

*4° UTN NATIONAL WORKSHOP
Urban Technology Network Project of Interreg II C - CADSES*



October 26, 2000 - Sala Consiliare, Comune di Bari

*Technologies, information and
infrastructures for urban areas and
security*

*The new leadership of local authorities for urban safety and the
contribution of new technologies*

Workshop proceedings

The workshop "Technologies, information and infrastructures for urban areas and security" has been realised within the circuit of the participation of the Region Puglia to the activities of the UTN project (Urban Technology Network), financed by the European Union through the initiative of INTERREG IIC CADSES, with the co-financing of the Ministry of Works. In particular, the workshop has been organised by TecnoPolis Csata, subject actuator of the UTN project on behalf of the Region Puglia, with the collaboration of the Commune of Bari.

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PREFACE

The UTN project (Urban Technology Network), in order to promote the use of new "technologies for the cities" on part of the local administrations through international co-operation, has so far privileged the field of environmental technologies (sewage, waste and energy management) and of the recovery of historical centres.

Just in the absolute importance of these subjects, the choice practiced by Tecnopolis (implementing actor at regional level of the UTN project) together with Region Puglia and the Commune of Bari has been to start, through this workshop, the debate on the technologies for the security in the cities.

If the subject of the safe city represents, as a matter of fact, a priority for the administrations of Puglia, both for historical endogenous situations and in relation to the new condition of border region, it has by now a wider valence and is more and more assimilated like one of the critical factors for the local government: it is not a mystery that some local electoral competitions have been centred and resolved on the topic of the safe city. And the security of the cities constitutes, also, an important instrument of territorial marketing whereas an element of the entrepreneurial choices of localization of new productive systems is just in the levels of "security" that the territory in examination can offer.

The topic of the safe cities is enduring a meaningful evolution though.

The old idea of safe city, as a matter of fact, brings everything to a problem of personal safety in relation to criminal phenomena: this type of security, relative to public order in its aspect of "police", makes reference to both repressive and preventive approaches, but it is typically afferent to the competences only of police forces.

On the other hand, the request for security from the citizens is assuming a wider meaning, reported to the good living, to the freedom of moving, working and to have use of the private and public spaces of the city with serenity, in a situation of civil cohabitation among different ethnic groups, cultures and generations: the topic is therefore that one of the contrast to social outcasting, management of the migratory impact, protection of environment and of cultural resources, local development, protection of the places at risk, diffusion of legality and of culture of the rules. It is obvious that this other dimension of security (denominated "city security" to distinguish it from the previous aspect of "public security") is referred to the improvement of the quality of life in the cities; in this sense, it passes over the role of the police forces in order to acquire a more active and interactive dimension where all the various subjects involved assume importance, not only the public institutions but also the organizations of the society, the associations, the economic tissue, the organs of information.

It is just in the perspective of setting this new vision of the security in the cities that the workshop has dedicated its first session to a moment of

"institutional reflection" on the topic, where the multiplicity of the points of view offered by the different public actors, as well as experts of the field, has allowed to catch the most meaningful trends.

The second session of the workshop has been therefore dedicated to the role that new technologies carry out regarding the topics of the security.

It is obvious, in fact, that the technological innovation represents a fundamental necessity for the Police Forces, from the interconnection of operating headquarters until including new and sophisticated technologies of control. To such purpose, the Operating Programme "Security for the Development of Southern Italy" 2000- 2006 (the so-called PON Security) represents the fundamental instrument in order to financially and programmatically support this process of technological, cultural and organizational innovation inside the Police Forces.

But the technological innovation is assuming an important place also for the Local Administrations, just in virtue of the new role that they are called to carry out regarding the topics of the security in the cities.

Certainly the thought immediately goes to the video-surveillance systems that begin to have much spread also in our cities: initially functional to the single prevention and repression of the crimes, these systems of visual monitoring are increasing their own circuit of application (monitoring and management of the traffic; access to historical centres and zones of restricted traffic; control of refuse disposal sites; control on board of public transports; security at the job places). Other technologies of this category are those linked to the geographic localization systems (e.g.: localization systems of public transports for security purposes) until considering the use of the earth observation satellites, that, with the current levels of detailing and the ability to detect in a synoptic way modifications of the territory, can contribute to face environmental crimes, administrative illegality, etc.

In other words, many technological resources for the "command and control", of military origin, are now potentially at the local governments disposal for a better control of the city as a system.

Another fundamental ambit for the use of new technologies for city security purposes is the one linked to the knowledge and the diagnosis of the territory situation.

The definition of an effective policy for the city security, in key of prevention as well as, more in general, of support to the quality of life, must pass in fact through a deep and updated territory knowledge, in all its physical aspects and of social and economic dynamics. The information systems technologies, and in particular of the territorial information systems, based on the technology of the GIS (Geographical Information System) represent, therefore, a fundamental instrument in order to analyse and to comprehend on territorial base the degradation phenomena, micro-crime, etc. and, therefore, to update at best the prevention devices on the territory itself. The expectable evolutions are, however, strongly tied to the ability to pursue, also

in this ambit, the policy of applicative co-operation and exchange which the developments of the RUPA (Unitary Network of Public Administration) are based on, as already applied, for example, in the Cadastre-Communes context.

Finally, the telecommunication technologies. It is obvious that the Information Society, allowing in specific a more effective and continuous concrete contact between citizen and institutions, positively concurs to determine a better perception of security from the citizens themselves. The framework of technologies and applications is, obviously, in an evolutionary phase, but the road systems for interaction citizen-police forces as well as the systems of video-care for old people can be considered emblematic cases of the opportunities offered by this technological ambit for security purposes.

Also on these topics the workshop, just collecting the contribution of very heterogeneous subjects, has allowed to better delineate the framework of the opportunities, also catching some possible negative implications (let us consider the problems of privacy connected to the increasing use of the video-surveillance or the *digital divide* problem, that is the risk to introduce further social outcasting forms in the society as a consequence of the distinction between who approaches and who does not approach the "network") that must be, therefore, object of a careful appraisal during the project phase.

In conclusion, the hope is to have contributed to widen the understanding of a particularly difficult topic, in the perspective to stimulate a new and innovative projecting ability for safe cities, in particular in our own regional ambit, as the result of an effort of co-operation among all the different subjects, public and private, that aim to the economic and civil increase of our territory.

Welcome of Vice-mayor of Bari Egidio PANI (Summary)

I would like to thank all the participants and to apologise on behalf of Mayor of Bari, Di Cagno Abbrescia, and of President of Council, Monteleone, not present at this workshop due to previous engagements.

This workshop intends to open discussion about very important and interesting topics, joining them in a fascinating synergy.

I am sure this workshop will give an important contribution to their development.

Welcome of President of Tecnopolis Luciano GALEONE

It is useful to spend a very few words about the topic of this meeting.

We have no doubt indicating Puglia as a territory which has suffered problems connected to many kinds of crime, although I think the problem of safety in Puglia does not have a structural dimension. These problems have of course conditioned its development, although things fortunately are changing. Really, some events confirm that territorial marketing is very dependent on safety aspects of the area itself. In the same way, development can very effectively help to face this problem and, particularly in Puglia, a good policy for quality of life and global territorial control can produce good results in a very short timeframe. Nevertheless, attention has, anyway, to be always devoted because a not-well managed development can increase crime pressure.

With respect to all these, technologies can provide an effective contribution, e.g. as an informative support for definition of intervention policy.

In this sense the workshop could give contributions to this cause. In fact it will treat topics such as security, technologies, information and infrastructures of city areas not with commercial purposes but with the intention to work all together for the realization of new concrete projects.

For what above mentioned I would like to thank UTN project and the representant of Region Veneto as national co-ordinator, for the opportunity offered.

UTN PROJECT

Ivan Boesso - Veneto Innovazione

Introduction

UTN is a co-operation project among European cities, co-financed by the European Union in the framework of the Programme Interreg II C CADSES whose co-ordination at national level has been assigned by the Ministry of Public Works to Region Veneto.

The project, introduced by Austria during a Community session, sees the participation of Italy and Greece among the European Union Countries of the CADSES area, and it is opened to the participation of subjects of Central and Eastern Europe Countries, also in view of the next European Union widening.

Objectives of UTN project

The main objective of UTN is to constitute a network among European cities that, through such network and the other instruments produced in course of the project, realise:

1. occasions of comparison about the problems concerning the use of the technologies for the city spaces management;
2. opportunities to start co-operation projects on specific problems shared by more cities.

The aim of the project is therefore to supply cities with a set of instruments, in a position to facilitate the determination of shared themes and the development of common projects among the network supporting subjects. This will allow to better spread and take advantage of competences and previous experiences that the cities have matured using the technologies for the city environmental management.

In the first phase of the project the themes of main interest for partners have been taken shape, in view of the development of co-operation projects. They are:

- a) the management of solid waste and of energy alternative sources;
- b) the management and the sewage treatment, the reclamation of lands;
- c) the valorization of the cultural patrimony for the economic development.

The italian participation

Italy has joined the Urban Technology Network project with Regions belonging to the CADSES area, co-ordinated by Region Veneto. The other participating Regions are therefore: Abruzzi, Emilia Romagna, Friuli Venetia Julia, Marches, Molise and Puglia. At the present moment the cities that, at Community level, have joined the network, are the Municipalities of Vienna, Venice, Xanthi and Thessaloniki. At national level they have been involved

moreover other technical reference subjects for the participating Regions. In particular for Abruzzi it operates the Scientific and Technological Park of Abruzzi, for Emilia Romagna the Regional Prevention and Environment Agency, for Friuli Venetia Julia the Consortium for Search of Trieste Area, for Marches they have been been involved two municipal companies, for Puglia the Scientific Park of Bari, Tecnopolis CSATA Novus Ortus.

The management of the Italian part of the project has been entrusted by Region Veneto to Veneto Innovazione, the regional agency for innovation and technology transfer, and therefore it is managing and co-ordinating, in collaboration with the partners, the realization of the activities provided in Italy and the Italian contributions to the transnational activities.

The national part of the project has had the following history: in the first months of 1999, in collaboration with the transnational co-ordinator, it has been developed and introduced the Italian proposal for the project. 25th May 1999, the Ministry of Works with the Decree 246/Segr has assigned the financial resources to Region Veneto, as national leader of the project.

Subsequently, 11th June, in Vienna the working programme and the responsibilities for the following months have been outlined.

The activities

On the 26th October 2000, date of the third national event of the project, the following activities have already been realised at international level:

- 2 International workshops developed: the first on the theme of solid waste management and alternative energies (Vienna - November 1999), the second on integrated cycle of the sewage (Venice- June 2000);

During the first international workshop, 6 project *clusters* were identified

1. The use and management of energetic sources;
2. Management of the city waste;
3. Utilization and management of the cultural patrimony;
4. Management of the organic waste;
5. Monitoring and management of water pollution;
6. Eco-industrial parks;

- 2 monitoring meetings, in Greece and Italy;
- one project web site, already operative, and one in testing phase.

