

BRIEF ANALYSIS

Urban planning for citizens 4

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I. Executive summary

This brief analysis aims to present the main concerns of the citizens of Prizren regarding the issues of urban planning and city management in general. The analysis presented in here is the fourth in the row that is realized within a 3 year period within the project “Inclusive City - Participatory planning for sustainable urban development in Prizren”. This project is funded by Olof Palme International Center and aims to articulate the needs of community groups in order to be considered by local authorities during the drafting of urban plans from the municipality of Prizren. During these 3 years, the survey included 1299 respondents, including the latest survey, based on which this analysis is built, which includes the survey of 499 respondents of different age groups from 9 neighbourhoods in the city of Prizren. The organization of fourth survey and preparation of the methodology was carried out by Global Consulting & Development Associates LLC.

Currently there are many Problems associated with urban management of Prizren and with cities of Kosovo in general. Many of them are closely related with the current practice of planning and decision-making regarding urban space. There are several institutions in Kosovo that have the direct responsibility of establishing an urban order in Kosovo (at central and local level). The planning process since post-war period until now has mainly included professionals who transformed official data and statistics to plans, without special relation with the community and the environment for which these plans are prepared. Plans obtained through this method, mainly do not correspond to the municipal capacities where they need to be implemented, and the spaces generated by such a process do

not reflect the sense of place and ownership for residential population. Subsequently, today in Kosovo it is more than obvious that cities and public spaces in particular are treated with negligence from local government as well as from citizens, since decisions on urban space are exclusively taken from the top without discussion with citizens - users of those spaces.

Citizen participation in urban planning is a paradigm of urban planning, which highlights the involvement of community in strategic and managerial processes of the city, as well as in urban planning processes, and of the community in general. Citizen participation in the planning process is regulated in Kosovo by legal provisions in force. According to them, this participation is limited to the provision of comments regarding development plans that are presented over a time period prior official approval. There are isolated practices of involvement of community in the urban planning process, which are mainly implemented thanks to the will and professional practice of some planning studios. The need to involve a wider audience in these processes is now recognized also by decision-making institutions, but the initiatives for implementation of such practices in urban planning process in Kosovo are in symbolic level.

Wide involvement of public in the urban planning process ensures these plans to be relevant and applicable as well as the urban areas or settlements established from such a process to serve its residents better throughout lifetime.

This analysis, in this moment, besides identification of urban problems in Prizren that citizens face every day, but also their need for a better quality of life in the city, aims to

introduce new practices, which could easily be implemented by local authorities, but also by community organizations. Practices of greater involvement of citizens in decision-making for the city, besides addressing the real needs of citizens, also helps to build active citizenship among city neighbourhoods and to the city in general. Active citizenship, on the other hand, through political empowerment enables citizens to submit political and technical questions to authorities related to the planning and management of the city. Among others, this will enable citizens to know the basic tools of political actions, such as research, communications, lobbying and strategic thinking. And all have a common goal: to achieve a greater prosperity for all.¹

II. Introduction

The city is a collective or a common good, where urban residents share their assets - starting from public spaces, parks, roads and buildings to the culture of that city. The city is dynamic urban share, which is shared by various individuals and collective groups, often overlapping. The heterogeneity and diversity are fundamental features of an urban environment.² Issues that increasingly are raised by current urban movements in the world involve concerns about preserving the dynamics of cities, as well as allowing them to change and expand without destroying and degrading the goods and assets that are vital to the life and progress of people and different classes. But also regarding how to enable the distribution of (final) assets of the city, so that a

large and diverse number of citizens have access to them?³

According to Ali Madanipour, planning and development of cities are continuous and complex processes, through which individuals and organizations based on levels of power and political, economic and cultural influence shape and define some features of urban space thus creating structural conditions within which others live and use the city. Often, the most prominent persons, thanks to the wealth and access to resources they possess and through powerful individuals and institutions that have an impact, enable physical and institutional changes in the city, whereas the demands of less powerful groups might not be considered or can take a softer or temporary form.⁴ An urban space created in this manner does not respond to the needs of all its residents, reflects the social inequality and the domination of certain economic and political interests. Such a city, serves at least in holding the public asset as the fundamental feature that can connect a community or all citizens together.

There are many individuals, groups and organizations that make demands and claims on the city. Taking into account only one side meets the desires for exclusivity that each of them might have in an urban space. To avoid actions that may create abovementioned situations, city planning should be developed by mixing the claims and demands of different groups. The demands of these groups can be controversial, therefore it must be negotiated the solution for a proper city that will be able to serve everyone. These negotiations can be successfully realized only through

¹Basha, R., Urban planning for citizens2, EC Ma Ndryshe, December 2013

² Basha, R., Urban planning for citizens3, EC Ma Ndryshe, October 2014, http://ecmandryshe.org/repository/docs/150203145824_EC_Planifikim_Urban_per_Qytetaret.pdf

³ Foster, S., article: Cities, Inequality and the Common Good, Huffingtonpost, 30.10.2015, http://www.huffingtonpost.com/sheila-foster/cities-inequality-and-the_b_8435316.html

⁴ Whose Public Space?: International Case Studies in Urban Design and Development (p. 237). Taylor and Francis. Kindle Edition. (2010)

comprehensive process of designing and development of the city.⁵

City encompasses in itself many layers with specified values related to various individuals and communities that make up that city, and each of them must be addressed during the designing and development processes of the city.

Comprehensive processes of city planning are features of local democracy, with an empowered and accountable citizenry that reflects the qualitative management, first of all of the public space, and the entire city.

In democratic societies we expect the voice of everyone to be represented in decision-making processes for the city through their elected representatives in assemblies and city councils. But often, governments and local councils do not perform their work, therefore do not protect the "public interest". Political processes are characterized by unhealthy forms of domination of private interests and opportunities for democratic participation are not so easily accessible⁶. Local governments tend to accommodate the preferences of powerful economic interests in decision-making for development of the city.

In reality, the representatives in local councils, in majority of cases do not represent the voice of vulnerable groups, and often, inclusion in decision-making processes is controlled and narrowed by certain political groups, which due to reasons of political and economic interests that they protect, in order to ensure return on investment, but also to facilitate the commercial processes, they want to have exclusivity in decision-making regarding the

⁵ Ibid.

⁶ Alexander, D. Citizen Learning, Sustainability and the Education of Citizen Activists, http://newcity.ca/Pages/citizen_learning.html

city⁷, thus prevent marginalized groups from the right to a voice in policy making on the city and contribute to the overall social inequality.⁸

Inclusive planning processes and in general in decision-making for the city, translates to the vision of inclusive city in a physical environment that provides possibilities for people of a wide spectrum of economic and social background to participate and get the value from the project.⁹

Whereas good urban governance, as one of the fundamental ideas of inclusive city, having human as the centre of concern seeks to build partnerships with citizens and businesses and contribute to create a sense of community among people.

⁷ Whose Public Space?: International Case Studies in Urban Design and Development (p. 239). Taylor and Francis. Kindle Edition. (2010)

⁸ Basha, R., Urban planning for citizens 3, EC Ma Ndryshe, October 2014, http://ecmandryshe.org/repository/docs/150203145824_EC_Planifikim_Urban_per_Qytetaret.pdf

⁹ <http://www.inclusivecity.com/Content/10002/InclusiveCityDesignCriteriaandPolicies.html> (accessed on 17.12.2013)

III. Project for participatory planning

“Inclusive City - Participatory planning for sustainable urban development in Prizren” is a three year project of EC Ma Ndryshe, which aims to articulate the needs of community groups and to translate them into implementable urban plans of the municipality of Prizren. The project is supported by Olof Palme International Center and commenced implementing in January 2013.

Community groups that cooperated with this project during 2015 were distributed in various neighbourhoods of the city and simultaneously was conducted the process of advocacy and cooperation with the municipality of Prizren and other public institutions in order to address the requests of the citizens

Community groups that cooperated with the project more intensively during 2013 and 2014 are: women, elders, youth, persons with disabilities, inhabitants of poor neighbourhoods as well as the culture and environment. With each community group, during one year of the project, were organized four focus groups and a public debate, and simultaneously it was conducted the process of advocacy and cooperation with the municipality of Prizren and the Department of Urbanism and Spatial Planning to ensure the involvement of citizens requests in urban planning of the city.

Besides actions of community mobilization and development, the project has realized a number of public performances, which have served as a reminder for obligation of municipality towards citizens and at the same time have produced concrete solutions to existing problems in the public space.

Urban planning in Kosovo is a technical activity and is led by experts, which is mainly based on existing data and has little correlation with the environment (context) for which it is drafted. This practice mainly produces plans that are beyond the capacity of local government's implementation and moreover it does not reflect the reality on the ground, where citizens have no sense of belonging. Citizen participation is limited within a certain period of several-day and mainly few days' prior final approval of plans.

There is an imminent need for the involvement of citizens' interests and aspirations in urban plans, especially of those groups that are deprived from adequate public infrastructure and services. Wide participation of citizens is essential in order for the urban plans to be relevant and applicable. Inclusive urban planning helps also the process of local democracy by encouraging the involvement of citizens at all levels of the process. This new approach of urbanism (New Urbanism) challenges the current model in Kosovo (socialist planning of cities), which offers little space for citizens.

The project targeted the fulfilment of these specific objectives: [a] To develop an inclusive methodology and approach in urban planning, [b] To provide the missing link between citizens and urban planner, [c] To develop a sense of citizens belonging to the surrounding environment of life [d] To translate interests and needs of citizens in applicable urban plans, [e] To encourage the active participation of disadvantaged and marginalized groups of society, [f] To promote an integrated approach of urban planning (social, economic, environmental and cultural)

IV. Structure and methodology of survey

Global Consulting & Development Associates LLC has implemented this survey by organizing the survey and preparing the methodology of work. This survey has combined two forms of data collection, **quantitative and qualitative** form. Quantitative survey was conducted by interviewing respondents with a questionnaire and were conducted a total of **499 interviews** in nine neighbourhoods including the city centre. Respondents were of different ages and ethnic groups.

Regarding the part of qualitative survey, Global Consulting & Development Associates has realized this by organizing and implementing a focus group with stakeholders, who have submitted their views on the issue of urbanism in the municipality of Prizren. Focus group participants were representatives of the neighbourhoods that cooperate with organization EC Ma Ndryshe.

