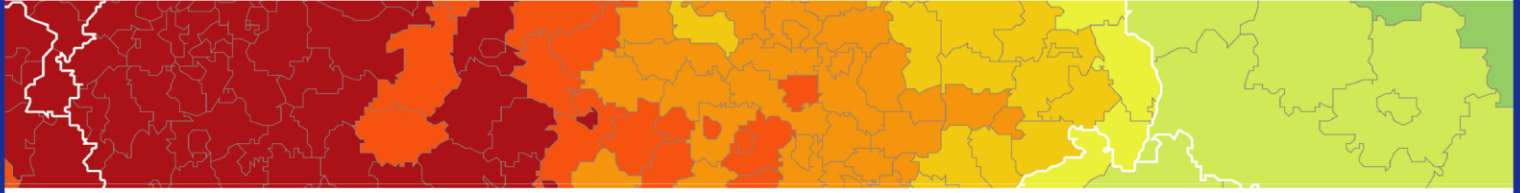


Inspire policy making by territorial evidence



# Cross-border Public Services (CPS)

Targeted Analysis

**Final Report**  
**Scientific Report – Annex II**  
**Good practice factsheets**

Version 16/11/2018

This targeted analysis is conducted within the framework of the ESPON 2020 Cooperation Programme, partly financed by the European Regional Development Fund.

The ESPON EGTC is the Single Beneficiary of the ESPON 2020 Cooperation Programme. The Single Operation within the programme is implemented by the ESPON EGTC and co-financed by the European Regional Development Fund, the EU Member States and the Partner States, Iceland, Liechtenstein, Norway and Switzerland.

This delivery does not necessarily reflect the opinions of members of the ESPON 2020 Monitoring Committee.

#### **Authors**

Zillmer, Sabine (Spatial Foresight)  
Holstein, Frank (Spatial Foresight)  
Lüer, Christian (Spatial Foresight)  
Stumm, Thomas (EureConsult)  
Schürmann, Carsten (TCP International)  
Marques da Costa, Eduarda (IGOT)  
Da Costa, Nuno (IGOT)  
Očkerl, Petra, (IPoP)  
Peterlin, Marko (IPoP)  
Berlina, Anna (Nordregio)  
Turunen, Eeva (Nordregio)  
Teräs, Jukka (Nordregio)

With support from Nataliya Nosa (IARDI) for the European School Alliance example

#### **Advisory Group**

ESPON EGTC Nicolas, Rossignol

Information on ESPON and its projects can be found on [www.espon.eu](http://www.espon.eu).

The web site provides the possibility to download and examine the most recent documents produced by finalised and ongoing ESPON projects.

This delivery exists only in an electronic version.

© ESPON, 2018

Printing, reproduction or quotation is authorised provided the source is acknowledged and a copy is forwarded to the ESPON EGTC in Luxembourg.

Contact: [info@espon.eu](mailto:info@espon.eu)

# Cross-border Public Services (CPS)

Final Report  
Scientific Report – Annex II  
Good practice factsheets

## Table of contents

1	Introduction.....	1
2	Transport .....	2
	Tram Strasbourg-Kehl .....	2
	Busline 983 Frankfurt – Słubice .....	4
	Elbe-Labe Ticket.....	6
	Joint transport authority for the Geneva cross-border metropolitan area .....	8
3	Spatial planning, economic development, tourism and culture .....	10
	Haparanda-Tornio tourist office.....	10
	Geographic Information System (GIS-GR / SIG-GR) of the Greater Region.....	12
	InterTrade Ireland .....	14
4	Health care .....	16
	Organised zone for cross-border access to health care ZOAST “MRTW-URSA” .....	16
	Hospital Cerdanya .....	18
	Cross-border health care between Lower Austria and South Bohemia .....	20
5	Education and training.....	22
	European Exchange School Alliance .....	22
	Bilingual Primary School Prosenjakovci.....	25
	Schengen Lyceum.....	27
	University cooperation South Karelia .....	29
	EUCOR - The European Campus.....	31
6	Labour market and employment.....	33
	Border Information Point (GIP) Scheldemonde.....	33
	Job over grænsen (Regionskontor and Infocentre).....	35
	Eures Transfronterizo Extremadura-Alentejo .....	38
	Cross-border employment services Morokulien.....	40
7	Environmental protection, natural resources management and climate change action .	42
	Transboundary biosphere reserve Xures-Gerês.....	42
	Mura-Drava-Danube Transboundary Biosphere Reserve .....	44
	Water services Wissembourg – Bad-Bergzabern .....	47
	Bavarian sewage cleaned at a treatment plant in Salzburg.....	49
	TRION Climate Association in the Upper Rhine Area .....	51
8	Civil protection and disaster management .....	53
	EMRIC – Meuse-Rhine Incident control and crisis management .....	53
	Cross-border helicopter service “Christophorus Europa 3” .....	55
9	Citizenship, justice and public security.....	57
	German-French Centre for European Consumer Protection .....	57
	Permanent online platform "Border People" .....	59
	German-Dutch policy cooperation.....	61

# 1 Introduction

This collection of CPS good practice examples aims to illustrate successful approaches that can inspire other stakeholders and give food for thought on alternative ways to address shared needs and problems of cross-border areas. Good practices can be a valuable contribution for awareness raising and knowledge transfer. To fulfil these expectations, two aspects need to be considered:

- Any good practice still needs *adaptation to local, regional and national conditions and contexts*. The actual approaches and solutions presented for the CPS provision depend for a large part on border-specific factors (esp. legal / institutional context). Thus, good practice examples can only illustrate general approaches that may be useful, they cannot be transferred by copying but need possibly considerable adaptation and change.
- To be valuable for practitioners good practice descriptions need to be *easy to read, guide the reader through the information available* and needed and provide this information to the point. In addition, it is beneficial if the information is prepared in a comparative way, which further helps the reader to put the information into the appropriate context. Consequently, the following presents each good practice example on a two page factsheet that describes the practices' features in a comparative way.

Keeping this illustration aim in mind, the good practice examples presented here do not claim to be a complete collection of good practices. Indeed, many other good practices exist that could not be included, since this was beyond the scope of the study. All policy fields with sufficient number of CPS<sup>1</sup> are included in the examples and within each policy field different approaches are presented. The examples furthermore include CPS from many different borders across Europe to include as different frameworks as possible within which the CPS have been developed.

The good practice examples are structured along eight policy fields to allow easy access to CPS with similar themes or activities on consecutive pages (Chapters 2 to 9). Each good practice example factsheet starts with an overview of basic information, giving account of what services are provided and where this is happening and who provides these services. Information on the service provision follows by the needs addressed, the framework within which it has been established and how it is financed. A separate factsheet section reviews challenges during the CPS development and/or provision and the solutions found. These descriptions may trigger ideas for other stakeholders encountering similar challenges. The factsheets close with a short account of the results achieved with the CPS to highlight typical benefits deriving from joint rather than domestic service provision.

---

<sup>1</sup> Thus, only for the policy field "Communication, broadcasting and information society" no good practice example is presented.

## 2 Transport

<b>Tram Strasbourg-Kehl</b>	
<b>Basic information</b>	
Countries and regions covered	France (city of Strasbourg) and Germany (city of Kehl)
Year of implementation	2017
Function and policy field	New public transport service
Description of the service	The tram network of the French city of Strasbourg has been extended to the German city of Kehl. The case illustrates that tailor-made solutions had to be developed to overcome several border obstacles, which occurred during the planning and development of this cross-border public transport service. The service was established after 18 years of planning and included the building of infrastructure.
Service provider	The tram service is provided by the Strasbourg transport operator CTS (Compagnie des transportes Strasbourgeois) as an extension of the existing Strasbourg tram network.
Further information	Stadt Kehl - Eigenbetrieb Technische Dienste Kehl, Eurométropole de Strasbourg, <a href="https://www.cts-strasbourg.eu/">https://www.cts-strasbourg.eu/</a>
<b>Cross-border public service provision</b>	
Needs addressed by the CPS	Around 510,000 inhabitants live in the cross-border urban area of "Strasbourg-Kehl". Many inhabitants from Strasbourg travel to Kehl by car on a daily basis, either for work or shopping. On working days around 36,000 vehicles cross the border and on Saturdays this figure reaches 42,000 vehicles, of which 65% account for local traffic movements between Strasbourg and Kehl. The extension of the tramline contributes therefore to decreasing traffic pressure, congestion and air pollution.
Legal and administrative framework of the service	<p>The development of the cross-border tram line was based on an existing cross-border spatial plan and a specific cross-border tram planning document. Two cross-border public consultations were conducted (in 2010 and 2013) to give inhabitants the opportunity to express their opinion on the new tram route.</p> <p>For implementing and operating the cross-border tram line, the responsible regional and local stakeholders concluded general and specific cross-border agreements.</p> <p>The cross-border tramway line Strasbourg-Kehl is managed by the Strasbourg public transport operator CTS through a specific contractual agreement concluded with a small local transport authority that was newly created by the City of Kehl for this specific function only. The former transport service unit of the municipal administration of Kehl was shifted into a small local transport authority that is responsible for the management of cross-border tramway lines on the German side.</p>
Financing	The currently operating tram line is a revenue-generating CPS (via tickets sold to the users). The involved stakeholders from both sides share potential operating deficits proportionally.



<http://www.espaces-transfrontaliers.org>

## Tram Strasbourg-Kehl

Target group	The general public and in particular pupils, students and apprentices and cross-border workers use the tram line on a daily basis.
--------------	--

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	The development of the Strasbourg-Kehl tramway line was hindered for a long time by legal obstacles caused by different security prescriptions and insurance problems. The development of the physical infrastructure and the establishment of a pricing system were less time consuming.
--	---


Solutions for overcoming obstacles	The responsible urban authorities in Strasbourg and Kehl have adopted a tailor-made solution to ensure that the cross-border tramway will not be affected by problems linked to the non-coordination of domestic fare systems for public transport. It was decided that a common zonal tariff is introduced for the cross-border tramway line only.
------------------------------------	---

### Results

What has changed in terms of service accessibility since the introduction?	With the establishment of the tramline, cross-border mobility has become easier for all population groups. Cross-border workers and students benefit the most from better accessibility. Furthermore, it is easier to use cultural institutions in the other country, leading to better understanding of the neighbour. Lastly the tram line supports future needs in mobility due to new real estate development close to the border.
--	--

## Busline 983 Frankfurt – Słubice

### Basic information

Countries and regions covered	Germany (city of Frankfurt/Oder) and Poland (city of Słubice)	 <p><a href="https://www.berliner-zeitung.de/berlin/buslinie-frankfurt--oder----slubice-knackevoll-ueber-die-grenze-5971682">https://www.berliner-zeitung.de/berlin/buslinie-frankfurt--oder----slubice-knackevoll-ueber-die-grenze-5971682</a></p>
Year of implementation	2012	
Function and policy field	New public transport service	
Description of the service	<p>Bus line 983 is a new public transport connection between the two border cities of Frankfurt/Oder and Słubice. The establishment of the bus line symbolises the re-integration of the cities as twin-city that were a unified city until 1945. Thus, the bus line has been established in the context of various integration activities in various fields that take place since Poland joined the EU and the Schengen area.</p> <p>Bus line 983 operates on a regular basis between Słubice, the university and the train station in Frankfurt. The bus connection offers connecting services for the train to Berlin. This is possible since Słubice was included in the tariff zone of the Verkehrsverbund Berlin-Brandenburg (VBB). The advantage is that a ticket for the entire area Berlin - Brandenburg applies.</p>	
Service provider	The cross-border bus connection is an extension of the public transport services in Frankfurt. The municipal transport company SVF operates the public transport services in Frankfurt (Stadtverkehrsgesellschaft mbH Frankfurt Oder). SVF is also a member of the traffic association of Greater Berlin (Verkehrsverbund Berlin-Brandenburg, VBB).	
Further information	<a href="http://www.svf-ffo.de">http://www.svf-ffo.de</a>	

### Cross-border public service provision

Needs addressed by the CPS	Students live and study on both sides of the border river Oder, many commuters from Słubice and the surrounding area travel by train from Frankfurt (Oder) to work in the greater Berlin metropolitan area. The bus connection serves a need for a better cross-border public transport connection in the functional area of Frankfurt/Oder and Słubice.	
Legal and administrative framework of the service	To support the operation of bus transport across the border a contract has been concluded between the SVF, the operator of the line and the municipality Słubice. This contract ensures that compliance with transport permits in both countries. Furthermore, the general legal and administrative frameworks of the Frankfurt municipal public transport and quality standards of the traffic association of Greater Berlin apply. SVF fulfils all quality requirements on the 983 line which the VBB imposes on the transport network.	
Financing	German authorities finance the majority of the costs for bus line 983, since the line is an extension of German domestic public transport. The city of Słubice also contributes with an annual investment and students of the Europa-University Viadrina contribute through increased semester fees.	
Target group	Mainly cross-border commuters, students and local citizens travelling	



## Busline 983 Frankfurt – Słubice

for shopping across the border.

### Challenges & obstacles

<p>Challenges &amp; obstacles before the CPS implementation</p>	<p>The establishment of the cross-border bus line took more than seven years. The economic and technical requirements and possibilities were clarified relatively quickly, as well as the nature and the course of the line. Considerable obstacles emerged in the concrete determination of legal options for such a cross-border regular service. This included incompatible domestic legislations, asymmetric and unclear responsibilities of policy actors and a lack of counter organisations and authorities on the other side of the border.</p> <p>These challenges resulted inter alia from the different governance systems, with the German decentralised and the Polish more centralised system. Language barriers and existing socio-cultural divides exaggerated these challenges especially in the communication of regional and national levels. At the level of the twin city, the authorities have a long cooperation experience and saw the common need and potential of the cross-border bus line.</p>
<p>Solutions for overcoming obstacles</p>	<p>Main legal and administrative challenges were overcome by concluding a contract between the SVF and the municipality of Słubice. This contract also required adopting some practical solutions. Two examples of practical solutions related to the soft infrastructure needs as basis for the CPS: Firstly, bus drivers working for SVF were obliged to take Polish language classes. Secondly, bus drivers completed a course on Polish traffic rules offered by the Słubice police.</p>
<p>Further obstacles still relevant</p>	<p>The contract between SVF and the municipality of Słubice needs to be renewed every couple of years since it is always limited in time. This puts the continuity of the bus line at risk, since Polish municipalities are principally not in a position to pay invoices across borders.</p>

### Results

<p>What has changed in terms of service accessibility since the introduction?</p>	<p>The bus line did not only contribute to better connecting the Polish part of the twin city with the German public transport system by increasing commuting possibilities for workers and students and making shopping possibilities for residents easier in a wider area. Since 2012, the bus line had more than 1 million passengers and is one of the most frequented lines of the public transport lines of Frankfurt/Oder. In addition, the image of the twin city has been improved since the opening of bus line 983.</p>
---	--

## Elbe-Labe Ticket

### Basic information

Countries and regions covered	Germany and Czech Republic (Euroregion Elbe/Labe)
Year of implementation	2007
Function and policy field	Easing cross-border use of local and regional public transport
Description of the service	<p>The service offers cross-border day passes for individuals, small groups, families and bikes for public transport in the Euroregion. When buying an Elbe-Labe ticket travellers can use domestic public transport lines in the area of the two transport associations covering the Euroregion as well as cross-border lines.</p> <p>The service integrates existing national public transport services and their individual ticketing systems. Users buy a ticket on either side of the border according to domestic rules and then an extra fee is added for the extended use across the border. The extra fee is the same in both countries, only domestic prices differ according to different income levels. All information is provided bilingual, i.e. in German and Czech.</p>
Service provider	Joint provision by the two transport associations of the area: German Upper Elbe Transport Association ('Verkehrsverbund Oberelbe', VVO) and the Czech Transport Association of the Ústecký district ('Doprava Ústeckého kraje', DÚK)
Further information	<a href="https://www.vvo-online.de/de/tarif-tickets/tickets/elbe-labe-129.cshtml">https://www.vvo-online.de/de/tarif-tickets/tickets/elbe-labe-129.cshtml</a>



<https://www.vvo-online.de/de/tarif-tickets/tickets/elbe-labe-129.cshtml>

### Cross-border public service provision

Needs addressed by the CPS	The Elbe-Labe ticket addresses different needs of the local population as well as tourists. The Saxon-Czech border region is a tourist region with a cross-border national park, where tourists want to move freely without buying several tickets. In addition, shopping and leisure activities show a comparatively strong cross-border dimension so that the Elbe-Labe ticket is especially used for this purpose.
Legal and administrative framework of the service	<p>The Elbe-Labe ticket is based on the administrative structure of the involved transport associations. The transport infrastructure including some cross-border trains, bus and ferry connections, for which the Elbe-Labe ticket is valid, did already exist before the ticket was introduced. The respective transport associations and individual transportation companies own the busses and trains used to operate the transport connections.</p> <p>Apart from the contract between the associations no additional legal framework was necessary to implement the service.</p>
Financing	<p>The Elbe-Labe ticket is subject to the everyday business of the transport associations. Ticket sales finance the CPS.</p> <p>Since April 2018, the revenues of the ticket sales are distributed by the associations directly every month. The two associations report their sales numbers, which are offset against each other, and the resulting difference is transferred from one association to the other.</p>

