

# European Conference “*POSIT.IVE Changes*”

Positano October 26<sup>th</sup>-27<sup>th</sup>-28<sup>th</sup> 2007



Comune di Positano  
Città Romantica  
COSTIERA AMALFITANA



Istruzione e cultura



## Town Twinning within the European citizenship Programme Thematic networks



COMUNE DI  
POSITANO-ITALIA



COMUNE DI  
ALBESTII DE  
MUSCEL  
ROMANIA



Municipality of Amarooussion  
COMUNE DI  
AMAROOUSSION  
GRECIA



COMUNE DI  
MENDAVIA  
SPAGNA

## WELCOME

In implementation of the project “**POSIT.IVE CHANGES**” presented along with the municipalities of Amarooussion (GREECE), Albestii de Muscel (ROMANIA) and Mendavia (SPAIN), as part of the European program called “**Citizens for Europe-Networks Issues**”, and approved by the European Commission, the City of Positano is preparing to sign an agreement **twinning (Pact brotherhood)** with the above-mentioned municipalities partners.

The official symbol of conduct will be followed by a **European Conference** on the theme of *climate change* and the *impact on the allocation of available resources*, being organized from 26 to 28 October 2007 at the Congress Hall “Covo dei Saraceni”.

The Conference wants to be a reflection and a beginning of confrontation and debate to promote, even in small areas, the culture of most rational of available resources and their most careful protection, through policies aimed more widespread use of energy renewable and / or “clean” the development of so-called “seasonal”, to use the tools of financial support offered by current legislation regional and community, in the context of the increasing attention paid by the policies of the European Commission and the environmental issue in perspective the revival of the territory of Campania a strong tourist destination, which is our territorial District.

The Conference, which involves representatives of European institutions and the government, as well as regional and local institutions, the University community, and authoritative experts will therefore offer an effective contribution, in terms of reflection and synthesis for administrative action for the partnership and consultation.

The initialling of the Agreement, to witness a common belief that unites the peoples involved, on the assumption of the value of twinning as a means of comparison and intercultural dialogue, it will be an opportunity to share with the Italian authorities and foreign present a moment of great importance and for the life of local communities in our countries, which will work in the exchange of experiences and the development of joint projects, both supranational, as contribution to the development of a single **European citizenship**.

## 1) Background: The program Europe for Citizens

Italy and the other 26 States today belong to the European Union have chosen, through a long journey, and for founding members has recently completed fifty years, to create a big topic European union because of its strength and capacity could face the hardships, the problems and difficulties that the global competition are faced with individual states.

Today, fifty years after its founding, the European Union is moving towards an ever greater integration between peoples, launching a process which, taking into account the differences between the various communities that group, and indeed prospettandole as the added value of cooperation even more fruitful, leads to a greater awareness of European citizenship and intercultural knowledge.

In this context, the need to be open to Europe becomes even for the local government service to be provided to their citizens if they want to remain competitive in the large market that has become Europe. The need to confront it with the new dimension of a market that, thanks to the recent accession treaties of 12 new member states, has reached almost all of our continent, is the basis of the need to broaden their knowledge on people belonging to this context (their needs, their attitudes, their capacity) and to establish new relations of friendship and cultural exchange. In this respect the directives that come from the European institutions show us as a fundamental building an actively formed by the citizens and their participation in activities that lead to the strengthening of the spirit of unity and cooperation among the different realities that make up the European context . It is on this basis that are major focal implementation of the twinning between the various European, developed through involvement of the largest possible number of people to aware through information activities in schools, places of social organizations, cultural groups, voluntary and leisure.

For this reason the European Twinning has become an instrument of action of the European Union to support the creation of the spirit of European citizenship, and by approaching them know between the various peoples who make up the Union. The twinning activities by municipalities throughout Europe, linking them in a dense network of relationships between citizens, it offers an opportunity to learn more about the daily lives of citizens of other European countries, to talk to them and exchange experiences, develop projects common issues of common interest such as local integration, the environment, economic development and cultural differences.

Twinning occurs through the European Action 1, called "**active European Citizenship**", the **Program for Europe citizens 2007-2013**, promoted by the European Commission.

