

PADIMA

Policies Against Depopulation in Mountain Areas



Public Video Conference Spot (Point Visio-Public)

Le Puy en Velay 29-11-2011

Charline GENET – Conseil régional Auvergne

Supported by:



Some words about the area

- AUVERGNE...

- More than 1 330 000 inhabitants
- 2 largest Nature Parks, 6 big economic hubs
- among 1 310 towns
- 75 % of the territory classified as rural
- Population average density 51 inh./km²



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What was the problem?



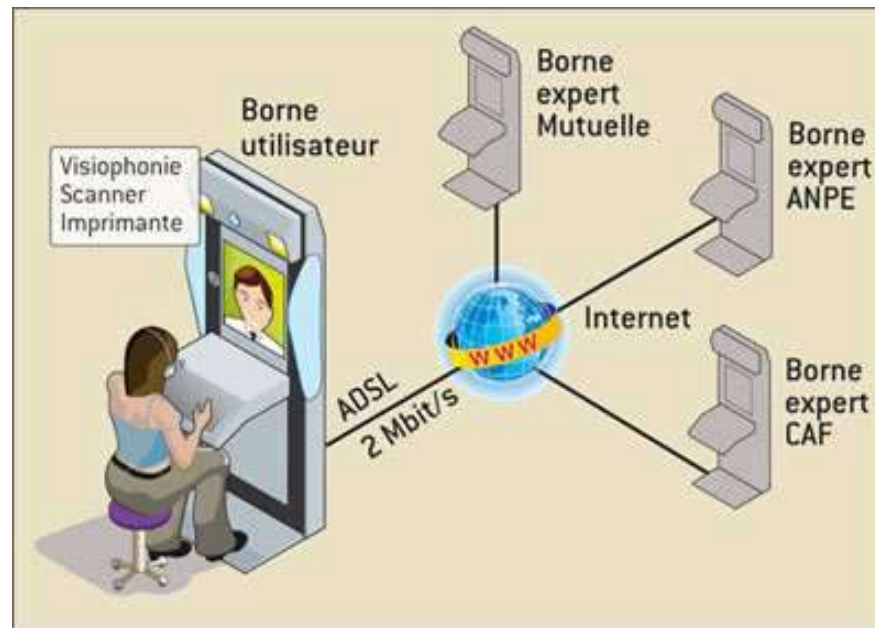
When living far from major cities, how to carry out administrative tasks such as those related to employment, family, health, insurance without having to make difficult and costly journeys ?

In rural, isolated or mountain areas, citizens sometimes encounter real difficulties to access public services



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What?



It's a virtual counter : thanks to an innovative video conference system equipped with advanced document exchange tools, users can carry out their administrative tasks without having to make difficult and expensive journeys in mountainous areas with sometimes harsh weather conditions



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How long?



- **2005** : Experimentation (2 Territories, 4 public service)
- **2006-2008** : Territorial deployment and public service
- **2009-2011** : Consolidation, Sustainability, New Agreements, Charter of Mutual Commitments

POSSIBLE IMPROVEMENTS

The Auvergne Region, in partnership with the Midi Pyrénées Région, carried out a study on bringing its facility on stream in 2010. 2011 will therefore see its implementation, and one of the first concrete aspects of this will be a charter of service commitments



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Who got involved?



- Regional Council of Auvergne
- State
- Four General Councils
- Community Cities
- Public services
- Citizens
- Implantation place



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How did we do?

Two types of terminal are needed



A « user terminal »

- A touch screen
- A printer and scanner
- A camera
- A sound recording and playback device

Pre requirements

A minimum Internet connection
A tool dedicated line
Respect for Confidentiality
Access for disabled people
Information Assistant

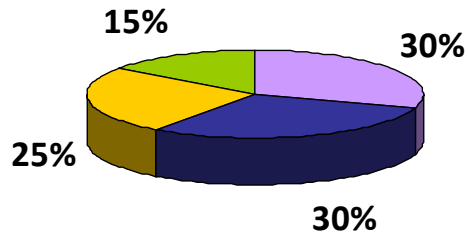


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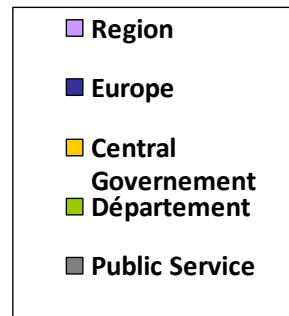
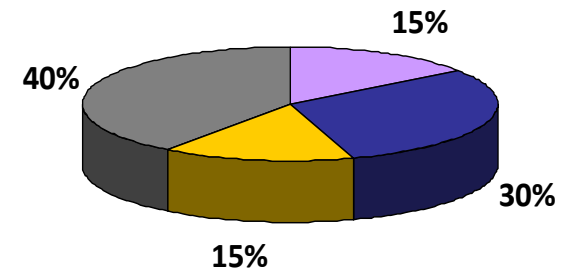
How much did it cost?