Data collection on the field was conducted in neighbourhoods that cooperate with organization EC Ma Ndryshe. The neighbourhoods included in the survey are listed below:

- City centre
- Neighbourhood Bajram Curri
- Neighbourhood near transit street– Arbana
- Neighbourhood Tabakhane
- Neighbourhood Bazhdarhanë
- Neighbourhood Dardania
- Neighbourhood Nënkalaja
- Neighbourhood Qyk Mahalla
- Neighbourhood Ortakoll
- Neighbourhood Tusuzi

The sample of the survey conducted in the municipality of Prizren on the topic "Inclusive City - participatory planning for sustainable urban development in Prizren" was realized in October and November 2015.

Quantitative survey was implemented by conducting **face to face interviews**, with pen and paper. The techniques of sample survey used the primary data. The total procedure of data collection has included a sample of 499 interviews.

Number of surveys that were completed by the respondents was divided in various neighbourhoods and in the city centre of Prizren.

- Neighbourhoods 246 surveys
- City centre 253 surveys

Table 1.1: Division of surveys by neighbourhoods

No.	Neighbourhood	No. of respondents
1	City centre of Prizren	253
2	Neighbourhood Bajram Curri	27
3	Neighbourhood Arbana	27
4	Neighbourhood Tabakhane	37
5	Neighbourhood Bazhdarhane	27
6	Neighbourhood Dardania	29
7	Neighbourhood Nën kalaja	17
8	Neighbourhood Qyk Mahalla	29

9	Neighbourhood Ortakoll	28
10	Neighbourhood Tusuzi	25
Total:		499

Respondent selection form

The method of selection of respondents was done according to random selection sample, and on every neighbourhood, each resident of the relevant age will be entitled to take part in the survey.

The first step in this method was the selection of neighbourhoods, and in our case these neighbourhoods are presented in Table 1.1. Once are selected the samples (Neighbourhoods), the next step was to identify the streets in neighbourhoods where interviews will be conducted.

For example, if we take the neighbourhood Bajram Curri or the city centre of Prizren as a sample frame, another process prior conducting the interview will be to identify all the streets that will be covered in the survey. It will be an equal division of all streets of the city in order to cover the entire municipality and as a result, the data are more accurate and impartial.

Once is completed the selection of streets, then it is conducted the selection of the starting point, which typically was a popular place in the neighbourhood or in the city centre (e.g. Shadërvani).

This was the starting point, and then the data collectors choose a direction to conduct the survey and it was always followed the same system. Based on the selected streets and the number of respondents that were targeted for that neighbourhood (which in our case was

approximately 20 surveys in each neighbourhood, out of 9 neighbourhoods, and 253 in the city centre).

Data collectors have systematically chosen every 4th house to be interviewed. This systematic process is followed for each street/neighbourhood. In every house, data collectors have interviewed the persons older than 18. The selection of respondents from families was done based on the date of their birth, which means that the person whose birthday was closer to February was selected to complete the questionnaire. In this manner, each respondent had an equal opportunity to be selected.

This method of survey has proven to collect accurate data. Usually, the margin of mistake/error in this strategy is very small, from 2.0% to 2.5% (maximum). The reasons for this are due to the possibility of choosing a population that represents the demographic composition of the country are higher, given that each respondent will have an equal opportunity to be selected.

Implementation of Focus Group

Part of the implementation of the survey was the organization and development of a focus group.

The purpose of discussion in the focus group was to understand the perspectives of the relevant segment of the citizens on the topic "Inclusive City - Participatory Planning for Sustainable Urban Development in Prizren".

Discussions had a high impact on the report of data analysis, because it is presented the first hand information from persons who are directly affected by this situation.

The focus group was organized in November 2015. In focus group took part 11 participants, who were representatives of the neighbourhoods that NGO EC Ma Ndryshe cooperates, and they have provided their opinion on the issue of urbanism in their neighbourhoods. The meeting of the focus group lasted about 1 hour and 40 minutes and it was held in Prizren.

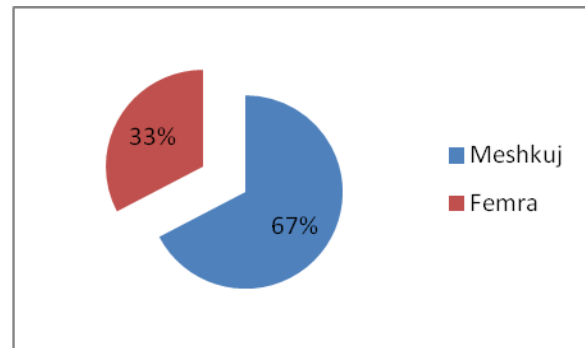
V. Results

The results obtained from the survey sample, includes the opinions of the citizens of Prizren regarding the questions which we submitted through the questionnaire prepared by NGO EC Ma Ndryshe in cooperation with GC&DA. This sample includes the figure of 499 respondents in nine neighbourhoods and in the city centre of Prizren. The results of the current survey will be supplemented with the results of 3 previous surveys conducted during the past three years of the project "Inclusive City - Urban Planning for the Citizens". In the first survey conducted in April 2013, 249 respondents were included. In the second survey conducted in September 2013 were included 250 respondents. Whereas in the third survey conducted in June 2014, 400 respondents were included in the survey.

Demographic information

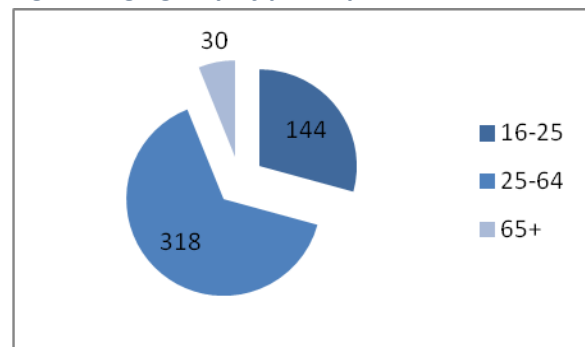
Composition of the survey sample includes 67% (336) of male respondents and 33% (158) female respondents.

Fig. 1.1: Gender



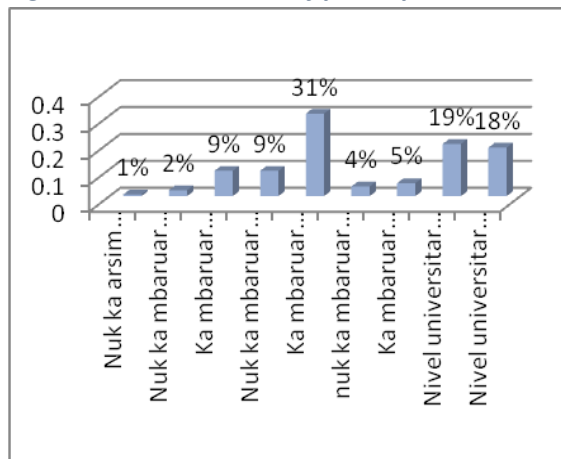
The age of respondents is divided in 3 groups. 29% (144) of respondents belong to the age group 16-25 years old; 65% (318) belong to the age group 26-64 years old, and the last group are persons older than 65 years old and their percentage in this survey was 6% (30).

Fig 1.2: Age group of participants



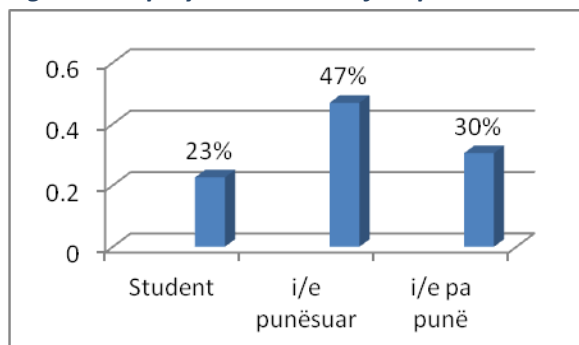
Education

Mainly respondents who participated in the survey have completed the secondary school, and this number includes **31%** of the respondents. Whereas 18% (90) of them have university level education and are graduates and only 1% (3) of respondents have no formal education.

Fig 1.3: Education level of participants

Employment status

Regarding the employment level of respondents, from 499 respondents, 482 declared their status. Of this figure, 30% (147) of them are unemployed, 47% (226) are employed and 23% (109) are students.

Fig. 1.4: Employment status of respondents

Results from professional questions obtained from the questionnaire

According to the results obtained by the survey, it seems that 58% (288) of respondents do not have knowledge / information whether the city of Prizren has an urban plan, whereas 42% (211) of them are informed.

Comparison to previous surveys

In the first survey (April 2013) 62.7% of respondents claimed to have knowledge / information that the city of Prizren has an urban plan.

In the second survey (September 2013) 64.3% reported that they are aware that the city of Prizren has an urban plan.

Whereas in third survey (October 2014) 50.3% of respondents claimed to have knowledge / information that the city of Prizren has an urban plan.

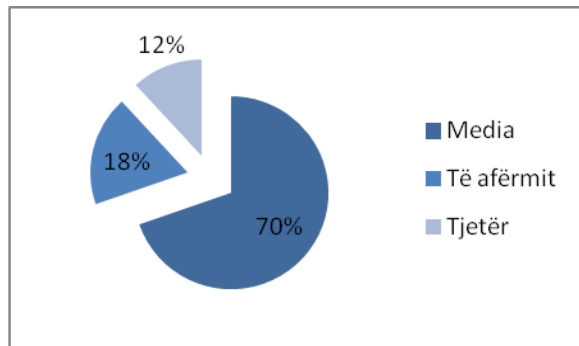
From 42% who have information about the urban plan of the municipality of Prizren, out of them 70% (147) obtained this information from the media (TV or press), while 18% of them have obtained this information from relatives.

Comparison to previous surveys

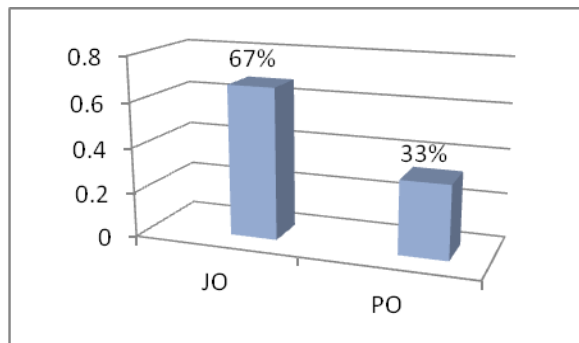
In the first survey from 155 (62.2%) respondents who stated that they know that Prizren has an urban plan, 69% have heard about the urban plan by the media, 18.7% by relatives and 12.3% from others.

