

Recommendations by the Mostar Citizens' Assembly

Date: July 2021

Topic: Cleanliness and maintenance of public spaces in the City of Mostar

Attendees with the right to vote: 40

In July 2021, 47 citizens of Mostar had the opportunity to be a part of the first Citizens' Assembly in Bosnia and Herzegovina. Through participative and deliberative approach, with joint energy and dedicated work, members of the Mostar Citizens' Assembly created a set of recommendations and guidelines to the relevant city authorities, on how to respond to the question:

„How can the City of Mostar improve the cleanliness of public space to make it more pleasant for its citizens? “

With the support of the Congress of Local and Regional Authorities of the Council of Europe, members of the Citizens' Assembly had the opportunity for 6 days to hear presentations by local and international experts and stakeholders, to learn about the best practices and to exchange views on the current state regarding the topic with the Mostar City Councillors and representatives of the City administration.

The aim of these presentations was for the members of the Mostar Citizens' Assembly to get all the relevant information in the learning phase, in order to create joint recommendations for the improvement of the cleanliness in the City of Mostar.

The recommendations below are the result of the dedicated work, synergy and true desire of the members of the Mostar Citizens' Assembly to contribute to solving key problems in the city of Mostar through the mechanisms of deliberative and participatory democracy.

Mostar Citizens' Assembly members consider that participatory and deliberative democracy cannot function without transparent and open public institutions which are at service of their citizens.

Involvement of citizens in decision-making processes strengthens democratic processes and the legitimacy of institutions, which contributes to the adoption of better policies of public interest. Transparency and openness are fundamental principles of good governance, but also a basic prerequisite for enhancing the democratic development of society.

The following pages provide an overview of the recommendations which will be addressed to the City Council of the City of Mostar and the City Administration of the City of Mostar.

Each recommendation is presented with a percentage of the support it received from the members of the Citizens' Assembly, and the voting itself was organised in accordance with the Rulebook of the Mostar Citizens' Assembly. The participants of the Citizens' Assembly were guided by the following principles of work:

- 1) Democracy is for everyone.
- 2) The process should be organised in a fair and credible way.
- 3) In a democracy, people are the sovereign.
- 4) The aim of democracy is to improve the quality of life.
- 5) The purpose of a citizens' assembly is to achieve high quality, well thought-out decisions.

1. Thematic area: Landscaping and use of public spaces and creation of new ones

| Recommendation | Support |
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| 1) Set up waste bins in all the public areas in the city, based on predefined standards. Empty all the waste bins at least two times per day and empty the bins in touristic parts of the city even more frequently. | 97,5% |
| 2) Revive, maintain and enlarge the existing green areas in the city in a planned manner. | 100% |
| 3) Set up warning signs about the waste disposal in all public and green areas, next to devastated buildings, at picnic sites and all the other places where the disposal of waste is not allowed. | 100% |
| 4) Restore the local neighbourhood councils and involve them in cleaning and maintaining of neighbourhood areas. | 92,5% |
| 5) Identify dedicated open spaces for pets and introduce the use of public spaces for pets in the legislation. | 87,5% |
| 6) Increase the number of times when the most frequent streets (roads and pedestrian zones) are being washed during the summer period. | 97,5% |
| 7) Use predefined criteria based on which containers should be washed and spaces around containers should be disinfected. | 95% |
| 8) Landscape all swimming and picnic areas based on the needs of citizens and regularly maintain them. | 100% |
| 9) Finalise the construction of the Aqua park in the northern part of Mostar -Vrapčići. | 95% |
| 10) Landscape all the public areas which are not necessarily green spaces (squares, public toilets etc.) and re-examine the decisions on their use. | 100% |
| 11) Finalise the sport hall in the shortest possible period. | 85% |