## Elbe-Labe Ticket

	The amount available for each side of the border is then distributed internally among the different transportation companies based on internal distribution keys.
Target group	Entire population living in the area of the two transport associations' area and tourists

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>The main challenge during the preparation and introduction phase of the Elbe-Labe ticket was the multitude of transportation companies in the Czech Republic, as the single transport association on the German side had to conclude individual bilateral agreements with each of them. Coordination processes were thus quite complex.</p> <p>One other main challenge was related to economic disparities implying different price levels of domestic tickets. This led to a cannibalisation by by-passing the more expensive German tickets at the advantage of the cheaper Czech tickets.</p> <p>Language barriers hamper communication and ensuring common understanding when closing binding bilateral agreements. This leads to time-consuming communication processes.</p>
Solutions for overcoming obstacles	<p>The need for several bilateral agreements with numerous transport operators has been solved by founding a transport association on the Czech side of the border. This was realised only in 2018. The transport association now functions as the sole contracting and contact partner, thereby levelling the authorities' responsibilities on both sides of the border.</p> <p>The possibility to buy tickets on the Czech side has been limited after cannibalisation experiences. Tickets purchased in the Czech Republic are only valid on the day of sale whereas tickets purchased in Germany can also be used on another day. In addition, on the Czech side they are now (since April 2018) only available in the border area and cannot be bought in Prague or elsewhere.</p>
Further obstacles still relevant	<p>The language issues are still relevant though the partners manage to find agreements.</p> <p>In view of past cannibalisation experience efforts to find suitable solutions for online ticket purchases are under way.</p>

## Results

What has changed in terms of service accessibility since the introduction?	Cross-border public transport use has become easier and more convenient for travellers and the local population. The original need has been confirmed by increasing ticket sales since the introduction of the Elbe-Labe ticket and the extension to a family day ticket since April 2018. Domestic and cross-border tickets have become more harmonised and further ticket developments (e.g. monthly tickets) are under discussion.
--	---

## Joint transport authority for the Geneva cross-border metropolitan area

### Basic information

Countries and regions covered	France (departments of Ain and Haute-Savoie, Community of communes Pays de Gex and Genevois) and Switzerland (cantons of Geneva and Vaud)
Year of implementation	2006
Function and policy field	Transport, cross-border public local transport by road
Description of the service	<p>In the Geneva cross-border metropolitan area the “GLCT Cross-border Public Transport” was established by French and Swiss transport organising authorities. In 2018, it manages ten cross-border bus lines and achieved a full cross-border integration of fare systems.</p> <p>It is a cross-border decision-making and operational body. The involved authorities aim to develop transport planning and general coordination for the entire Geneva cross-border metropolitan area, but each authority decides individually, which lines it wishes to integrate into the GLCT. The GLCT is also responsible for the agreement among authorities on division modalities of their subsidising / contracting costs. Cost distribution has been harmonised and is calculated by a predefined formula that includes the territorial proportion of line length and vehicle hours per country.</p>
Service provider	The public law based cross-border body GLCT Cross-border Public Transport, with its offices located in the French municipality of Archamps (Haute-Savoie department)
Further information	<p>GLCT des Transports Publics Transfrontaliers (2012) Rapport annuel 2011.</p> <p>Mission Opérationnelle Transfrontalière (2006), Les transports transfrontaliers de voyageurs, Les Cahiers, No 6 / Décembre 2006.</p>



Source: GLCT Cross-border Public Transport

### Cross-border public service provision

Needs addressed by the CPS	<p>The Geneva cross-border metropolitan area is characterised by considerable cross-border commuting. This results from commuting of Ain and Haute-Savoie residents working in Geneva and a significant share of Geneva's international civil servants living in France.</p> <p>Due to a lack of satisfactory infrastructure the share of cross-border public transport in total cross-border transport was particularly low, implying traffic congestion. To enhance the entire agglomeration project cross-border public transport supply should be improved.</p>
Legal and administrative framework of the service	The general legal base is the Karlsruhe Agreement on Cross-border Cooperation, concluded in 1997 between France, Germany, Luxembourg and Switzerland. It provides for a number of legal instruments, including the public-law based “Local Grouping for Cross-border Cooperation” (i.e. Groupement Local de Coopération Transfrontalière GLCT).

## Joint transport authority for the Geneva cross-border metropolitan area

	<p>The “GLCT Cross-border Public Transport” is a joint public body based on French law (i.e. rules governing “mixed syndicates” associating different territorial levels). The cross-border body is closely linked to a strategic committee, in which the involved local and regional authorities are dealing with the strategic development of public transport in the Geneva cross-border metropolitan area.</p> <p>The GLCT implements the development strategies on public transport and is in charge of a number of operational aspects relating to cross-border bus lines such as common fares, joint tendering and signing of service provision contracts. It is a flexible and light institutional structure that is staffed with only one employee.</p>
Financing	Being a joint public institution with an own legal personality it has administrative and financial autonomy to fulfill its defined mission. Administration fees for the GLCT are shared among all members, but the cost of each bus line is borne by the partners concerned.
Target group	French and Swiss transport organising authorities on either side of the border and the general public (transport users)

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>Switzerland is the leading host country for cross-border workers living in France: it accounts for almost 45% of France's outgoing flows, with more than 80,000 crossings per day in Greater Geneva. This number has increased by half between 1999 and 2007, with an expected increase of 50% by 2020.</p> <p>Individual authorities could not make joint offers or control the organisation of cross-border bus lines. This implied a legally fragile cross-border public transport system.</p>
Solutions for overcoming obstacles	An important step was already made at the end of 2004 with the creation of a cross-border tariff, the "Unireso" tariff. It allows using almost all public local transport networks in the cross-border territory (road and rail since 2005) with a single ticket. All partners shared the desire to establish a cross-border body with an own public-law based legal personality dedicated to public transport. This legal structure should remove an important obstacle by allowing the authorities on both sides of the border to launch joint public procurement for the operation of cross-border bus lines.

### Results

What has changed in terms of service accessibility since the introduction?	The GLCT is the only example of a cross-border transport organising authority along a French border. It enabled the devolution of transport organising duties performed by several authorities to a joint and unique cross-border institution. It created an institutionalised and multi-lateral cooperation framework that has helped to achieve the introduction of an integrated cross-border fare area, including single and season tickets. The functioning of the agglomeration-wide cross-border fare area “Unireso” can be seen as an exemplary case, since it has simplified a very complex local / regional constellation through a cross-border fare system that is relatively easy to understand and use.
--	---

### 3 Spatial planning, economic development, tourism and culture

Haparanda-Tornio tourist office	
<b>Basic information</b>	
Countries and regions covered	Sweden (Haparanda) and Finland (Tornio)
Year of implementation	1998
Function and policy field	Tourism, information
Description of the service	<p>Two tourist offices at the Swedish-Finnish border were merged and a joint tourist office was first established on the Finnish side in 1998. In 2014, a new HaparandaTornio Tourist Office was inaugurated, located on the Swedish side of the border. The new office received funding from the European Regional Development Fund.</p> <p>The office provides tourist and destination information about the Bothnian Arc area and beyond (e.g. Lapland).</p>
Service provider	The tourist office is jointly run and managed by the Haparanda municipality in Sweden and Tornio town in Finland. The tourist office employs two full-time staff members (one from each country) and 4-5 short-term seasonal employees and interns.
Further information	<a href="http://www.haparandatornio.com/en">http://www.haparandatornio.com/en</a>
<b>CPS provision</b>	
Needs addressed by the CPS	Among the main motivations for establishing the joint tourist office was increasing convenience for the tourists. There is an overall understanding in Haparanda and Tornio that the towns are stronger together and more can be achieved with less resources spent.
Legal and administrative framework of the service	<p>Specifically, for the establishment of the joint tourism office no specific framework needed to be concluded or adapted. The tourist office operates under the Swedish law.</p> <p>General present cooperation agreements and structures in the region facilitated cooperation and coordination of stakeholders for the benefit of the joint tourism office. Most notably, the specific <i>Agreement on Cross-Border Cooperation between Haparanda and Torneå</i>, which was first signed in 2000 and renewed in 2015, facilitated cooperation between the twin cities and thus the work of the tourism office.</p>
Financing	Municipal funding, ERDF
Target group	Tourists and visitors
<b>Challenges &amp; obstacles</b>	
Challenges & obstacles before the CPS implementation	The key challenges for the tourist office are of the organisational nature. The organisation and management of the joint tourist office requires coordination of resources, activities and spending that could be time demanding.
Solutions for	Merging of offices was facilitated by a cross-border organisation



[www.haparandatornio.com/en](http://www.haparandatornio.com/en)

## Haparanda-Tornio tourist office

overcoming obstacles	Provincia Bothniensis. The administrative costs are shared between the twin cities, but there are two separate budgets from Haparanda and Tornio for salaries, marketing, printed material etc. Some of the costs are covered by a single country if the activity does not have a cross-border value. The office has a cooperation with Team Bothnia (business development company in Haparanda Tornio).
----------------------	--


## Results

What has changed in terms of service accessibility since the introduction?	<p>Since the introduction of the joint tourist office the tourists can receive better structured and coherent information about the border-area in one centre that is more convenient from the visitors' point of view. Advertising the area as a twin city with easy access to both Sweden and Finland has been also more attractive from the marketing perspective.</p> <p>A new tourism master plan for Haparanda Tornio is under development and will be ready by the end of 2018. The key ambition is to take a step further and expand the services and develop new activities provided by the Haparanda Tornio tourist office, i.e. by exploiting the opportunities of Internet, digital tools and new media in designing tourist packages and services all year round.</p>
--	--



## Geographic Information System (GIS-GR / SIG-GR) of the Greater Region

### Basic information

Countries and regions covered	Germany (Saarland, Rhineland-Palatinate) Luxembourg, France (Grand Est), Belgium (Wallonia)	 <p>Source: <a href="https://www.sig-gr.eu">https://www.sig-gr.eu</a></p>
Year of implementation	2013	
Function and policy field	Spatial planning	
Description of the service	<p>The basic mission of the “Geographic Information System” (GIS-GR / SIG-GR) is the cross-border harmonisation of geographical data for the creation of joint maps in order to support political decision-making processes at the Greater Region level.</p> <p>GIS-GR /SIG-GR shall support the implementation of the common spatial planning and spatial development policy and has two objectives:</p> <p>(1) Analysis: The work of the GIS-GR / SIG-GR should make it possible to orient the spatial development and spatial planning policies, to guide the players in their decision-making and to gain a better understanding of regional diversity in the long term. GIS-GR / SIG-GR handles a wide range of issues related to spatial planning.</p> <p>(2) Information: In accordance with public relations / public information requirements, GIS-GR / SIG-GR should enable and enhance the visibility of the Greater Region by providing a platform for visualisation and search of geographic data to a the public. The GIS-GR / SIG-GR produces and publishes thematic maps.</p>	
Service provider	Luxembourg Ministry of the Interior, Sustainable Development and Infrastructure (MDDI) and other partners connected to the ongoing work on the GIS-GR / SIG-GR.	
Further information	<a href="https://www.sig-gr.eu/de/sig-gr/objectifs.html">https://www.sig-gr.eu/de/sig-gr/objectifs.html</a>	

### Cross-border public service provision

Needs addressed by the CPS	Every region had its own geographic information system with its own projection system and terminology and its own cartographic presentation method. The different approaches made comparisons or even harmonisation difficult to impossible. Moreover, these systems were mostly limited to regional or national borders. This neglected consideration of the cross-border dimension and monitoring and analysing developments across the border (e.g. for taking into account cross-border commuter flows when planning mobility concepts).
Legal and administrative framework of the service	<p>The political base for establishing the GIS-GR / SIG-GR was the “Joint Declaration of the 11<sup>th</sup> Summit of the Executives of the Greater Region” of 17 July 2009.</p> <p>Following the completion of a preparatory INTERREG IV A project on the GIS-GR / SIG-GR, a “Convention on the Reciprocal and Cross-border Exchange of Geographical Data” was signed on 12 December 2014. It allows free and reciprocal exchange of geographical data and its updating for an initial period of five years. This historical</p>



## Geographic Information System (GIS-GR / SIG-GR) of the Greater Region

	<p>agreement is the result of a new collaboration for a truly integrated Europe. Beyond the member countries / regions of the Greater Region, the agreement covers the German Länder Baden-Württemberg and North Rhine-Westphalia.</p> <p>Since May 2013, the GIS-GR / SIG-GR is operating with a full-time employed person located at MDDI. The ongoing operation of the System is overseen by a Steering Committee. The work is divided into two sub-areas including different actors:</p> <p>(1) MDDI is responsible for working on the analytical section. The ministry develops thematic maps of the extended field of spatial planning according to the specifications of the work programme determined by the Steering Committee. These maps are made available at the geoportal of the Greater Region.</p> <p>(2) Work on the information section is managed in cooperation between the MDDI and the Rhineland-Palatinate Land Office for Surveying and Geospatial Information (LVerGeo). The latter supports the MDDI in the administration and development of the geoportal of the Greater Region. The LVerGeo handles uploading of harmonised geographical data.</p>
Financing	Joint financing between the partners directly involved into the GIS-GR / SIG-GR
Target group	Spatial planners, working groups of the Greater Region, national and regional / local authorities, political decision-makers, citizens, students, economic actors

### Challenges & obstacles


Challenges & obstacles before the CPS implementation	Data were not consistent. They had to be collected from the different regions involved and required harmonisation before they could be consistently presented for the entire Greater region. Depending on the theme concerned different actors are required to achieve the harmonisation.
Solutions for overcoming obstacles	To respond to the needs, partners in the Greater Region have set themselves the goal of creating a harmonised cross-border database for the whole cooperation area and of developing a common language and approach for dealing with issues and their cartographic presentation.
Further obstacles still relevant	For a continued cross-border monitoring of spatial planning further data harmonisation, filling of data gaps and more resources are required.

### Results

What has changed in terms of service accessibility since the introduction?	Over the years, the GIS-GR / SIG-GR has become a transversal instrument of the Greater Region Summit. It is used not only by the "Coordinating Committee for Spatial Development" (KARE / CCDT) that coordinates the joint work on cross-border spatial planning, but by all other thematic Working Groups of the Greater Region. To enhance the perception and functionality of GIS-GR / SIG-GR, a new geoportal has gone online in 2017.
--	--

## InterTrade Ireland

### Basic information

Countries and regions covered	UK (Northern Ireland) and Ireland	 <a href="http://www.intertradeireland.com">www.intertradeireland.com</a>
Year of implementation	1998	
Function and policy field	Economic development – cross-border business zone and joint public services enhancing business activities	
Description of the service	InterTrade Ireland provides comprehensive and practice-oriented information creating an environment easing cross-border business for SMEs on both sides of the border. The cross-border body helps small businesses explore new cross-border markets, develop new products, processes and services and to attract investments. It provides practical information on cross-border business funding, business intelligence and meaningful contacts to SMEs across the island to expand their businesses.	
Service provider	InterTrade Ireland is a Cross-Border Trade and Business Development Body. The cross-border body is overseen by the North South Ministerial Council. The council comprises of Ministers of the Northern Ireland Executive (devolved administration in the UK) and the Irish Government.	
Further information	<a href="http://www.intertradeireland.com">www.intertradeireland.com</a> <a href="http://ec.europa.eu/regional_policy/sources/docgener/studies/pdf/obstacle_border/4_business_ireland-uk.pdf">http://ec.europa.eu/regional_policy/sources/docgener/studies/pdf/obstacle_border/4_business_ireland-uk.pdf</a>	

### Cross-border public service provision

Needs addressed by the CPS	<p>InterTrade Ireland foresees the need to reduce knowledge gaps that inhibited trade and business across the border between Northern Ireland and the Republic of Ireland. By stimulating trade, economic growth and innovation InterTrade Ireland contributes to the peace making process between North and South.</p> <p>In their function as business development body, InterTrade Ireland focuses on addressing cross-border challenges as such. Some of the most frequent requests for information includes information on access to information and signposting, VAT, other tax and insurance related issues, exchange rates and pricing, information and advice on repetition and duplication of data requirements, and recognition of accreditations and qualifications. Since the governance systems are different and relevant public bodies are hosted by different authorities, the information is not always easy at hand for entrepreneurs, hence InterTrade Ireland supports them with information regarding these issues.</p>
Legal and administrative framework of the service	InterTrade Ireland was established under the Good Friday/Belfast Agreement as one of the six cross-border bodies under the North South Ministerial Council, the all-island Trade & Business Development Body. InterTrade Ireland is the only organisation which has been given responsibility by both governments to boost North/South economic co-operation to the mutual benefit of Northern Ireland and Ireland.
Financing	InterTrade Ireland is primarily funded by the Department of Business, Enterprise and Innovation in Ireland (DBEI) and the

## InterTrade Ireland

	Department for the Economy (DFE) in Northern Ireland.
Target group	InterTrade Ireland primarily targets SMEs and other economic actors that are seeking information on trading or business cooperation across the border. In addition, the cross-border body functions as intermediary between economic actors that experience economic challenges and public authorities. In this function InterTrade Ireland addresses public authorities and decision makers at various levels in the UK and in Ireland.