In the second survey of 157 (67.9%) respondents, 77.1% of respondents stated that they obtained the information regarding the existence of the urban plan of Prizren from the media, 12.1% from relatives and 10.8% from other sources.

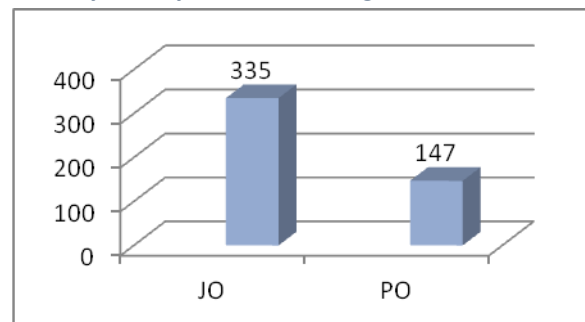
Whereas in the third survey from 151 (50.3%) respondents who stated that they have information that Prizren has an urban plan, 35.0% of them stated that they heard this from the media, 10.3% from relatives and 4.0% from other sources.

Fig 1.5: Where did you get this information?

Regarding the question of how much are the citizens informed if they can participate in the development of various municipal plans, 33% (163) answered positively, whereas 67% (336) stated that they do not have any information.

Fig. 1.6: Do you know if the citizens can participate in the development of municipal urban plans?

Similar values are also regarding the question of how much are citizens informed if they can participate in the development of various plans in their neighbourhoods, the results show that 30% of respondents poses this information, whereas 70% do not have this information; 17 of respondents did not answer this question.

Fig. 1.7: Do you know if the citizens can participate in development of urban development plans in the neighbourhood?

Comparison to previous surveys

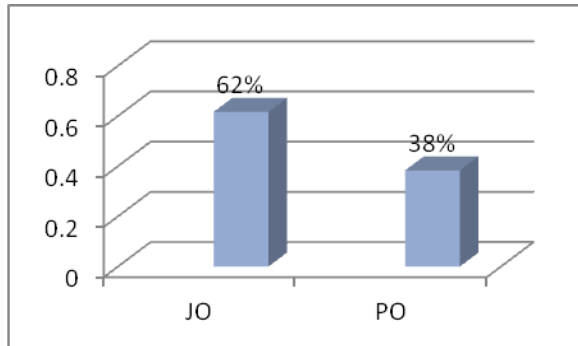
In the first survey, males reported in higher percentage that they have information that citizens can participate in the development of various plans and regulations related to the city with 50.5%, while only 1/3 of females reported that they have information on this matter.

In the second survey as it can be seen from the figure above, there is a significant increase of females who reported to have information that citizens can participate in the development of various plans and regulations related to the city more precisely 69.6% and males with 69.3%.

In the third survey, males have reported in higher percentage that they have information that the citizens can participate in the development of various plans and regulations related to the city with a percentage of 39.3%, while on the other hand 31.7% of women have reported that they have information about this issue.

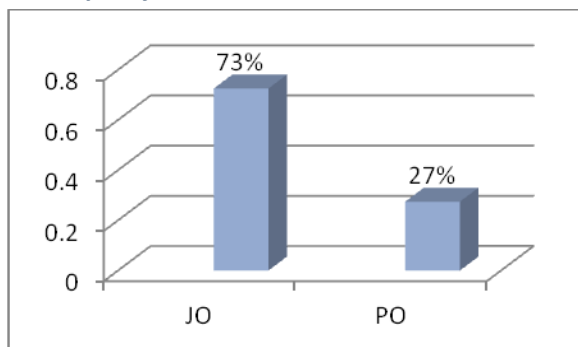
When it comes to whether the citizens have seen invitations or calls for public debate in the city from municipality, 62% (283) of them answered YES, and 38% (176) NO.

Fig. 1.8: Have you seen in the city invitations / calls for public debate by the municipality?



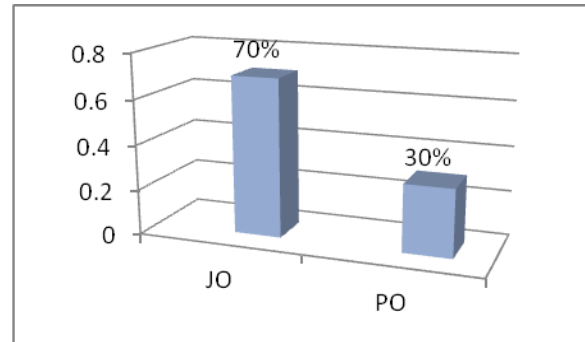
When citizens were asked the same question only that the location was their neighbourhood then the number of positive responses was reduced in comparison to the answer above and 73% (333) responded negatively, while 27% (126) have seen invitations in their neighbourhoods.

Fig. 1.9: Have you seen invitations/calls for public debates in the neighbourhood from the municipality?



Whereas when citizens were asked if they knew that the municipality organizes public debates before approving various plans and regulations related to the city, 70% (321) responded that they have no knowledge, whereas only 30% (137) of them have information in this regard.

Fig. 1.10: Are you aware that the municipality organizes public debates prior approval of various plans and regulations dealing with city?



Whereas the same response was obtained also when citizens were asked if they knew when the municipality was organizing public debates in the neighbourhood and the number of those who were informed is only 20% (90).

From 30% of those who answered YES, 94% of them did not participate in public debates, while only 6% of them have participated in public debates and the topics for which they participated were mainly related to road/pavement, economy, public lighting, etc.

Regarding the matter if the citizens have knowledge about regulatory plans in their neighbourhoods and whether they have ever been invited, 92% responded negatively and only 8% of them took part in regulatory plans.

Comparison to previous surveys

In the first survey, from the percentage of citizens who stated that they were aware that the municipality organizes public debates, only 7.6% of them said that they have participated in any of them.

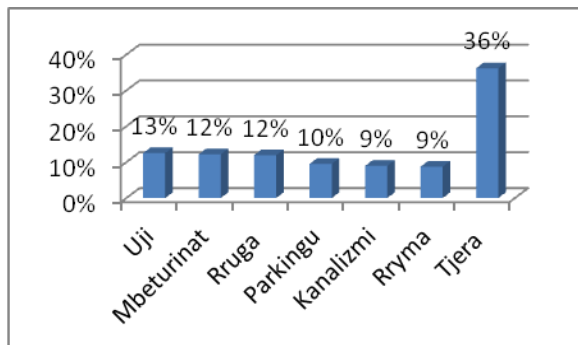
In the second survey, from the percentage of citizens who said they know that the municipality organizes public debates, only

12.6% stated that they have participated in any of them. The debates that were mentioned were the following: in the municipal assembly; in the neighbourhood, in cultural house, with organization Ec ma Ndryshe, regarding the city centre, in cultural house, regarding regulation of an apartment and for sports centre.

In the third survey, from total percentage of persons who know about the organization of public debates, only 1.3% reported that they participated, 38.3% reported that they did not participate, and 60.3% did not answer (in this percentage are included those who said they have no information that citizens can participate in the development of various plans and regulations related to the city).

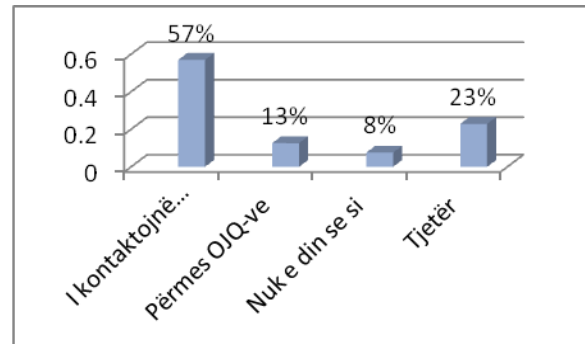
Regarding the problems that Prizren citizens face, 6 main problems that citizens are concerned with are: road, water, waste, parking, sewage, and electricity.

Fig: 1.11: Main problems of the citizens



Regarding the manner how citizens articulate their needs in relation to municipal authorities, 57% of citizens contact the municipal authorities by themselves, 13% of them contact through different organizations, and 8% do not have any idea how to articulate their needs to the municipal bodies.

Fig: 1.12: How do you articulate your needs to municipal bodies?



Comparison to previous surveys

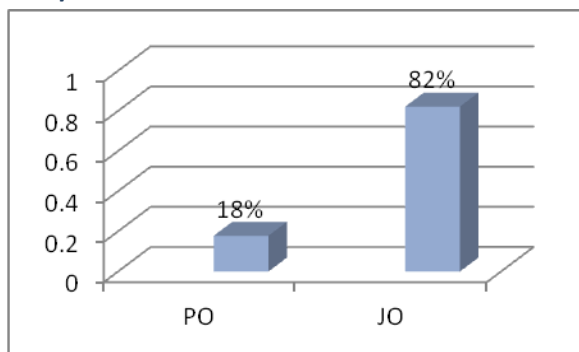
In the first survey, most respondents or 61% stated that they personally contact the municipal authorities, 30% of respondents stated that they do not know how to articulate their needs, and only 6% said they do so through various associations and organizations. While other forms of communication with 3.6% were conducted through family members, 4 said they did not communicate at all because of lack of trust, judicial authorities, through the head of the neighbourhood, and petition.

In the second survey, there is an increase in percentage of citizens who claim that they articulate their needs by themselves in the municipality - 72.3% and there is a decrease in the percentage of citizens who claim they do not know how to articulate their needs from 30% in first survey to 21.3% in the second survey and 4.4% reported that they do this through various associations and organizations.

In the third survey, the bulk or 61.7% of respondents said that they personally contact the municipal authorities, 7.7% said they do so through various associations and organizations, 4.7% do not know how to articulate their needs, and 4.0% have other forms of communication with municipal bodies.

Regarding the participation of citizens in public debates that were invited by the municipal authorities, 82% (410) of them were not invited to the public debate and 18% have been invited to the debate. Of this figure, respondents have stated that 47% took part in the debate and 53% did not participate in the debate, although they have been invited.

Fig. 1.13: Were you invited in any public debate by the municipal authorities in relation to a particular matter?



Comparison to previous surveys

In the first survey, only 15.7% of citizens stated that they have received an invitation from municipal authorities for public debates on various issues of the city. Similar results were also found in the second survey where 14.7% of citizens stated that they were invited to the public debates organized by the municipality.