2. Thematic area: Raising awareness and education of citizens

| Recommendation | Support |
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| 1) Raise awareness of citizens of Mostar on the cleanliness of the City, through campaigns via social networks, media, billboards, at least twice per year for 30 days (in spring and in autumn) | 97,5% |
| 2) Express interest for establishing co-operation with the City of Udine (Italy), the lead partner in the EU-funded project „Playful paradigm “. Prepare a similar project proposal for the City of Mostar and implement it. | 92,5% |
| 3) Task public utility companies with engaging in education of children of pre-school and primary school age through educational workshops on the cleanliness of the city. | 97,5% |
| 4) Strengthen the role of local neighbourhood councils to work jointly with citizens on raising awareness on the cleanliness of the city. | 95% |
| 5) City Council to award the best maintained and the cleanest local neighbourhood councils once per year. | 97,5% |

3. Thematic area: Re-organisation of the public utility companies

| Recommendation | Support |
|--|---------|
| 1) Establish one public utility company with three principal sectors: 1. collection and removal of waste; 2.storage of waste; 3.maintenance of public green areas | 92,5% |
| 2) Define precise criteria in the selection of the key management persons in public utility companies, such as: relevant education degree and expert knowledge, extensive experience in managing this or similar kind of job, public and transparent announcements for positions, right to be re-elected up to one time and introduction of mandatory three-month reporting on the work to the City Council. | 92,5% |
| 3) Set up a system of unified charging of all the communal services in the City, through the signing of a contract between the citizens, on one side, and the City of Mostar, on the other side. The contract should, <i>inter alia</i> , define the amount of fees for specific communal services, competences of public utility companies, rights and obligations of citizens and the instructions on the legal remedy. | 92,5% |
| 4) Organise the work of public utility companies in shifts during 24 hours. | 92,5% |
| 5) Modernise the vehicle fleet and the equipment, in accordance with the financial possibilities and with the support of international community. | 97,5% |
| 6) Create a new job systematisation which would decrease the staff in administration and increase the number of staff working on the ground. | 100% |

4. Thematic area: Waste management

| Recommendation | Support |
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| 1) Return all the communal activities back into the legal framework, in accordance with the relevant Law on Communal Activities of the Herzegovina-Neretva Canton („Official Gazzette of the Herzegovina Neretva Canton“ no. 4/2016). | 95% |
| 2) Develop a Rulebook on the maintenance of containers which should contain rules of the uniformity of the basis and the railing of containers, defined number of users per container, provision on possibility to dispose different types of waste in specific containers and video surveillance. | 97,5% |
| 3) Localise, record, and recover all the wild landfills (collection of waste, cleaning up and returning the locations back to their primary state). Set up warning signs about the interdiction of waste disposal and sanction the violators of the rule. Introduce video surveillance if the non-respect of the interdiction continues. Task the Service for Communal and Inspectoral Affairs of the City of Mostar to continuously visit and monitor the situation in the wild landfills. | 100% |
| 4) Recommendation to the Mayor to put into the legal procedure the draft decision on disposal, purchase and recycling of PVC and PET packaging, for consideration of the City Council. Recommendation to the City Council to support this initiative. | 95% |
| 5) Examine the procedures for the waste export from the city or the country, until the conditions are met for the local utility company to take over the recycling. | 95% |

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| 6) Build yards for recycling and selection of waste. | 95% |
| 7) Control systemically and continuously the ground in the immediate proximity of the landfill and its effects on watercourses. | 95% |

5. Thematic area: Institutionalisation of the Citizens' Assembly as a legal framework for further action

| Recommendation | Support |
|--|----------------|
| 1) Recommendation to the Mayor of Mostar to create, in co-operation with the Council of Europe project team, a proposal for institutional format of the Citizens' Assembly as an advisory body of the City of Mostar. Submit the proposal to the City Council for adoption. | 97,5% |
| 2) Hold a thematic session of the City Council of the City of Mostar in which the recommendations of the Citizens' Assembly would be presented by its delegated members. Recommendation to the City Council to approve and implement these recommendations. | 100% |
| 3) Develop an action plan for the implementation of the abovementioned recommendation and include the (co-) financing of the Citizens' Assembly and its recommendations in the drafting of the budget for 2022. | 100% |