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	The establishment of InterTrade Ireland took about one year. Most efforts were required to establish the single cross-border body. This included setting up new administrative structures respecting the different, asymmetric, governance systems in the UK and the Republic of Ireland and the establishment of a board and agreeing on the finance of the cross-border public body.
Solutions for overcoming obstacles	One of InterTrade Ireland tasks concerns addressing obstacles that are experienced by the main target groups. Besides providing information and advice InterTrade Ireland performs also research on the obstacles encountered by individuals or groups of businesses. Furthermore they lobby at national authorities to improve regulations in support of economic development.

### Results

What has changed in terms of service accessibility since the introduction?	<p>The main benefits of InterTrade Ireland consist of increased transparency for Irish entrepreneurs that wish to do business in the North and South. More than 36,000 businesses have benefited from the body's cross-border information / advice and 6,000 companies have taken part in the all-island programmes of InterTrade Ireland. Commercial initiatives that benefitted from the advice have created a total of 12,400 new jobs.</p> <p>InterTrade Ireland's research identifies barriers which prevent companies doing business across the island and restrict their growth. It identifies solutions to obstacles in areas like infrastructure, planning, transport, energy, skills, regulatory and fiscal issues and makes recommendations to Government on how they can be overcome.</p>
--	---

## 4 Health care

<b>Organised zone for cross-border access to health care ZOAST “MRTW-URSA”</b>	
<b>Basic information</b>	
Countries and regions covered	Belgium (Wallonia, Flanders), France (Hauts-de-France)
Year of implementation	The ZOAST “MRTW-URSA” was established step-wise in 2008, 2009 and 2014.
Function and policy field	Accessible provision of cross-border health care to patients from both sides of the border.
Description of the service	In the area covered by the ZOAST “MRTW-URSA”, patients who wish to access health care across the border do not need prior medical authorisation from their domestic health insurance. They obtain reimbursement for their care costs via the procedures defined in the European regulations on the coordination of social security systems (EC Regulation No 883/2004). They are treated in the same way as residents of the country in which care is provided.
Service provider	Health care service providers in the ZOAST “MRTW-URSA” are four hospitals on the Belgium side (in Mouscron, Ieper, Menin and Kortrijk), seven hospitals on the French side (in Roubaix, Tourcoing, Wattrelos, Armentières, Bailleul, Hazebrouck and Lille) and a French functional rehabilitation centre (in Hellemmes).
Further information	French-Belgium Healthcare Observatory (Observatoire Franco-Belge de la Santé, OFBS), <a href="http://ofbs.dims.fr/accueil.html">http://ofbs.dims.fr/accueil.html</a>
<b>Cross-border public service provision</b>	
Needs addressed by the CPS	Before the establishment of the ZOAST, only cross-border workers enjoyed dual access to healthcare in their country of residence and in the country where they work. As other persons living in the country of residence and work did not enjoy this benefit, it was reflected why a general right to healthcare should not be offered to this population group with a view to improve access to care, to reduce social costs and to develop complementarity between health care offers on both sides of the border.
Legal and administrative framework of the service	<p>The legal basis is the Franco-Belgian framework agreement on health care cooperation signed in 2005, on ground of which conventions for the ZOAST “MRTW-URSA” were concluded. This health care zone covers an urbanised area with a high population density and was established in three steps:</p> <ul style="list-style-type: none"> <li>• In 2008, separate zones were defined around the four hospitals in Mouscron, Roubaix, Tourcoing and Wattrelos (ZOAST “MRTW”, on 1. April 2008) and around the four hospitals in Ieper, Armentières, Bailleul and Hazebrouck (ZOAST “URSA”, on 1. November 2008). Due to the geographical and also functional proximity of both ZOASTs, the conventions already provided for an opening to the neighbouring ZOAST so that the respective beneficiaries can access under the same conditions hospital care in the other zone.</li> <li>• In 2009, the ZOAST convention was extended to the Menin hospital centre (on 1 April 2009) and also to the hospital centres</li> </ul>



espaces-transfrontaliers.org

## Organised zone for cross-border access to health care ZOAST “MRTW-URSA”

	<p>in Lille and in Kortrijk (on 1 July 2009).</p> <ul style="list-style-type: none"> <li>In 2014, the ZOAST convention was extended to cover the care and functional rehabilitation centre in Hellemmes (France).</li> </ul>
Financing	Cross-border health care services in the ZOAST “MRTW-URSA” are covered without any financial barriers by the patients’ respective health insurances in France or Belgium. The applicable tariff for care services is that of the country where the care is provided.
Target group	People living in the ZOAST area of all ages requiring medical care

### Challenges & obstacles


Challenges & obstacles before the CPS implementation	<p>Various inter-hospital collaborations were introduced between 1992 and 2002 to respond to the locally growing demand for cross-border care of the large number of cross-border workers and their family members in France and Belgium. However, the procedures for validating proposals for conventions were slow and cumbersome and on several occasions the involved national administration underlined the absence of a clear legal basis needed for validating proposed initiatives.</p>
Solutions for overcoming obstacles	<p>The Franco-Belgian framework agreement on health care cooperation signed in 2005 marked a move away from the negotiation of inter-hospital conventions towards the conclusion of conventions on “organised zone for cross-border access to health care” (ZOAST).</p> <p>Between 2008 and 2015, a total of seven ZOASTs were set up that cover the whole Franco-Belgian border. These ZOAST-conventions authorise access to cross-border care more extensively within a defined area and also pool the resources available in each border area.</p>

### Results

What has changed since the introduction of the service?	<p>Today, the integrated health care zone “MRTW-URSA” covers more than 500,000 inhabitants and 11 hospitals. Some are very large such as the 3,000 beds hospital centre in Lille. The ZOAST-arrangement allows all persons living in this zone (not only cross-border workers) to get close-to-home treatment across the border without previous authorisation and with simplified paperwork. Since the establishment of the ZOAST, cross-border patient flows have been balanced. With the recent inclusion of the French care and functional rehabilitation centre in Hellemmes, Belgian patients from the zone who suffer from major neurological disorders that often involve long hospital stays can now be treated close to their family and living environments. Furthermore, the ZOAST “MRTW-URSA” facilitates medical collaborations in various fields (e.g. creation of a joint urology service for the hospitals in Mouscron and Tourcoing).</p> <p>All seven ZOASTs have become references for health care cooperation in the EU. Altogether, in 2015, some 20,000 French and Belgian patients received treatment on the respective other side of the Franco-Belgian border without discrimination and administrative barriers.</p>
---	---

## Hospital Cerdanya

### Basic information

Countries and regions covered	France (Cerdan plateau) and Spain (Cerdanya)	 <p><a href="http://www.hcerdanya.eu">http://www.hcerdanya.eu</a></p>
Year of implementation	Foundation of the EGTC in 2010, opening of the hospital in 2014	
Function and policy field	Non-discriminative cross-border hospital care services	
Description of the service	The “EGTC Cerdanya Cross-Border Hospital” is one of the most advanced projects of cross-border cooperation in health care within Europe. The hospital provides specialised health care for French and Spanish citizens. The hospital is located on the Spanish side of the border but provides access to the services in a wider area. Previously, the French population of the Cerdan plateau (approx. 14,500 inhabitants) had to travel more than 100 km to Perpignan to access specialised hospital care. With the construction of the Cerdanya hospital and the establishment of the EGTC for joint management and service provision, hospital care is now better accessible for citizens and tourists from both sides of the border.	
Service provider	EGTC Hospital Cerdanya	
Further information	<a href="http://www.hcerdanya.eu/">http://www.hcerdanya.eu/</a>	

### Cross-border public service provision

Needs addressed by the CPS	Cerdanya is a region in the Pyrenees, the mountain range between France and Spain. The mountain range hampers the supply of specialised hospital care by domestic providers. In particular the French side of the region is relatively isolated. Prades, which has a small health centre, is about 60 km away, while the hospital at Perpignan (Pyrénées-Orientales department) more than 100 km away. At the same time the Spanish hospital in Puigcerdà was too small and outdated to be available for extending its services to French patients. French residents could only use it in case of emergencies and high risk births.
Legal and administrative framework of the service	The outdated hospital has been replaced by a newly build hospital in Cerdanya. The “EGTC Cerdanya Cross-Border Hospital” was created on 26 April 2010. Its members are the Catalan government on the Spanish side and the Languedoc-Roussillon Regional Health Agency, national health insurance fund Caisse nationale de l’assurance maladie des travailleurs salariés (CNAMTS) and the French Ministry of Health on the French side. It is located in Puigcerdà (Spain). The EGTC replaced the Fundació Privada Hospital Transfronterer de la Cerdanya, which had been in charge of the construction of the new hospital since 2006. The main reason for its adoption was the Treaty of Bayonne, which states that French and Spanish administrations cannot manage foreign funds and that only institutions at the same level can sign agreements. The EGTC formula was the optimal juridical solution to overcome such limitations. In addition, the new instrument can govern the hospital and bring together foreign institutions at different levels.
Financing	Interreg support as well as regional and national funding have been important for the establishment and development of the hospital. The operation of the hospital is principally funded from Spanish and French health insurances to cover for the health services provided.



## Hospital Cerdanya

Target group	The hospital service targets people of all ages requiring medical care in the region, which has approximately 30,000 inhabitants. Another target group are tourists during summer and skiing seasons.
--------------	---

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	The cross-border hospital faced different challenges and border obstacles for the establishment and operation of the services. From an administrative and legal perspective, incompatible domestic legislation challenges the management of the hospital. From a socio-cultural perspective, mental barriers, mistrust and a language barriers challenged the development of the service especially at the early stages of its implementation.
Solutions for overcoming obstacles	<p>The EGTC legal tool allowed the competent authorities from both sides of the border to create a legal structure for this initiative, to build the hospital and to jointly manage the public health care service. The EGTC is subject to Spanish law, for instance, regarding accounting rules and supervisory bodies of Spain.</p> <p>Many administrative and day-to-day problems linked to cultural barriers have been solved or are still in the process of being solved individually. For each obstacle individual solutions are sought requiring sometimes internal readjustments or may include new agreements between the French and Spanish governments.</p>
Further obstacles still relevant	The EGTC is a very useful tool to implement the cross-border hospital, but it does not modify the national law applicable to various aspects relating to the day-to-day operation of this hospital. Some problems were solved administratively (e.g. birth certificates for French citizens born in Spain), but there are still a number of pending issues, mainly in relation to the legal status of medical workers. A persisting problem is the penal liability of French medical workers employed by a French hospital (public service) who are working for the Cerdanya Hospital which is a Spanish facility. Another problem relates to individual employment contracts.

### Results

What has changed in terms of service accessibility since the introduction?	<p>Increasing accessibility to health care services, better quality and a higher number of potential patients allow funding better equipment.</p> <p>Besides the main benefits of being able to provide better hospital care in a geographically challenged region, the hospital contributes to creating a common culture and bringing the people on both sides of the border closer to each other. This is confirmed by high degrees of satisfaction and an increasing use of the hospital by French patients.</p>
--	---

## Cross-border health care between Lower Austria and South Bohemia

### Basic information

Countries and regions covered	Austria (Lower Austria) and Czech Republic (South Bohemia)	 <p>Source: Amt der Niederösterreichischen Landesregierung (2017)</p>
Year of implementation	2015, after a preparation and pilot phase (2008-2014)	
Function and policy field	Cross-border health care treatment of Czech patients at the Gmünd Hospital in Lower Austria.	
Description of the service	Regular outpatient treatment of Czech patients from the South Bohemian border town of České Velenice at the regional Hospital Gmünd (Landeskrankenhaus Waldviertel-Gmünd Gmünd).	
Service provider	Hospital Gmünd (Landeskrankenhaus Waldviertel-Gmünd Gmünd)	
Further information	Landeskrankenhaus Waldviertel-Gmünd Gmünd, Niederösterreichischer Gesundheits- und Sozialfonds (NÖGUS), <a href="https://www.healthacross.at/projekte/">https://www.healthacross.at/projekte/</a>	

### Cross-border public service provision

Needs addressed by the CPS	For Czech citizens of the settlement České Velenice the nearest Czech emergency doctor's vehicle is located more than 30 km and the nearest Czech hospital about 60 km away. However, the hospital in Gmünd in Lower Austria is in the immediate proximity of the settlement just across the border. Patients from České Velenice could not be treated there unless they paid the treatment costs themselves.
Legal and administrative framework of the service	The CPS is a border-crossing extension of an existing Austrian health care service to the Czech side, which is unilaterally delivered and managed by the hospital Waldviertel-Gmünd (AT). It is based on a cross-border convention concluded between South Bohemia's largest health insurance (VZP) and the Lower Austrian state hospital organisation.
Financing	Development of the service has been co-funded by Interreg. According to the cross-border convention outpatient treatment costs of Czech patients in Gmünd are covered by the Czech insurance.
Target group	People of all ages requiring medical care living in České Velenice.

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	With the EU accession of the Czech Republic in 2004 and its joining of the Schengen Area in 2008, new cooperation opportunities developed in the border area of Lower Austria and South Bohemia. Substantial challenges and obstacles existed in the field of cross-border health care because of significant wage and cost differentials along this border. Czech citizens can hardly afford Austrian health care, which was a serious obstacles to cross-border health cooperation between Lower Austria and South Bohemia.
Solutions for overcoming obstacles	Practical solutions to obstacles for cross-border health care were developed through a step-by-step approach, which was realised by subsequent Interreg IV-A projects:  (1) The project "Healthacross – cross-border provision of health care between Lower Austria and Southern Bohemia" (2008-2010)



## Cross-border health care between Lower Austria and South Bohemia

	<p>elaborated a structure and services index, guidelines for action in the project region and a feasibility study on cross-border inpatient and outpatient care to smoothen the path towards a long-term viable cooperation.</p> <p>(2) The follow-up project "Healthacross in practice" (2012-2014) started a pilot test phase during which a planned ambulant cross-border treatment was provided to about 100 Czech patients at the Gmünd Hospital, which had subsequently been evaluated. For overcoming the language barrier, interpreters and Czech-speaking health professionals being on duty on certain hours in the outpatient department of Gmünd helped to ensure communication between patients and the hospital staff. Other important results of this pilot phase were the successful completion of discussions with South Bohemia's largest health insurance (VZP) on securing sustainable funding for future cross-border health care.</p> <p>(3) The currently ongoing project "Healthacross for future" envisages, inter alia, inpatient care of Czech patients and building and of a cross-border health care centre.</p>
Further obstacles still relevant	Negotiations to provide comprehensive care for citizens in České Velenice can only be taken step-by-step in view of the continued income and health care cost differentials between Austria and the Czech Republic.