From the associated work groups to the clusters individuated and from the events that will be realised during the project, the opportunities of common initiatives among the partners of the network will arise, also involving the cities of the PECO Countries ready to collaborate and activating therefore other financing sources like, for example, those of the Phare programme.

Structure of the national part of the project

At national level, in order to catch up the objectives fixed, it has given start to a series of activities that will have to allow us :

1. to involve other cities in order to increase the number of the active Italian subjects in the network;
2. to offer the possibility of deepening on specific topics;

3. to encourage an exchange of information on concrete cases of the use of technologies in city environment;

4. to create opportunities to the determination of topics of common interest among the participants, which new ideas-project can start from.

In order to catch up the objective, all the participating Regions will organise initiatives that will involve the local authorities, the public concerns and other subjects, with the above purposes.

The complete programme provides for a course started 10th May 2000, in Bologna, with the topic " A re-use of sewage in agriculture". It has therefore followed a day in Trieste on the topic of the "City environment integrated management: waste, sewage and soils". On the 29th and 30th June, in Venice, a convention on the topic "The cycle of sewage in city environment management", has constituted the international workshop organised by Italy. They have taken part in it, beyond the Italian partners, representatives of the cities adhering to the network at Community level.

The initiatives programmed by the other Italian Regions and at European level are brought back in the following general calendar of the activities.

Date	Workshop Topic	Responsible partner	Implementing actor	Typology
08-nov-99	Solid waste treatment, Energy saving, Renewable energy systems	Austria	Comune di Vienna	Transnational
10-may-00	Riuso acque reflue urbane in agricoltura	Emilia Romagna	ARPA Emilia Romagna	National
30-may-00	Gestione integrata dell'ambiente urbano: rifiuti, acque e suolo	Friuli Venezia Giulia	Consorzio per l'Area di Ricerca	National
29-jun-00	Gestione integrata dei sistemi di smaltimento delle acque reflue	Comune di Venezia	Comune di Venezia	Transnational
26-oct-00	Tecnologie, informazioni e infrastrutture per le aree urbane e la sicurezza	Puglia	Tecnopolis	National
<i>To be defined</i>	Water pollution monitoring	Marche	Regione Marche	National
16-nov-00	Cultural heritage, Urban renovation	Grecia	Comune di Xanthi	Transnational
<i>To be defined</i>	Basi topografiche numeriche in ambiente GIS per la realizzazione e la gestione delle reti urbane	Molise	Regione Molise	National
01-dec-00	<i>To be defined</i>	Abruzzo	Parco Scientifico	National
spring-01	<i>To be defined</i>	Ucraina (Odessa)	<i>To be defined</i>	Transnational
01-may-01	Simposio Internazionale	Austria	Comune di Vienna	Transnational

Conclusions

Veneto Innovazione is developing the italian web site of the project whose domain (utn.it) has already been registered. The site is in the testing phase and it will be available on-line within the end of 2000. Of course it will be connected to the Austrian one, already on-line at the address <http://www.utn.at>.

The site will be one of the instruments through which the point of national contact, represented by Veneto Innovation, will make the flow of information standard among the participating subjects and it will spread the results by other subjects interested in the themes developed in the project. Moreover, more actions of animation of the network are going to be activated in order to involve the Italian partners in the activities organised at international level and to introduce to a wider public the activities realised.

This is the general framework within which the national days of work are placed. The topic of Bari "Technologies, information and infrastructures for the city areas and the security", is certainly a wide topic and of great interest for its implications of social nature. We consider therefore useful the programming, like for the other national initiatives, of the day's interventions collection publication that will be therefore put at disposal of all the interested people, both by the paper and the including of the publication in the Web site of the project.

We want therefore to thank people who have allowed the realization of this day: the Region Puglia and the Commune of Bari for their support to the initiative, Tecnopolis CSATA Novus Ortus that through its structure has organised the workshop, the reporters who have given concreteness to the contents of this workshop and all people who took part with their active participation.

The objective of the project is to generate new opportunities of collaboration among the subjects that, for various reasons, join the initiative: we wish that also this day could be a useful instrument, a first step able to provoke the interest of the ones who have participated, or that will receive or independently will take possession of the deeds, persuading them to put in contact with the referents of the project to give their contribution to the attainment of the UTN objectives.

We provide some useful references, as follows:

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FIRST SECTION
CITY SECURITY AS A LIFE QUALITY ELEMENT: NEW
PROBLEMS

INTRODUCTION

S.E. Giuseppe Mazzitello - Prefect of Bari

As moderator of this first session, I wish to expose some considerations. The President of Tecnopolis has already introduced some considerations of great topical interest linked to technological development, necessity to integrate the security problems with those of good living, of legality. He supported, moreover, that the security problem in Puglia is not so serious to condition its development. Certainly Puglia does not have the endemic structural troubles other regions of our Country suffer, but it is crossing a delicate moment not only for endogenous factors, but also and above all for pressures from outside the territory.

Puglia border has turned out to be extremely permeable during the years, but I do not want to describe you what the arrival of thousand people has involved even if this exceptional event has not provoked something rotten on the territory.

The alterations instead have been generated by an organization of human beings traffic that has mainly affected eastern Europe women with a great increase of prostitution and by illegal tobaccos import.

The latter aspect, not only represents for Puglia that part in black of the economic activity included in the history of this region, but it has also introduced new elements and generated a wealth volume that, pouring into the territory, has altered the market of supply and demand, of the consumer goods, of the services, of the business activities and it has created above all an organization that today flows back into the common delinquent activities, as the cigarette traffic routes have changed.

Also the slave trade of human beings is going to be directed towards other routes and the wide landings that happen on the calabrian coasts rely on organizations that have always lived this way and that can be hardly reconverted into a legality system if the development does not increase, as the President of Tecnopolis asserted before.

The development increase is the key that can modify these structural elements that become deeply part of Puglia economy.

When we talk about "economy in Puglia" or that of the other regions we must recognise the fundamental role that cities assume. Puglia, for example, is deeply influenced by the city of Bari, a metropolis where every day approximately gravitate 500,000 people including both residents and those who come for working activities. The need is perceived therefore to agree on a model of safe city that can affect on the territory, creating this way a point of reference which other realities and social aggregates can conform to.

Today a safe city is not a patrolled city anymore, tightened in a police vice-like grip or militarized: those are partial effects, it is not the case of Bari or any other city of Puglia.

Bari has changed and such change has become true because, together with the other members of the security committee, we have modified the strategy of intervention.

We have not paralyzed the police forces anymore on maxi- investigations (of 4-500 people) that, because of their amplitude, concluded in an indefinable span of time and materialised on uncertainty of trial times, due to management difficulty: we wanted instead a police "in the citizens' employ", as propagandized in an old slogan.

We put the wedge of the safe city, organising the forces in a way that the city is watched over, involving in this process the Municipal government and the Mayor of Bari, realising therefore a large symbiosis between State and local authority.

We have had the intention to test, then, a confrontation model, inside the security committee, two years before the law would introduce this modification at structural level. Together with the Mayor, we have thought about the fact that security does not exclusively interest small crimes, but it is the result of how a city is governed, of the citizens attitude regarding the institutions, of how to succeed in obtaining a certificate, of how to succeed in carrying on free activities in a social context influenced by a way of governing different from the one that has affected our Country for approximately fifty years, but that today has changed also in virtue of an electoral law that, introducing the direct election of the Mayor, has rendered the latter a point of reference for citizens.

This has been a great revolution, extended for the moment to the President of the Region, but that probably in the future will also involve the Prime Minister and the Head of State with the correct methodologies.

It is sure that the active presence of those who in that moment embody the collectivity needs has been an element that has strongly contributed to change the policy of security because, without the commitment of everyone, security it is not a reachable good. Then, no more repressive activities, but a balance of the authorities, an ability to govern with transparency the local authority that is the State, projected on the territory with the ordinary or residual competences and above all, subordinate to the strict citizens control.

It is not the time anymore in which the things can be done with the head under the sand: now the citizens are critical, there are great means of information, there is the press plurality that, even if it often exceeds, it is good that it is present in its pluralism, even if exasperated, because in this way no problem is hidden and everything comes publicly out, increasing the necessity of frankly competing. While today technologies help to realise many things, paradoxically men return to be mercenary knights. Everyone of us is responsible for what we do, we are visible and recognisable in our daily

action: it can be asserted that it is the Member of the Regional Council, the Minister, the Parliamentarian, the President of TecnoPolis to have taken a certain decision and if we all together do not face this topic collaborating, we will hardly obtain the security as the final product. Certainly technology helps but, not to go against the tide, it does not constitute a miracle alone, it has to be placed at man's service within the limits to work out a certain type of action.

When I see pharaonic programmes, the great expenses, and then I do not see men's professionalism increase, the ability to manage these things, I am sceptical about the attainable results, since a topic cannot be entrusted to the machine because, in order to be adequately faced, it needs instead a greatest sensibility of its operators.

Technology must be placed at ordinary and extraordinary professional abilities' service, able to govern the means at their disposal.

Security is like a company in which, if there are not strong investments in the improvement of operators quality and in the instruments placed at their disposal, the final result is not achieved, that is the sales improvement. It follows that, if the budgets of the investments on the topic of security or of policemen in the municipality are always equal to those of the previous year, it means that reforms are not acted, since innovations at zero cost are a mere invention in order to pull people's leg, that's what we do not surely want to do.

We have already said that it exists a link between the territory development and the safe city. In this scene of globalization, in fact, the democracy's increase, Europe creation, frontiers unity, currency unity, with the consequent attenuation of national ties, if on the one hand it has introduced elements of uncertainty in the economic activities (for example, I can have a company in Bari and see it compromised by the Stock Market in Tokio, just as I can realise a project in any part of Europe that a mechanism of enterprises coalition can embezzle), on the other hand it has also turned into a great mobility of economic interests on territories and Regions. The choices of the economic activities and those of entrepreneurs are then only determined by the "territory qualities" where this concept connects at the security level, to the ability to offer human resources that can carry on the development, at the presence of local governments able to offer immediate answers and regarding the demands coming from the economic world.

In Bari, as you know, some German societies made investments and, once they arrived, they have had licences in fifteen, twenty days. Probably the same demand, made by an Italian company, would not have had the same outcome, but the mirage of the foreigner who invests in Italy is so strong (above all German, to which is tied the image of organizational efficiency), that the settlement of great world-wide interest industries has been favoured.

As you could notice, the topic of security, more than subject-matter, becomes the every day humus of life, of district activity, a part of cities good living and

it interests the economic development, being refracted then on the quality itself.

Through this way probably Southern Italy will succeed in breaking off also historically what was the difference between north and south. We have to change perspective and have not to watch at the Alps only: for a city like Bari, its culture and its history carry it to be a point of reference of such a wide basin that it is not only that of Europe, but also the one of Mediterranean, creating a hinge with the Balkan world.

