

## **COORDINATION BETWEEN THE DIFFERENT AUTHORITIES AND USER TRANSPARENCY.**

Eduard Ribó Castells  
Director de Vía Pública y circulación, Comú de La Massana, Andorra  
EDUARDRIBO@COMUMASSANA.AD

### **ABSTRACT**

A day of heavy snowfall in Andorra: it could fall about fifty centimetres of snow within an hour. People will not be able to leave their homes in the morning unless efficient measures are undertaken. At three in the morning the operation starts with the participation of the Government employees, workers from the seven Communes (local councils) and in quite often the participation of private companies contracted by local authorities is also required. An authentic gear to provide the best service to the citizens.

The Andorran road network is located at an altitude of 800 m at the southern border and 2,000 m on the northern border. Due to our geography and climate prone to various episodes of snow and ice, this is one of the major handicaps in terms of winter public service.

To give a solution to these circumstances eight public administrations and private companies coexist and work together. Whereas the main road network is usually kept by the national government, other roads, paths, streets and accesses to residential areas correspond to the seven local administrations. This means that a user in any route in the same area may be receiving at full coexistence National Services, Local and private services on account to the main administration.

In this presentation we focus on the need of giving a transparent service to the user and that those changes of ownership does not affect the manner of performing the service as in 90% of occasions the user does not know who is giving the service.

For this purpose will deal with the coordination of efforts and resources between administrations. The Stages of the snow and use of resources in each of its stages. Together with optimization of resources and other via positioning tetra lines of improvement in the future.

On the other hand we will also evaluate the quality of service and the problems derived from an excessive service quality.

And finally we will try also lack of precaution from the users in episodes of snow and also the methods used to make them aware of need of special equipment. As well as of the growth of user demand and the degree of involvement snow episodes of derived from increasing regarding the resources that are available.