### Results

What has changed since the introduction of the service?	<p>The outpatient treatment of Czech patients at the Gmünd regional hospital has become part of daily routines. By the end of 2016, around 2,800 Czech patients had been treated at the Gmünd Hospital. In 2017, the number of treated Czech patients already rose to 4,000.</p> <p>Based on the experiences made in Gmünd, the Lower Austrian Health and Social Fund NÖGUS is working to ensure that patients from other hospitals in Lower Austria can also access radiotherapy at Znojmo Hospital in the Czech Republic. For 2018, it is foreseen that 15 patients from the Weinviertel clinics at Mistelbach, Hollabrunn and Krems will receive radiation therapy at the hospital in Znojmo.</p> <p>Another important change induced by this cooperation is the conclusion of a bilateral interstate agreement on the cross-border deployment of rescue services, which was officially signed between Lower Austria and South Bohemia on 12 October 2016.</p>
---	---

## 5 Education and training

European Exchange School Alliance	
Basic information	
Countries and regions covered	Ukraine (Zakarpattia region), Hungary (Szabolcs-Szatmar-Bereg County), Romania (Maramures) and Slovakia (Presov Region)
Year of implementation	2011 – 2014
Function and policy field	Education and training
Description of the service	<p>The European Exchange School “Alliance” is an institution established on the basis of the International Association of Regional Development Institutions “IARDI” as a result of the International Educational Consortium created within the project “European Exchange School” – platform. It is aimed at cooperation in a socially sustainable way between educational institutions in the border regions of Ukraine, Slovakia, Hungary and Romania, and has been financed in the framework of the Hungary-Slovakia-Romania-Ukraine ENPI Cross-border Cooperation Programme 2007-2013.</p> <p>The European Exchange School “Alliance” provides public services for cross-border education in secondary schools in Ukraine, Hungary, Slovakia and Romania. It addresses specialized and non-formal educational services, experience exchange in youth policy and the educational sector in border regions.</p> <p>Each secondary school and institution, that has been a member of the ENPI project consortium, supports specific elements of the non-formal education programme, namely:</p> <ul style="list-style-type: none"> <li>• leadership, diplomacy and business (Ukraine),</li> <li>• energy and art (Romania),</li> <li>• engineering (Slovakia),</li> <li>• ecology and environmental protection (Hungary).</li> </ul>
Service provider	<p>The service is provided decentrally by various schools and educational institutions.</p> <p>Ukraine:</p> <ul style="list-style-type: none"> <li>• International Association of Regional Development Institutions “IARDI”, Uzhhorod, Zakarpattia region</li> <li>• Uzhhorod Secondary School #5 I-III specialized in foreign languages teaching</li> <li>• Uzhhorod Classic Gymnasium</li> <li>• European Initiatives Center, Uzhhorod, Zakarpattia region</li> <li>• Ivano-Frankivsk Specialized School of I-III Degrees #5 for Intensified Studies of the German Language, Ivano-Frankivsk region, Ukraine.</li> </ul> <p>Romania:</p> <ul style="list-style-type: none"> <li>• Energy Management Agency of Maramures (AMEMM) in Baia Mare, Maramures county, Romania;</li> <li>• Art school of Maramures, Romania</li> </ul> <p>Slovakia:</p> <ul style="list-style-type: none"> <li>• Secondary technical school in Snina, Presov self-governing region,</li> </ul>



Source: <http://europeanschool.org.ua>

## European Exchange School Alliance

	<p>Slovakia;</p> <p>Hungary:</p> <ul style="list-style-type: none"> <li>• KIÚT Regional Development Association, Szabolcs-Szatmar-Bereg region, Hungary.</li> </ul>
Further information	<a href="http://europeanschool.org.ua/">http://europeanschool.org.ua/</a>

### Cross-border public service provision

Needs addressed by the CPS	<p>Schools and Universities in border regions of Hungary, Slovakia and Romania have great needs for students and they provide additional opportunities for the youth from Ukraine. On the other hand, Ukrainian institutions are interested in preventing large migration of the youth and provide new services for young people, including cross-border educational services which provide Ukrainian and European diplomas, trainings and non-formal educational services.</p> <p>Within the "European School "Alliance", youth groups that study in the Ukraine have trainings and double diplomas. The European School "Alliance" provides the non-formal educational services and exchange programmes for pupils of secondary schools in border regions of Ukraine, Hungary, Slovakia and Romania.</p>
Legal and administrative framework of the service	The service is based on an agreement between the partners that was signed in 2011. Internationally, it builds on the International Association of Regional Development Institutions and on local level the "European School" has been established as NGO. Both are subject to Ukrainian law.
Financing	The service was kicked-off with the support of the Hungary-Slovakia-Romania-Ukraine ENPI Cross-border Cooperation Programme 2007-2013. The educational institutions and NGOs of the international consortium are now financing the activities of the Exchange School Alliance.
Target group	Secondary school pupils, teachers, youth groups, universities, educational institutions and professional institutions in border regions of Ukraine, Hungary, Slovakia, and Romania.

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	The most difficult task was to form the flexible and reliable partnership, to find the best legal solution and to attract funding for the European Exchange School "Alliance" actions. Taking into account the great interest of the Ukrainian students to study abroad, services for Ukrainian groups were developed.
Solutions for overcoming obstacles	The consortium was formed with educational institutions, interested NGOs and professional institutions which provided day-to-day management support for developing the new initiatives and projects, attracting financing from the local, regional programmers and international programmes.
Further obstacles still relevant	There are difficulties in combining local programmes that address out-migration of the youth from Ukraine. At the same time there is a great interest of Ukrainian target groups to study abroad and to find the job abroad.

### Results

What has changed	Several University initiatives and projects have been developed to
------------------	--

## European Exchange School Alliance

in terms of service accessibility since the introduction?


address double diplomas.

A number of exchange sessions have been realised in line with the specialisations of the members of the International Consortium. These exchanges focused on

- ecological issues (Hungary);
- engineering and moto (Slovakia,);
- media content and film making (Slovakia);
- energy efficiency and alternative energy (Romania);
- strategic planning and business start – ups (Ukraine).

## Bilingual Primary School Prosenjakovci

### Basic information

Countries and regions covered	Slovenia (Municipality Moravske Toplice) and Hungary (Magyarszombatfa)	 <p>Petra Očkelr</p>
Year of implementation	2014	
Function and policy field	Primary school education	
Description of the service	<p>The Bilingual Primary School in Prosenjakovci is located close to the Slovenian-Hungarian border and is less than 4.5 km away from the centre of Soboška ves (Magyarszombatfa) in Hungary. The settlement is part of the municipality of Moravske Toplice, which is one of the ethnically mixed area, where Hungarians are recognised by the Republic of Slovenia as indigenous population. Thus, the school has official names not only in Slovenian but in Hungarian. In 2014, first parents from Hungary decided to enrol their children at the school in Prosenjakovci. Since then the interest has been growing and in the school year 2017/2018, 22 out of 75 pupils enrolled in the school were Hungarian citizens.</p>	
Service provider	The service is provided by the Bilingual Primary School Prosenjakovci.	
Further information	Dvojezična osnovna šola Prosenjakovci / Ketnyelvu Altalanos Iskola Partosfalva, <a href="https://www.dos-prosenjakovci.si/">https://www.dos-prosenjakovci.si/</a>	

### Cross-border public service provision

Needs addressed by the CPS	<p>The bilingual primary school in Prosenjakovci was not established for the purpose to be used by citizens on both sides of the border but was initiated as domestic service to address the needs of citizens in Slovenia to acquire primary school education. The bilingual concept answers the need of the acknowledged Hungarian minority to receive education in their mother tongue.</p> <p>The public service became cross-border through the need of children in Hungary living close to the border to easily access primary education. Being located in the immediate neighbourhood and offering classes in Hungarian makes the bilingual school in Prosenjakovci an attractive alternative for Hungarian parents when enrolling their children for primary education.</p>
Legal and administrative framework of the service	<p>In accordance with the Slovenian legislation, the Hungarian ethnic minority is granted all rights given by the constitution and the international treaties (Temeljna ustavna listina o samostojnosti in neodvisnosti Republike Slovenije k Ustavi RS; Uradni list RS, št. 1-4/91-I; Art 64 Constitution). Therefore, Slovenian and Hungarian are both official languages in all municipalities where Hungarians are acknowledged as indigenous minority. This guarantees access to all public services in Hungarian language, including education (Zakon o posebnih pravicah italijanske in madžarske narodne skupnosti na področju vzgoje in izobraževanja).</p> <p>There is, however, no obligation for Slovenian schools to admit pupils from Hungary living outside Slovenia. Thus, the offer to</p>

## Bilingual Primary School Prosenjakovci

	Hungarian citizens living in Hungary is a voluntary service offered by the bilingual primary school in Prosenjakovci.
Financing	<p>The school has not enlarged its infrastructure but allows to enrol a limited number of Hungarian children in order to fill up the classes to a maximum of 21 pupils per class.</p> <p>The maintenance and the costs related to the curriculum are entirely covered by the Slovenian national budget and the municipality, who share the costs of schools in Slovenia. Thus, without additional infrastructure general funding is not affected by admitting additional pupils from across the border. Instead, it can be argued that the service is provided more efficiently since more children benefit from the same offer.</p>
Target group	Pupils obtaining primary school education

### Challenges & obstacles

Further obstacles still relevant	There are some differences between Slovenian and Hungarian the pupils, such as subsidies for meals, accident insurance and preventive health care. These are not covered for Hungarian pupils by the school but have to be paid by their parents.
----------------------------------	---

### Results

What has changed in terms of service accessibility since the introduction?	The service is getting stronger through its cross-border dimension as it improves its efficiency with more pupils attending the school. Hungarian children benefit from primary education that is accessible without long travel times and a high service quality. Hungarians in Slovenia are in close contact with Hungarian language spoken in Hungary. Although, these two cultures have a long tradition of living closely together, the contact on a daily basis has a positive influence on tolerance and acceptance of differences among children and parents.
--	---

## Schengen Lyceum

### Basic information

Countries and regions covered	Luxembourg and Germany (County of Merzig-Wadern)	 <p>www.schengenlyzeum.eu</p>
Year of implementation	2007	
Function and policy field	Education and training	
Description of the service	<p>The Schengen Lyceum is a secondary cross-border school in Perl Germany for Luxembourgish and German scholars. The example illustrates the establishment of a cross-border secondary school combining two different school systems, domestically provided in different languages. Luxembourg is a multi-lingual country where scholars take generally secondary education in French, whereas German is predominant in primary schools.</p> <p>The Schengen-Lyceum provides full time education and allows students to obtain a professional diploma or a high school diploma enabling them to enter into the labour market on both sides of the border. Scholars and teachers come from both sides of the border. Classes are mixed and constitute heterogeneous groups. Teachers, regardless of their origin, work in international teams that support all scholars. This priority given to collaboration between scholars and teachers is an integral part of the educational project whose mission is to train scholars to respect each other and work independently.</p>	
Service provider	<p>The Schengen-Lyceum is a public body that provides the education on behalf of different partners. Partners are the Ministry of Education and vocational training (Luxembourg), the county of Merzig-Wadern and the Saarland Ministry of Training, Culture and Science (Germany)</p>	
Further information	<p><a href="http://www.schengenlyzeum.eu/">http://www.schengenlyzeum.eu/</a>  <a href="http://www.espaces-transfrontaliers.org/ressources/projets/projects/project/show/lycee-germano-luxembourgeois-de-schengen-a-perl/">http://www.espaces-transfrontaliers.org/ressources/projets/projects/project/show/lycee-germano-luxembourgeois-de-schengen-a-perl/</a></p>	

### Cross-border public service provision

Needs addressed by the CPS	<p>In border areas the alternatives for scholars are relatively low as compared to more centrally located areas of European countries. This applies also to the Luxembourgish-German border. In order to provide high-quality education and to implement the Greater Region vision for 2020, the cross-border lyceum has been established.</p> <p>Furthermore, a joint secondary school supports the need to mutual recognition of diplomas across the border that, in turn, increase labour market opportunities of scholars.</p>
Legal and administrative framework of the service	<p>Different agreements were signed on December 4, 2016. These were required to make the joint secondary school possible. Together these agreements cover financing and administrative aspects as well as requirements to secure high-quality of education following domestic regulations. They encompass:</p> <p>(i) an agreement between the Government of the Grand Duchy of Luxembourg and the Government of the Saarland on the establishment of a German-Luxembourgish school;</p>



## Schengen Lyceum

	<p>(ii) a protocol between the Government of the Grand Duchy of Luxembourg and the district of Merzig-Wadern on the properties and the financing of construction measures and the ongoing operation of the German-Luxembourg Schengen-Lyceum Perl;</p> <p>(iii) an administrative agreement on cooperation at the German-Luxembourgish Schengen-Lyceum Perl.</p>
Financing	<p>The Schengen Lyceum is jointly financed by the involved partners. More specifically, each side assigns teachers to the Schengen Lyceum and covers their remuneration. This also applies to any other educational staff.</p> <p>Additionally, the Schengen Lyceum is partner in various Interreg projects, generating additional funding.</p>
Target group	<p>The Schengen Lyceum targets primarily Luxembourgish and German scholars from the border region. This is complemented by a few scholars from the neighbouring French region.</p>

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>Establishing the Schengen Lyceum entails overcoming different legal and administrative barriers. Different levels of government have the responsibility of the education, i.e. the national level in Luxembourg as compared to the regional and local in Germany. Moreover, the available budgets for education are unbalanced.</p>
Solutions for overcoming obstacles	<p>The conclusion of different administrative and legal agreements did not imply a merger of school systems or joint rules and requirements for the education. A collaborative solution has been adopted rather than attempting to overcome the challenge of harmonising different rules and requirements laid down in domestic regulations.</p> <p>The Saarland regulations apply to the organisation of school life. In addition to the ordinance / school regulations, these also include the general course regulations and other regulations, in particular the right to give instructions, the obligation to observe supervision and data protection, on the course of education and the degrees of the German-Luxembourgish Schengen-Lyceum Perl. The school supervision is exercised basically by the responsible Ministry of the Saarland.</p>

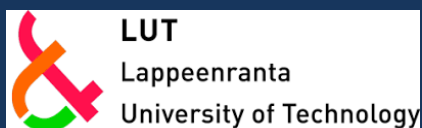
## Results

What has changed in terms of service accessibility since the introduction?	<p>The number of students increased from 130 (2007/08) to 784 (2013/14). The increasing number of students does not only positively affects education opportunities of scholars in the border area but also contributes to further integrating the cross-border region. The school sees itself as a catalyser for cross-border contacts of scholars, parents, teachers and employers.</p> <p>Public authorities from neighbouring cross-border regions are now assessing the possibility to establish similar CPS for the benefit of Luxembourgish and French scholars.</p>
--	---



## University cooperation South Karelia

Basic information	
Countries and regions covered	Finland and Russia
Year of implementation	2007
Function and policy field	Education and training
Description of the service	<p>Lappeenranta university of technology (LUT), St. Petersburg State University Graduate School of Management (GSOM SPbU) and Plekhanov Russian University of Economics (REA) have a joint curriculum. Their steady cooperation for the exchange and mobility at both sides of border acknowledges the degrees of students who have studied at universities on both sides of the Finnish-Russian border. The programme's focus is on master and doctoral level of double degrees.</p> <p>The cooperation of universities enables a long-term development of relations across the border. Permanent partner universities in Russia are highly valuable for regional development. Despite the political fluctuations universities can keep their joint interests and bring stability to cross-border regional development.</p> <p>LUT is also active to support new innovations for the benefit of the cross-border region. It actively participates in applying for regional funds that are targeted to innovations and experiments.</p>
Service provider	Strategy, Innovation and Sustainable program (MSIS) of Lappeenranta University of Technology (LUT)
Further information	<a href="https://www.lut.fi/web/en/">https://www.lut.fi/web/en/</a>



## Cross-border public service provision

Needs addressed by the CPS	A major ground for establishing the CPS provision was a large number of Russian students in LUT. These students as well as other students voiced a high interest in a joint curriculum.
Legal and administrative framework of the service	<p>The service is based on an adaptation of an already existing interstate agreement for cross-border cooperation. Also, the cross-border structure needed adjustment like extending the responsibilities and change the legal status.</p> <p>New internal administrative structures needed to be established at LUT. The CPS is provided as a border-crossing extension of an existing domestic public service for the benefit of both sides, which continues to be managed unilaterally on one side of the border (i.e. delegated delivery).</p>
Financing	Universities (LUT) own policy and possibly the South-East Finland-Russia Cross-Border Cooperation programme (2014-2020)
Target group	Pupils, students and interns of all ages. Also, businesses organisations and companies with needs of educated staff with cross-border skills.

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	Sometimes continuing the regular dialogue across the border has been challenged, e.g. due to replacements of key persons.
--	---

## University cooperation South Karelia


Solutions for overcoming obstacles	Simultaneous processes for cross-border development at both sides of the border.
Further obstacles still relevant	Incompatible domestic legislations, cultural barriers, one-sided scarce budgetary resource and demographic discontinuities (like unbalanced demand for CPS at both side of the border) are existing challenges for services provision.