- This program is sponsored by public services, public authorities and the State and supported by the European Union

**User terminal
(14 789 euros before tax)**



**Professional terminal
(7 768 euros before tax)**



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- The cost of maintenance and of the internet connection shall be borne by the areas and services

Problems?

Indispensable and essential action for success

- Political backing
- A awareness Campaign across areas and public services
- A rigorous methodology which allows to verify the adequacy between supply and demand for services but also the constraints of the specification
- Daily support for the whole PVP community
- Communication

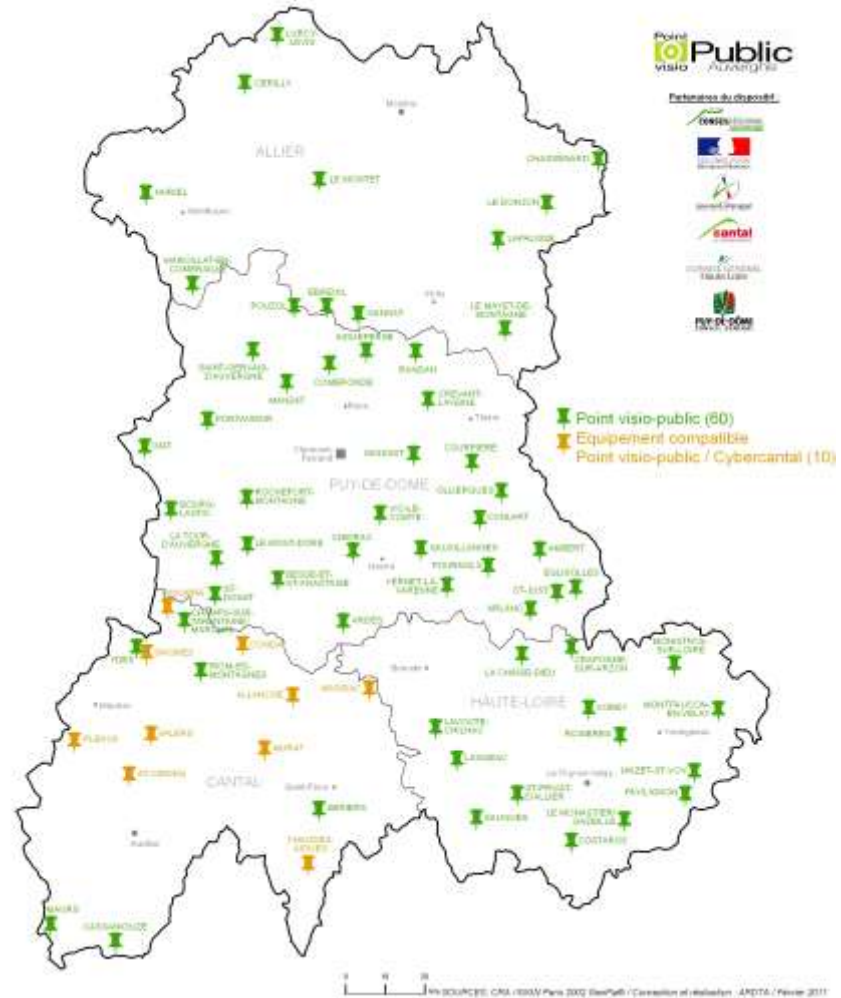


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Does it work?



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How does it contribute to the ec diversification?

A new way to bring administration and rural citizens closer :

Technical innovations :

- Resolve the problem of lack in eye contact communication which is peculiar to classical video conference products PVCS allow to simulate genuine eye-to-eye communication
- Remote management of PVCS devices (scanner, printer)
- High quality of compressed images ensured by an innovative software which allows a video solution on limited internet speed connections
- Interoperability between existing video conference solutions and PVCS

Services innovations :

- Single point of contact for all citizens that covers a wide range of public services.
- E-accessibility provided for all citizens including people with disabilities, elders persons and citizens living in remote rural areas that promotes effective e-inclusion



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Single initiative/Strategy?

Auvergne is one of the French regions the most mobilized on the ITC use

The region has already achieved coverage of 100 % of its territory with access to the high-speed Internet and is currently working to offer super-fast broadband coverage

The Regional Council of Auvergne strongly supports digital projects in the field of training, economic, development, education and health



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Transferability to other areas

- **TRANSFERABLE ASPECTS**

- A methodology to manage the deployment, the animation, the steering, the partnership, the assessment and the sustainability of this type of device



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