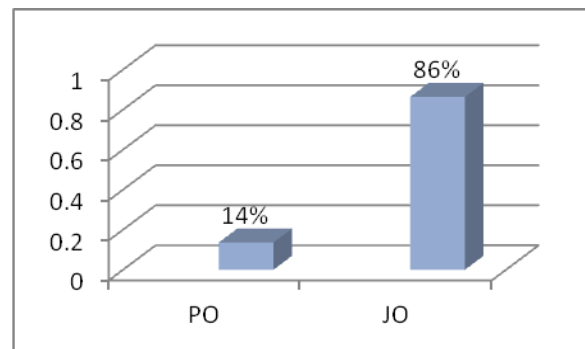
From 15.7% of citizens who have received an invitation for debate by the municipality in the first survey, only 1/4 of them have participated in meetings in which they were invited. 10 citizens who participated in the gatherings mentioned the meetings: for education, for RAE community, for waste management, for regulation of property, for regulation of the neighbourhood, regarding the street "Rruga e farkëtarëve", for women's rights and domestic violence. In the second survey, from 14.7% of

respondents who said they had received an invitation to participate in public debates only 14% of them answered the invitations and 86% did not participate in survey.

In the third survey, regarding the question whether they were invited to a public debate, 11.0% of the population have received invitation from municipal authorities, as opposed to 87.3% of those who were not invited. Out of those who have received the invitation only 5.0% of them participated in the meetings for which they were invited. Of the total population, the persons who participated in public debate they discussed various issues such as: environment, drafting of the new urban plan, sewage and pavement of the roads in neighbourhood, projects of the Red Cross for Prizren, regarding apartments in the neighbourhood and regulation of the spatial plan.

When citizens were asked the same question but in this case the invitation was done by organizations, then 86% of citizens responded negatively and 14% of them stated that they were invited to public debates by the organizations. From this group, 48% (33) of them have participated in the debate and 52% did not participate in public debate.

Fig: 1.14: Were you invited to any public debate by organizations regarding certain issues?



Comparison to previous surveys

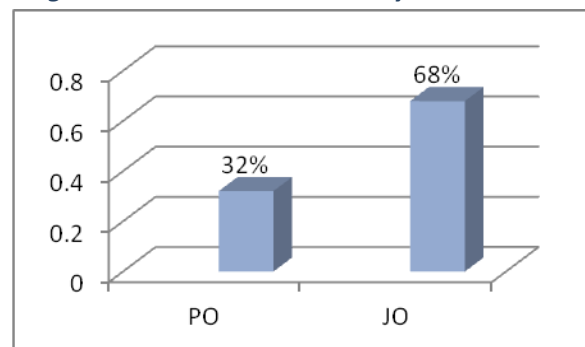
In the first survey, 13.7% of citizens stated that they were invited by NGO or civil society for a particular debate. Of those who have received an invitation for public debate by NGOs 41.2% stated that they have participated in the meetings that were invited by civil society or NGOs, and 58.8% stated that they did not participate. Of those that specified the type of the meeting, only four were associated with urban plan or urban planning.

In the second survey, only 8.2% of the population stated that they were invited to a public debate by civil society/NGO about a certain issue. From 21 or 8.2% of respondents who have received in the invitation, only 6 of them or 28.6% participated in these invitations to participate. At the meetings were mentioned the following topics: Red Cross on Humanitarian Issues, Office for employment, KDI, Save the Children and about urbanism.

In the third survey, respondents stated by a percentage of 19.30% that were invited to take part in debates organized by NGOs or civil society for a particular debate. Of those who have received invitations, 10.7% of them participated in the meetings for which they were called. From organizations that participated in public debates, issues that were discussed were: infrastructure, budget for people with disabilities, action plans for Roma community, budget planning, medium-term framework of the budget, education / training, public lighting, urban planning, socially vulnerable cases, regulation of the city, cemetery - Landovica complex, regulation of stairs in the Castle, regulation of the League of Prizren building, regulation for volunteering, sports, women's rights and gender equality, as well as cultural heritage.

Regarding the cooperation of citizens in initiating various initiatives to solve the problems in their neighbourhood, respondents have stated that 32% (159) were part of initiatives to make changes in their neighbourhood, while 68% (431) did not state this.

Fig. 1.15: Have you tried personally or in a group with other citizens to commence any initiative for solving any problem in your neighbourhood over the recent years?

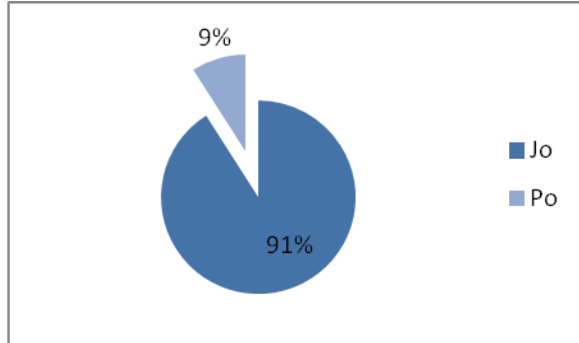


From 32% of respondents who have started various initiatives, mainly letters/requests towards the municipality to improve a certain issue, complaints towards the municipality, etc., of which only 71 people answered the question regarding what was the reaction of the municipality, was it taken any measure, and whether the problem was finally resolved, the answers were: 48 of them stated that they did not have any reaction from the municipality, and 62 of them have stated that there was no measure taken in that direction; while in terms of solving the problem, 23 people have stated that the problem was not finally resolved while 16 have stated that the problem in their neighbourhood is solved.

When citizens were asked whether they had the opportunity to articulate their problems and submit them to the mayor, 91% (454) of them have never had the opportunity to submit their

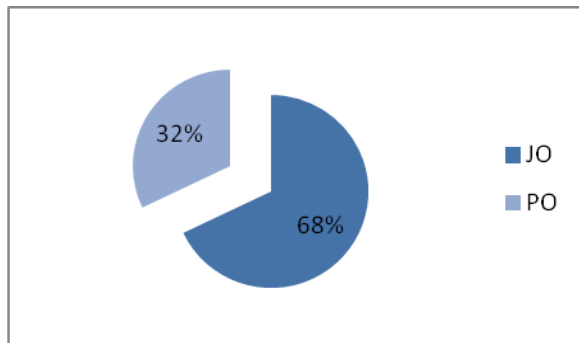
problems to the mayor while only 9% (45) of them answered positively.

Fig. 1.16: Have you had any opportunity to present the current problems to the Mayor?



Regarding the local organization / consultation in the neighbourhood, 68% (339) of citizens responded that there is no form of local organization and 32% (160) of them said that it exist such organization. They also stated that the places where they usually meet to discuss issues related to their neighbourhoods are: premises near the neighbourhood, schools, tea-shop, but also meetings were conducted in the street / neighbourhood.

Fig. 1.17: Is there any form of local organization/consultation in your neighbourhood?

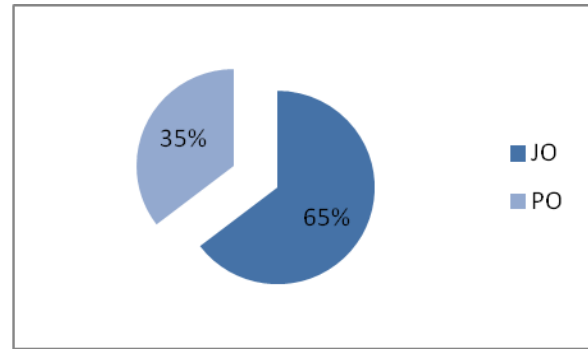


Whereas when citizens were asked if the municipality encourages the functioning of local councils in the neighbourhood, 80% (397) of them stated that the municipality does not encourage these organizations while only 20%

(102) of them said that municipality does support them.

Regarding the use of public spaces in the neighbourhood, citizens have stated that in 65% of cases they do not use public spaces, and 35% use them.

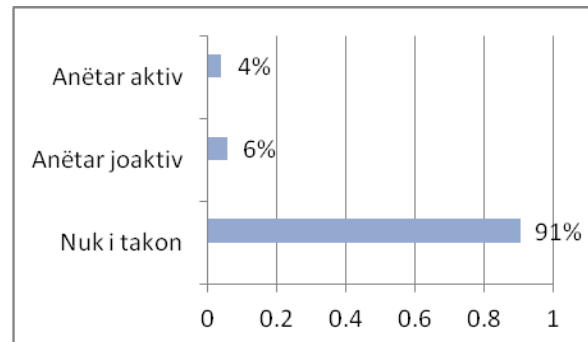
Fig. 1.18: Do you use and how do you use the public spaces in your neighbourhood?



The use of public space is mainly done for walking, use of the park and for sports.

The percentage of citizens who are active, engaged in various organizations is 4%, whereas 6% of them stated that they were engaged in organizations but no longer remain to do so, and 90% stated that they do not belong to any organization.

Fig. 1.19: The percentage of citizens who are part of various organizations



Comparison to previous surveys

From the first survey it turns out that:

- 4.8% of citizens are active in political parties,
- 4.4% in art, culture and education organizations and
- 4.3% in religious organizations.

In the second survey, the highest percentage of citizens being active in organizations proved to be:

- unions with 6.4% active members,
- sports-recreational organizations with 5.6% active members
- political party with 3.2% active members.

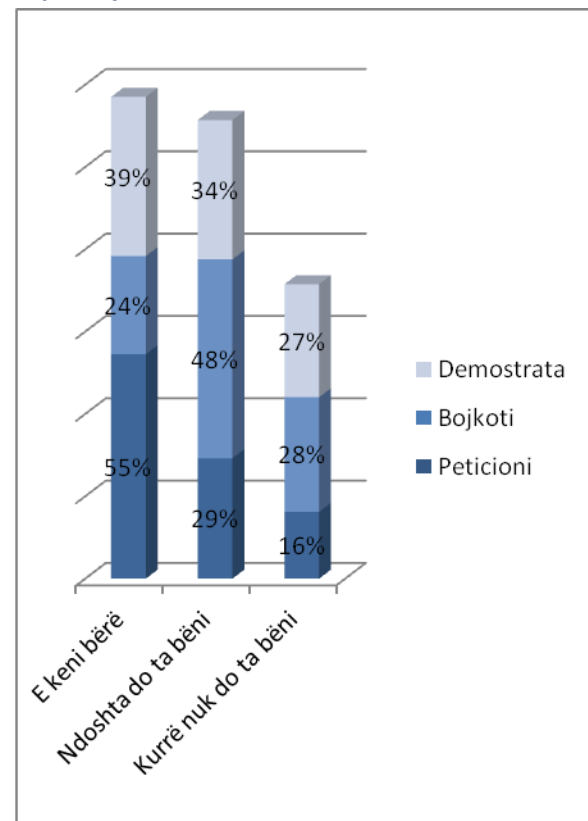
In the third survey, the highest percentage of citizens being active in organizations proved to be:

- political party with 10%
- sports and recreational organizations with 8.0%
- art, culture and education organizations with 7.0%
- religious organizations with 6.7%.