So the local development does not show the differences north-south, but the ability of those who live in these territories to create the conditions for the development.

We have to create the conditions to make cities change in a radical sense. It is emblematic, from this point of view, the intervention on the Ancient Village of the city of Bari. Four years ago, when I arrived in this city as Prefect, there was already the Urban project for the requalification of the Ancient Village. This project had started with much scepticism; we have created the necessary conditions so that this ancient city changed and the change was radical.

The starting point has been just the security: when I arrived, the Ancient Village was characterised by a strong "presence" of some historical names of the local gangsterism. We have intentionally broken off this wire, also with a romantic touch, of "the boss is Tom and Dick", just as if the sense of belonging to a gang gave also political dignity to the citizens ("I belong to Tom").

We have therefore disarticulated without respite the gangs and the delinquent organizations, removing substantially pressing activities on the village and the ancient city. When the old "names" have been replaced by the new ones, we have not stopped, because this phenomenon is like the sea wave that is always refracted on the same shore: the most important thing is to be good navigators. We have created a great structure of security in the most emblematic square, a police garrison, just like saying: "gentlemen, this territory does not belong to you, it belongs to all the citizens of Bari, it belongs to the State, everyone of us has a paternity right, it is not the road of Tom or Dick, where Tom or Dick commands".

Then the development has come into play, the roads have changed, the old incrustations have been removed, a beautifulst urban network has been done: this part of the city has become an agglomerate, point of reference and aspirations of young people who want to grow and of a regular territory development.

Great merit has had the local government, that has garrisoned the territory with its Municipal policemen, it has granted licences to those who wanted to undertake initiatives. Recreating this concept of city the ancient city has become, also statistically, the safer point of Bari.

On such a field the challenge in the European context is played, because the great movement of men, capitals and cultures stops just where there are conditions that propose to man the sense of challenge to the things around him.

A final consideration about the introduction of technological means for security. It is hard trying to find an equilibrium between the individual security and freedoms and the right to privacy, but I think that the primary good of the freedom in democracy, in the associations, in every day life is a good that certainly we must defend by means of security, but also by a civic conscience, that puts man at the centre of its development and gives him back his own life.

THE NATIONAL OPERATIVE PROGRAMME (PON) “SECURITY“

***Giuseppe Maddalena - Top Manager of State Police,
Secretariat Director of the Operative Programme “Security
for Southern Italy Development”***

There is an obvious attention, in our Country, to the topic of security, considered by the collectivity as a primary need.

Security demand represents undoubtedly a felt problem, at national and local level, that finds wide prominence in political programmes and on the media.

There is, in reality, as we will see more diffusely later on, a sensitive difference between the real security (according to statistics it seems substantially stable or it is even improving) and a disseminated perception of insufficient security that, in particular in some areas of the Country, generates strong social alarm reactions.

I would like to cite just a few emblematic data.

According to a recent surveying of CENSIS, on a sample of 2000 people, regarding the main problems that worry Italian people, we find that, immediately after unemployment (49,6% of the pollees), there are: organised criminality (42,5%), extracommunitarian immigration (31,2%), common delinquency (29,9%) and drug (27,9%).

The same surveying evidences how common delinquency constitutes even the problem Italian people mainly feel in relation to their own territory of residence. In fact, 37,1% of the pollees has indicated it, a percentage that even exceeds the one of unemployment (36,4%), and precedes, in the order: urban traffic (27,3%), drug (24,8%), extracommunitarian immigration (21,9%) and deficiency of sociomedical services (21,4%).

According to the analysis of CENSIS, the tendential increase of security demand appears generalized: it is perceived substantially by the entire social body without particular exceptions referred to age, to qualification, income level, geographic division and dimension of the town of residence.

Quite 79.6 % of the pollees declared they are convinced that during the last year crimes in Italy have increased, while it is growing the demand of a greater and greater presence of Police Forces on the territory.

The phenomenon is not exclusively Italian and in the last years, it has characterized all the greater European countries with substantially common dynamics.

As anticipated, such perception of an imminent threat on the citizen, however, does not correspond to an objective reality.

The official statistical indicators referring to criminality, in fact, point out in the last 10 years a substantial stability of the denounced crimes, and there are also positive tendential indications (in 1999 there have been recorded 51.782 crimes less in relation to 1998 and 66.788 less in relation to 1997).

We can point out, on the other hand, a greater efficiency of the contrast apparatus, at least in terms of increase of the denounced and arrested people.

Therefore, what does the widespread worry for security come from?

Among the causes we have certainly to consider also the *amplification effect*, partially due to media, of particular phenomena or of serious events which concur to elevate the social alarm.

Certainly there are, then, objective circumstances such as:

- the whirling transformation that our society is undergoing, called to face new phenomena, like extracommunitarian immigration;
- the spreading of areas at risk (cities are enlarging, industrial activities keep decentralising, operators open to the public round-the-clock grow, networks of transport and communication develop) and change of managerial models (new activities manage or hold important amounts of cash or assets of great value) involve the need to share the security resources among a wider and wider number of objectives.
- the continuous addition (and not replacing) of emergencies (organised criminality, disseminated criminality, immigration, drug-pushing, prostitution, ethnic aggregations, social uneasiness, natural disasters, etc.).

But an important cause has to be searched in the change of the content itself of the security demand expressed by the collectivity. This does not concern the *passive* dimension of protection from threats directed against safety of the individual any longer, but it includes much wider and diversified expectations for the increase of "quality of life" (just as the title of this session of the workshop reminds us).

Security as better quality of life is to be meant in terms of possibility of sure development of the interpersonal social relationships and of city environment good living, and it is essentially made of functionality, efficiency and synergical interaction of the services (public, private, not profits) offered.

Also the security policy, then, must go over the aspect "of police" (as public order protection), in order to assume a more active and interactive dimension in which security is not a good in itself, but it has to be a factor able to affect:

- the quality of life of the individuals and of collectivity, that will be able to manage at best the time (evening and night hours) and the space (public gardens and open spaces, suburban zones, etc.) potentially at their disposal;

- the development perspectives of the economic tissue, since a safe area attracts investments and invites to create occupational occasions.

It is necessary, therefore, a synergy between the police action and other subjects, public and private ones, that can constitute a precious resource for:

- a better understanding of socio-economic dynamics of the single territorial realities, indispensable in order to best update the prevention devices on the territory;
- to concretely contribute, with means and activities of their own, to the raising of security level.

To give some concrete examples:

- a good public lighting system can have not dissimilar effects from a fixed vigilance in a certain area;
- installation of video entryphones or alarm systems arranged by the building owners can give more concrete results for the property and people protection;
- creation of spaces for recreation or social life can turn out to be a useful alternative to hooligan actions and deviant behaviours.

It is necessary, therefore, to involve the various actors who can develop a role in the security.

The first interlocutor subject has to be certainly searched inside the public apparatus and above all the territorial local authorities, whose role in criminality's prevention phenomena has been recently recognised also at a legislative level.

With the legislative Decree 279/1999, in fact, also the Mayor of the capital town and the President of the Province became members by right of the Provincial Committee for the Order and Public Security, while the participation of mayors of the towns interested by problems at the attention of the Committee becomes obligatory issues.

Among the peculiar competences of the Territorial Authorities we can remember, for their possible effects on the security level: the local policies in the transport fields, city planning (included the historical centres recovery and the peripheral areas valorization), public lighting, social and assistance services (for young people, workers, families, victims of criminality), the initiatives directed to the spreading of the culture of legality, as well as - of course - the local police activities.

A concrete application of this new philosophy is that of the "Agreement Protocols" between Prefectures and Local Authorities that, begun only a few years ago in Emilia Romagna, is spreading and "institutionalizing" all over national territory.

Then, a meaningful contribution can come from the economic world.

Regarding the economic activities, in fact, the security levels increase can plug a virtuous circuit:

- a greater security can stimulate investments of the economic operators;
- the socio-economic development that derives can increase the security level.

The perspective of a steady job represents, in fact, the best alternative to the engagement in criminal and illicit activities, saving therefore from gangsterism the unemployment and marginality victims.

On the other hand, the full involvement of the economic operators in co-operation with the institutional apparatuses of security, can not only produce effects towards the threats coming from a diffuse (attempts to the assets) and organised criminality (from extortion to company insinuating), but also on transparency and efficiency of the free market (for example, through the fight to the illegal working, to the unauthorised house-building, to the counterfeiting, etc.), and also on legality culture diffusion.

Ineliminable factor remains, however, the diffuse and convincing participating of collectivity as a whole, founded on the sharing of the values peculiar of legality culture.

Contributions can come from the most various fields of society: from social operators, associations of category, from volunteering, from public services in general, from private vigilance, as well as also from simple private citizen.

Their participation can substantially be of three types:

- participations in social context for the support or the recovery of categories at risk or degraded areas;
- informative return towards the security organs of news useful to updating of prevention and repression devices (opening of new activities exposed at risk, presence of new criminal subjects or groups on the territory, new criminal activities and modus operandi, etc);
- adoption of passive measures of security and private vigilance and alarm systems suitable to discourage criminal behaviour and to activate timely and efficient alarms when necessary.

A diffuse *partnership* becomes fundamental if limits of police intervention are to be exceeded.

There is the implicit limit that, in particular in democratic State, would like the police intervention as only the representation of extrema ratio, in fact:

- it is certainly more restrictive of the citizen freedom spaces (that can even find harming in an heightening of the control activities and cannot appreciate a "militarization of the territory");

- it can paradoxically be counterproductive (a continuous presence in some areas can remove resources from other nevralgic fields, that would appear exposed);
- sometimes it is onerous (often it imposes long and continuative shifts, personnel commanded "in overtime", the employment and the wear of consisting resources, etc.).

But there is above all the obvious limit of the amount of the available human resources that will always prevent to have policeman at every corner or in front of every store or main door.

Just starting from such introductory statements Police Administration meant to operate a deep intervention strategy revision, operative modules' and even of the models of relationship with the public, in the prospect only to better answer to the demand that comes from the social body in terms of presence on the territory and from the prevention apparatus strengthening.

The guidelines of such renewed formulation provide:

- the recourse to the most advanced technologies (video-surveillance, "intelligent" sensors, integrated communication networks among the different police organs, etc.) in order to support the prevention action on the territory, upgrading the policeman operating ability, but bringing the minimum obstacle to the citizen freedom and to the economic activities;
- the training and the permanent updating of the personnel, in order to offer the best approach to the public, understanding completely the requirements and boosting the collaboration;
- research of synergies with the local Authorities, the PA, the economic world, the social operators, in order *to invest together in the security*, with the common knowledge that it constitutes a dynamic factor destined to accompany, with the passing of time, the processes of economic and civil growth;
- the determining sharing of "*awakening initiatives*", involving the school world and the most various realities for the spread of culture of legality and development of a more and more collaborative relationship between society and police and security apparatus.