Program goals are carried out on a transnational basis:

- encourage citizens to participate actively in the construction of Europe;
- promote collaboration between the public and various organizations Paes;
- make the idea of Europe more tangible for its citizens, promoting and celebrating the values and achievements, while preserving the memory of the past;
- promote the balanced integration of citizens and civil society organizations from all Member States.

The Twinning are identified in two kinds of activities:

1. **Meetings between citizens**
2. **Thematic networks between cities twinned**

## 2) The European project "POSIT.IVE CHANGES"

The project promoted by the Municipality of Positano is financed by the Program "**Citizens for Europe**" with the resources allocated for Action 1 of the "**active European Citizenship**" Activity 2 "**Thematic networks between twin cities**".

In order to promote the "**Active European Citizenship**" the **City of Positano** has received approval from the European Commission for the European project "**POSIT.IVE CHANGES**" which involved the Municipality **Amaroussion** (large town north of the region Athens, Greece) **Mendavia** (city located in the Autonomous Province of Navarre, in northern Spain) and **Albestii de Muscel** (rustic town located in the County of Arges, Romania).

The **International Conference "POSIT.IVE CHANGES"** will open on 26th October 2007 in Positano. It will be dedicated to the issues that relate to environmental issues, focusing in particular on the issue of climate change and the consequences arising from it. The event will be an opportunity to share with the Italian authorities and foreign present a moment of great importance both for the lives of local communities of the four countries, which will seek to exchange experiences and develop joint projects on issues of interest priority such as energy, the environment and a concrete commitment to the development of Community policies, both at supranational level, which noted that contributes to the development of European citizenship, highlighting the role of citizens in the construction of an identity a common path shared with the European institutions. The official signing of the **Twinning (PACT OF BROTHERHOOD)** between the City of Positano and 3 municipalities foreigners will be held on October 28, 2007, as a witness to the belief that unites the people involved to renew the bond together to **Europe as a homeland**.

# Programme

European Conference "POSIT.IVE Changes"  
Part 1: Friday - October 26th, 2007

Address: Congress Hall Hotel [Covo dei Saraceni](#)

## Introduction

10:00 – Registration

10:10 – Welcome

- **Dott. Domenico Marrone** - Mayor of the City of Positano (Italy)
- **Dott. Yiannis Pouloupoulos** - Mayor Assistant of the City of Amaroussion (Greece)
- **Dott. Miguel Angel de Carlos** - Mayor of the City of Mendavia (Spain)
- **Dott.ssa Naftanaila Ion** - Mayor of the City of Albestii de Muscel (Romania)

## Working Session 1 - Climate Change and Water Resources

11:30 **Prof. Franco Ortolani** - Director Department of Planning and Land Science, University Federico II Napoli "*Climate change and erosion of beaches*"

12:00 **Prof. Adriano Mazzarella** – Meteorological Observatory Director, Professor of Climatology, University of Naples Federico II - "*Global warming: truth and lies*"

### Tema della Conferenza:

- *Climate Change and Water Resources: Trends on Local and Regional scale in Europe.* "Coastal Erosion
- "*Climate Change: Scarcity of Water Resources and appearance of drought*"

Documentaries and visual report will show the impact of climate change on the environment and on water resources - Discussion

13:00-14:30 Launch

## Working Session 2 - renewable energy sources. Understand energy with the tools of science. Case and projects

14:30 Presentation of cases and projects:

-**Dott. Giorgios Dimopoulos** – Manager European Projects - City of Amaroussion, Greece - "Natural Gas and Photovoltaic Systems available to the Community: the case of the Municipality of Amaroussion"

-**Dott. Angel Pascual**, Doctor of History, Director Pascual, Presa y Asociados, member of the Group Heliosolar, Mendavia, Spain - "Mendavia City Hall as energy self through the promotion of photovoltaics. The use of solar panels in the region of Navarra "

-**Dott. Gava Ionel** -Expert City of Albestii de Muscel, Romania - "Looking water in Romania and South-East Europe"

15:30 **Prof. Domenico P. Coiro** -Planning Department Aeronautics University Federico II of Naples "*Clean energy with mini wind and sea currents and river: innovative aspects, economic and technological*"

16:10 **Dott. Angelo Paladino** – Councilor Policies Support for the Environment of the Province of Salerno Discussion

17:00 **Dott. Luigi Nocera** -Assessore alle politiche Territoriali e Ambiente, Parchi e Riserve Naturali, Tutela Beni Paesistico-ambientali, Ciclo Integrato delle Acque e Difesa Suolo della Regione Campania - Spazio alle domande del pubblico.