When citizens were asked whether they have ever signed a petition 55% of them stated that they have signed, 29% stated they would probably do so, while 16% of them stated that they would not do it.

As far as joining a boycott, 24% stated that they have done this, 48% that probably would do so, and 28% that they would not ever do so. Also, we asked for participation in peaceful demonstrations, the results are, respectively 39%, 34%, and 27%.

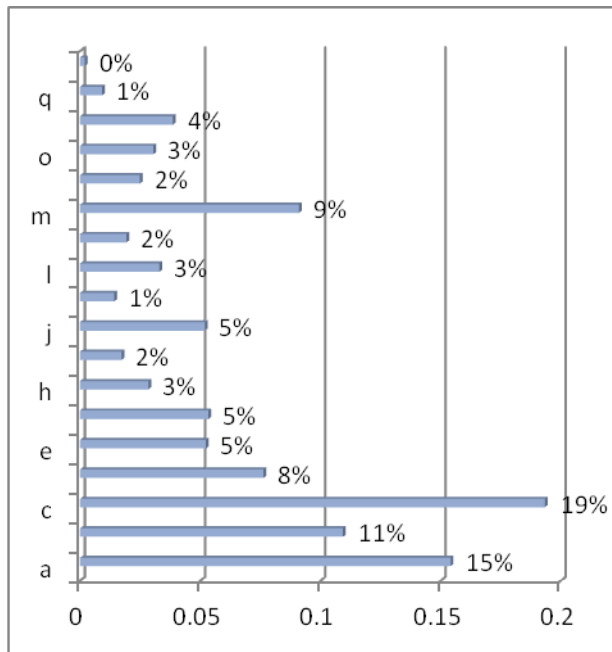
Fig. 1.20: Participation of citizens in signing petitions, joining a boycott, and participation in peaceful demonstrations



Question for respondents

Part of the survey was also few comprehensive questions, the objectives of which were some of the urban issues of municipality of Prizren. In this part, citizens were asked to choose 4 most important problems which should be addressed by municipal authorities.

Fig. 1.21: From the following list of urban issues choose 4 issues that are most important to be addressed by the municipal authorities:



Five issues that were addressed mostly by citizens were:

1. Occupation of sidewalks with vehicles - 19%
2. Lack of green spaces in the city - 15%
3. Lack of public parks - 11%
4. Illegal constructions - 9%
5. Lack of road maintenance - 8%

On the first issue, which has the highest number of complaints, "the occupation of sidewalks", citizens by 86% (327) said sidewalks were occupied by vehicles, while in lower percentage they have stated that the sidewalks were occupied by stores with 4%, stands with 4% and other 5%.

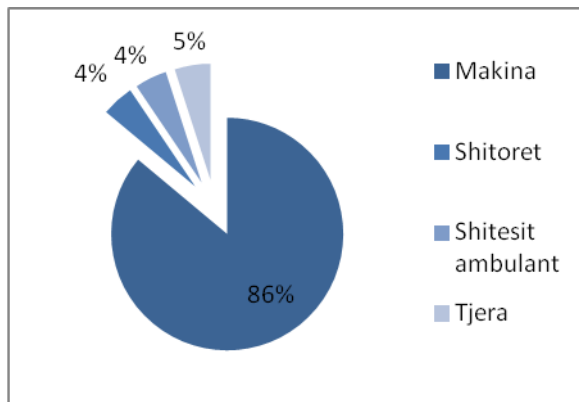
Comparison to previous surveys

In the first survey, the citizens were submitted 20 different urban and city issues and were asked to choose 4 issues that must be addressed more seriously by the municipal authorities. The analysis was performed for all options whether it was mentioned as an issue from respondents. Issues that were mentioned by 63.1% of respondents were the blockade of sidewalks with vehicles, the second was the lack of sidewalk maintenance during the winter with 42.6%, 35% illegal constructions, lack of green spaces with 29% as the fourth, the fifth is difficult movement for persons with disabilities, sixth is problems with water supply and seventh is high construction.

In the second survey regarding issues related to urbanism it was added the issue of illegal constructions and the destruction of the historic centre. As in the first survey, interviewers asked respondents to identify the four main issues that are of concern to them. Data analysis shows that four main issues for the citizens of Prizren are: Blocking of sidewalks with vehicles 64.3%, illegal constructions 44.6%, lack of maintenance of sidewalks during the winter 41.8% and fourth is the destruction of the historic centre of Prizren 35.3%. It is important to note that other results such as e.g. movement problems for people with disabilities and the lack of green spaces are presented as problems in the second survey and the percentages are similar.

In the third survey, to the citizens were submitted 20 different urban and city issues and were asked to choose 4 options that according to them must be addressed with importance. The analysis was performed for all options where as the first problem was presented blocking of sidewalks with vehicles with a percentage of 72.4%, followed by illegal constructions with 44%, then the lack of green spaces in the city with 42%, 18.6% are problems with infrastructure (water supply and sewage), lack of road maintenance with 18.3% and kindergartens with 17.6%. If we compare the first three surveys, it turns out that acute problem of Prizren was blocking of the sidewalks.

Fig. 1.22: Specific problems related to blocking of sidewalks:



Questions for pensioners

Similar questions were submitted for pensioners from the municipality of Prizren. Their views in relation to the most problematic issues in their neighbourhoods show that the issue of blocking of the sidewalks - 19% (20) also for pensioners remains the most problematic issue.

Other problems that pensioners face, is the lack of meetings places for pensioners / recreational

area where 18% (19) of the sample population have chosen this as problematic issue.

Also the lack of green spaces and public parks are problematic issues for pensioners.

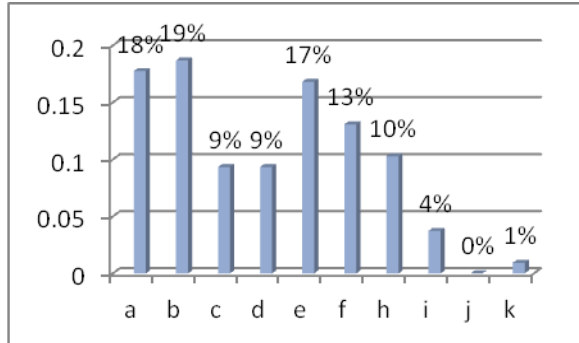
Comparison to previous surveys

In the first survey, 12% of the total sample were older than 65 years and these respondents except answering to the questions that were reported above they have been requested from a group of urban issues to choose 3 main issues that are most relevant to this age group. 80% of respondents over the age of 65 think that lack of meeting places for the elders is the first issue, 50% blocking of sidewalks and 30% the winter maintenance of sidewalks and illegal constructions.

In the second survey, from the sample that were pensioners over 65 years old and four main issues that according to this population are: blocking of sidewalks with vehicles 69.7%, a meeting place for pensioners / recreational area 51.5%, illegal constructions 42.4% and lack of green spaces as the fourth issue with 33.3%.

In the third survey with a percentage of 76% it was the lack of meetings places for pensioners / recreational space, the second with 44% was blocking of sidewalks with vehicles and the third was access to health care institutions with a percentage of 44%.

Fig. 1.23: From the following list of urbanism issues, choose 3 issues that are most important to be addressed by the municipal authorities for you and for other pensioners in Prizren:



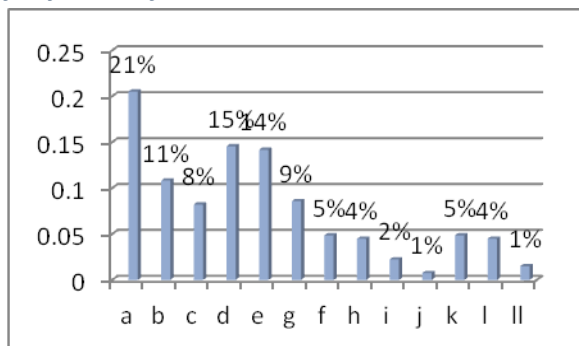
Questions for women

Also the female gender was part of the survey regarding certain issues.

From the group of women, the problem of blocking the sidewalks also remains one of the main problems. But besides this, the lacks of green spaces along with public parks are 3 main issues that women in Prizren have identified.

1. Blocking of the sidewalks - 21% (55)
2. Lack of green space - 15% (39)
3. Lack of public parks – 14% (38)

Fig. 1.24: From the following list of urban issues, choose 3 issues that are most important to be addressed by the municipal authorities for you and for other women in Prizren:



Comparison to previous surveys

In the first survey, the issue that was mentioned by more than half of the women citizens with 66% was blocking of the sidewalks with vehicles, the second was the lack of maintenance of sidewalks during the winter season with 43.1%, illegal constructions with 30.6%, lack of green spaces with 30.6% as the fourth, the fifth was problems for movement of citizens with special needs, the sixth was the lack of kindergarten and the seventh was the water supply.

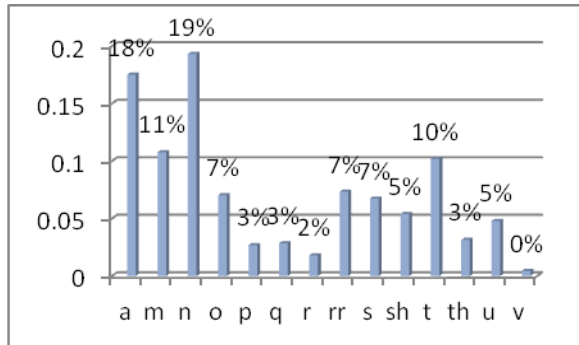
In the second survey, the issue that was mentioned by more than half of the women citizens with 58.5% was blocking of sidewalks with vehicles, the second was the lack of maintenance of sidewalks during the winter with 50.4%, illegal constructions with 40.6%, the fourth issue was problems for movement of citizens with special needs with 34.8% and the fifth was destruction of the historic centre of Prizren.