A meaningful example is in such sense represented by the **Operative Programme "Security for the development of Southern Italy"**, co-financed with the structural Funds of the European Union, through which we have undertaken to favour dialectics among the legality area, the economic initiative and the social revitalization of those territories that record elevated criminality rates.

The Operative Programme comes from the consideration that the negative connection between criminality and economic increase, with a particular reference to the regions economically less developed, can be broken through a considerable security investment; because an adequate level of security can represent the constant component of a balanced socio-economic development.

We mean to hit this way the infiltration abilities of the illegal economy inside the healthy productive tissue and the consequent depression and distorting effect on the investments, in order to guarantee to Southern Italy European standards of cohabitation and productivity.

The Programme involves the various Police Forces in a clear interforces dimension and become marked with an improved relationship of collaboration with the resident communities, the entrepreneurs and job world and the associations operating on the territory.

The Operative Programme "Security for the Development of Southern Italy" relating to the Structural Funds 1994-1999

The occasion of financing for participations in the field of security came during the programming period for the structural Funds 1994-1999 - exactly 3rd March 1998, date in which the "Security" Programme has been approved

The Operative Programme "Security for the development of Southern Italy", interforces expression, co-financed inside the Community Support Framework 1994-1999 with national and communitarian funds for a total of approximately 562 billions Liras, finds current application "in leopard spots" in a series of territorial areas, with industrial tendency, subdivided among:

- Sicily (Syracuse- with Augusta, Melilli and Priolo - and Gela);
- Sardinia (Macomer, Tortoli-Arbatax and Ottana);
- Puglia (Brindisi and Manfredonia);
- Calabria (Crotone and Gioia Tauro);
- Campania (Marcianise, Arzano, Frattamaggiore, with the contiguous and connected territories of Acerra, Afragola, Casoria and Caivano).
- to the above mentioned intervention zones we have to add the carrying out of a technological device of territorial control of the road axis formed by the highway Salerno-Reggio Calabria.

The Programme, now in a phase of advanced realization, is based on the territory interforces co-ordinated control, like a not eludable instrument of general prevention, through interventions on:

- telecommunication (completion of the infrastructural network with advanced technology for telecommunication in radio link, conceived for the transmission of both telephony and data aimed at increasing Police Forces operating abilities to control territory. The project, under execution, will be operative within 2000.
- Elevation of security *standards* along the highway Salerno - Reggio Calabria, with the aim to improve the control apparatus of the highway layout and of surrounding roads (through the arrangement of an integrated system of satellite communication, able to allow the radio location and the timely intervention of the patrols employed on the concerned ways); this module has been operative since the December 1st of the last year.
- Technological updating and interconnection of the operative rooms in the concerned province. On the last August 2nd the Operative Rooms of the Police headquarters of Naples, Brindisi and Crotona have been inaugurated; the conclusion of the programme is foreseen within the first months of 2001.
- The same operative rooms, moreover, will receive the signals coming from a sensed platform installed on the territory and near the business realities operating in the areas of intervention of the Programme, through appropriate digital communication "interfaces", concurring also in the interaction between the company security and the Public Security apparatus.
- Technological innovation of identity verification systems - with particular reference to computerization of the survey and comparison procedures, in real time, of the dactyloscopic prints - that will guarantee positive reflections upon all procedures of identification of the foreigners; the technological strengthening of the material supports of Scientific Police organs, necessary to the achievement of the mentioned operative results, has been completed.
- technologically advanced "X rays" container control system, equipped both with fixed structures and mobile apparatuses and able not to hold up the operations of goods loading and unloading; it is on the way to completion the installation of the system in the port of Gioia Tauro.
- Specialistic training of the Police Forces personnel, to assign to the use of new technologies, for the most efficient union between human and technological resources.
- awakening, in order to emphasise the innovative attention given by European Union towards the investment in the product "security";
- to awaken the Police Forces operators towards the Operative Programme;
- to involve the public of the intervention areas, both in the associate and individual components, considering "ad hoc" projects in order to support the development of the "culture of legality";

Other initiatives come alongside to the Operative Programme "Security for the development of Southern Italy", always co-financed with national and communitarian funds, specifically oriented to the strengthening of security measures on the road network of region Puglia and to the technological control of the main maritime and aerial frontiers of Puglia. They are the interregional communitarian Operative Programmes "Italy-Albania" and "Italy-Greece", equipped for the project of security of approximately 60 billions Liras, whose territories of reference, in details, are constituted by the Provinces of Bari, Brindisi and Lecce, with participations shared upon the territorial structures of the State Police, the Arm of the Carabinieri and the Customs service.

The Operative Programme "Security for the Development of Southern Italy" relating to the Structural Funds 2000-2006

In the framework of the most general " Development Programme of Southern Italy 2000-2006", (P.O.M) predisposed by the Ministry of the Treasury, Budget and Economic Programming, 2.150 billions Liras have been approximately assigned to the field of security. The National Operative Programme "Security for the Development of Southern Italy" (P.O.N.) has been approved by the European Commission on the last 13th September and starts from the pilot experiences already realised in some limited territorial contexts during the previous programming, in order to expand them tendentially towards the entire southern territory, under a viewpoint of globality of intervention aimed:

- to strengthening of the technologies used by Police Forces in order to elevate the security levels, under a viewpoint of reply and amplification of the project in action;
- to qualification, training and modernization of the personnel that will be called to operate with new technologies, in a paternity context with socio-economic actors;
- to a full and effective involvement of civil society for a modification of the socio-cultural context able to represent an important "breaking" and discontinuity element with respect to the past.

In such framework, Authority of the Interior, interpreting the concept of security in the widest possible sense, offered an absolute availability towards both institutional and socio-economic paternity, receiving the appraisals and the suggestions in matter of: contrast to social outcasting; immigratory impact management; environment and cultural resources protection; local development; protection of sensitive places; spreading of legality and of rules culture.

Regarding the previous programming, without prejudice to the total responsibility of the Department of Public Safety, therefore, there is a

considerable increase of the number of the *partners* who will be called to participate as actuator and responsible subjects of specific projects.

This seems to be the best demonstration of the firm will of the Ministry of the Interior and of the police organs to involve, on security level, the various socio-economic actors, being aware to be able to provide, only together, the best answer to the demands of collectivity.

SECURITY: OUTLINES FOR A NEW STRATEGY OF FIGHTING CRIMINALITY AND NEW MODELS OF PROTECTION OF COLLECTIVITY

Francesco Malvano - Questor of Bari

My participation will analyse the issue "security" from the perspective of the civil employee of Police who has operated on the road for many years, with experience in Palermo, Reggio Calabria, Naples where I directed the Flying Squad in 1982, and then like questor in Catanzaro, in Reggio Calabria for four years and now here, in Bari for eight months.

Before showing my point of view, it is indispensable that I explain the general definition of the function of Police, which is divided into Police of security and Criminal police.

The Police of security depends on the Authority of public security and it is characterised by the general protection it offers to community from threats or dangers of the breach of peace of the public order and of the security of the citizens.

The function of the Criminal police, on the contrary, is that of intervening subsequently as to the facts and it has penal importance.

This explanation is fundamental because, when I speak about strategy, I will explain how, following the directions of the department, we try to make the two moments interact, that is to say the one of prevention and the one of repression.

From a dogmatic point of view the two activities seem clear-cut and separate since they develop according different forms, modalities, laws and rules, but such differences are recomposed in unity in the common aim of the "right to the security" therefore the guaranty of orderly and safe civil cohabitation.

The repressive answer of the State towards phenomena of great crime like terrorism, political eversion and the Mafias, has been always efficient, while little replies have been obtained on the level of fighting widespread crime, perhaps because Justice, meant in a broad sense, takes too long to work out thousands of proceedings. However, great or little, macro or disseminated criminal phenomena they could be, I think that the fight against recrudescence of the crime is a result that cannot exclusively be reached strictly on the project of sanction, through the penal trial-like circuit. Also a different and more serious penalty, that can be inflicted for the criminal actions that torment society, is destined to have inadequate efficacy.

The preventive function that is attributed to criminal sanction ends up having mostly formal efficacy, as a matter of fact suffice it to say that, on the project of the legal consequences provided for by the law for the commission of the greater part of the crimes, the Penal code and the legislation in force provide with the strictest disciplinary treatment. All this underlines a crisis of the

preventive function of punishment that, without making a sociological analysis, has to be ascribed to the widespread knowledge that the judicial machine does not stand out for punctuality, immediacy and incisiveness of the threatened repressive reaction, which is the final aim of the investigative activity.

It must not be undervalued that, when the repression is put into action, the crime has been consumed and the damage has already been suffered. Therefore I think that a modern State which takes care of the always increasing collective requests of security and of tranquillity of the environment where one lives must be able to prevent rather than repress in order to avoid those phenomena of panic in the public quiet, of social alarm often accompanied by a feeling of distrust and of blame towards who has the duty to organise and to defend the civil cohabitation.

People do not feel safe and the threat of illegality and of violence is perceived like impending, in spite of the fact that in the last ten years there has not been an increase of the crimes and indeed, like the Prefect emphasised, in the city of Bari a decrease has been recorded, dictated by a greater productivity of the State apparatus as concerns repression, arrests and the denunciations have increased.

I would like to point out briefly what the origin of the widespread worry is, since I think that the Prefect, the Questor and the members of the committee all together must think about the reason why people are still afraid, think about the causes, in order to study the problem and to try to find the adequate solutions.

In this analysis we must include, as well as the causes located before, also an effect of amplification provoked by the mass media, like the Prefect in its participation said; amplification of some phenomena or serious events that contribute to increase the social alarm, since often people get scared for what they read.

We are crossing a whirling transformation in which phenomena like extracommunitarian immigration involve problems of crime, landing of mafia, criminals, prostitution, poor people who need to be assisted, and they are nearly all clandestine. All this involves a remarkable increase of work for the Police as concerns assistance, control of the crime that facilitates and takes advantage of the transfer to our territory of extracommunitarian people.

Moreover, at the origin of all this, there is an insufficient efficacy of the action of control of the territory that worry people so much as to wish a policeman under their house. The cities grow, spread, problems increase and need more and more diversified and complex participations. The content of the demand of security expressed by the community has changed and the demand goes beyond the primary need of mere protection of the individual safety, turning into factor of quality of the life.

It is necessary to implement the security system, revising the modes of intervention so that the preventive and the repressive moment of the criminal police can be complementary and put together functionally.

Technologies give us the possibility to transfer rapidly the information to people who, elaborating it, take advantage of it in order to carry out investigative activity and this allows continuous interaction between the cognitive acquisition phase, the investigative phase and the action of control of the territory. Moreover, the investigative activity, as well as getting to the arrest of the criminals who commit crimes, work in the field of the control of the territory, since it sets the territory free from delinquents and supply new input to those who work on the road.