17:30 Closing of the day

**European Conference "POSIT.IVE Changes"**  
**Part 2: Saturday – October 27th, 2007**

**Address:** Congress Hall Hotel [Covo dei Saraceni](#)

**10:00** –Registration

**Working Session 3 – Opportunity, projects and funds for energy and the environment to support land**

Speakers:

**10:30 – On. Isaia Sales** - Economic Adviser of the President of the Campania Region "*The European Programming 2007-2013*"

**11:15 – Prof. Ferruccio Ferrigni** - Department of Planning and Land Science, University Federico II of Naples and Responsible Environmental Protection Plan of the Amalfi Coast European Cultural Center of Ravello "*The fishing's Amalfi Coast: sign of the past, part of the landscape, future resource?*"

**12:00 – Domenico Marrone** – Mayor of the city of Positano

**12:15 – Dott.ssa Katerina Kapetanaki** - Director of the Department for Environmental Management, City of Amaroussion, Greece - "*The European projects for the promotion of local environmental policies*"

**12:30 - Dott. Samuel Caro** - Individual Member of Parliament and Spokesperson of the Commission for the Preservation of the Territory of Navarra - Spain - "*Strategy of local sustainable development: The case of Mendavia*"

**12.45 -Dott.ssa Bumbeneci Romica** Expert of the City of Albestii de Muscel , Romania - "*Research for the use of Biomass in rural areas in Romania*"

**13:00-14:30** *Launch*

**14.30** Following on

**Working Session 4 – "Precious Water"**

**Roundtable** on the theme of water as a strategic resource for the future:

-**Dott. Donato Pica** – President Ente di Ambito Sele

-**Dott. Achille Mughini** - President Ente di gestione Ausino S.p.a. Integrated Water Services

-**Prof. Giorgio Vassena** - President UMANA DIMORA

-**Dott.ssa Alfonsina De Felice** -President ente di ambito Sarnese-Vesuviano

-**Arch. Anna Savarese** – President Parco Monti Lattari

-**Dott. Michele Buonuomo** – President Legambiente Campania

-**Dott.ssa Raffaella di Leo** – President Associazione Italia Nostra

-**Dott. Alberto Gentile** - WWF Salerno

**16:00 Dott. Matteo Fornara** - The Italian Delegation of the European Commission "*Europe and the challenge of climate change: environment, energy*"

**Inizio della Cerimonia di Gemellaggio, e "Firma del patto di Fratellanza"**

Speakers:

-**Domenico Marrone** – Mayor of the City of Positano (Italia)

-**Yiannis Pouloupoulos** – Mayor of the City of Amaroussion (Grecia)

-**Miguel Angel De Carlos** - Mayor of the City of Mendavia (Spagna)

-**Naftanaila Ion** – Mayor of the City of Albestii de Muscel (Romania)

**16.30 Awards Competition "Precious Water"** in the presence of students of lower and higher schools, participants in the competition.

**17.00** Closing of the day

**European Conference "POSIT.IVE Changes"**  
**Part 3: Sunday – October 28th, 2007**

**Address:** Congress Hall Hotel [Covo dei Saraceni](#)

**9:30** Registration

**10:00** Opening day of work - Greetings by local operators of Positano

**10.30** Speakers:

**-Prof. Lucio Franzese** – Professor of General Theory of Law at the University of Trieste *"The environmental problem in Europe and subsidiarity sovereignty of the institutions or by the logic of the Kyoto Accords to the" Twinning "of Positano".*

**-Dott.ssa Gabriella Bigatti** – Europrogettista eConsulenza AProCom and President-Technical Community Association: Presentation of the new European program: *Citizens for Europe* (which resulted in the project "Posit.Ive Changes")

**11.20** OFFICIAL SIGNING OF TWINNING :

Speakers:

**-Domenico Marrone** – Mayor of the City of Positano (Italia)

**-Yiannis Pouloupoulos** – Mayor Assistant of the City of Amaroussion (Grecia)

**-Muguel Angel De Carlos** -Mayor of the City of Mendavia (Spagna)

**-Naftanaila Ion** – Mayor of the City of Albestii de Muscel (Romania)

**12.00** Press Conference (meeting with journalists)

**13:00-14:30** Launch

**14.30** Following on

**Working Session 5 - Ideas and opportunities for local sustainable development**

**14.40 Prof. Lucio Valerio Spagnolo** – Professor of Economics of the European Union, University of Salerno (Italy) *"The changes taking place and future scenarios on tourist demand. The links with GDP and age. I Gusti consumer, competition and opportunities posed by seasonal "*

**15.00 Dott. Vito Cinque** - Representative Provincial Association of Hoteliers Positano *"Local development and sustainable tourism responsible"*

**15.20 Dott. Giuseppe Marotta** - Università degli Studi di Benevento

**15.40 Dott. Nino Gaetano Lionetti / Dott. Bruno Brancato** – Impec S.p.a.

*"Water resources: the wealth of the future"*

**Theme of discussion:**

- Tourism: challenges and opportunities for the promotion of the territory

- Adaptation strategies to promote the tourism industry

**16:10** Discussion

**16:30** Final discussion by the Mayor of Positano, **Domenico Marrone**

Close.

**Informations:**

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## Local Information



Positano is at the back of Monti Lattari, that repairs it from the north winds, for this reason it enjoys a mild and dry climate . The country has a proper and original architecture that climbs along the rock: The houses close to one another, so much photographed, are characteristic of Positano. The smell of leather sandals made by hand, and restaurants specializing in seafood cuisine, the teeming life that every day is proposed.

## Fashion

The colours from white to floral motifs, fabrics and textiles are the "Fashion Positano", which is now a brand, a phenomenon that blew up in the fifties as a symbol of freedom, madness and transgression against the rigid schedules of that period industry . In addition to clothing, Positano out for the accessories: Positano sandals, flip, clogs of wood or cork, and in canvas slippers with sole of rope, made by famous shoe able to achieve them by hand, at the moment, while you wait in front of the shop.

## The architecture and landscape

Arriving to Positano you can see lemon, orange, flowers, trees, orticelli, olive groves and gardens reaching the sea. Positano is all there is a pedestrian and portage service from the beginning of the pedestrian zone that delivers luggage to hotels. The machine can be left in the car parks at Piazza dei Mulini here and turn to porters. The country "stairs" is very suggestive and exciting, with thousands of unique and exclusive corners. From a historical and archaeological, we can observe the Villa Romana, the defense towers built in the sixteenth century, which are eight, three internal Torre Sponda, Torre Trasita and Torre del Fornillo, and five external; The Cathedral of St. Mary Assunta, characterized by an imposing dome majolica, visible from any viewpoint of the country, and divided internally into three naves, it has kept the icon, clearly inspired by Byzantine, the Black Madonna, painted in the thirteenth century. Positano also offers visitors a rich treasure from the point of view landscape: views everywhere, the Beach or Marina Grande, at the foot of the country, and, to his side, the beaches of smaller Fornillo and Port Arienzo. Interesting is the Grotto Port in which they were found remains of prehistoric settlements. Towards the interior are Nocelle, a small village accessible only by foot, and further up the mountains S. Three to Angelo Pizzi, Monte Municipality, S. Maria del Castello, Conocchia, Campo de 'Li Galli and Paipo. To see the Bridge of Books, a charming horse valley. To the south and east, the view extends to the sea to Punta Licosa and all'Isola of Capri. In the distance one can see the archipelago of the Li Galli, consists of three islands: the Gallo Lungo, the Rotonda and Castelluccio, thought has always mythical abode of incantatory Sirens and now in recent times refuge of artists, as the dancer and choreographer Leonid Massine before, Rudolph Nureyev then, and now owned by an anonymous family