### Results

What has changed in terms of service accessibility since the introduction?	Public awareness of this cross-border public service and its potential to regional development has raised to some extent. However, the service still needs considerable further development to maintain and foster its services.
--	--

## EUCOR - The European Campus

### Basic information

Countries and regions covered	Germany (Baden-Württemberg), France (Grand Est), Switzerland (Canton and City of Basel)	 <p><a href="http://www.en.unistra.fr/index.php?id=21769">http://www.en.unistra.fr/index.php?id=21769</a></p>
Year of implementation	Two principal steps taken in 1989 and 2016	
Function and policy field	Cross-border cooperation between higher education institutions in the tri-national Upper Rhine Area	
Description of the service	<p>EUCOR was founded in 1989 as a tri-national network of leading universities in the Upper Rhine Area that are no more than 150 km away from each other. It includes the University of Freiburg and the Karlsruhe Institute of Technology in Germany, the Universities of Strasbourg and Haute-Alsace in France and the University of Basel in Switzerland.</p> <p>In 2016, the EGTC Eucor was established. It aims to create a European university alliance with clearly defined common structures. It shall form the core of a campus without borders in the Upper Rhine Area. The European Campus serves as a centre of crystallization for the expertise and potential of more than 130 research institutions and facilitates developing a borderless science and research area with a clear profile of international relevance. The EGTC serves as an instrument for the universities to raise their profile and enhance their standing in the European and international competition for funding, students and researchers and ideas.</p>	
Service provider	EGTC Eucor, on behalf of the 5 member universities, with the head office based in Freiburg (DE) and a coordination office based in Strasbourg (FR)	
Further information	<a href="http://www.eucor-uni.org/">http://www.eucor-uni.org/</a>	

### Cross-border public service provision

Needs addressed by the CPS	Science and research increasingly require cross-border cooperation between higher education institutions in the tri-national Upper Rhine Area to overcome obstacles hindering the mobility of students, researchers and professors. The European Campus addresses these obstacles to promote mobility in research and science.
Legal and administrative framework of the service	<p>On 19 October 1989, the Conference of Rectors and Presidents of the Upper Rhine Universities adopted a cooperation agreement that established the "European Confederation of Upper Rhine Universities" (EUCOR) as a cross-border special purpose association (grenzüberschreitender Zweckverband).</p> <p>The EGTC Eucor member universities signed the agreement on establishing a European Grouping for Territorial Cooperation (EGTC) to strengthen cross-border research and teaching by means of a legal personality, while preserving the autonomy of each partner university. Until 2018, it is the first EGTC between higher education institutions at European level.</p> <p>The EGTC has its registered office in Freiburg im Breisgau (DE) and is</p>

## EUCOR - The European Campus

	subject to German law. The EGTC works with delegated staff from member universities.
Financing	The EGTC is financed by annual fees of the member universities, which are based on the number of students and recalculated accordingly for each financial year. The basis of calculation is the annual budget approved by the EGTC's Assembly. In order to achieve its objectives and, in particular, to support and strengthen its activities, the EGTC has the right to apply for European funding.
Target group	Students, researchers, professors

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	There were no severe challenges / obstacles for establishing the EUCOR EGTC.
Further obstacles still relevant	<p>Many differences continue to exist between the higher education systems of France, Germany and Switzerland. In consequence, mobility of researchers within the EUCOR area is still relatively low. Main mobility obstacles encountered are (1) the missing portability of (national) research grants and equipment from Germany to France and vice-versa, (2) no extra payment for teaching / research activities in one country of a professor appointed at a university of the neighbouring country and (3) different academic rights of professors, especially for the supervision of PhD-students.</p> <p>Due to the lack of staff employed directly at the EGTC applying for European funding remains difficult when the capability to absorb funding is evaluated according to staff employed rather than the staff and researchers available through the member universities.</p>


### Results

What has changed since the introduction of the service?	<p>Today, the European Campus bundles competencies of 15,000 researchers, 11,000 doctoral students and more than 120,000 students in the economically strong and innovation/research-oriented trilateral cross-border region. The five universities are involved in joint projects on research and teaching. In 2017, EUCOR has launched a Seed Money mechanism that aims to finance new cross-border academic projects at the member universities and to contribute to the ongoing development of a joint campus. In the first funding round of the Seed Money mechanism, financing for eight research and teaching projects was approved with a total volume of EUR 300,000. Funding is intended to boost long-term academic cooperation with an international appeal. The total volume of funding foreseen for the period between January 2018 and December 2020 is almost EUR 1 million.</p>
---	--

## 6 Labour market and employment

### Border Information Point (GIP) Scheldemond

#### Basic information

Countries and regions covered	Belgium (Provinces of East and West Flanders) and the Netherlands (Province of Zeeland)	 <p>Picture by Input Output Fotografie www.grenzinfo.eu</p>
Year of implementation	2014	
Function and policy field	The GIP is a local focal point for information and advice on the labour market in the Netherlands and Belgium	
Description of the service	<p>The border Information Point (GIP) Scheldemond is part of a wider network of information points along the Dutch Belgium and Dutch German borders. These border information points provide information and advice services to facilitate the mobility of cross-border workers. The GIP provides a single information point for all their questions related to social security, pensions, taxation etc.</p> <p>The GIP Scheldemond is a newly established CPS delivered and managed by a network of players from the Netherlands and Belgium. It is an example of cooperation between a large variety of partners and yet offering a uniform service to the target group.</p>	
Service provider	The services are provided by a network of organisations, which hosts service points in seven different locations. The network includes labour unions (FNV, ABVV), a local employment agency WSP and an employer's organisation (VOKA).	
Further information	<a href="https://grenzinfo.eu/eus/">https://grenzinfo.eu/eus/</a>	

#### Cross-border public service provision

Needs addressed by the CPS	<p>Prior to the establishment of the GIP, information and advice for cross-border working was provided by national employment agencies. Due to budget cuts, local employment agency offices were closed and personalised advice in the regions ceased. To continue personalised advice and information provision and to answer a growing local need the GIP has been established.</p> <p>The number of cross-border commuters in the Scheldemond region has increased the last decades. In the areas directly at the border more than 3% of the working population are cross-border commuters. The trend for increasing cross-border commuting is caused, inter alia, by unbalanced demographic development leading to mismatches on the labour market. The Dutch border municipalities face ageing and depopulation, whereas the Belgium border municipalities offer more job placement possibilities.</p>
Legal and administrative framework of the service	Legal and administrative frameworks for the functioning of the GIP are predominantly service specific and elaborated bottom-up. By means of different Interreg projects Euregio Scheldemond stakeholders and players in other Dutch border regions aimed to filling the gap in direct information provision to cross-border workers by organising their own border information points. All information points along the Dutch borders signed a joint intention agreement in 2015 to provide cross-

## Border Information Point (GIP) Scheldemond

	<p>border workers with direct and personal information. Each GIP organises the service slightly different, but they all cooperate and share experiences.</p> <p>In the Euregio Scheldemond the cooperation of different partners is agreed in a declaration and business plans. These documents detail the organisation of the network that provides the services for the GIP. The declaration from 2015 and the updated business plan from 2017 are currently the leading documents for the organisation and management of the GIP.</p>
Financing	The GIP is currently mainly financed through Interreg funding, including co-funding from the Euregio and regional and local partners. Main GIP stakeholders are reviewing future financing possibilities.
Target group	GIP targets primarily cross-border workers, including potential cross-border workers and people that used to work across the border. The target population is estimated at 10,000 persons, equally distributed on both sides of the border. The GIP also targets public authorities dealing with cross-border labour market issues.

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	The main obstacle when establishing the CPS entails finding a suitable organisation and management structure. New management and organisation agreements needed to be concluded following the sharing of a common understanding of the need to continue the provision of direct and personal advice and information. In addition, new financing of the services needed to be arranged.
Solutions for overcoming obstacles	In order to find suitable governance and management structures different declarations and business plans have been development and agreed. This allows the GIP Scheldemond to be jointly managed and delivered from different locations. With the establishment of the GIP citizens only have to deal with one information provider. The front offices function as one-stop-shops. Back-offices of each single GIP consist of different agencies providing most up-to-date information relevant for cross-border workers. Citizens in the Euregio Scheldemond can select between seven locations to request and receive direct and personalised advice and information on all cross-border labour market questions. The back-offices share the relevant for information in order to provide the citizens uniform information.
Further obstacles still relevant	Still remaining obstacles refer mostly to the services provided. Some of the main barriers for enhanced cross-border mobility include: 1) mutual acceptance of competences related to diplomas. Diplomas are mutually acknowledged in the BENELUX, however the competences gained in education differ and are often a reason for denying cross-border employment; 2) taxation and social security issues.

## Results

What has changed in terms of service accessibility since the introduction?	Latest data counts more than 1,300 users per year. This number has been gradually growing since the establishment of the GIP. 80% of the users are jobseekers, 20% of the users are employers. The service provides complementary services to existing initiatives in the region, such as EURES and provides personalised advice and information directly targeting the needs of the region's population.
--	---

## Job over grænsen (Regionskontor and Infocentre)

### Basic information

Countries and regions covered	Denmark and Germany: Region Sønderjylland-Schleswig – municipalities Sønderborg, Tønder, Aabenraa and Haderslev, Flensburg, Counties of Schleswig-Flensburg and Nordfriesland	 <p>© Region Sønderjylland – Schleswig, Regionskontor &amp; Infocenter</p>
Year of implementation	2004 (Infocentre) 2017 (job over grænsen)	
Function and policy field	Cross-border public information and advice services for facilitating mobility of workers, and cross-border public services for job placement	
Description of the service	<p>The services offered are twofold. On the one hand, general support through the Infocentre, on the other hand specific help for job seekers via <i>job over grænsen</i>.</p> <p><u>Infocenter:</u> Advising border commuters, companies and authorities on cross-border labour market, taxation, social security, freedom of movement.</p> <p>Advising citizens, institutions, companies and authorities on all aspects of the cross-border labour market, avoiding double taxation and coordinating social security, the residence directive and all other potential issues related to the freedom of movement and mobility of workers, citizens and services.</p> <p><u>Job over grænsen:</u> The main task is job placement for the unemployed and job seekers in a comprehensive cross-border approach (i.e. bidirectional). The help includes not only the immediate job placement, but also support in finding houses and accommodation, finding kindergarten, school and apprenticeship places for the offspring and working places for the spouses, as well as assistance with administrative and formal procedures.</p>	
Service provider	Region Sønderjylland-Schleswig, Lyren 1, 6330 Padborg	
Further information	<a href="http://www.pendlerinfo.org">www.pendlerinfo.org</a> Contact persons: Peter Hansen, Alexander Roeder	

### Cross-border public service provision

Needs addressed by the CPS	<p>First of all, <i>job over grænsen</i> wants to close information gaps of job seekers, cross-border workers and commuters. In this context, prejudices and false information about the labour market and working conditions on the other side of the border should also be reduced.</p> <p>In addition, <i>job over grænsen</i> also wants to establish a network of companies and enterprises, thereby contributing to the creation of a single, harmonized cross-border labour market.</p>
Legal and administrative framework of the	<p><i>Job over grænsen</i> received financing from the Danish government, initially for a period of one year. An extension for another year is already requested on the basis of a new target agreement. As the approval by the Danish government is still pending (as of June 2018),</p>



## Job over grænsen (Regionskontor and Infocentre)

service	the Danish municipality of Aabenraa has decided to pre-finance the service as it is convinced of the approach and the success of the job placement.
Financing	So far completely financed by the Danish Kommune Aabenraa, without any co-funding from German side
Target group	Job seekers and cross-border workers as specific target group of <i>job over grænsen</i> ; general public and public authorities for Infocentre

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>Asymmetric or unclear competences/responsibilities of policy actors either side of the border. Different national interpretations of transposed EU legislation and a lack of counter-organizations / counter-authorities at the other side of the border.</p> <p>So far, the job agencies on both sides of the border concentrated on job placements within their own territory, i.e. the German job centers. In other words, the German job agencies placed jobs from German companies to German unemployed, and the Danish job agencies proceeded alike on the Danish side. No one felt responsible for cross-border job placement with a view of creating a single cross-border labour market. In this respect, job seekers were left alone.</p>
Solutions for overcoming obstacles	<p>The Regionskontor and Infocenter considers the creation of a single cross-border labour market as one of its tasks. Therefore, the Infocenter jumped in to fill the gap of the official job agencies by implementing the <i>job over grænsen</i> service. The Infocenter applies the Danish model of job placement, i.e. it offers comprehensive services for the jobseeker and his family.</p> <p>The services are carried out not only at the central office in the Infocenter in Padborg, but also in selected branch offices in both Denmark and Germany, at home or on the spot of potential employers, if desired by the job seeker. The officers from <i>job over grænsen</i> may even accompany the job seekers directly to selected companies, to arrange job interviews or internships or to clarify open issues. Through its approach, <i>job over grænsen</i> tries to respond flexibly to the needs and desires of each individual job seeker in order to generate the greatest possible success.</p> <p>At the same time, the Infocenter stays in contact with the employment agencies on both sides of the border, in order to achieve a better cooperation with regard to cross-border job placements between them, too.</p>
Further obstacles still relevant	<p>In comparison to German job seekers, Danish unemployed expect more comprehensive services from the job agencies. They expect not only job offers, but also comprehensive support including housing, family care (children, spouses), and help in relation to formalities.</p> <p>Political headwind by the promoters of the EURES network in the region, especially from the German job agencies. Also lack of acceptance by the regional worker's unions on both sides of the border, in particular through their regional top managements.</p>

## Results

What has changed in terms of service accessibility since	<i>Job over grænsen</i> has successfully established itself as the first point of contact for cross-border job placement in the Danish-German border region. A network of 80 to 90 partner companies could be
--	---



## Job over grænsen (Regionskontor and Infocentre)

the introduction?

established on both sides of the border, which are actively involved. In the first year, a total of 62 job seekers could be placed in both directions, with 31 Germans being placed to Denmark and 31 Danes to Germany.


In addition to the pure job placement, the Infocenter also strives to disseminate general information about the labour markets, tax and social security and pension systems on both sides of the border in order to reduce prejudices and misconceptions.

Due to its flexible approach, *job over grænsen* is easily accessible for job seekers. Either the consultation takes place centrally in the Infocenter in Padborg, or in individual branch offices, or at other places desired by the job seeker.

As its name suggests, *job over grænsen* is aiming at those job seekers who are willing to accept work in the neighbouring country. Domestic job placement remains unaffected and is still carried out by the relevant job agencies in Denmark or Germany.

## Eures Transfronterizo Extremadura-Alentejo

### Basic information

Countries and regions covered	Portugal (Alentejo) and Spain (Extremadura)	 <p><a href="http://extremaduratrabaja.gobex.es/index.php?modulo=contenidos&amp;id_menu=44">http://extremaduratrabaja.gobex.es/index.php?modulo=contenidos&amp;id_menu=44</a></p>
Year of implementation	2017	
Function and policy field	Cross-border labour market and employment services, in the field of information and advice services	
Description of the service	The Eures Transfronteirizo Extremadura-Alentejo provides information, placement and recruitment services. It monitors mobility flows and obstacles for cross-border worker mobility, provides information to jobseekers and employees and improves their access to the social insurance systems in the neighbouring country.	
Service provider	The Eures is a cross-border partnership between Portuguese and Spanish institutions. Portuguese partners are IIEFP (Institute of Employment and Training) and the entrepreneurship associations of Alentejo Central (NER) and Alto Alentejo (NERPOR). Spanish partners are SEXPE (Public Employment Service Extremadura) which is a regional entity and the confederation of municipalities of Extremadura.	
Further information	<p><a href="http://extremaduratrabaja.gobex.es/index.php?modulo=contenidos&amp;id_menu=44">http://extremaduratrabaja.gobex.es/index.php?modulo=contenidos&amp;id_menu=44</a></p> <p><a href="https://ec.europa.eu/eures/main.jsp?catId=437&amp;acro=Imi&amp;lang=pt&amp;countryId=PT&amp;regionId=PT1&amp;nuts2Code=PT18&amp;nuts3Code=null">https://ec.europa.eu/eures/main.jsp?catId=437&amp;acro=Imi&amp;lang=pt&amp;countryId=PT&amp;regionId=PT1&amp;nuts2Code=PT18&amp;nuts3Code=null</a></p>	

### Cross-border public service provision

Needs addressed by the CPS	During the last one and half decade, the reinforcement of Spanish investment in agriculture has induced new labour mobility dynamics in the Alentejo region, attracting new people to new jobs. Simultaneously, at the peak of the economic crisis (2011 to 2015), national assets also sought new employment alternatives in Spain. Cross-border mobility increased creating need for information services both for job search and social insurance implications.
Legal and administrative framework of the service	Eures works according to the different national practices and legal systems involved.
Financing	European Commission – EaSI
Target group	Job-seekers and employees

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>Legal and administrative obstacles occur due to different domestic legislations, including asymmetric or unclear competences/responsibilities of policy actors of both sides of the border.</p> <p>There are economic and demographic discontinuities along the border. The territory is mainly rural, populated by aged people with scarce employment opportunities and budgetary resources. There was also an</p>
--	--

## Eures Transfronterizo Extremadura-Alentejo

	<p>unbalanced demand for CPS on both sides of the border.</p> <p>Some socio-cultural obstacles can be observed due to language barriers.</p>
Solutions for overcoming obstacles	Cooperation between employment entities on both sides of the border with a cross-border partnership.
Further obstacles still relevant	<p>Legal and administrative obstacles in view of domestic legislations, including asymmetric or unclear competences/ responsibilities of policy actors of both sides remain. There is a need to harmonise domestic legislations in particular in relation to the transposition of EU legislation into national systems.</p> <p>Another obstacle reaches beyond the traditional role of the Eures: Entrepreneurship associations and the participation of the community of municipalities showed the need to provide information about rules and conditions for entrepreneurial investments.</p> <p>There is still a failure regarding the recognition of competences.</p>

## Results

What has changed in terms of service accessibility since the introduction?	<p>The service has developed a new context for cooperation between regional and local employment services, economic organisations, local authorities and other entities of the two neighbouring Member States.</p> <p>Providing precise and up-to-date information contributes to improving security and work conditions for cross-border jobseekers and employees.</p>
--	---