Thanks to directions that the Prefect and the committee gave us, we are using a new mode of work, different criteria that have allowed us to adopt little devices, such as winking lights at dusk that sometimes represent a point of reference for the community, while the flying-squads on the territory, systematically updated, supply useful directions on the historical truth of the moment, of a precise area. Following the directions of the Department, we want to experiment with new models of protection of the city, a new policy of security, as I said before, a new way to be present on the territory, a "correct and qualified" presence as the Head of the Police said, a presence that goes beyond the simple task of Police. But in order to do this, like the Prefect said, it is necessary that there is respect of one's own competences and attributions, a presence on the territory of the whole society, in all its institutional and social articulations, with capillary garrisons and not only of the police, so as to be able to constitute a strong obstacle to the crime-committing.

The Head of the Police, through the directives, speaks about specializations, anchorage to the territory, term that I consider improper, we should speak about territories as we do not refer only to the reality of the city, but also to the rural world, to the road and railway network, to the hydrogeologic structure, to the environmental and cultural patrimony, as well as the satellite networks and that of computer science communication.

From this comes the necessity to qualify the staff, as the Prefect indicated in his participation, realizing a symbiosis between technology and the various professionalities, rendering projects like the technotelematic interconnection of operating rooms of the Police a reality also in Bari; all this in the first place will allow to follow our patrols on the road, and to give the operator of the operating room the possibility of being able to supply the adequate help in case of necessity, thus increasing the rapidity of the intervention, diminishing considerably duplications and superimpositions. In such context, that involves also the Financial Police, operates the precious collaboration of the Municipal Police.

In Bari, under the protection of the Prefect, a pool of experts works on the control of the territory, on the strategies and tries to locate the more sensitive

zones, those at greater risk and the hour bands with higher density of frequency of crimes. All this allows to modify the projects of work continuously and allows a planning of the activities of control of the territory that provides the involvement of a variety of institutional and social subjects, like the Mayor, meant like expression of the popular will, who collects directly the demands of security that come from the community. Our city has been one of the first to put in practice such strategies stipulating protocols of agreement between the several authorities, and the necessity of having to invest in the security guarantees not only a precondition of the development but also a dynamic factor destined to accompany processes of economic and civil increase until, we hope, it will become integrating part of it.

BARI AND THE CITY NETWORKS

Mario Cucciolla - Director General of the Commune of Bari

In my capacity of City Manager of the Commune of Bari, it is my turn to speak about a further but complementary aspect of the problem of the security in the city.

Speaking about new prevention that, in my opinion, must constitute the aim of an administration like the Commune of Bari, it is necessary to make a remark.

Undoubtedly there is a widespread need of security in the urban environment, but when a citizen is asked if the city is safe, the answer is it is not, while if they are asked if under their house it is safe, often the answer is it is.

The interpretation of this phenomenon is in the fact that each of us knows that, in reality, the phenomena are not so serious as to define insecure the environment in which we live, but, on the other hand, a feeling of insecurity persists, nearly a metropolitan legend that brings to over-estimate the subject.

It is then the Public Administration's duty, in its action, to locate and to create the conditions for the improvement of the quality of the life, for an endurable development that can eliminate to the root the evils that generate delinquency and diffuse crime.

The intervention of the administration moves in this very direction, elaborating interventions and work policies: the creation of mixed societies, the intervention on minors at risk to be inserted in companies, the creation of a task force for employment with the task to support companies in difficulty and to stimulate the establishing of new productive activities; they are all actions finalized to take territory away to those dark conditions of shadow where crime and contraband prosper.

The problem of employment, undoubtedly, has national and international character, but starting from local realities it is possible to put in practice the first decisive interventions.

Beyond all this - and the technology enters now into action - the networks have a substantial function.

As the Prefect justly said, it is necessary that the aims established within the Committee for the public order and the security are modular aims, and able to modify themselves from time to time and adapt themselves to the various situations.

In support of the location of the priority aims an efficient territorial informative system is necessary. As a matter of fact, in order to take decisions rapidly it is necessary to know deeply the problems, and to make this possible a strong flow of structured information is necessary. This is the function of the

territorial informative system, a diffuse network of knowledge, a clear flow of information, coming from the public and the private area, so that the problems of employment, of urbanization, of the evolution or involution of the city traffic, of the commerce, and of all social areas are clear. In these terms, the territorial informative network is a fundamental instrument at the service of innovation.

On these aspects the Commune of Bari has left with strong delay. Only some years ago, in the entire Communal Administration - and it is quite symptomatic - there were 100-150 Personal Computers. Today 50% of our employees use a personal computer, with a rate of informatization that, though it is quite limited, is strongly inclined to widespread these informative networks over the entire activity of the Administration.

This allows us to design a new system of connection with citizens, enterprises, associations and agencies. For example, together with Telecom we are experimenting the creation of a web-site that, as well as answering to the necessities of the Commune for information and of extreme transparency towards the citizens, will collect other public and private realities of the territory. For example, we will allow the citizens to know, in real time, which the requirements and the personal needs of the staff of the Getrag are; the availabilities of some products on the territory; the possibilities of use of the funds of the Urban-2 project. On this subject I would like to remind the importance of projects of city requalification like Urban 1 and 2 in order to let a lot of entrepreneurs, younger and not, occupy the ancient village, giving it a different dimension, and offering citizens the possibility to take back possession of the ancient part of the city as centre of social exchanges, exchanges of life, of free time and of business activities.

This is an example of how it is possible to encourage initiatives that can later develop in more and more spontaneous way, putting in communication all the subjects of the social life.

Another example can be seen in a recent project given by the Ministry of the Interior: the electronic identity card. Through a chip and a plastic card similar to the cash card or to the credit card, it will be possible to be identified, to pay taxes, to have access to reservations, to be able to use public means of transportation and services, to have information on the urban world in real time. We will be truly able to connect the territory with the communal Administration and the agencies that run the services.

This is all which can be defined "new prevention", that is to say a way to intervene concretely on the development of the territory, both through the planning of the decisions within the Committee of security, and through other interventions.

On this subject we think about the positive influence determined by actions such as the territorial pact, the programme agreements and other meaningful projects. This morning, for example, together with the Region we have defined some aspects of development for the city park of Lama Balice. The project will offer young people various contracts of job for the cure of the

park, its enjoying, services. Through the creation of a park agency guide services will be planned for those who want to visit it, scientific documentation, organization of meetings, seminars and everything else will be necessary, all activities that produce occupation and improve the quality of the life.

The Prefect, though, referred also to an other level of the use of the technological networks.

In these last days we are experimenting a project for monitoring of traffic with closed circuit cameras and in the press conference of presentation we have cleared the purposes of this system.

Today it is spoken very much about the "Big Brother", the television programme in which people's more intimate moments are spied; this is not our aim.

The aim is to have information in real time on the practicability of the roads, to locate the traffic flows, to monitor the situations of danger for the public security, planning the eventual interventions on part of the Civil Protection.

With the cameras connected to a control centre, we have today the possibility to intervene on twenty emplacements dislocated on the territory, in some time on forty emplacements: we are able to know in real time what is happening, to inform the forces of public safety for a rapid intervention in order to guarantee the security of the citizens.

Giving wide space and greatest information on the subject has not been casual: as a matter of fact, we are convinced that it is fundamental for the citizens to have the certainty that everything is under control, that someone takes care to verify what happens on the roads, what can attempt their safety and, in the shortest possible time, they intervene.

This one is concerted with another initiative, the Questor Malvano already referred to: the traffic winking lights at night. Independently from my function, I have been able to collect many demonstrations of appreciation for this action. The citizens, looking at the traffic indicators switched on, have the precise feeling that someone protects them, takes care of them and guarantees their security.

We think that we will receive the same appreciation for the use of the cameras. Through the web-site of the city of Bari, for example, it will be possible to use some fixed cameras, not zoomable, in order to receive in real time information about which the flows of traffic of the arteries with greater affluence in the city are, avoiding the fact of choosing road situations already compromised. It is a further sign of the presence of the local body and of the forces of public safety that are able, therefore, to supply a cognitive service about everything happens within the city area.

I would like to conclude pointing out another issue the Prefect spoke about: the technology is not a miracle.

I agree, but it is also true that the technology allows us to considerably reduce the times of reception of the information and to increase the diffusion towards the citizenship. What it is necessary is the attention to the way in which technology is widespread.

The " digital divide " is an Anglo-Saxon word that expresses the outcasting of those who do not have technological instruments: nowadays this is the risk. The danger is to divide the citizenship in two parts: those who have access to technological information and those who are not in a position to do it.

Therefore it is necessary that the local body takes care to form the citizens and give them the instruments, easily accessible, to let them a rapid approach to the information.

I refer to instruments widespread over the territory, in the Districts, in the public squares, on the roads, everywhere is possible, so that the citizens with little possibility are not cut out in comparison to those people who possess a Personal Computer.

I believe that if we pay due attention to a correct development of technology and of the networks, undoubtedly we will have large advantages.

We are in a phase of experimentation and great evolution, but if we operate in this way we will succeed in giving a remarkable support to the security in the city.

SECURITY AND PRIVACY

Antonia Ambrosi - Office of the Guarantor for the Protection of personal data

If, on the one hand, the right to the public and private security and the right to the privacy represent different profiles of the right to inviolability of the person and of the principle of not aggression, on the other hand they are under various aspects in contrast and need a balance judgement.

It is easy, as a matter of fact, to notice that the technological progress allows a greater and greater possibility to submit people's daily life to sophisticated and aimed controls, able to contribute to realise more and more advanced frontiers in terms of public and private security, but equally able to insert in a more and more penetrating and invasive way in the private sphere of the individuals, not always distinguishing previously and exactly between the so called "proper" invasion and the unjustified, or rather the disproportionate invasion. Such issue, which has been at the centre of a lively national and international debate for some decades, is emphasised most of all in relation to the phenomenon of the video-surveillance, that is to say the more and more widespread tendency on part of public subjects (ministries, local agencies, commandos of police and others) and private subjects (banks, shops, petrol pumps) to resort to the installation of more or less articulated systems of video-audio control of spaces, both exterior and interior, above all for the prevention and the repression of the crimes, but also for controls and surveyings of various nature.

The video-surveillance systems, whose adoption is in constant increase in Italy like in the countries with advanced industrial economy, have been at first functional mostly to the prevention and the repression of crimes and the control of the security of work places.

Later on the images and sounds recorded have been used also for different purposes, such as the creation of market strategies through the analysis of the consumers' behaviour.

In our Country we have assisted in particular, during few years, to the passage from a situation in which the systems of visual monitoring were set in rather limited city zones, to a situation in which such control systems extend not only to more and more various urban and extraurban zones (like stadiums, museums and waste dumps) but also to wide territorial zones (like street, highway sections and zones of important naturalistic or historical interest).

The dimensions that such phenomenon has currently assumed have induced to reflect on the setting of the point of equilibrium between the need of the public order, of prevention and repression of crimes, and the right to privacy of the individuals.