## Partner Towns

### AMALFI COAST, “LA DIVINA”

Amalfitana Coast is made of thirteen towns along the road that goes from the Gulf of Salerno to that of Naples. Creeks, coves and cliffs on the sea: the variegated landscape enchants all the visitors that come to these towns, Vietri sul mare, Cetara, Maiori, Minori, Ravello, Scala, Praiano, Atrani, Positano, Amalfi, Conca dei Marini, Furore and Tramonti. Each of these towns has its treasure made of lemons, villas, gardens, sea, beaches, smells. The landscape is made of sea and mountains, with creeks and coves often attainable only by sea, such as for example the wonderful cave, grotta dello Smeraldo in Conca dei Marini and Furore fiord. In some areas nature is completely uncontaminated. The area is occupied by LattariMountains, of calcareous nature: the highest mountain is Monte S. Angelo a Torre Pizzi (1425 m). The Coast is characterised by the typical cultivations on the terraced land where the most important product is lemon and other citruses. Lemons are mostly sweet; they can also be eaten in slices, as a dessert, with or without sugar. A legend tells that the inhabitants of Minori convinced the Pope to give them back the bishopric giving him as a present a basket with lemons and other citruses. Lemons are used for cakes and to make the "limoncello", a traditional yellow liqueur famous all over the world.

### Municipality of Positano – IT

Positano has been defined the pearl of the Amalfi coast thanks to its wonderful landscapes. We can find small streets with the boutiques that make Positano fashion and the sea its blue color. In Positano you can find many hotels, small pensions, residence, bed & breakfast, lodgings and optimal restaurants and pizzerie where you can appreciate the local gastronomia characterized from the goodness and genuinità of the products. Positano offers an irripetibile show, from the natural beauties to the splendid and romantici sunsets. We suggest to visit Parochial of S. Maria Assunta situated in Flavio Gioia Public square, one church with maiolicata dome, to see moreover, in proximity of the church, the rests of one roman villa. S.P. Positano is made of a picturesque cascade of small houses, crossed by narrow streets and staircases, with nice beaches. Positano is one of the most famous towns of Amalfitana Coast, artists from all over the world go there because they find an elegant and charming life. Positano is at the centre of Punta Germano (on the West) and Capo Sottile (on the East), at the southern slopes of LattariMountains that protect it from northern winds. In the sea, three miles far from the coast, there are “Li Galli” or “Sirenuse”, a very small archipelago, made of three small isles: “Gallo lungo”, “Rotonda” and “Castelluccio” considered the mythic place where mermaids lived. The name “Li Galli” comes from iconography of mermaids in the archaic figurative Greek art, where they were portrayed as birds with a human face. The town has grown in a vertical way: seeing these small houses built as a cascade is really charming, just like the wonderful sea. Near Spiaggia Grande there is Santa Maria Assunta church with the typical glazed dome. Her Feast is the 15th of August and it is celebrated with the event “Lo sbarco del Saraceno” (the landing of the Saracen). Another important event is Cartoons on the bay, an international review of cartoons (May) and the Festival di Musica d’Estate, a summer international chamber music review.

#### History

Positano was a prosperous port of the Amalfi Republic in the 16th and 17th centuries. But by the mid-19th century, the town had fallen on hard times. More than half the population emigrated, mostly to the United States of America. Positano was a relatively poor fishing village during the first half of the 20th century. It began to attract large numbers of tourists in the 1950s, especially after John Steinbeck published his essay about Positano in Harper's Bazaar in May, 1953: "Positano bites deep", Steinbeck wrote. "It is a dream place that isn't quite real when you are there and becomes beckoningly real after you have gone." Today tourism is the major industry in Positano.

## Main sights

The church of Santa Maria Assunta features a dome made of majolica tiles.

## Culture

Positano has been featured in several films, including *Only You* (1994), starring Marisa Tomei and Robert Downey Jr., and *Under the Tuscan Sun* (2003), starring Diane Lane. It also hosts the annual Cartoons on the Bay Festival, at which Pulcinella awards for excellence in animation are presented. From July of 1967 and through most of the 1970s, Positano was home of singer-songwriter Shawn Phillips and was where most of his best known work was composed. His song "Landscape" recounts a taxi ride through Positano. Positano's beach from the roadway. Today, Positano is considered one of the most chic destinations in Europe. Two of its hotels, Il San Pietro and Le Sirenuse, are frequently cited as among the best in the world. The small town of Positano risied in the middle age, near a benedictine abbey dating back to the X century. Once it obtained its autonomy, it became an industrious trading centre, and competed with the near Republic of Amalfi, until the norman conquest, in the second half of the IX century. It suffered a long period of decline, and, after having been feoff in 1492, under the of Giovanni was then passed to Mastrogiudice, Cossa, and other influential families.