In the third survey, 57% of the sample were women over the age of 16 and in questions intended for this sample as a first matter was mentioned the road safety with 62%, the second was blocking of sidewalks with vehicles with 60% and maintenance of sidewalks during the winter with 35%.

Questions for the youth

Part of the survey was also the opinion of the youth of the municipality and what are 3 main urbanism problems that they face the most, and also within the youth group, the problem of blocking the sidewalks leads with 19% (129) of respondents. The lack of green spaces and public parks are 2 other issues that youth face in Prizren and results are respectively 11% and 18%. Whereas the issue of overloading of the school with shifts proved to be the least problematic issue with only 2% (12) of the respondents.

Fig. 1.25: From the following list of urban issues choose 3 issues that are most important that need to be addressed by the municipal authorities for you and for other youth in Prizren:



Comparison to previous surveys

In the first survey, 24.9% of the sample was youth under the age of 26, and three main issues chosen by youth are presented in the following figure. As the main issue that was mentioned is the maintenance of sidewalks during the winter, the second is blockade of sidewalks with vehicles with 43.5% and third is the lack of functional space for theatre / cinema followed with the fourth with the lack of recreational space.

In the second survey, the first issue that was mentioned was blockade of sidewalks with vehicles with 42%, illegal buildings with 39.5% as the second one, lack of cultural and recreational premises with 32.1% and fourth is the lack of green spaces.

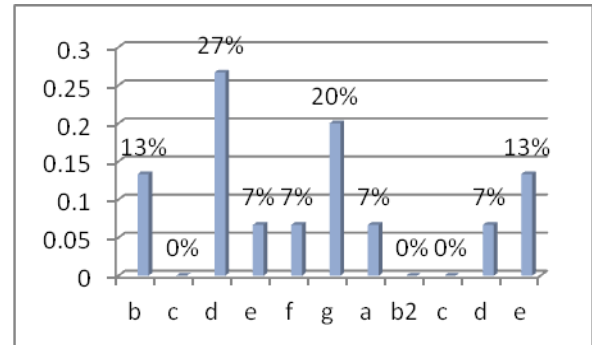
In the third survey, the youth from the total sample by specific questions must choose 3 main problematic issues for them. The first was the lack of recreational facilities - 48.4%, followed by blockade of sidewalks with vehicles with 41.8% and third is the lack of cultural spaces for concert/cinema with 35.2%.

Questions for persons with special needs

Regarding the persons with special needs, 3 most problematic issues were: blocking of

sidewalks with vehicles with 27%, lack of public lighting with 20%, problems in collective housing with 13%, and lack of access to public transportation for persons with special needs with 7%.

Fig. 1.26: From the following list of urban issues choose 3 issues that are most important that need to be addressed by the municipal authorities for you and for other PSN in Prizren:



Comparison to previous surveys

In the first survey, a total of 7 organizations were interviewed and the main problems reported by these organizations were as follows:

- 71.4% say that the important issue is the lack of access for persons with special needs in public transportation,
- 71.4% lack of ramps for access to public institutions,
- 42.9% lack of signs for the blind persons,
- 28.6% blocking of sidewalks.

In the third survey according to the representatives of organizations for persons with special needs that were interviewed (23 of them), resulted in 4 main issues, which are listed as follows:

- 66.7% - blocking of sidewalks with vehicles,
- 33.4% - lack of public transportation links,
- 33.9% - lack of road maintenance, and

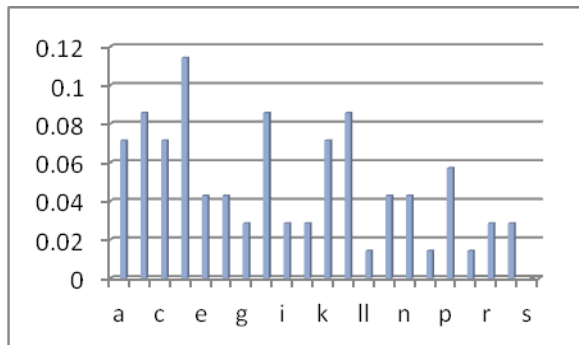
- 33.9% - problems regarding movement of persons with special needs.

Questions directed to representatives of organizations in the city of Prizren

Also the representatives of organizations were part of the survey target. When the representatives of organizations were asked what were the 3 main problems that concerns them, they answered:

1. Blocking of sidewalks with vehicles - 11%
2. Lack of green spaces - 9%
3. Lack of public lighting - 9%
4. Illegal constructions - 9%
5. Problems with hygiene in collective apartments - 7%
6. Lack of public parks - 7%
7. Lack of cultural spaces for concerts / movie theatres - 7%

Fig. 1.27: From the following list of urban issues choose 3 issues that are most important to be addressed by the municipal authorities for you and for other organizations in Prizren:



Comparison to previous surveys

From 242 respondents, representatives of various organizations, beneficiaries of social schemes, employed and unemployed youth, unemployed and employed women and pensioners, it resulted that five main issues for them are as follows:

- 65.7% blocking of sidewalks with vehicles,

- 4.5% illegal constructions,
- 43% problems regarding the movement of persons with special needs
- 38.4% lack of maintenance of sidewalks during the winter and
- 29% high construction in city.

From 250 respondents in the second survey, representatives of various organizations, social schemes beneficiaries, employed and unemployed youth, unemployed and employed women and pensioners, resulted that five key issues for them are as follows:

- 60% blocking of sidewalks with vehicles,
- 49.2% illegal constructions,
- 42.8% problems regarding the movement of persons with special needs,
- 40.8% destruction of the historic centre of Prizren,
- 32.4% lack of maintenance of sidewalks during the winter
- 29% high constructions in the city.

In the third survey, the main issue that was identified among this population was:

- 48.1% environmental pollution (air and river)
- 46.1% destruction of the historic centre
- 33.5% lack of a sustainable development plan for environment
- 32.9% blocking of sidewalks with vehicles.

The level of citizen satisfaction with various issues

When it comes to the level of satisfaction of citizen with various issues they were asked to evaluate them from 1 to 10 (number 1 very weak rating and the number 10 very good rating) citizens are expressed according to the data below:

- a. Green spaces in the city– 19% of citizens have assessed it with 1.

- b. Maintenance of elevators in collective buildings – 26% of citizens has assessed it with 1.
- c. Bicycle lanes / paths – 59% of citizens have assessed it with 1.
- d. Number of public parks – 23% of citizens have assessed it with 1
- e. Maintenance of sidewalks for parking – 40% of citizens has assessed it with 1.
- f. Road maintenance– 57 % of citizens has assessed it with 1-5.
- g. Road maintenance during winter – 28% of citizens has assessed it with 1.
- h. Number of kindergarten for kids – 57% of citizens has assessed it with 1-5.
- i. Education system – 60% of citizens have assessed it with 1-5.
- j. Public lighting– 57 % of citizens have assessed it from 5-10.
- k. Public transportation links – 59% of citizens have assessed it with 5-10.
- l. Number of recreational areas – 18% of citizens has assessed it with 1.
- ll. The number of cultural areas, concerts / movie theatres – 20% of citizens has assessed it with 1.
- m. Illegal constructions– 45% of citizens have assessed it with 1.
- n. High constructions– 40% of citizens have assessed it with 1.
- o. With the possibility of providing conditions for movement of persons with special needs (different groups) – 51 of citizens have assessed it with 1.
- p. Sewage – 52% of citizens have assessed it with 1-5.
- q. Water supply– 28% of citizens has assessed it with 10.
- r. Quality of drinking water – 27% of citizens has assessed it with 10.

- s. Meetings places/spaces for seniors/pensioners – 70% of citizens have assessed it with 1-5.

Issues with the poorest rating

From 20 cases described above, 5 with poorest ratings are:

1. Bicycle lanes / paths - 92% have rated from 1-5, while 59% have rated it with 1 (poor).
2. The opportunity provided for movement of persons with special needs (different groups) 85% have rated it with 1-5, while 51% has rated 1 (poor).
3. Illegal constructions - 80% have rated from 1-5, while 45% have rated 1 (poor).
4. High construction in the city - 75% have rated 1-5, whereas 40% have rated 1 (poor).
5. Maintenance of sidewalks for parking - 79% have rated 1-5, whereas 40% have rated 1 (poor).

Issues with the highest ratings

From the listed issues, 2 of them have received the highest ratings, and they are:

1. Water supply - 66% rated from 5-10, while 28% have rated 10 (very good).
2. The quality of drinking water - 66% rated from 5-10, while 27% rated 10 (very good).

Comparison to previous surveys

In the first survey, the lowest level of satisfaction that was reported was regarding the movement of persons with special needs, the second for movements of pedestrians, third for cultural spaces, fourth is that citizens are not satisfied with what was done regarding illegal constructions and the fifth with the lowest

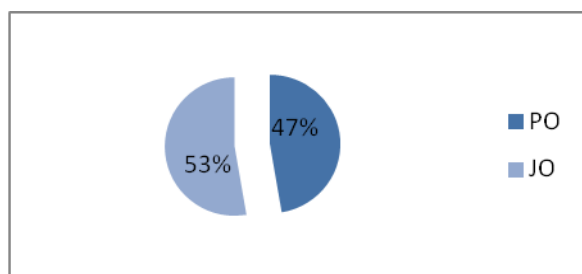
average of satisfaction was reported the maintenance of sidewalks during the winter.

In the second survey, just as in the first survey, the citizens were least happy about what was done regarding fixing the problems related to citizens with special needs followed by what was done to release the sidewalks from vehicles, then regarding illegal constructions and the fourth what was done regarding the lack of maintenance of sidewalks during winter.

In the third survey it is seen that the highest level of satisfaction related to the water supply 7.2%, followed by sewage 6.8%, public transportation 6.6%, public lighting 6.6% and road maintenance 6%. While the low level of satisfaction falls on issues such as: illegal constructions 2.1%, provided conditions for the movement of persons with special needs 2.4%, high constructions in the city 2.8%, maintenance of sidewalks for parking 2.8% and maintenance of sidewalks during the winter 3.2%.