Italy is still lacking specific regulation about video-surveillance, unlike some European countries such as France, Denmark, Island, Norway and Spain. The Communitarian directive 95/46/CE and the Convention n. 108/1981 of the Council of Europe oblige the countries members to enforce the law on the protection of the personal data to every information that allow to identify the people it refers to also in indirect way (that is to say through the connection with other information).

The law December 31st, 1996 n. 675, that has put into operation the convention and has partially enforced the European direction, has introduced in our code a very wide notion of "personal datus". Also the art. 1 of the already mentioned law n. 675/1996 defines "personal datus" any information that allows to identify the physical or juridical person it refers to also in indirect way (like the number or codified data, as well as sounds or images).

Considering, therefore, that sounds and images are surely included in the quoted notion of personal data, the prescription and the principles included in the law n. 675/1996 constitute the only reference law of general character applicable to the use of the video-surveillance systems. As a matter of fact, the quoted law constitutes the main legislative reference on whose base the Authority frequently intervenes to regulate the different profiles of interconnection between security and privacy in the installation and the management of the video-surveillance systems.

As a mere example, it is useful to illustrate the content of three actions of the Authority in matter of video-surveillance applied respectively to the field of the access to the historical centres and the zones with limited traffic, the field of the urban public means of transportation, and to the field of the highway circulation (it is opportune to specify that the following briefly examined actions are not exhaustive of the numerous fields to which in concrete has been applied the video-surveillance).

The Presidency of the Cabinet and the Department of the Public Function have demanded the Guarantor's opinion according the art. 31, codicil second of the law n. 675/1996 on the outline of the norm about the authorization to the installation and the managing of systems for the survey of the accesses to the historical centres and the zones to limited traffic.

The observations formulated on this subject by the Authority have been substantially collected in the regulation later issued with d.P.R. n. 250/1999, which represents a valid organizational and managerial model of a video-surveillance system that moderates the reasons of the security and the privacy, without affecting the efficacy of the controls.

The quoted regulation establishes also that:

- the images can be recorded by the systems of tele-supervision only in case of infringement, while the monitoring of the traffic normally happens through anonymous data;
- the recorded data can be used only for the purposes of application of the same regulation;

- the data can be kept only for the period necessary to the survey of the violation and to the definition of the eventual litigation, save the further use for purposes of criminal police or penal surveying;
- the data cannot be interconnected to other archives.

Such regulation norms constitute an application of the discipline relative to the treatment of the "common" personal data on part of public subjects, contained in the art. 27 of the law n. 675/1996 (as a matter of fact it is the communal administrations that are legitimated to the installation and the management of such type of systems of video-supervision functional to the control of the city traffic).

It is known that the treatment of the personal data on part of the public subjects, unlike the one carried out from the private subjects and the economic public bodies, does not need the consent of the involved individuals and must be functional to the fulfilment of the institutional purposes of which the body is titular. It is necessary, as a matter of fact, that the administration conforms to what established by the attributive norm of the powers of the agency or that, in case there is not specification in the norm, verifies the concrete existence of the nexus of instrumentality between the types of the data they want to collect and deal with and the pursued purposes.

The last three provisions are moreover expression of the more general principle of pertinence and of not excess contained in the art. 9 of law n. 675/1996, according to which the holder of the treatment is legitimated to use and keep the personal data only in order to fulfil the purposes for which the data have been collected. Another example of techno-legal solution in matter of video-surveillance that subtends an appraisal of proportionality between the right to security and the right to privacy in application of the principles and the provisions contained in the law n. 675/1996 is the project of installation of videocameras on some routes of bus and tram and near some bus-stops of the Commune of Turin.

The Piedmontese communal Administration and the society that runs public transport, in agreement with the Prefect and the authorities of public security, have arranged a project of video-surveillance for the security of the travellers and in order to prevent crimes and damages against things and actions of vandalism. The Guarantor has been asked his opinion about this project. In such occasion the Authority has indicated some conditions for the legitimacy of the project such as the exact determination of the videocameras' localization and of the shooting modalities in adhesion to the fulfilled purposes.

In particular, the Guarantor has established that the shooting modalities must be such as to take a panoramic image of the people and the places, avoiding so detailed shots as to be intrusive of the privacy of the customers of the public transportation service and the privacy of the people passing by the bus-stops.

The Guarantor has also established that it is necessary to avoid that the videocameras shoots in stable way the drivers' seats in the observance also of the limits established by the art. 4 of the Statute of the workers (law n. 300/1970). The existence of the video-surveillance system must then be conveniently pointed out to the customers of the transportation service. Buses and trams provided with videocameras must therefore contain inside both proper information or marks about the presence of videocameras and the notice according to the art. 10 of the law. In conclusion, an example of video-surveillance applied to the field of the highway traffic is the project of the Ministry of the Interior (in particular of the Committee of surveillance of the operative programme "Security for the development of Southern Italy) concerning the installation of a sophisticated integrated system of tele-surveillance and satellite communication along the highway section Salerno-Reggio Calabria.

Such project, finalized to the prevention and the repression of crimes in a zone characterised by a strong criminal presence, provides also the control of the highway accesses and of the areas of service and parking through videocameras in order to read the plates of the automobiles in transit, and the connection with the center of control in case of recording plates already known to the forces of order. Also in this case the Guarantor has established that the data relative to the images of the people and the plates must not be interconnected with other information databases, but for reasons strictly indispensable to the accomplishment of penal or police surveyings . This is a position consolidated by now, already expressed in numerous statements of the Authority on this subject and it applies the mentioned principle of pertinence and of not excess, which sets as a limit of legitimacy of the personal data treatment the general prohibition of communication of the personal data to other Administrations.

The Guarantor has also established that, in the specific case, acoustic surveys must not be recorded as they are exceeding in comparison to the pursued purposes, and he has prescribed the proper information to the motorists about the presence of the video-surveillance system.

From this brief and synthetic description of the consult activity of the Guarantor in matter of video-surveillance it emerges that the Authority, in absence of a specific norm and in application of the principles and of the provisions contained in the law on the protection of the personal data (law n. 675/1996), has established some lines of general character as to the possibility to install and to manage legitimately tele-surveillance systems. Such activity has also facilitated the formation of a collective awareness, of which our Country was lacking, to the problems connected with the diffusion of the videocameras with the aim of surveillance. It is now desirable that soon a complete and articulate regulation of the field will be issued, so that it can conciliate in a preventive and exact way the need of security and that of privacy.

LIVING IN SECURE CITIES: THE PROJECTS ABOUT CITY SECURITY

Silvio Ciappi - University of Siena

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"For it is wrong to believe that the scale of fears corresponds to that of the dangers that inspire them. One can be afraid of insomnia and not of a serious duel, of a mouse and not of a lion."

(Marcel Proust, *A' la recherche du temps perdu*)

"The cities like dreams are made of desires and fears"

(Italo Calvino, *Le città invisibili*)

The analysis of fear and the theory of social "disorder".

Recently the media have begun to be interested, with almost daily interventions, in the problem of security in Italian cities, both emphasising the increase of road criminality (or diffused criminality) and evidencing the deep sense of insecurity in which the citizens live which appear more and more deeply correlated as well as with an illegality increase - above all predatory - also with "the more and more visible scissors between number of denunciations and the frequency of sentences" (Bouchard, 1997).

The fear of criminality and the fear of becoming victims is part of a phenomenon that is more and more deeply characterising contemporary society and involves most serious social and psychological consequences (Santinello, Gonzi, Scacchi, 1998), determining a limitation of people's behaviours and movements (Taylor, 1995) and substantially modifying social relations of individuals (Liska, Baccaglioni, 1990).

Moreover, the coming out of the insecurity problem is deeply correlated with the political choices of the local authorities and has influences on the relations and the conflicts among the various social groups (Taylor, 1987) as well as the urban order of cities (Amendola, 1993).

The data of a recent survey about victimization held by Istat (Dazzles, 1998) point out in an incontrovertible way that also in Italy the sense of insecurity for criminality not only does exist among people, but it has become a social phenomenon that cannot be ignored any longer.

The issue of the sense of insecurity, unlike Italy, for the last thirty years has been object of numerous studies and researches above all in the United States and in Great Britain which have pointed out that the sense of personal

insecurity, although with a parallel trend to the increase of microcriminality, "seems to be socially more widespread, assuming a particular emphasis that makes it a social and scientific, autonomous and independent reality" (Santinello, Gonzi, Scacchi, 1998).

In particular the researchers have pointed out two main dimensions of the sense of insecurity: the *fear of crime*, that is the personal fear of criminality, and the *concern about crime*, that is the social worry for criminality or the worry for the order (Furstenberg, 1971).

The data concerning the Italian situation - though insufficient - show that the personal fear of crime is as widespread as in the other western countries (Savona 1993).

It is interesting to notice how the fear of crime is not distributed in a uniform way among people, but it varies depending on sex, age, type of town of residence or geographic area where people live. The data show that the most important variable is the first, since fear is much more widespread among female rather than male population.

Moreover the data - confirmed by other researches carried out in the United States and in other European countries - show that fear of criminality is much more widespread than the victimization (real crime) and the most insecure demographic groups are, in reality, the less victimized (Perkins, Taylor, 1996).

Examining the data so far emerged from the research it is evident that nowadays the sense of insecurity for crime - in the centres of metropolitan areas of Italy - is widely spread in various layers of the population and it has become a social phenomenon that cannot be undervalued any longer.

Some people think that fear of crime is an irrational feeling (Oatley, 1992) in two different meanings: that fear is disproportioned and excessive in comparison to the effective risk to suffer a crime (irrationality regarding the causes) or that it tends to hinder and to negatively influence people's behaviour (irrationality regarding the effects). As far as the latter aspect is concerned it must not be forgotten that the sense of fear carries out also protective effects on human beings since, making them more cautious and prudent, it strongly reduces the risk of victimization.

As far as irrationality referred to the causes is concerned, several researches held in Great Britain and in the United States during the 80's have underlined the irrationality of fear, pointing out how the groups among which it was mainly widespread - women and old people - were also those who run less risks, showing a lower rate of victimization. The researchers explained this result apparently paradoxical asserting that their fear was fed by wrong information, spread by mass media, about the real risks of suffering a crime (Stafford, Galle, 1984; Maxfield, 1984; Roché, 1993).

A similar result - and apparently paradoxical - comes out also from the survey by Istat, in which the variations of the personal fear for sex and age do not seem to correspond to those of the objective risks of victimization.

From the same research another apparent paradox came out, not pointed out by other foreign studies: although it is the upper-middle class individuals who suffer more frequently predatory crimes, in Italy the fear is more widespread among the lower-social-class citizens.

After all the greater sense of insecurity shown by women, the elderly and the lower-social-class individuals is linked to a greater vulnerability and to the perception of the consequences that can derive from victimization, elements that come into a subjective appraisal of the risk. These individuals, thus, perceive the criminal act as a much more threatening event than the others do, because more devastating in its impact and for the consequences on their lives.