## Cross-border employment services Morokulien

### Basic information

Countries and regions covered	Sweden (Värmland) and Norway (Hedmark)
Year of implementation	1997
Function and policy field	Labour market and employment services for workers, job-seekers and companies
Description of the service	Morokulien border services provides information and advice to cross-border workers and businesses to support cross-border labour mobility. Examples of the type of information and advice provided include information on taxes and social security in the other country. The service centres are equipped by eight employees in total. They receive and handle questions from people and companies in person, by phone and through their webpage.
Service provider	Morokulien border services are provided at two locations, in Magnor (Norway) and in Morokulien (Sweden). These offices do not have legal personalities. They are supported by a network of local, regional and national authorities and organisations, including Norwegian and Swedish tax offices, the Swedish social insurance agency, border municipalities, counties and regions.
Further information	<a href="https://www.grensetjansten.com/sv/om/">https://www.grensetjansten.com/sv/om/</a>



<https://www.grensetjansten.com/sv/dokument/sv/privat/informationsblad/Folder-svensk.pdf>

### Cross-border public service provision

Needs addressed by the CPS	Norway and Sweden share a border with relatively large interaction in terms of trade and commuting. Economic development is not always balanced on both sides. In the 1990s Sweden was hit by high unemployment, leading to an increase in demand of cross-border commuting to Norway. To facilitate the movement of labour the border regions joined forces to provide information on each other's labour markets. To improve the services actions and information from national authorities and agencies were required as well. Only recently the national level has understood the importance. Today the CPS also aims to improve information to businesses in order to increase business relations in Swedish-Norwegian border regions.
Legal and administrative framework of the service	<p>The Morokulien border services have been newly established to address the above described need. The service could emerge due to existing regional strategies and legal frameworks. Even though Norway is not part of the EU, different cooperation agreements between Nordic countries make it easier for Norwegians to move, work and study in the other countries.</p> <p>At the level of the Nordic council, the Treaty of Helsinki (1962) support the establishment of the CPS. This treaty seeks to preserve and develop further the common Nordic labour market, among other issues. An agreement concerning a common Nordic labour market was first signed in 1954 and renewed in 1983. The agreement states that placement services in Nordic countries shall provide comprehensive, objective and up-to-date information and other services for persons seeking employment and for employers. In</p>

## Cross-border employment services Morokulien

	<p>2014, the Freedom of Movement Council (Gränshinderrådet) was established as a politically appointed body to promote freedom of movement in the Nordic region for people and companies.</p> <p>The existing legal frameworks had nevertheless to be adapted in support of the establishment of the CPS. Also different intergovernmental working groups and committees for labour markets needed to be established to support the development of the service. In total, the development of the CPS and overcoming the main administrative obstacles took about three years.</p>
Financing	The service is financed by several national authorities in Sweden and Norway, the Nordic council of Ministers and Norwegian and Swedish governments. For specific initiatives the services apply sometimes for Interreg funding as additional funding source.
Target groups	Cross-border workers and businesses are the main target groups for advisory and information services on labour markets and related issues such as social insurance. In addition, public authorities at local, regional and national levels are targeted to limit the challenges for cross-border mobility.

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	The main challenges and border obstacles specifically for the CPS include incompatible legislations, unclear responsibilities, different national interpretations of EU legislation, and a lack of counter organisations on the other side of the border. It was one of the tasks of the service to map the border obstacles and create awareness among relevant authorities to address these. The service cooperated with other actors along the Swedish-Norwegian border. They have identified multiple barriers for moving, commuting, studying and operating companies across the border without the risk of ending in a grey area or being impeded by unclear laws and regulations. The service's website lists 31 barriers for border mobility.
Solutions for overcoming obstacles	A majority of 19 cross-border barriers for cross-border labour mobility are assessed as good (the border is open), 5 barriers are assessed as medium (ok for the time being but improvements could be made) and the remaining 7 barriers are assessed as ongoing obstacles with need for action. The assessment illustrates some of the achievements of the border services and thus the solutions that have been found to increase cross-border labour mobility.
Further obstacles still relevant	Remaining obstacles include mostly taxation issues, such as VAT issues, or compensations from social insurances e.g. sick leave, unemployment, or child support. These issues demand action at national or European levels and are challenged by different regulations and interpretations of national, Nordic and EU regulations and agreements.

## Results

What has changed in terms of service accessibility since the introduction?	The Morokulien border services' address the target groups' needs adequately. Besides the general support to cross-border workers or enterprises looking for more information on employment, the service contributes to increased cooperation between national authorities on labour market issues, created awareness on practical issues and succeeded to encourage national authorities to discuss the issues and act accordingly. This implies that the quality of information offered by the service improves throughout the service's history.
--	--

## 7 Environmental protection, natural resources management and climate change action

### Transboundary biosphere reserve Xures-Gerês

Basic information	
Countries and regions covered	Spain (Galicia) and Portugal (Norte de Portugal)
Year of implementation	The nature park was declared a biosphere reserve by UNESCO on 27 <sup>th</sup> of May 2009.
Function and policy field	Environmental protection, natural resources management and climate change action
Description of the service	The Biosphere Reserve Gerês-Xurés is a natural park located in the cross-border area involving the Galician Autonomous Community and the region of Norte de Portugal.
Service provider	The cross-border Biosphere Reserve protects natural heritage and simultaneously promotes tourism potential, either combating unemployment and depopulation in the territory covered.
Further information	<a href="http://www.reservabiosferageresxures.com/indexen.html">http://www.reservabiosferageresxures.com/indexen.html</a> <a href="http://www.unesco.org/new/en/natural-sciences/environment/ecological-sciences/biosphere-reserves/europe-north-america/portugalspain/geres-xures/">http://www.unesco.org/new/en/natural-sciences/environment/ecological-sciences/biosphere-reserves/europe-north-america/portugalspain/geres-xures/</a>



<http://www.reservabiosferageresxures.com/indexpt.html>

### Cross-border public service provision

Needs addressed by the CPS	Physical and natural resources continue across the border requiring cross-border preservation. Both countries created their National Parks and other Protection categories, but the idea of one unique territory, with the same approach of intervention and a common strategy of action became a challenge for the management authorities on both sides of the border.
Legal and administrative framework of the service	The reserve is managed by a cross-border directive board, a cross-border cooperation board and a cooperation advisory council. The directive board is composed by the Instituto da Conservação da Natureza e das Florestas, a Portuguese national entity, the Conselleria de Medio Ambiente y Ordenación del Territorio de Xunta de Galicia and the Dirección Xeral de Relacións Exteriores com la Unión Europea, both regional Spanish entities, the Comissão de Coordenação e Desenvolvimento Regional do Norte (CCDR Norte), a Portuguese regional entity, one member of each of 11 municipalities covered (six in Spain and five in Portugal), and the representative of the International Council of the Biosphere Program, UNESCO.
Financing	POCTEP 2014-2020, Instituto da Conservação da Natureza e das Florestas and Conselleria de Medio Ambiente y Ordenación del Territorio de Xunta de Galicia
Target group	Citizen on both sides of the border

### Challenges & obstacles

## Transboundary biosphere reserve Xures-Gerês

Challenges & obstacles before the CPS implementation	<p>In the period prior to the creation of the reserve, there were two parks that were managed separately by the entities on either side of the border. The management focused only on the preservation of natural heritage.</p> <p>The natural heritage, however, co-inhabited with a settlement system with villages and different economic activities. Thus, the coexistence of the two systems, natural and human, were regulated by several instruments/directives, which created organisational problems and inefficiency in the area's management.</p>
Solutions for overcoming obstacles	<p>Since the presentation of the proposal, it took two years to be approved by UNESCO. It was necessary to establish an intergovernmental cross-border committee and establish a new public-law based cross-border body for the CPS by making use of specific provisions of existing interstate agreements. It was also needed to set-up new a new administrative structure (the directive board) that includes all relevant levels of administration.</p>
Further obstacles still relevant	<p>Financial support and financial management is still separated.</p>


### Results

What has changed in terms of service accessibility since the introduction?	<p>The presentation of the Action Plan integrated in UNESCO requirements, allowed to take a step forward in a shared management action, not only of natural resources but also with the implementation of a development strategy where natural resources, traditional settlement systems, populations and economic activities coexist in a sustainable way.</p>
--	---



## Mura-Drava-Danube Transboundary Biosphere Reserve

### Basic information

Countries and regions covered	Croatia (Regional Park Mura - Drava), Hungary (National Park Danube-Drava), Serbia (Special Nature Reserve Upper Danube) and Slovenia (Biosphere Reserve Mura)	 <p data-bbox="927 555 1319 636"><a href="http://www.unesco.org/new/en/natural-sciences/environment/ecological-sciences/biosphere-reserves/europe-north-america/croatiahungary/mura-drava-danube/">http://www.unesco.org/new/en/natural-sciences/environment/ecological-sciences/biosphere-reserves/europe-north-america/croatiahungary/mura-drava-danube/</a></p>
Year of implementation	Step wise implementation with geographic extensions – 2012, 2017 & 2018	
Function and policy field	Environmental protection with a focus on floodplain management	
Description of the service	<p>The Mura-Drava-Danube Transboundary Biosphere is an example of coordination between national and regional players for the benefit of environmental protection following the UN management tool – Transboundary Biosphere Reserves (TBR). The biosphere reserve provides an important tool in learning different approaches to floodplain management. It has three functions:</p> <ul style="list-style-type: none"> <li>• maintaining the floodplain ecosystems;</li> <li>• developing the area in socio-economic and ecologically sustainable ways;</li> <li>• promoting education, research and environmental monitoring.</li> </ul> <p>In 2018, the TBR stretches along the rivers Drava, Mura and Danube across Slovenia, Croatia, Hungary and Serbia. The reserve shall be further extended to include the Austrian biosphere reserve "Mur". The area is characterised by unique wetlands offering a home to several flora and fauna. The area is also known as the “amazon of Europe”.</p> <p>The TBR between Croatia and Hungary covering 400,000 hectares is the core area. This part of the biosphere has been first recognised by UNESCO as TBR in 2012. Since then, the park has been growing with the ambition to include the full area of the Mura-Drava-Danube floodplain in a single reserve stretching across five countries in order to full fill the three functions in the whole area.</p>	
Service provider	<p>The TBR is managed following a national coordination structure. Firstly a <i>coordination committee</i> represented by representatives from the Croatian regional parks Mura – Drava, Kopački Rit and ecological networks, the Croatian state institute for nature conservation and the Croatian Ministry of Culture and representatives of the Hungarian Ministry of Rural Development, among others responsible for the management of the Danube-Drava national park. Secondly, a <i>scientific board</i> has been established. Thirdly, the countries nominate a <i>focal point</i> for administrative tasks. On the Croatian side this is the nature park Kopački Rit, on the Hungarian side this is the Duna-Drava national park directorate.</p>	
Further information	<p><a href="http://www.amazon-of-europe.com/en/">http://www.amazon-of-europe.com/en/</a>  <a href="http://www.mfa.gov.rs/en/press-service/statements/12549-mura-drava-danube-transboundary-biosphere-reserve">http://www.mfa.gov.rs/en/press-service/statements/12549-mura-drava-danube-transboundary-biosphere-reserve</a></p>	

### Cross-border public service provision

Needs addressed	The Mura-Drava-Danube floodplain consists of a unique river
-----------------	---

## Mura-Drava-Danube Transboundary Biosphere Reserve

by the CPS	<p>ecosystem. The ecosystem is both important for the people living in the area providing fresh water, flood protection and for agriculture as well as for the floodplains flora and fauna. Coordinated action across national borders supports protecting the ecosystem for future generations.</p> <p>The area around the rivers Mura, Drava and Danube are home to several endangered animals such as the white-tailed eagle, the little tern, black stork, beaver, otter, the nearly extinct bastard sturgeon fish, and more than 250 000 birds.</p>
Legal and administrative framework of the service	<p>The creation of the TBR took several years. Since the 1990s different NGOs led by the World Wide Nature Fund (WWF) and Euronatur argued for the protection of the Mura-Drave wetlands and protect it from mining activities and hydropower initiatives.</p> <p>In 2008, a Drava river vision was adopted among stakeholders from Austria, Croatia, Hungary and Slovenia. This vision encouraged a common approach to obtaining a valuable and ecologically functional Drava river. Following this first initiative the Prime Ministers of Hungary and Croatia signed a joint declaration of intent to create a transboundary biosphere reserve in 2009. In 2011, the Environmental ministers of Austria, Croatia, Hungary, Serbia and Slovenia concluded a joint memorandum of understanding. The agreement commits the partners to creating a single biosphere reserve across five countries. The meeting contributed to the preparation of the transboundary nomination for the Mura-Drava-Danube TBR between Hungary and Croatia that was approved in 2012.</p>
Financing	<p>The park is financed by national resources. In addition stakeholders related to the transboundary biosphere reserve apply for different funding including Interreg and LIFE funds.</p>
Target group	<p>Nature protection in the Mura-Drava-Danube transboundary biosphere reserve is mostly for the benefit of the nature and the residents in the area.</p>

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>The area along the Mura, Drava and Danube rivers combines 13 protected areas including Natura 2000 sites. Each of these areas are differently managed and have different objectives and levels of environmental protection. However, the rivers and wetlands form a single ecosystem in which changes in one area impact on other areas. Coordination efforts for nature protection have been promoted by different NGOs and international organisations, in particular after the launch of different mining and hydropower initiatives in the area. Coordination among many different players in five different countries is however challenging. In particular, since nature protection is the responsibility of different national and regional authorities and different ministries.</p>
Solutions for overcoming obstacles	<p>Being recognised by UNESCO as TBR supports national and regional authorities to coordinate their domestic efforts in environmental protection. TBR is a management tool that obliges members to ensure common management of a shared ecosystem. The tool at intergovernmental level ensures commitment of the involved authorities and obliges them to apply together the Seville strategy for biosphere reserves and its objectives.</p>

## Mura-Drava-Danube Transboundary Biosphere Reserve

### Results

What has changed in terms of service accessibility since the introduction?

Since the approval of the Croatian-Hungarian core of this TBR other biosphere reserves have been approved by UNESCO with the objective to join the single areas with the Mura-Drava-Danube Transboundary biosphere reserve. In 2017, the Serbian biosphere reserve Bačko Podunavlje has been approved. In 2018, the Slovenian biosphere reserve Mura has been approved. Currently, 850,000 hectares of natural and cultural landscape along the rivers Mura, Drava and Danube are protected by UNESCO across four countries. This shall be complemented by the Austrian nomination and approval by UNESCO of the Mur biosphere reserve and the application and approval of the five-country TBR. WWF and Euronatur take the lead in realising this process.

## Water services Wissembourg – Bad-Bergzabern

Basic information	
Countries and regions covered	France (Municipality of Wissembourg) and Germany (Association of municipalities Bad Bergzabern without the city of Bad Bergzabern)
Year of implementation	2001
Function and policy field	Drinking water provision
Description of the service	Drinking water is provided by the association of municipalities Bad Bergzabern to the French municipality Wissembourg. The cross-border solution increases the efficiency of service delivery by ensure quality long-term delivery of the services. In addition, the cross-border solution enables costs saving for the local stakeholders.
Service provider	The association of municipalities Bad Bergzabern delivers drinking water to the local grouping of cross-border cooperation (GLCT / GÖZ) "Wissembourg-Bad Bergzabern", which in turn is responsible for delivering the cross-border service. Water delivery for the city of Wissembourg uses the pumping station Steinfeld (Germany).
Further information	<p><a href="https://www.vg-bad-bergzabern.de/vg_bad_bergzabern/Rat%20&amp;%20Verwaltung/VG-Werke/Trinkwasserversorgung/">https://www.vg-bad-bergzabern.de/vg_bad_bergzabern/Rat%20&amp;%20Verwaltung/VG-Werke/Trinkwasserversorgung/</a></p> <p>MOT (2012) GLCT créés aux frontières françaises</p>



[https://www.vg-bad-bergzabern.de/vg\\_bad\\_bergzabern/Rat%20&%20Verwaltung/VG-Werke/Trinkwasserversorgung/](https://www.vg-bad-bergzabern.de/vg_bad_bergzabern/Rat%20&%20Verwaltung/VG-Werke/Trinkwasserversorgung/)

### Cross-border public service provision

Needs addressed by the CPS	The cross-border groundwater study "Bienwaldstudie" (1999/2000) created the basis for the envisaged water provision network for the long-term safeguarding of the drinking water supply. The service tackles the need to ensure a critical mass for costs savings in service delivery.
Legal and administrative framework of the service	The cooperation is based on the Karlsruhe Agreement on cross-border cooperation between France, Germany, Luxembourg and Switzerland allowing the creation of "Local Groupings for Cross-border Cooperation" (GLCT/GÖZ). The local grouping of cross-border cooperation "Wissembourg-Bad Bergzabern" has been created under German law in 2001 and consists of local and regional stakeholders. In addition the municipalities of Wissembourg and Bad-Bergzabern concluded a cooperation agreement in the field of fresh-water provision in 1999.
Financing	The fresh water provision locally funded through fees paid by drinking water consumers. During the initiation and development of the CPS stakeholders used Interreg funding, among other for a feasibility study.
Target group	The water provision targets the general public, the extension of drinking water provision targets in particular the 8,000 inhabitants of Wissembourg.