## Fashion

From white to floral patterned, the clothes and materials used by the local artisans are an essential part of 'Moda Positano', now a recognised label. This fashion phenomenon, exploded in the nineteen fifties as a symbol of freedom, transgression and madness against the rigid dress codes of the period. In addition to clothing, Positano is known for the production of accessories. The Positano sandals, flip flops, wooden and cork clogs, and cloth slippers with rope soles, are made by famous shoe makers, and by cobblers, who are able to create pairs of shoes, by hand, on request, while the customers wait outside.

## Amaroussion – GR



Maroussi or Amaroussi, also Marousi and Amarousi, (Greek, Modern: Μαρούσι, Katharevousa: -on) older forms: Amarousio, Amaroussion, Amaroussi, Amaroussio, Amaroussion and Maroussion is a suburban city NE of Athens, Greece. It is one of the largest municipalities of Athens. The Athens Olympic Sports Complex, the largest sports complex in Greece, is also there. Its main street is Kifisias Avenue, and also contains four of the ISAP train stations and two of the Suburban Railway. It is the birthplace of the famous Greek musical actress Aiki Vougiouklaki. ANT1 television station and studios are also located in this community, as are the main offices of the Greek subsidiaries of international corporations Kodak, Bayer, Kimberly-Clark and Nestlé. Also one if Greece's best private schools, the German School of Athens, has its campus there there Amarousi dates back to ancient times. It ancient name was Athmonon and there was a temple, where Amarysia Artemis (Diana), the goddess of hunting was adored. The city's modern name comes from the goddess' name. Within Maroussi lies the biggest wood in Athens, Dassos Syngrou. The rest of the area is residential with commercial buildings. Amaroussion Municipality (Amaroussion Local Government) is an Organisation in Amaroussion, a suburb inthe northern area of Athens. The habitants of Amaroussion are about 100.000.

The Municipality of Amaroussion is situated in the northern part of the greater Athens region. This northern part of the greater Athens region is one of the most developed and high-income zones. In the last fifteen years the city has been gradually transformed into a constantly increasing business centre. Today, more than 1000 companies with more than 60,000 employees have moved in Amaroussion. The city is also one of the most important locations in Greece for companies that are related to advanced technologies. Amaroussion is the first and the only Municipality in Greece, which has been certified under ISO9002. The aim of the System is to provide the citizens with services, which are in accordance with the required standards, at the lowest possible cost, in the shortest time, in a reliable way and with measurable (quantitative and qualitative) characteristics. Amaroussion is also a member of the Steering Committee of Telecities, the network of European Cities for the promotion of information technologies. Connected to the city is the "Municipality of Amaroussion Technology Company" (DETDA). The aim of DETDA is the provision of services for the development, improvement and support of informatics systems and applications within the municipality and its organisations. It has also implemented a number of national and EU-funded projects, e.g.: The "Information and Services ON Demand" (INFOSOND) project (funded by TELEMATICS programme), "IST project on eGOV" (IST-2000-28471), the "eVOTE" project (IST-2000-29518), and the "OntoGOV" project (IST-2002-507237). The "customers" of the Organisation are all the citizens in Amaroussion, as well as residents of other areas in Greece, having assets in the area of Amaroussion. Also those working in this area. The personnel of the Municipality are about 250 of which 30 are University graduate (technical & Administrative). The Municipality of Amaroussion has as a mission to offer a variety of services to its citizens for increasing their satisfaction.