Other surveys held in some western countries have pointed out how crime fear is born, spreads and grows also because of the repeating - in the residential area - of actions and events, apparently of little importance, sometimes just at the border of crime, called "acts of incivility" and perceived as a whole by the citizens as signs of community moral order collapse (Lewis, Maxfield, 1980).

In 1978 Albert Hunter asserted that "the fear in city environment is above all fear of social disorder, that can be considered a threat for the individual". Moreover, he pointed out that social disorganization was at the origin both of little violations of the norms (incivilities) and of the more serious ones (crimes) and emphasised that in the areas where the former are more frequent also the latter are more often committed.

It has been noticed, however, that the citizens' sense of insecurity depends more on the incivilities than on crimes, because of their greater frequency (Lagrange, 1995).

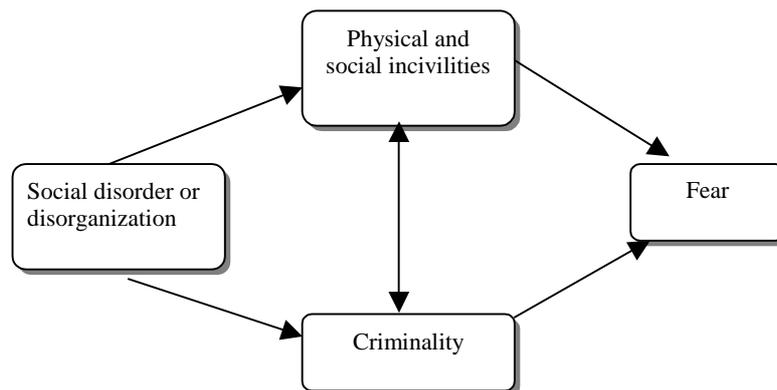


Fig. 1. Model of Hunter (1979).

Source: Taylor (1987).

By the end of the 60's a similar hypothesis had already been advanced in the United States; a survey report in 1967 showed that the people's sense of insecurity and their fear of staying alone at home or of walking around the quarter streets at night depended on the repeating of "acts of incivilities", of little disorders or violations of norms commonly shared, rather than on the frequency of bag-snatchings, robberies or burglaries (Skogan, 1990).

All the studies demonstrated that a large source of insecurity is represented by what many researchers call "disorder", that is the whole of signs of incivilities present in the area in where a person lives, that can be social or physical. The former ones are connected to events or specific activities such as the behaviours of different categories of people: pushers and customers, prostitutes, beggars, etc. The latter ones, instead, show long-lasting aspects of the living environment: abandoned or neglected buildings, graffiti, damaged telephone boxes, broken street lamps, dirty roads, etc. Incivilities, finally, can be active or deliberated - vandalism, graffiti, etc. - or passive and involuntary like the neglected buildings or the street rubbish not collected.

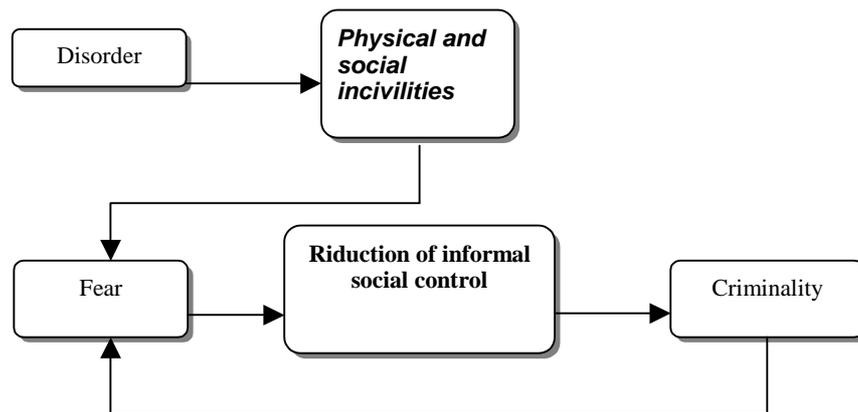


Fig. 2. Model of Wilson and Kelling (1982)

Source: Taylor (1987).

These situations and behaviours so different among them, have however in common the fact that they constitute a violation of the norms shared by the population regarding the management and the use of public areas and often they do not need complex interventions of contrast: strengthening the lighting system of specific zones, improving waste collection, better keeping and restoring eventual abandoned buildings, in one word revaluing the territory is enough.

Therefore, the signs of incivility have influence on the sense of security, compromising the integrity and the degree, for a series of reasons. First of all citizens perceive them as part of a continuum of disorder that goes from the lighter infractions (irritating noises, groups with provocative attitudes on the

road) to more serious crimes (vandalism, crimes against patrimony or people). Also incivilities, moreover, although often constitute simple violations of social norms, are considered as "spies of the collapse of the norms that regulate daily life and of incapability to make them respect on part of those who have this task" (Barbagli, 1999). Moreover the people who are responsible of these little violations are considered a threat by citizens, because unpredictable and therefore capable of anything, also of much more serious offences. Finally, incivilities are much more visible than crimes, thus "if crimes generate a restricted number of victims, incivilities multiply the number of witnesses" (Barbagli, 1999).

The strong correlation existing between incivility and sense of insecurity has been demonstrated - as well as with surveys - also with experiments. The most important is the *Foot Patrol Experiment* held in Newark (New Jersey) in the middle of the 70's with foot police patrols. For a long time the territory patrolling had been considered a waste of resources, however it had been decided to send patrols of policemen to control the city on foot - rather than by car - and it had been noticed that this measure, although the number of crimes committed did not diminish at all, made meaningfully reduce the fear of citizens.

The positive effects on the citizens' sense of security were essentially produced by the fact that the patrols faced in different and more effective ways the problem of social disorder. As a matter of fact, policemen, being absorbed in common people's lives and problems, best known and estimated by citizens, negotiated with the residents, through a positive social mediation, the conduct rules regarding the use of public areas, establishing the disorder thresholds and reducing the number of incivilities (Kelling, Coles, 1996).

According to some researchers the disorder is contagious and spreads favouring, as time passes, the increase of criminality, the number of thefts and robberies. The phenomenon is explained by the fact that the sense of insecurity provoked by the signs of incivilities can reduce - as time goes by - interaction and cooperation among the residents, discouraging from protecting themselves and their own community.

In this way the mechanisms of social control weaken until "the area is vulnerable to criminal invasion" (Wilson, 1985). This is, in short, the basic thesis of the *broken window theory* (outlined in the figure n.2) according to which if in a building there are smashed glasses and nobody replaces them, after a while all the windows will undergo the same destiny. This happens not because the area has been invaded by vandals or delinquents, but because those broken windows indicate that none of the residents in the area is willing to defend other people's property against actions of vandalism.

It has been noticed how the increase of the sense of insecurity and the correspondent reduction of the sense of solidarity and cohesion among citizens make the informal social control decrease, too, in relation to a spiral process that ends up upsetting the traditional relationship according to which

"more crimes = more insecurity" and making it become "more insecurity = more crimes".

Other experiments have confirmed what has been said about the *broken windows*. The most famous experiment is the one of the American psychologist Philip Zimbardo who at the end of the 60's empirically winnowed the validity of this theory not in laboratory, but on the Americans roads where he abandoned two cars without the plates and with the bonnet up, the first time in the Bronx, New York, and the second time in Palo Alto, California. In the Bronx, after only ten minutes since abandoning it, the car was taken by assault by the members of a family who took the radiator and the battery. In twenty-four hours all the pieces of some value were removed by various people, mainly white women, well dressed and respectable-looking. In Palo Alto, on the contrary, nobody had been approaching the car for a week. On the eighth day Zimbardo himself approached the car with a baton in hand and began to hit it. That was enough for the passers-by to join him and start destroying the car.

In synthesis it can be asserted that there are three hypotheses subjected to verification by the various researches (Fig. 3): according to the first, the fear of crime depends on the number of the predatory crimes; according to the second, it is also due to the social or physical disorder present in the community; and according to the third, disorder generates fear both directly and indirectly, favouring the increase of predatory crime.

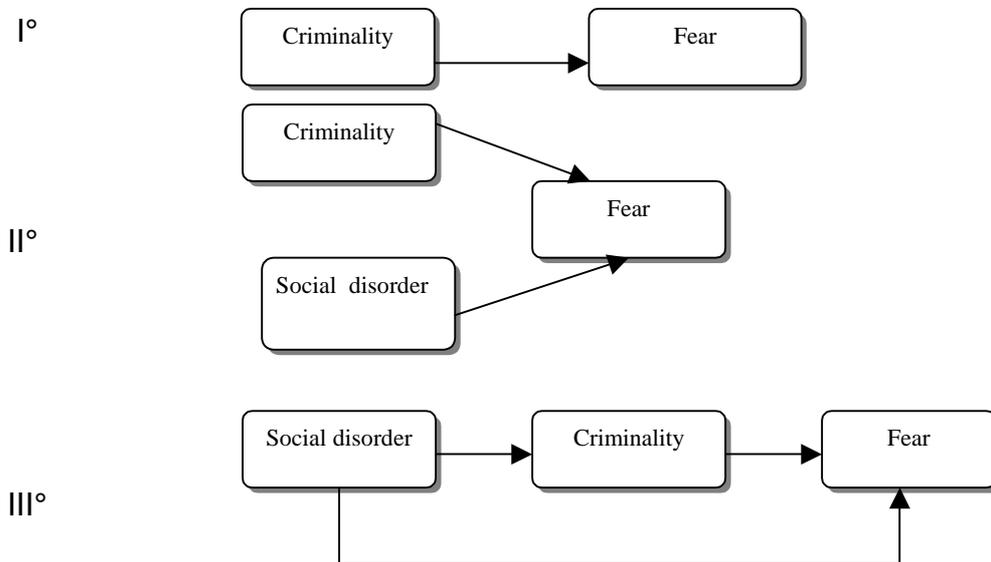


Fig. 3 Three hypothesis on the relations among predatory criminality, fear and social disorder

Source: Livingston, 1992.

These contributions are characterised by the fact that they consider the fear of crime an effect of the perception of the community structural changes and not an exclusively individual process of appraisal of an external risk.

The phenomenon of the fear of crime is therefore inserted in a social context that contributes, through its own characteristics for dynamics, to the diffusion or the reduction of insecurity.

This reading of the phenomenon considers the fear of crime linked to the state of real crime rates - also these ones consequent to the increase of social disorganization and interlaced to the sense of insecurity - as well as to the concept of personal vulnerability, thus the sense of insecurity and of fear are considered attitudes consequent to the perception of real "clues of *icivility*" on part of the individual, clues that are estimated rationally from the single person.

Another series of interesting contributions comes from the studies of Environmental Psychology that established itself scientifically in the United States between the end of the 50's and the beginning of the 70's, with the production of interesting researches that distinguished themselves by the attention - not only to the social or psychological environment - but also to the physical environment, for the observation of the daily reality and its interdisciplinarity with other contexts of environmental sciences (Proshansky, 1976).

