/biking path, wild camping, dogs not on leach, ...



The second part of the workshop has been focused on the proposal of ideas, i.e. the formulation of operative proposals on the actions necessary to tackle the main problems identified. The participants have been asked to take part to a “World Café” activity about the two main problems of the Pilot Area.

The following chapters summarize the results of the meeting.

Participated Activity - FUTURE SEARCH



After presenting the first results of the monitoring activity carried out in the Pilot Area, the participants have been asked to focus on the current problems in Zicker Berge concerning tourist flows.

The main concerns, written on a card, have been collected by the facilitator and subdivided by topic in order to identify those considered most interesting by the stakeholders:

- Camping without permission;
- Wild fire pits;
- Toilet trash in the Gagir area;
- Trash in the general area;
- Absence of trash cans at the exit of the town Groß Zicker;
- Dogs without a leash;

Kayaking and canoing and wild camping;

Lack of awareness on the part of visitors about an environmentally correct behaviour;



Control and sanction in the area;

Routes management;

Lack of indication about the position of the other trails in the area;

Absence of the prohibition signal about bike riding;

Trails maintenance;

People that leave the trail;

Possible confusion about the presence of tracks that are not a trail (i.e. private paths and shepard paths);

Possible confusion about paths crossed by a fence for maintaining the sheep inside;

Identification of the emergency ways to exit a path;

Development of a bike trail that connect the villages at the two sides of the hills;

Development of a nature educational trail.



Results

The following World Cloud - where the words that are formatted with a larger character are those most frequently quoted by the participants - shows that the two main problems of the Pilot Area concern the behaviour and the awareness of the visitors and the management and maintenance of the paths.

World Cloud



Participated Activity - IDEAS FACTORY

During the second part of the meeting, the participants have been divided into two working groups regarding the two issues considered most important during the previous activity. Each problem has been dealt in three rounds, by using the “World Café” methodology:



Motivation of the problem - *Why do we have this problem? What are the main causes?*

- Desired development - *What is the object in order to resolve this problem? What is the results we want to achieve?*
- Proposed solution - *How can we tackle this problem? Is there a concrete solution we can realize, personally or in collaboration with other stakeholders?*



Results

Behaviour and awareness of the visitors

Motivation of the problem: lack of environmental awareness by the visitors; social problem concerning the promotion of sustainable behavior; little visibility of the tourism information center.

Desired development: to establish a visible entrance way to the area to made people more aware about the importance of Zicker Berge and of a correct behaviour.

Proposed solution:

Title of Action	Raising awareness of visitors
Responsible Subject	Biosphere Reserve
Partners	Police of Baabe, Tourist Association, Tourist Center of Rügen, Municipality of Mönchgut, Resort Association of Gager
Objective / Problem to tackle	Raise awareness amongs visitors and reduce unwanted behaviour
Brief Description	<ul style="list-style-type: none"> • Development of a short video made of clips of the area that shows different local stories (shepard, fisherman, birds, ...) and different viewpoints. • Installation of a trash can at the end of Groß Zicker - with particular characteristics that make it clearly visible - with the information that this is the last trash can befor entering in the Protected Area. • Add a sort of audio-welcome when a person enter the area of Zicker Berge. • Cooperation between the local police (they offer two days per month) and the rangers to increase the controls in the area.

Title of Action	Information Center of Zicker Berge
Responsible Subject	Municipality of Mönchgut
Partners	Biosphere Reseve
Objective / Problem to tackle	Raise awareness amongs visitors and tourism flow management
Brief Description	<p>Construction and management of an information centre near the school of Gager, before the road that enter in the Zicker Berge, with the following features:</p> <ul style="list-style-type: none"> • presence of parking and toilet facilities; • setting of installations with information about the area: historical development, behavioural suggestions, environmental information, ... • development of panels or some other interactive installment about the garbage decomposition; • addition of an entrance fee to the area.



Management and maintenance of the paths

Desired development: to establish a trail network with additional benches and new emergency roads in addition to a better information system (i.e. map of parking places, flyers, digital version of the map) without an overflows of signs and informations;

Proposed solution:

Title of Action	Improving trail management and visibility
Responsible Subject	Biosphere Reserve
Partners	Municipality of Mönchgut (Regulatory Office), Other tourism actors
Objective / Problem to tackle	Improve the trail network and a better communication.
Brief Description	<ul style="list-style-type: none"> • Definition of the Rescue Map; • Re-evaluation of the existing vertical signs: maintenance and improvement of the completeness and clearness of the indications; • Installation of additional benches; • Creation of a flyer with the map and the main characteristics of the trail.