### Challenges & obstacles

Challenges &	The establishment of the drinking water provision took more than
--------------	--

## Water services Wissembourg – Bad-Bergzabern

obstacles before the CPS implementation	seven years. Among the obstacles experienced for the set-up of this CPS were cultural differences, language barriers in particular. Furthermore incompatible domestic legislations created a challenge. The latter could for example be different quality norms on drinking water.
Solutions for overcoming obstacles	In order to overcome some of the challenges the legal framework has been modified to implement the CPS. Local authorities concluded a new protocol for cooperation and adapted an existing protocol for cooperation. In addition, a new public-law based cross-border body has been established making use of existing interstate agreements. In this case the GLCT/GÖZ "Wissembourg-Bad-Bergzabern" was established. This cross-border body oversees the joint management and drinking water supply network. Lastly, the technical systems of the combined supply are equipped with tele-control systems both on the German and on the French side, and the operating personnel are in contact with each other.

### Results

What has changed in terms of service accessibility since the introduction?	One of the main advantaged of the joint water provision in Wissembourg - Bad-Bergzabern are lower fees for drinking water. Besides efficiency and effectiveness gains, the joint water services support environmental protection for examples by reducing of nuisance to residents.
--	---

## Bavarian sewage cleaned at a treatment plant in Salzburg

### Basic information

Countries and regions covered	Germany (Bavaria) and Austria (Salzburg)	 <p>Source: Reinhaltverband Großraum Salzburg</p>
Year of implementation	Step-wise implementation/ extensions in 1980, 2003-2005, 2009, 2012	
Function and policy field	Environmental protection, joint treatment of wastewater	
Description of the service	<p>The “Greater Salzburg wastewater treatment association” (RHV - Reinhaltverband Großraum Salzburg) is cleaning sewage from various Bavarian municipalities located close to the border at its wastewater treatment plant “Siggerwiesen”. The cross-border connection of Bavarian municipalities was realised successively over a long time period (1980-2012).</p> <p>Today, four Bavarian municipalities are either connected directly to the sewage system of the RHV “Greater Salzburg” (i.e. Ainning, a small settlement at Freilassing), or through the sewage system of the adjacent Austrian wastewater treatment associations RHV “Tennengau-Nord” (i.e. Marktschellenberg) and RHV “Oberndorf-Umgebung” (i.e. Laufen) that also transfer their sewage for treatment to the Siggerwiesen plant.</p> <p>The CPS fully connects Bavarian households and local companies to adequate sewage and modern treatment facilities. It helps to ensure good water quality of the border river Salzach, into which cleaned wastewater is discharged.</p>	
Service provider	<p>The wastewater treatment association RHV Greater Salzburg covers an area of 185 km<sup>2</sup> and is one of Austria’s largest wastewater treatment associations. The RHV operates the wastewater treatment plant “Siggerwiesen” close to the municipality of Anthering. The plant is one of the largest wastewater treatment plants in Austria. The RHV is responsible for the construction and operation of an association collector network with 143 km in length, into which the local sewage systems of its member municipalities (total: 394 km) discharge wastewater for treatment at the Siggerwiesen plant.</p>	
Further information	<p><a href="https://www.umweltschutzanlagen.at/de/rhv/aufgaben.html">https://www.umweltschutzanlagen.at/de/rhv/aufgaben.html</a></p>	

### Cross-border public service provision

Needs addressed by the CPS	<p>Cost efficiency considerations have enhanced cross-border sewage treatment in the Greater Salzburg area. Particular topographical conditions with medium-high mountain ranges make pumping of sewage water within one country to distant treatment plants more costly than treating it in more closely located plants in the neighbouring country. This is complemented by needs to upgrade existing wastewater treatment plants to comply with quality or capacity requirements. Rather than investing in separate plants joint approaches across the border can contribute to cost-effectiveness of treating sewage water.</p>	
Legal and administrative framework of the service	<p>There is no specific legal framework agreement between Bavaria and Salzburg that regulates a cross-border treatment of sewage. The only formal basis are bilateral local contracts on the border-crossing transferral of sewage (Einleitungsvertrag) that are concluded between the Bavarian municipalities and the sewage receiving wastewater</p>	

## Bavarian sewage cleaned at a treatment plant in Salzburg

	treatment associations (RHV Greater Salzburg, RHV Tennengau-Nord, RHV Oberndorf-Umgebung). These contracts stipulate the precise conditions of the sewage transfer-arrangement. Their duration usually ranges from 20 to 30 years.
Financing	The financing is ensured through bilateral local sewage transferral contracts (Einleitevertrag). These contracts define the cost that a Bavarian “sewage sending” municipality has to pay to the respective wastewater treatment association on the Austrian side (price per m <sup>3</sup> of sewage). Price levels are adapted from time-to-time to reflect changing context conditions.
Target group	Municipalities on the Bavarian side and their resident population.

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	Prior to connecting the Bavarian municipalities located closely to the border, they faced sometimes costly modernisation / upgrading of existing local treatment facilities or were located far away from the next suitable Bavarian-sided treatment facility. An alternative option was then to negotiate a transfer of their sewage to the Austrian side.
Solutions for overcoming obstacles	Once an agreement was reached, a border-crossing sewage system had to be constructed for establishing a connection to the Austrian side of the sewage networks. Infrastructure works were sometimes substantial and costly (e.g. drilling under the border river Salzach) and were partly complicated due to particular topographical / natural conditions (i.e. steep alpine landscape, respect of protected nature areas).


### Results

What has changed in terms of service accessibility since the introduction?	<p>The service has been functioning smoothly since many years and a consensus on the usefulness of this cooperation has increasingly developed among the involved institutional actors.</p> <p>The CPS also entails clear “win-win” constellations for all sides concerned. The Bavarian municipality Ainring, for example, did not have to realise a costly modernisation of its municipal wastewater treatment plant and could decommission the facility shortly after the connection. The neighbouring “sewage-receiving” municipality of Wals-Siezenheim had financial benefits, because it did not even use half of its statutory available and also paid capacity of 57,000 population equivalents for the “Siggerwiesen” plant. Another example is the cross-border treatment of sewage from the Bavarian city of Laufen, generating financial revenues for the RHV Greater Salzburg that have a positive financial impact on the association’s budget.</p>
--	--



## TRION Climate Association in the Upper Rhine Area

### Basic information

Countries and regions covered	Germany (Baden-Württemberg, Rhineland-Palatinate), France (Grand Est), Switzerland (Canton and city of Basel, canton Jura)	 <p>Source: <a href="http://www.trion-climate.net">http://www.trion-climate.net</a></p>
Year of implementation	2010, 2015	
Function and policy field	Production and distribution of energy from renewable energy sources, climate change action	
Description of the service	<p>The non-profit association “TRION-climate e.V.” is a German-French-Swiss network of energy and climate actors in the trilateral Upper Rhine cross-border metropolitan area. The purpose of the network is the cross-border bundling of synergies in the field of climate and energy. The network offers climate and energy services that promote cross-border exchange of knowledge and experience, e.g. through cooperation with other non-profit and climate and energy relevant institutions, publications and joint seminars / events.</p> <p>The tasks of the association include above all</p> <ul style="list-style-type: none"> <li>• networking of environmental, economic and scientific actors and other energy and climate relevant actors;</li> <li>• organisation of cross-border exchanges and the transfer of knowledge and experience in the fields of energy and climate protection;</li> <li>• support of companies, especially with regard to the comparability of standards and labels, as well as training courses;</li> <li>• participation in the development of joint exemplary projects for innovative technologies;</li> <li>• support for tri-national technical data collection, for implementing the strategy and as basis for political decision-making.</li> </ul>	
Service provider	Joint office of TRION-climate e.V. in Kehl (DE), where a tri-national team is managing the association and implementing its activities.	
Further information	<a href="http://www.trion-climate.net">http://www.trion-climate.net</a>	

### Cross-border public service provision

Needs addressed by the CPS	<p>Climate protection is an important cross-border challenge in the Upper Rhine Area that require cooperative trilateral action.</p> <p>Already in December 2006, key actors of the trilateral Upper Rhine Conference (ORK) signed a first cross-border climate protection strategy. As a result of this, the ORK “Climate and Energy Commission” was established in early 2007 and built the basis for developing the CPS.</p> <p>On 28 June 2013, the Franco-German-Swiss Upper Rhine Conference (ORK) adopted a new “Cross-Border Climate Protection and Energy Strategy of the Tri-national Metropolitan Region of the Upper Rhine”. This strategy entrusts the ORK Climate and Energy Commission with the strategic implementation, while the TRION-climate network is responsible for the operational implementation of various measures and projects set out by the strategy.</p>
Legal and administrative	TRION was founded in 2010 as non-formalised network, which formulated the goal to set-up a structure with an own legal

## TRION Climate Association in the Upper Rhine Area

framework of the service	<p>personality. In March 2015, local authorities' political representatives founded the association TRION-climate e.V., thus transforming the former TRION network into a an entity with an own legal personality. TRION-climate e.V. was established as a German-law based non-profit association.</p> <p>The basic structures of TRION-climate e.V. are the general assembly, the executive board and the monitoring committee, with the latter including the main financial partners of TRION-climate e.V. The monitoring committee proposes to the general assembly the candidates for the executive board and advises the latter on strategic decisions.</p>
Financing	<p>Financing is ensured by association membership fees, for which the exact conditions are laid down in the "Contribution regulations of the association TRION-climate e.V." (Beitragsordnung). Furthermore, a number of public partners are paying an annual subsidy of at least EUR 5,000 to of TRION-climate e.V. (i.e. French State, Département du Haut-Rhin, Département du Bas-Rhin Place, Région Grand Est / Alsace, Land Baden-Württemberg, Land Rhineland-Palatinate, Canton Basel-Land, Canton Basel-Stadt, Canton Jura).</p>
Target group	<p>All public and private energy / climate relevant actors in the Upper Rhine Area.</p>

### Challenges & obstacles

Challenges & obstacles before the CPS implementation	<p>Coordinated climate change action in the Upper Rhine cross-border metropolitan area was first realised through the non-formal network, which limited the possibility of participation and fund raising.</p>
Solutions for overcoming obstacles	<p>To obtain a legal personality with more opportunities to tackle climate change action jointly, the network was transformed into an association under German law in 2015. The association has the possibility to include further public and private members and to enter into partnerships with other institutions committed to climate and energy issues. It can also initiate projects with partners eligible under different programmes, such as Interreg.</p>

### Results

What has changed in terms of service accessibility since the introduction?	<p>The common goal of all members is to support and accompany the Upper Rhine Area on its way of becoming an exemplary energy region. So far, the association has 70 members: 30 from Germany, 26 from France and 14 from Switzerland. The members include territorial authorities at different levels, public-law based cross-border structures from the Upper Rhine Area and major energy suppliers.</p> <p>Direct benefits for the association's members emerge from (1) the presentation of their organisation in a bilingual directory, (2) a cross-border exchange of experience and knowledge through their participation in events, (3) reduced entrance tariffs or admission fees to trade fairs of the partnership, (4) the opportunity to apply as sub-exhibitor at energy fairs at the TRION presentation stand, (5) the improvement of cross-border cooperation opportunities through assistance for partner search and project development and (6) the expansion of international market opportunities by attending conferences organised by TRION-climate.</p>
--	---

## 8 Civil protection and disaster management

### EMRIC – Meuse-Rhine Incident control and crisis management

#### Basic information

Countries and regions covered	Belgium, Germany and the Netherlands (Euregio Meuse-Rhine)
Year of implementation	2006 first Interreg project after 2013 stakeholders agreed to continue the cooperation for undefined timeframe
Function and policy field	Civil protection and disaster management
Description of the service	EMRIC is a cooperation of public services that are responsible for public safety, including fire services, technical assistance and emergency medical care in the Euregio Meuse-Rhine.
Service provider	The EMRIC office coordinates the work of the seven core partners of the cooperation network consisting of GGD Zuid Limburg, Veiligheidsregio Zuid-Limburg, city of Aachen, city region Aachen, county Heinsberg, Provinces Limburg and Liège.
Further information	<a href="http://www.emric.info">www.emric.info</a>



#### Cross-border public service provision

Needs addressed by the CPS	The Euregio Meuse-Rhine is relatively densely populated with more than 4 million inhabitants living in three. In addition, the area is highly industrialised. In case of accidents or local fires rescue and emergency services are often not sufficient. To ensure sufficient equipment and capacity in case of emergencies neighbouring territories assist. Relevant stakeholders dealing with emergency and rescue services entered into a cross-border partnership to enlarge the pool of potential resources.
Legal and administrative framework of the service	<p>Different European and bilateral agreement support the cooperation for civil protection and disaster management in the border region between Belgium, Germany and the Netherlands. This includes among others the 1992 Helsinki Agreement allowing cross-border support in case of industrial accidents and bilateral agreement allowing support in case of emergency, the 1988 agreement between Germany and the Netherlands and its latest revision in 2014, the 1980 agreement between Belgium and Germany and the 1984 agreement between Belgium and the Netherlands and its latest revision in 2017.</p> <p>European and bilateral agreements provide the overall framework. In addition, specific agreements were concluded at Euregional level and between the cooperation partners. These detail the functioning, management and financing of the service. A multi-annual plan has been established. The current multi-annual plan 2014-2019 sets out the main priorities, actions and communication activities.</p>
Financing	Initially EMRIC was a set up and financed as an Interreg project. Currently the seven partners jointly contribute to the financing of the EMRIC office on a voluntary basis.
Target group	At strategic level EMRIC focuses on enhancing cooperation among

## EMRIC – Meuse-Rhine Incident control and crisis management

service providers in the area. At operational level EMRIC focuses on providing better services to the citizens of the Euregio Meuse-Rhine.

### Challenges & obstacles


Challenges & obstacles before the CPS implementation	The establishment of a coordinated service for fire services, technical assistance and emergency medical care took place in a challenging context. For example disaster management is a competence at national level in Belgium whereas this is a task of regional governments in the Netherlands and Germany. Among stakeholders in the region is it often unclear who is responsible for different emergency services. In addition, systems and procedures on how to handle in case of emergency differ per country or even per region.
Solutions for overcoming obstacles	<p>A practical solution has been adopted to overcome language issues for the communication between alarm coordination centres and services providers. The use of a common dictionary in three languages with the relevant key words has been agreed to speed up the communication, without mistakes.</p> <p>The cooperation agreements, as well as regular meetings and training address differences in administrative capacity and competences at different levels.</p>
Further obstacles still relevant	A network construction may not be sufficient to guarantee financing for the recently established coordinating office. Research illustrated the advantages and disadvantages of different legal solutions. It recommends establishing a legal body using the tool of the Benelux Grouping of Territorial Cooperation (BGTC) since this can administer itself without a predefined timeframe.