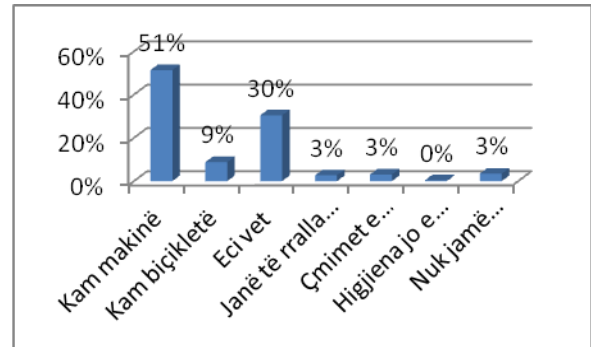
Regarding the issue whether the citizens are using public transportation 53% (263) said they did not use public transportation, while 47% (236) said they do use these services.

Fig. 1.28: Do you use public transportation in Prizren?



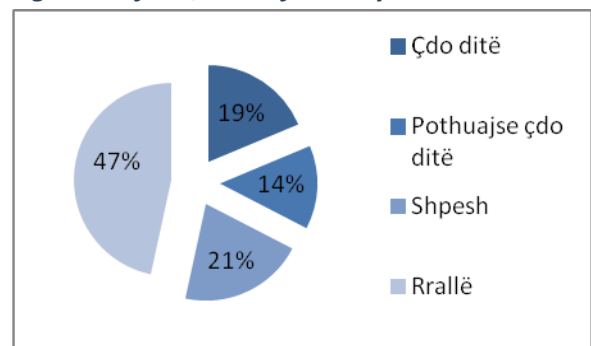
From the group who stated that they did not use the public transportation, 51% of them do not use it because they have vehicles, while 30% said they like to walk by themselves.

Fig. 1.29: If No, what are the reasons?



Whereas the other part that positively declared, were asked how often do they use public transportation, 47% of them stated that they rarely use it, while 33% said they use it often or almost every day.

Fig. 1.30: If Yes, how often do you use?



Results obtained from the Focus Group

Focus group also discussed the similar matters related to the issues that were asked by questionnaire.

Present in the discussion were 12 participants, 4 of them were females and 8 males. Each participant represented a certain neighbourhood in the municipality of Prizren, neighbourhoods that were also part of the survey conducted in the field including neighbourhood Arbana, Ortakoll, Bazhdarhane, Qyk Mahallë, Tabakhane, and City centre. Present in the focus group were also the representatives of organizations OPDMK and KDI.

The meeting was held on 12 November 2015, from 18:00 until 19:30, in the office of NGO EC Ma Ndryshe in Prizren.

Focus group was moderated by an official and an assistant from the company Global Consulting & Development Associates LLC.

Topic of discussion

The topic of the discussion in the focus group has summarized the questions that were submitted in the questionnaire and beyond.

Initially, the participants were requested to present themselves and tell which neighbourhoods they represent.

Then it was discussed directly about urban issues in their neighbourhoods, problems that these neighbourhoods are facing with and relations with the municipality.

Participants commenced the discussion one by one and the first discussion point was regarding the problem of illegal construction in the municipality of Prizren and other problems that derive from these illegal constructions, such as:

- Parking
- Blockade of sidewalks
- Sewage
- Lack of green spaces
- Damage to the historical monuments

Initially, participants were asked if they know that the city of Prizren has an urban plan and all of them responded that they poses this information, but the problem is that how that urban plan is being followed by the municipality and the citizens of Prizren.

During the discussion, participants stated that the main problem that is preventing the regular life in their city is the problem of illegal construction and accompanying problems arising as a result of those constructions.

Regarding the case mentioned in Tabakhane neighbourhood, the representative of this neighbourhood expressed his concern and of all residents of that neighbourhood about the construction of the city library in that neighbourhood. The reason for concern is that the construction of that object in neighbourhood Tabakhane suffocates that neighbourhood, increases the number of vehicles (although the representative mentioned that even without this construction, parking is a big problem in that neighbourhood) and damages the road infrastructure of that neighbourhood.

Besides harming the infrastructure, the biggest problem is the destruction of cultural heritage of Kosovo. In the place that they want to build the library of the city, it is located in vicinity of an old school "Ruzhdija e Vjetër", which dates from 1874 and it is protected as cultural heritage by the Ministry of Culture of the Republic of Kosovo.

The area where this old school is built according to the urban plan of Prizren should be left intact and are not allowed new construction near the school, but with the construction of the new library, this urban plan is changed and is being ignored what is protected by the ministry itself.

Regarding this case, the citizens are gathered and through petitions and other activities are trying to stop the action of the municipality, but constantly are encountering many difficulties.

Regarding the decision to build a new library it was not organized any public debate, round table with citizens or something similar and it was only decided by the municipality for the construction of this library.

The appeal of the citizens is not to construct the library in that place because it:

- Damages and ruins the image of cultural heritage
- Increases the traffic in that neighbourhood and prevents movement of the citizens who live in that neighbourhood

Citizens recommended this library to be built in another part of the city.

Problems of a similar nature are discussed also in Bazhdarhane neighbourhood (construction of new buildings) which also damages the infrastructure (water, sewage, road) of those neighbourhoods and also eliminates that little amount of green space that that neighbourhood has.

The same problem appeared in Dardania neighbourhood, with a construction of a high building, but in this case through the citizens' initiative the work was stopped.

Complaints and recommendations of citizens are that when changes are made to the urban plan, initially they must first be discussed with the citizens and get their opinion, and which are also required before approval of new plans to conduct:

- Public debates with citizens
- Roundtables
- Consultations with experts in certain issues
- Consultations with the Ministry of Culture, Youth and Sports (as is the case of the old school)

And only after these procedures were met, to proceed with the changes in urban plans.

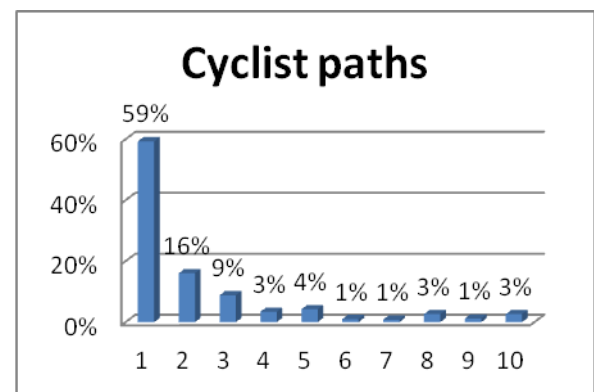
Summary of the results from the survey and focus group

According to data derived by survey and also from Focus Group, it is clearly seen that the main problems that the citizens of Prizren

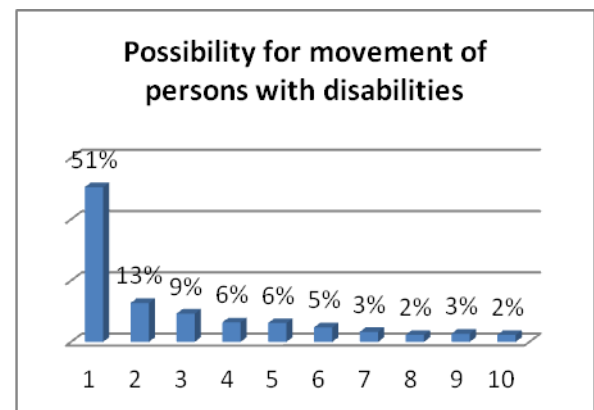
municipality are facing with, are infrastructure problems.

According to statistics issued, the illegal constructions, high construction and maintenance of sidewalks, lack of cyclist paths and opportunities for movements of persons with disabilities are five main issues that need immediate intervention.

According to the assessment of citizens, 92% of respondents have poorly assessed the problem of bicycle lanes in their municipality.

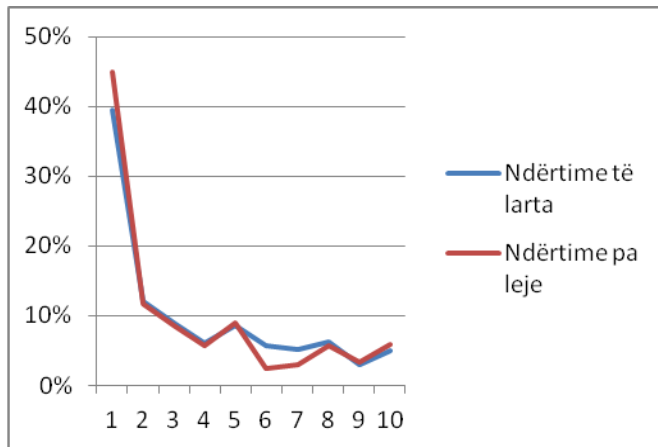


Also 85% of them have poorly assessed the possibility for movement of persons with disabilities.

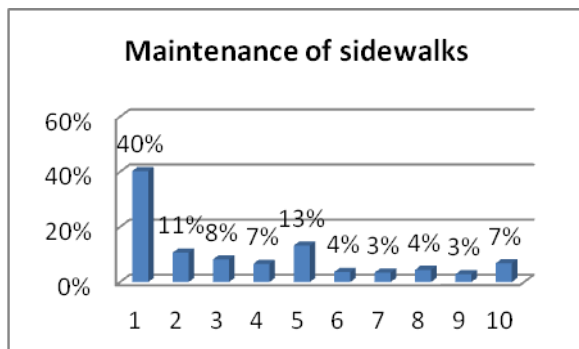


80% of them think that illegal constructions are a big problem in Prizren and 75% of them think that some of these illegal buildings are also the

high buildings which are being built in their neighbourhoods.



And finally, approximately 80% of citizens agree that the maintenance of sidewalks is a very problematic issues that must be immediately resolved.



VI. Conclusion

Overall, the results of the fourth survey in the third year of its implementation, in the light of analysis for Inclusive City, confirm and reinforce the findings of the analysis carried out in 2013 and 2014. The respondents expressed extremely unhappy with municipal management of the city of Prizren. This is more than obvious from the list of major concerns and problems identified and illustrated in charts that summarize the results of the fourth survey.

The following continue to be critical problems:

- Very small number of citizens who have information that they can participate and be informed about the urban plans and the possibility of participating during their drafting;
- Access and movement in the city for all citizens regardless of age, gender and ability as a result of inadequate infrastructure or lack of road maintenance;
- Degradation of urban space, whether by illegal constructions or high buildings in the historic area of the city;
- Lack of public spaces, especially green spaces, which would enable citizens that were interviewed by various stakeholders, to exploit more efficiently the city and to have a better quality life in general.
- Inability of movement with bicycle, a problem that emerged this year.