#### DESCRIPTION OF THE QUALITY SYSTEM

In the Amaroussion Municipality a Quality System has been established which as far as we know is the best system among the municipalities in Greece for following reasons:

- Systematic approach to all municipal processes
- All the activities of Amaroussion Municipality are organised through a system of operational procedures. These procedures are accompanied by flow charts indicating the sequence of activities, the personnel involved and the work methodology. The base of these procedures is the Quality Policy Manual, which defines the philosophy of the Management for the Quality Level in servicing the public. Therefore, we have a systematic way to handle the operations of the whole organisation.
- Quality Plans – Specifications
- We have established Quality Plans for various services such as:
  - technical works (construction of buildings, street maintenance etc.)
  - various planting activities
  - maintenance of public areas (playing grounds, park, etc)
  - delivery of administrative services etc.
- Systematic problem Handling Procedure
- We have established a systematic approach in gathering and evaluating citizen's complaints and requests, and furthermore, planning and implementing solutions. Through a computerised database we handle the input of these citizens requests and the relevant work orders are issued. The completed activities are also recorded and pending activities are monitored. Based on the reports the citizen who placed the requests / complaints, is informed accordingly.
- Quality Indices
- We have established quality indices to monitor the efficiency of our system.
- Examples of such indices are the following:
  - Waiting time for resolution of a request.
  - Time required to remove massive material.
  - Frequency of street cleaning (times per month).
  - Percentage of requests processed, versus the total number of requests.
  - Time required for responses to applications for issuing of certificates.
  - Number of days to obtain a building construction permit.
- Monitoring of Citizens degree of Satisfaction
- The municipality not only treats the citizen complaints as described above, but also monitors the citizen's satisfaction degree, for the various municipality services. Every year a statistical sample of 600 residents is asked to evaluate every important aspect of the municipality services. The results input in specifically designed software and graphics (histograms) depict the degree of citizen's satisfaction. For the areas, where the degree of satisfaction is not acceptable, corrective actions are initiated. This continuous feedback by the public is the base for the continuous improvement by the Quality Management Team.

## Albesti de Muscel – RO



Renumita pentru piatra alba de calitate, Albestii de Muscel si-a pastrat din activitatile traditionale precum sculptura si cioplitoria dar si cresterea animalelor de care se leaga datina Focului lui Sumedru. Apropierea de Campulung-Muscel si Curtea de Arges si iesirea spre masivul Iezer se adauga la atractia turistica a pajistilor si raurilor montane. Data intemeierii satului Albestii de Muscel nu se cunoaste cu exactitate. Un lucru este sigur, si anume ca, in timpul stapanirii romane, se extragea piatra din vestitele cariere de aici, care era folosita la construirea castrelor, a altor edificii publice si a drumurilor. La fel si istoria lacasurilor de cult existente in sat, se pierde in vechimea timpului, dar putem afirma ca si in satul Albestii de Muscel au existat biserici din cele mai vechi timpuri si, de-a lungul istoriei, biserica si-a implinit destinul cu cel al comunitatii satului. In anul 1359, cand s-a intemeiat Mitropolia Ungrovlahiei, cu sediul la Curtea de Arges, este mentionata si parohia Albestii de Muscel ca avand preot. Una din vechile biserici care au existat aici, se pare a fi fost construita in locul numit Valea Silistii, alta putin mai sus de centrul satului, spre nord, care ar fi avut Altarul in locul unde astazi exista o cruce veche, scrisa cu caractere chirilice. Actuala biserică este din zid, construita din piatra de Albesti, lucrarile fiind facute intre anii 1877-1889 si are hramul Adormirea Maicii Domnului. Recent reînfiintata, comuna Albestii de Muscel isi regaseaste traditiile si evenimentele locale. Foarte importante pentru localnici sunt zilele comunitatii care se tin in data de 15 august, care coincide cu sarbatoarea Sfintei Marii la Albesti, si in data de 8 septembrie la Candesti. Una dintre traditiile care s-a pastrat este focul lui Sumedru, din ziua de Sfantul Dumitru, cand oamenii se aduna in jurul unui foc si ofera diverse produse. In trecut, acesta era momentul cand pastorii se reintorceau din munte si traditia era ca acestia sa fie astfel paziti de eventuale primejdii. Comunitatea se poate mandri cu figuri proeminente care isi au originea in Albestii de Muscel, avand radacinile in familia Moisescu: Dl. Iustin Moisescu care a fost patriarhul Bisericii Ortodoxe Romane si Sorin Moisescu care a fost Presedintele Curtii Supreme de Justitie.