### Results

What has changed in terms of service accessibility since the introduction?	<p>Citizens receive timely and appropriate assistance. In 2017, EMRIC coordinated 938 medical emergency calls and 60 deployments of fire fighters. The total cooperation includes the involvement of more than 200 individuals working for emergency, rescue and fire services, including alarm rooms. Eight alarm rooms and control centres coordinated thus almost 1,000 calls within one year.</p> <p>At a more strategic level, EMRIC contributed to enhancing knowledge among the stakeholders in the region, reducing barriers to call for each other's assistance. Furthermore, a coordinating office has been established employed with two full-time equivalents.</p> <p>For the future, key partners of EMRIC are discussing how to further develop the partnership, e.g. the need to establish a cross-border legal body and the new multi-annual plan for the period 2019-2024.</p>
--	---

## Cross-border helicopter service “Christophorus Europa 3”

### Basic information

Countries and regions covered	Austria (Upper Austria) and Germany (Bavaria)	 <p><a href="http://www.europa3.net/index.php/hubschrauber/ec-135">http://www.europa3.net/index.php/hubschrauber/ec-135</a></p>
Year of implementation	2002	
Function and policy field	Airborne emergency medical care service	
Description of the service	<p>Established in July 2002 and until 2018, "Christophorus Europa 3" is the only cross-border helicopter emergency medical service throughout Europe that is completely bi-nationally organised. The site of operation at the airfield in Suben (AT) is bi-nationally managed, helicopter pilots come from both countries, rescue flights are realised with mixed medical teams and cost for flight operations are shared between the service providers.</p> <p>"Christophorus Europa 3" ensures cross-border airborne emergency medical care in an operational area of 50 km.</p>	
Service provider	<p>The service providers are the non-profit rescue branches of the Austrian automobile club ÖAMTC (ÖAMTC Flight Rescue) and the German automobile club ADAC (ADAC Air Rescue). Rescue flight missions of "Christophorus Europa 3" are coordinated by the dispatch centres in Passau (DE) and Ried im Innkreis (AT).</p>	
Further information	<p><a href="http://www.europa3.net/">http://www.europa3.net/</a></p>	

### Cross-border public service provision

Needs addressed by the CPS	<p>Before the service "Christophorus Europa 3" was started, the wider cross-border zone between the Bavarian Forest, the Upper Mühlviertel and the Upper Danube Valley was a "blank spot" on air rescue maps. At that time, the nearest rescue helicopters were stationed in Austria at a distance of around 80 km (Linz, Salzburg) and in Lower Bavaria they were even 90 km away (Straubing, Traunstein).</p>	
Legal and administrative framework of the service	<p>At the outset, there was no specific legal framework for setting-up the cross-border helicopter emergency medical service. In 2016, the Austria-based service concluded a public-law based cross-border contract with the “local purpose association for rescue service and fire alarm” of the Greater Passau Area (ZRF Passau).</p>	
Financing	<p>The ongoing operation cost of the helicopter emergency medical service is shared, as each operator (i.e. ÖAMTC Flight Rescue, ADAC Air Rescue) bears the cost incurred for its service time on rescue flights.</p>	
Target group	<p>Emergency patients in the areas of Lower Bavaria and Lower Austria.</p>	

### Challenges & obstacles

Challenges & obstacles before the CPS	<p>In order to address the need for better helicopter emergency services in the cross-border area, different negotiation processes started. In particular, Austria-internal negotiation processes were complex involving different operators of emergency ambulance helicopters and</p>	
---------------------------------------	---	--

## Cross-border helicopter service “Christophorus Europa 3”

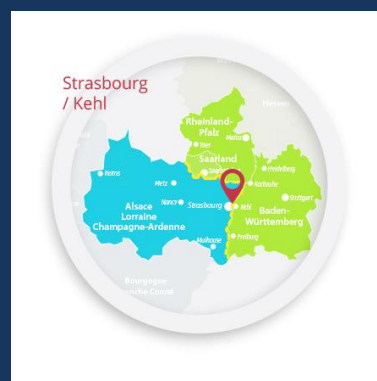
implementation	dealing with alternative locations for the service.
Solutions for overcoming obstacles	Establishment of the new "Christophorus Europa 3" service at the airfield Schärding-Suben (AT) in border proximity, from where the helicopter with its standard operational area is able to cover the previously non-serviced zones in Lower Bavaria.
Further obstacles still relevant	National aviation laws and also regional-level legislation on emergency rescue are hampering a further extension of the operation time for "Christophorus Europa 3" (night flight operations) although the rescue helicopter in Suben is already equipped with a night-vision device.

### Results

What has changed in terms of service accessibility since the introduction?	“Christophorus Europa 3” has been operating for over 16 years and it had more than 21,000 rescue flights saving lives on both sides of the border since its commissioning.
--	--

## 9 Citizenship, justice and public security

German-French Centre for European Consumer Protection	
Basic information	
Countries and regions covered	Germany (Baden-Württemberg, Saarland, Rhinland-Palatinate), France (Grand Est)
Year of implementation	1993
Function and policy field	Cross-border citizenship, protection of German-French and European consumer interests
Description of the service	<p>The German-French Centre was founded as non-profit association in 1993 at the launching date of the European single market. The Centre was originally named “Euro-Info-Consumer” and provided advice and assistance to French and German consumers in cross-border and European affairs. Since 2011, the service is called “German-French Centre for European Consumer Protection e.V.” (ZEV). The new name is not only an expression of the growing tasks and innovative projects of the centre, but reflects its role as an important player in European-wide consumer protection.</p> <p>The centre also hosts the European Consumer Centres “Germany” and “France”, which form part of the network of European Consumer Centres (ECC-Net) established by the European Commission in 2005. Within the EEC-Net, which currently covers national centres in the EU28, Iceland and Norway, the German-French Centre is the only bi-nationally operated service structure.</p> <p>If German or French consumers have cross-border disputes (e.g. with a company based in France or vice versa), lawyers working in the German-French Centre support consumers free of charge. The primary objective is to strive for an amicable and quick solution with the conflict partner. But if this solution is not in the interests of the consumer, formal legal processes can be initiated.</p>
Service provider	The “German-French Centre for European Consumer Protection” e.V. (ZEV), with its bi-national staff working at the joint office located in the city of Kehl (Germany) bordering Strasbourg (France).
Further information	<a href="https://www.cec-zev.eu/index.php?id=245">https://www.cec-zev.eu/index.php?id=245</a>



Source: ZEV

Cross-border public service provision	
Needs addressed by the CPS	The single market increased economic interaction not only between businesses of different EU member states but for consumers, too. Consumers were increasingly faced with new problems when buying products and services abroad, especially across the border in their neighbourhood.
Legal and administrative framework of the service	The German-French Centre ZEV is registered as a Franco-German non-profit association in the register of associations of the city of Kehl. Its joint administrative structures are the member assembly (app. 50 members), the management council (9 members), the board (1 person) and a steering committee composed of the main



## German-French Centre for European Consumer Protection


	financing partners (9 members).
Financing	The German-French Centre is, according to the financial agreement of 2016/17, financed by the following organisations: the Baden-Württemberg Ministry in charge of consumer protection, the former region Alsace, the Eurometropole Strasbourg, the county Ortenaukreis and several French and German cities in the Upper Rhine Area.
Target group	French and German consumers in areas covered by the CPS

### Results

What has changed in terms of service accessibility since the introduction?	<p>Thematic priorities of day-to-day advice and assistance activities of the centre include driving and buying cars in France / Germany, cross-border health care, renting, buying, selling or inheriting real estate, shopping in the neighbouring country, tourism and any other issue of the French and German legal systems relevant for consumers.</p> <p>In addition to the ongoing advice, the German-French Centre has also realised bi-lateral projects on cross-border online shopping in the Upper Rhine area (project "IT2RHINE 2020 E-Commerce"), on training of pupils regarding online skills (project "Consumer Protection School on the Upper Rhine") and on the execution of judgements in the context of cross-border consumer disputes (in cooperation with partners from the German-Polish border).</p>
--	--

## Permanent online platform "Border People"

### Basic information

Countries and regions covered	UK (Northern Ireland) and Ireland	 <a href="http://www.borderpeople.info">www.borderpeople.info</a>
Year of implementation	2007	
Function and policy field	Cross-border public advice and support services for citizens	
Description of the service	<p>Border People is a permanent online platform that provides practical information on a variety of cross-border mobility issues such as living, working, studying or retiring. It provides a signposting service to a wide range of (single jurisdiction) information sources, the most popular of which are in the areas of social security, taxation, welfare benefits, healthcare, pensions, and motoring. Although Border People is predominately a signposting information service, the service receives approximately 60 direct enquiries per month, via the website, email and telephone. The majority of enquiries is of complex nature. Many enquiries are driven by misinformation given to the public by for example local social welfare, health agencies and tax offices.</p>	
Service provider	<p>The permanent online platform is provided by The Centre for Cross Border Studies and is supported by four main partners: 1) the centre for cross-border studies who is responsible for day-to-day management, 2) North South Ministerial Council Joint Secretariat, 3) the Irish Citizens Information Board and 4) the Northern Ireland Citizens Advice Bureau. In addition, the partners are advised and guided by the NI Social Security Agency, the Irish Department of Social Protection, EURES and the NI Law Centre.</p>	
Further information	<a href="http://www.borderpeople.info">www.borderpeople.info</a>	

### Cross-border public service provision

Needs addressed by the CPS	<p>There has always been a 'knowledge gap' between the citizens' information systems in Ireland and the UK, with information providers in each jurisdiction having a very limited knowledge of the system on the other side of the border. In 2001, the North South Ministerial Council (NSMC) published a Study of Obstacles to Mobility, which explored the wide range of obstacles hindering people moving across the Irish border to live and work. One of the 50 recommendations of the reported argued for the establishment of a one-stop cross-border mobility information website. In response to this recommendation the NSMC awarded the Centre for Cross Border Studies a contract to develop the website.</p>	
Legal and administrative framework of the service	<p>The first initiative of the online platform was based on the contract by the NSMC for establishing a joint website for border issues across the Irish – UK border. The initiative was inspired by the 1998 Good Friday agreement which led to the establishment of the North South Ministerial Council. The Border People service was initially funded as a project in 2007 by the EU PEACE Programme and then developed with EU INTERREG funding, which supported the commitment from relevant organisations on both sides of the border.</p>	
Financing	<p>The platform is currently financed by the Irish department of foreign affairs and trade reconciliation fund. Until 2015, the online platform was partly financed via Interreg funding.</p>	

## Permanent online platform "Border People"

Target group	Anybody looking for more information about living, working or studying across the border.
--------------	---

### Challenges & obstacles


Challenges & obstacles before the CPS implementation	One of the main challenges for the establishment of the online platform was the limited availability of statistical data and analysis on cross-border mobility and issues. Data and information on flows support defining the need for information services. Furthermore, statistical data and analysis on border mobility supports high level strategic planning. The information available is fragmented among different agencies and ministries that are not always aware about the available information.
Solutions for overcoming obstacles	<p>Two related practical solutions have been found to address this issue and support the development of the online platform.</p> <p>Firstly, collaboration between government departments and agencies from both sides of the border has been fostered. The most relevant bodies and providers of information are committed through the online platform as members of the advisory board.</p> <p>Secondly, training and capacity building activities are organised to domestic citizens advice bodies, such as the Citizens Advice Bureau and the Citizens Information Board. Through training, the provision of cross-border information is transferred into the practices of mainstream information providers on both sides of the border. Interreg projects support these initiatives with funding.</p>

### Results

What has changed in terms of service accessibility since the introduction?	The information available on the platform is constantly evolving. For example, Border People also includes information regarding the BREXIT and the likely impact this may have in the future on citizens' rights and entitlements. Until the final exit, citizens will need information to make important life choices, e.g. whether to take up cross-border employment, to move across the border or to start a long-term education course.
--	---

## German-Dutch policy cooperation

### Basic information

Countries and regions covered	Germany and the Netherlands	 <p><a href="https://www.duitslandnieuws.nl/blog/2016/03/28/communicatie-nederlandse-en-duitse-politie-moet-beter/">https://www.duitslandnieuws.nl/blog/2016/03/28/communicatie-nederlandse-en-duitse-politie-moet-beter/</a></p>
Year of implementation	2006	
Function and policy field	Cross-border public services in the fields of justice, police and customs	
Description of the service	<p>A bilateral agreement at national level allows to deal with crime more efficiently along the Dutch-German border. The agreement enables police officers from both countries to perform their work in the other country, including the use of weapons if necessary. They may assist each other and organise joint actions. Furthermore, in case of observing suspects or chasing criminals, police officers may follow them until 150 km across the border.</p> <p>In addition, the agreement encourages and ensures better exchanges of information. It encourages this by allowing for the establishment of joint cross-border coordination centres. Such centres aim to support cooperation, stimulate communication and the exchange of information. There are several examples of coordination centres along the Dutch German border, e.g. the infodesk Twente and the centre in Goch-Hommersum, Germany. The latter has been established in 2006 and involves the German Bundespolizeidirektion Sankt Augustin and the Dutch Koninklijke Marechaussee.</p>	
Service provider	Local and regional police offices engage in day-to-day cooperation, with the support of their national counterparts and the respective Ministries.	
Further information	<p><a href="https://www.ohnegrenzen.tv/polizei-ermittelt-grenzubergreifend-mit-neuer-datenbank-politie-speurt-duitse-collegas-database/">https://www.ohnegrenzen.tv/polizei-ermittelt-grenzubergreifend-mit-neuer-datenbank-politie-speurt-duitse-collegas-database/</a></p> <p><a href="https://www.recht.nl/exit.html?id=36161&amp;url=http%3A%2F%2Fwww.minbzk.nl%2Fcontents%2Fpages%2F38005%2Fpolitie Samenwerkingnl-dutc-010205def.pdf">https://www.recht.nl/exit.html?id=36161&amp;url=http%3A%2F%2Fwww.minbzk.nl%2Fcontents%2Fpages%2F38005%2Fpolitie Samenwerkingnl-dutc-010205def.pdf</a></p>	

### Cross-border public service provision

Needs addressed by the CPS	<p>Prior to the bilateral agreement, police forces faced juridical and administrative barriers to operate across the border. The Schengen agreement that allows free movement of people, goods and services across European borders has hampered the execution of police work along borders. For example, if a car crossed the border, the police of the country of origin would need to request for assistance in the neighbouring country. Only in case of disasters European law allowed cross-border assistance.</p> <p>The firework disaster in Enschede in 2000, illustrated a direct cause to improve the work for police officers across borders. Police intervention, after the large explosion in the city centre of Enschede would have benefited from the support of German colleagues located only 6 km away.</p>
Legal and administrative framework of the service	In March 2005, the ministers for safety and justice of the Netherlands and Germany signed the Enschede Treaty, a bilateral agreement on cross-border cooperation in criminal matters. The agreement came into force in 2006. This bilateral agreement goes beyond other bilateral and European agreements. The Dutch-German cooperation allows more

## German-Dutch policy cooperation

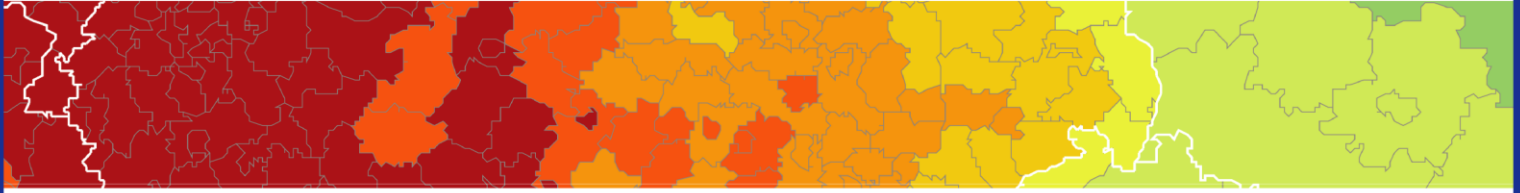
	<p>cooperation between police forces as it does not require the intervention of a prosecutor general to allow police intervention across the border or joint police actions. The Dutch-German police cooperation builds on other European agreements and initiatives, e.g. the 1988 Dutch-German bilateral agreement for assistance in case of emergency.</p> <p>In 2005, several European countries, among which the Netherlands and Germany also signed the Prüm agreement. This agreement supports the exchange of information, e.g. by allowing exchange of databases and DNA information for the purpose of fighting terrorism and illegal migration.</p>
Financing	The countries bear their own costs for the implementation of the agreement.
Target group	The agreement as such is for the direct benefit of the police and custom forces in the Dutch-German border region. Subsequently, the general public benefits from increased safety.

## Challenges & obstacles

Challenges & obstacles before the CPS implementation	Challenges related to the Dutch-German police cooperation entail practical issues with regard to the implementation of the agreement rather than challenges before the implementation and conclusion of the agreement.
Solutions for overcoming obstacles	The agreement allows policy forces and local and regional level to organise different types of cooperation and coordination, depending on the specific needs. In order to address the challenges of different legal and administrative settings in the two countries, the agreement obliges to adopt the law and judicial procedures of the “host” country. For example, if a Dutch officer is be on German territory, only German law applies. This clause requires the organisation of different courses and training to get familiar with each other’s procedures, culture and language.
Further obstacles still relevant	Information exchange remains a challenge for efficient policy cooperation across the border. Police officers need to strike a balance between sharing all relevant vs partial information. Despite major efforts of the Enschede agreement to improve the exchange of information these challenges continue to exist and new solutions are to be developed to improve safety and respect privacy laws. For example new databases for the exchange of information of criminals have been developed as well as the establishment of two joint police stations.

## Results

What has changed in terms of service accessibility since the introduction?	A first major test case for the new Dutch-German police cooperation was the 2006 world cup football in Germany. A large team of Dutch police officers supported their German colleagues. Furthermore, the cooperation has gradually developed since 2006, increasing the level of coordination. For example, two joint police stations have been established, one in Bad Bentheim in 2008 and one in Bad Nieuweschans in 2012. In these stations surveillance is done by mixed Dutch-German teams.
--	--



### **ESPON 2020 – More information**

ESPON EGTC

4 rue Erasme, L-1468 Luxembourg - Grand Duchy of Luxembourg

Phone: +352 20 600 280

Email: [info@espon.eu](mailto:info@espon.eu)

[www.espon.eu](http://www.espon.eu), [Twitter](#), [LinkedIn](#), [YouTube](#)

The ESPON EGTC is the Single Beneficiary of the ESPON 2020 Cooperation Programme. The Single Operation within the programme is implemented by the ESPON EGTC and co-financed by the European Regional Development Fund, the EU Member States and the Partner States, Iceland, Liechtenstein, Norway and Switzerland.