1. Building an active citizenry

From the survey, it can be seen that half of the citizens of Prizren have no knowledge about the existence of urban plans, and those who have knowledge, they obtained them mainly from the media and not from direct communication with

the municipality. It is also a very small number of citizens who are aware that they can contribute on urban issues in the city. Information regarding the debates with citizens organized by the municipality in relation to urban issues is known by only 30% of citizens, and ultimately only 6% of them participated in them. A large number of citizens say that they were never invited in the public debate by civil society organizations. Problems that citizens have in relation to the city, they choose mainly to address them personally to the municipality.

As in prior surveys, also in here it is highlighted the need for municipalities to improve communication with its residents via various forms of information (posters, sms, email, invitation through the media, flyers, etc.) and in partnership with organizations that protect the interests of certain communities, beyond the standard applied forms. Mobilization of citizens through organizations that protects the interests of certain communities, can bring to the debates also individuals from vulnerable communities whose voice is usually absent in such debates. Also, municipalities should start their interaction with citizens through smaller administrative units, formally or informally (e.g. through local councils and informal neighbourhood organizations, etc.)

In an inclusive urban planning process, besides experts of the field, it should also be engaged non-expert citizens, because the city is composed of non-expert citizens, who have the knowledge of everyday problems¹⁰, and can identify problems and find appropriate solutions in the city.

¹⁰Basha, R., Urban planning for citizens3, EC Ma Ndryshe, October 2014

Therefore, in order to ensure that the results of planning and design in the city meet the needs and are in full function for the citizens, we recommend to the municipality to include consultation with residents of neighbourhoods where are planned the specific interventions, at all stages of project development, from initial exploration of problems, finding ideas for solving the problem to the stages of project development, assessment of proposed solutions, etc. Any other method of organization of public consultations that does not aim the real participation of citizens in the decision-making process for projects that are closely related to the living environment are consultations that are conducted for the sake of fulfilling the legal obligation.

As noted above, citizens may be unaware about the possibility of providing their contribution in this aspect, therefore it is most important to build an active citizenry which has knowledge of the means of citizen and political action for raising issues that concern the community. An important role for the establishment of an active citizenry should have civil society organizations, which protect the interests of certain groups of the community, through various forms of activism and advocacy.

The importance of an active citizenry is multiple. Among other things, it reinforces the sense of community and country. For active citizens, democracy is not an abstract term: they reveal their own skill to make changes, after experiencing the value of participation in decision-making¹¹. With their work, active citizens are developed beyond the awareness about a specific problem, towards embracing a public mindset, and a broader commitment for the good of the community and the city in general.

¹¹ http://newcity.ca/Pages/citizen_learning.html

2. Occupied sidewalks - a barrier for free movement and barrier for civic participation

One of the basic components of citizens' movement in urban areas is sidewalks - pedestrian paths. Sidewalks are those parts of the public space in the city, which, in addition of creating suitable area for walking in public, provide to the pedestrian safety from traffic accidents. Good sidewalks are those that accommodate at least two adults who can walk beside each other and are free of horizontal and vertical elements that hinder or impede the movement. Roads as public spaces have multiple functions. They provide a place for people to interact with those that went out from their private circles and enable decision-making, articulation of public concerns and solutions to common problems.¹²

Moving in the city is much more than just taking a vehicle or bus for a certain purpose. In order to enable the movement in the city, the roads must be well designed and managed and should not be a barrier to the movement. And the sidewalks should not be seen only as one element that enable transport of pedestrians, it should provide the opportunity for citizens to interact with each other on daily basis, to highlight conflicts and problems, and to negotiate the possible solutions.

In Prizren are precisely the sidewalks that part of the public space which possess barriers and hamper the movement and often endanger the lives of pedestrians. Barriers of movement on sidewalks are mostly as a result of narrowing, occupation and blockade from parked vehicles, extensions of buildings on the ground floor and

¹² Loukaitou-Sideris, Anastasia, Sidewalks: Conflict and Negotiation over Public Space (Urban and Industrial Environments, The MIT Press; 1 edition (May 29, 2009), (Accessed in Kindle format)

goods, various advertisements and elements exposed from the premises. This is a critical problem that extends without exception throughout the city.

Citizens' responses on the survey indicate a high degree of occupation of sidewalks and other public spaces as a spread phenomenon in Prizren. Given that the sidewalks on the streets of the city of Prizren are under public ownership and any action of occupation from irresponsible citizens or bar owners is an offense, and hinders and worsens the normal flow of movement of pedestrians in the city in general, the Inspectorate of municipality of Prizren should undertake concrete measures to remove all obstacles and to free the sidewalks for the use of citizens.

In particular, it is recommended to the Municipal Inspectorate:

- To remove all built structures (steps, plateau and similar) from the adopted ground floor at stores, and with their outline narrow in critical mass the space for movement of pedestrians,
- To remove concrete vases, other obstacles, advertisements, exposed goods in front of the stores,
- To remove the inventory from the front of stores in public spaces, where it is narrowed the free movement of pedestrians,
- In cooperation with the Kosovo Police, to prevent vehicle parking on sidewalks and other surfaces intended for pedestrian movement,
- In cooperation with the Department of Public Service to reposition the lighting polls, other elements of infrastructure, waste bins and containers, road signs, in such a way in order not to hinder the use of sidewalks by citizens.

For the citizens of Prizren, one of less disturbing questions appears to be the public transportation. This implies that many of them for short and long trips within the city they use their personal vehicles. In a city with such geographical layout such as Prizren, it is more than necessary an expanded network of public transportation, which would enable short trips as well as round-trips from neighbouring villages to the city. Municipalities would be able to undertake steps to establish such network, and this will help in freeing the sidewalks and roads from parked vehicles, and would also affect to facilitate one of the major concerns of the citizens of Prizren which is air pollution.

As a conclusion, it should be reemphasized that the inclusive city promotes the development through equal participation, where everyone regardless of race, ethnicity, religion and gender are empowered and enabled to participate in entirety in planning and decision-making. An inclusive planning and governance will affect in: reduction of inequalities and reduction of social tensions; incorporation of knowledge, productivity, social and physical capital of the poor and marginalized in development and planning of the city. Promotion of inclusiveness in the city is not only a matter of social justice, but also central issue of sustainable urban development. Participatory planning helps in finding solutions that can be integrated into urban development projects and address the problems and concerns of all, and this will improve urban governance. During the inclusive planning, the work with different stakeholders issues mechanisms and generates tools that solve problems within the community, which can then be easily adapted to be functionalized and implemented in concrete urban projects.

Therefore, a city, as a common good that seeks the sustainable development it is built by an inclusive society through participatory

processes. It supports the comprehensive development of human potential and ability and it is for everyone, since it is based on their needs, as well as it is built by everyone, based on their abilities (possibilities)¹⁷¹³.

¹³ Basha, R., Urban planning for citizens³, EC Ma Ndryshe, October 2014

EC Ma Ndryshe

EC is a community organization, established in 2006, that is engaged in advancing the democracy at local level in Kosovo. The organization works with a number of community groups, and maintains a constant pressure on local governments for inclusive, transparent and accountable governance.

EC is engaged in active citizenship for shaping the living environment by promoting proper organization of community, democratization of institutions and enrichment of cultural life in the main centres of Kosovo, with a focus in Prizren and Prishtina.

From January, 2015, EC works with these three programs:

- Inclusive City (mobilization of the community) - Mobilization of the community represents the very essence of the work of EC. The identity of the organization stems from the engagement of the community. Inclusive city will be an important program of the organization and will represent the distinguishing feature of the EC in relation to other civic society organizations. Part of this program will be actions that promote civil activation at the level of community groups (mainly urban quarters),
- Good governance (monitoring and advocacy) -To ensure that the local government acts in accordance with the requests and interests of community groups as well as keeping alive public pressure toward authorities, the Program of Good Governance will be structured around monitoring activities and the role of a watchdog of the organization. Monitoring is one of the most prominent features of the work of EC, whereas it is designed in such a manner that it will feed the two other programs of the organization with grounded, swift and credible information.
- Research (knowledge production) - Knowledge production will be one of the fields of permanent engagement of the organization. By building upon the products of research produced during the last years, the organization will build a well-structured system of research and production of policy documents. The research program will also further strengthen the production capacities of the organization and will improve the professional competences in the narrow fields of engagement.

Distinguishing features of EC are: one, geographic focus, and two, the approach towards matters of interest. Based in Prizren and Prishtina, the organization uses anthropological approach to policy research and development. As a result, the products of organization's survey provide reliable content, since they deal with the core of the problem rather than the symptoms. Moreover, EC covers specific fields such as urban planning, cultural policy, management of public spaces and similar, which are generally under-addressed in Kosovo. Research activity and grassroots activism of organization are working methods that are well combined methods and interdependent. Through activism, EC is permanently engaged to work with community groups to identify their needs, which are sources that feed the component of research. This methodology enables higher impact on the policy-making agenda, since the ideas come from the bottom, while simultaneously creating opportunities for involvement of policy-makers in a constructive and well-informed debate. With this approach, the organization affects the broader public participation and more inclusive processes of development of public policy.

Main projects of the organization during the recent years are: EC for transparent and inclusive cities (2015 -2016), Index of the Reform of Municipal Transparency (2015-2016), Urbanism of Prizren under constant watch (2013-2016), Cultural and urban activism in Prizren (2014-2015), Inclusive City, participatory planning for sustainable urban development in Prizren (2013-2015), Linking community to justice providers (2014-2016), Regional development through cultural tourism (2014-2015), Citizen participation through social media (2013-2015), Cultural heritage, the central pillar of local and regional development in Prizren (2013-2015), Public participation in drafting the cultural policies in Prizren (2012

-2013), Online Transparency of Prizren, Mamusha and Prishtina Municipalities (2012-2015), A Balkan story (2011-2012), Citizen activism on protection of cultural heritage (2009-2010).

Recent publications of the organization are: Erasing the Traces – Historic Centres in Kosovo (2015), Protection and Promotion of Cultural Heritage (input for Progress Report) (2015), (In) justice in urbanism of Prizren (2015), Community groups and urban planning in Prizren (2015), Catalogue of the Region South (2015), Urban planning for citizens (2014), Historic Centre of Prishtina counts the last days (2014), Where is the cobblestone of Prizren? (2014), Paraja publike si “paret e babës” (Public money as "dad's money") (2014), Guide to Municipal Transparency (2014), Laws are not protecting the historic centre of Prizren (2014), Reading the city through urbanism (2014).