## Mendavia- ES



Mendavia is a town and municipality located in the province and autonomous community of Navarre, northern Spain.

The agriculture

In this fourth instalment dealing with agriculture in Mendavia, the enormous importance of vineyards can be appreciated. By-laws were published on two occasions to regulate these. Those found breaking these laws were fined by the vine wardens or even by others neighbours. The planting of new vines when needed, the plagues affecting them and the remedies applied. Winemaking, winemakers, barrels, daily and extraordinary consumption, such as the provision of wine to troops passing through in times of war, denunciations and hearings related to wine. How the public tavern was run, how it was controlled and the sanctions imposed on the landlord for not observing the rules. Production and consumption of eau-de-vie and mistela, as well as duties such as the garapito, which increased the price of entry to and exit from the village of these products. La variedad de productos que nacen de nuestras tierras hace que durante todo el año haya exquisitos platos que degustar en nuestra localidad. Así durante la primavera, probaremos deliciosos espárragos y con la llegada de las alcachofas y de las demás verduras comeremos una excelente menestra, que además de la forma tradicional existe una forma única de hacerla al "estilo mendaviés". En el verano degustaremos las deliciosas pochas, ensaladas variadas aderezadas con aceite virgen de oliva de mendavia y sabrosas frutas (cerezas, melocotones, peras, sandías o melones). Con el otoño llegará el succulento pimiento del piquillo, los comeremos a "chilindrón" (típico en nuestro pueblo), apañados con ajos acompañando a unas buenas chuletillas al sarmiento o en "rancho" con cordero o lomo de cerdo y siempre con caracoles y setas, sin olvidarnos de las diversas formas de rellenarlos (carne, bacalao, setas, patorrillo, etc.). En invierno tomaremos los pimientos secos en cualquiera de sus formas -bacalao ajoarriero, besugo o la típica sopa de ajo-, cordero al horno, al chilindrón o con patatas o también haremos un calderete de conejo. Todo ello lo regaremos con un gran vino de rioja, una copa de cava y tras los postres tomaremos una copa de pacharán navarro.

### DENOMINACIONES DE ORIGEN

Dada su privilegiada situación en la ribera del río Ebro en el lugar en el que confluye el Linares Mayor, Mendavia cuenta con más de 3.000 hectáreas de regadío, lo que unido a sus fértiles tierras, proporciona una inigualable calidad a sus productos, siendo el municipio que cuenta con mayor número de denominaciones de calidad de todo el país. Excelentes vinos y cavas, pimientos del piquillo, espárragos, verduras y otros productos de la huerta (alcachofa, cardo, borraja, ajo, cebolla, etc.), pacharanes, olivos, etc., hace que nuestro término municipal disponga de las siguientes denominaciones de calidad:

· Denominación de Origen Calificada Vino de Rioja. · Denominación de Origen Cava. · Denominación de Origen Pimiento del Piquillo de Lodosa. · Denominación Específica Espárrago de Navarra. · Denominación Específica Pacharán de Navarra. · Indicación Geográfica Protegida Alcachofa de Tudela. · Indicación Geográfica Protegida Cordero de Navarra. · Indicación Geográfica Protegida Ternera de Navarra. · Alimentos Artesanos de Navarra. · Producción Ecológica de Navarra.

## Travel Informations

### Naples Airport

**Naples Airport** (is 62 km from Positano) ([www.gesac.it](http://www.gesac.it)):

Positano will be reached from Naples in Taxi, in case you want to book a taxi is a radio taxi service:  
**081.5782776 - 081.5782548 - Fax 081.5561811 - [www.radiotaxinapoli.it](http://www.radiotaxinapoli.it)**

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### Train

**Stazione Centrale di Napoli** (about 64 km from Positano) ([www.grandistazioni.it](http://www.grandistazioni.it))

Positano is accessible from the station in Naples Taxi, in case you want to book a taxi is a radio taxi service: **081.5782776 - 081.5782548 - Fax 081.5561811 [www.radiotaxinapoli.it](http://www.radiotaxinapoli.it)**

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### Highway

Positano is reachable by car from Naples thanks to the Naples A3 Salerno (<http://www.autostrade.it>) at Castellammare di Stabia continue for the Sorrento peninsula following the signs to Positano.