Another interesting model is the one delineated by Newman in a famous book, in 1972, where the author, analysing the great popular residential buildings, criticizes the consequences that these urban-planning choices have on people's lives, emphasising the influence that this architectonic order produces on the development of real crime rates. In contrast with these buildings he outlines the concept of *defensible space* able to contain crime, through the development of territoriality and of a high social control, making the public spaces approach a more private dimension. This is obtainable through the creation of manageable spaces (smaller buildings in order to favour sociality and control), introducing real barriers (walls, gates) and symbolic barriers (walls, hedges, sign-boards) in order to clearly define the spaces both for the residents and for eventual external aggressors, as well as adding the opportunities of common surveillance of the spaces making the control easier and getting rid of spaces "attractive" for criminals.

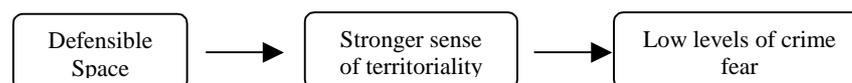


Fig. 4. The model of Newman and Frank (1982).

It is interesting to remember also the contribution of the psychological research on the perception of environmental dangers that demonstrates how the rare and memorable events are overvalued in their effects, while the most common ones are undervalued (Lichtenstein, Slovic, Fischhoff, Laiman, Comb, 1978). As the same perceptive distortions work in the cases of victimization of criminal actions, they can explain some differences between sense of insecurity and local crime. As a matter of fact, in the areas with high crime rate there is a process of "adaptation to threat", similar to the process found in case of natural disasters, therefore people daily exposed to signs of social degradation indicative of a high personal risk get cognitively used to this presence as time goes by, mitigating its impact in their appraisal of the territory. The level of adaptation, therefore, turns out to be a linear function of the time of exposure to the danger. However episodes of direct victimization, and also some interventions of prevention eliminate this adaptation effect in the subjects, making the levels of insecurity increase (Taylor, Shumaker, Gottfredson, 1985).

The projects on security in the cities: the Commune as director of the city good living.

To the mentioned studies and researches there have been lately added new surveys carried out by specific categories of citizens for which the problem of security is concern also for reasons connected to their working activities.

On this subject a recent survey commissioned by Confcommercio (Cirm, 1999) has substantially confirmed the data of Istat survey regarding the fear for crime and the diffusion of the sense of insecurity (that hits 58% of citizens of great cities, with higher peaks in Genoa, Vicenza and Rome) and at the same time has pointed out the necessity for the majority of the sample of a more effective presence of the public forces on the territory, of the removal of the clandestine immigrants from the city centres and greater powers to the Mayor regarding the control of the city.

These suggestions - and in particular the latter - have already been taken into consideration in several cities, where the Mayors, strong also in their greater representativity and visibility deriving from direct election, have become promoters of projects and cognitive surveys in order to translate the increasing citizens' need for security into real initiatives.

However the difficulty and the delicacy of the problem impose a rational approach, able to contain the tendency to excessive emotionality that could lead to unsuitable or even ineffective remedies.

It is self-evident that order and public security are fundamental assets that every society should guarantee to its own members, and constitute the presupposition of the social contract. Without dwelling upon theories about contractual doctrines, it can be asserted that security is an asset for the very existence of society, being a necessary presupposition.

However, the sudden change of society and its increasing complexity make the "security" asset very variable, involving greater problems in comparison to simpler societies, and making the social costs for the maintenance of a good standard of security more and more evident; standard of security that should always and anyway guarantee a "balanced relationship between social protection and individual and collective freedom" (Lombardi, 1999).

On the other hand also the society state of health has influence on the level of security and, consequently, on the quality of life that can be guaranteed to a specific collectivity, since instability and degradation phenomena bring about serious problems of public order that make the attainment and the maintenance of suitable levels of security more difficult. Moreover, it should not be forgotten that in Italy the great emergencies of terrorism and of organised crime have concentrated and focused energies and the knowledge of the formal agencies of control on these fields, diverting them from the analysis and from the fight to the phenomenon of road crime whose rates - relatively low - did not force to estimate with attention the more and more increasing climate of conflict in the city centres (Bouchard, 1997, Gualco, 1999).

Therefore, the insufficient interest to the "security asset" did not allow a timely political and cultural investment on the phenomenon of insecurity. This has involved the permanence of an insufficient level of acquaintance with the phenomenon of widespread crime among the organs deputed to fight illegality, which strays away a little from the common sense.

In such scenery it is obvious that the Mayors' choice of taking the responsibility of the problems of the city security on one side makes them more visible and protagonists of the quality of city life, and on the other side throws them among dynamics and mechanisms mostly unknown to the local body.

As a matter of fact if mayors want to express from their own experience the demand for security on part of their subordinates - both in the provincial committees for order and security and in other institutional centres - they will have to be able, in the first place, to know the relative components so that they can distinguish the effective threats from the simple perceptions. In the same way they will have to be able to understand if at the origin of the sense of insecurity there are conditions of degradation of the city, incivility, places of the city tissue that have been abandoned, or on the contrary if there are types of crime attracted by particular characteristic of the Commune, by productive or commercial activities, road structures or by the whole of City users that daily enter the city.

Moreover, next to the study of the structural elements of the city territory and of the components of the sense of insecurity diffused among the citizens, the Mayor will have to operate a recognition of the availability of the control resources he can rely on. As a matter of fact, very often the city administration does neither know which and how many organs has at its

disposal, nor, above all, know their addresses, their purposes, their priorities, the fixed aims and the fulfilled results.

Therefore if the Mayor does not want to limit himself to point out the problems of the city during provincial order and security committee, holding a passive role once again, he will have to cope with the crime issue with competence and to try to understand if the various institutional organs of the formal control are equipped with suitable strategies for the forms of crime present in the city context. This implies taking specific responsibilities also at the moment of administrative choices that will not be able any longer to leave the analysis of the impact and of the possible relapses on the evolution of crime out of consideration.

It has been noticed that the hopes of controlling the dynamics of crime are centred on two institutional focuses: on the one hand "on the safeguard of the balances of the city, of the attention not to upset its identity and environmental values, together with the easy living on part of the citizens" on the other hand "on the quality of the offer of public security, that is the same as saying its fitting *to measure* to the configuration of the cities and the punctual criticism that the *demand for security*, the citizens point out" (Fiasco, 1999).

In this elementary dynamic, usually neglected, the local Agencies often ignore their own twofold position of collective expression of the demand for security and at the same time of distributors of a part of the offer through the service of municipal police.

And it is just with regard to this that the Commune, the Provinces and the Regions, that have provided themselves with projects on security, have decided to commit themselves in the choice of "producing quality" in a service that concerns city security - meant like a very different idea from that of public security, of which other organs have the responsibility - that is as "the whole of both institutional and social forms of control, that are developed in directed correlation with the quality of life in the city." (Fiasco, 1999).

Therefore in facing this type of problems it is useful the twofold aspect of the local Agency that demands and offers security at the same time. As a matter of fact the credibility of the offer - of the service of municipal police - will weigh on the force of demanding for security, on behalf of the citizens, to the other competent institutional organisms, and viceversa in a kind of "interaction that makes them mutually responsible" (Fiasco, 1999).

It is obvious that the municipal and other organs' management of the formal control will have to adopt lines of communication and co-operation in the choices in view of a better qualified offer that will have not to limit itself to the traditional assertion - sometimes symbolic, sometimes effective - of public order, but it will have to translate itself in the production of the asset "security of the citizen".

This process opens unknown perspectives of working for all the public administrations that are called to give answers in terms of result, through the

management and the production of effective services, appreciated by the citizens (never involved in the appraisal so far) and not to limit themselves, like it has been made so far, to symbolic projections probably disguised as stricter penal norms or greater equipments of men and instruments, without checking the effectiveness of the result and the congruence between financial investments and the output of the service.

In this context, following foreign experiences, that for fifteen years had been showing how the problems of city security would have imposed themselves as one of the burning issues of the local government, some projects on city security have been started also in Italy, the first being the one of Region Emilia Romagna in 1994 - followed later by other communes and provinces - that felt the necessity to train the administrations of the various cities to face these new problems, as unknown at that time in the political-electoral competition as determinant today for the election of a mayor.

In these projects the competent political subjects for the policies of security were identified in the Mayor and in the local governments, and it was set as functional aim that of urging the government policies about the issues of city security and the attributions of new competences in matter of security to the local governments, making the effort "of holding an explicitly promotional role of new political references in the government of city security " (the Forge, 1998).

The starting point was the necessity to get a deeper and scientific knowledge of the subject and to clarify the distinction between policies of security - that regard all the citizens, the quality of their social and interpersonal relationship, the quality of the city environment - and criminal policies - that constitute a part of the policies of security - and are connected only with the prevention and repression of the so called illicit and penally punishable behaviours emphasising the necessity of a unitary government of both.

The distinction has turned out to be important in order to explain the misunderstanding in Italy, where with policies of security it has always and only been meant the policies of crime prevention and repression, translated with the terms of "pubblica sicurezza" and "sicurezza pubblica" (public security), as if they were synonyms, having little help in that from Italian language that - unlike English and French - does not have two terms to indicate the city security in wide sense (safety, sécurité) and the one limited to the fighting action of the police against crime (security, sureté).

The greater part of these projects carries out a research line that is not centred in particular way on the study of the fear of crime, but wants to study the problem of crime and of insecurity as a whole (analysis of real crime, feeling of insecurity and modification of the behaviours, social tendencies to the citizens' punishing, social opinion on the causes of crime) operating with a "critical" approach that recalls the one of "new prevention" (Pavarini 1992) finalized to the construction of actions aimed to reduce specific behaviours with solutions different from penal sanction (Robert, 1991).

The surveys carried out in the context of the projects have confirmed also some assumptions of the international research concerning the activity of *Law Enforcement*, in particular the insufficiency of the repressive policies in order to attain the aim of the crime reduction. As a matter of fact, as it has already been seen in North American experience, it is necessary to operate parallelly and cross-sectionally on more levels (Sherman, 1998) and, next to the traditional policies of punishment and restriction, to consider other policies of Welfare, imprinted towards socialization and the reduction of opportunity for crime (Pavarini, 1994; Savona, 1998).

Moreover, the central elements of the new idea of prevention have to be identified in the aim of reduction of crime together with that of developing socialization, social cohesion, rationalization and improvement of living and security conditions of a specific collectivity, using the term of situational crime prevention in order to indicate all the forms of preventive control of the environmental factors of crimegenetic risk (Clarke, 1995).

The inspiring criteria of this new way to mean prevention are recognisable in some sociological theories. The first one - life style model - focuses the attention on the life style of individuals (Hindelang ET al., 1978; Garofalo, 1987) to which variations among the various layers of the population concerning the risk of suffering a violent crime should be brought back.

Therefore, the more the life style (that is the whole of the activities connected to job, to school, to the domestic management or to the free time) brings the individual into contact with potential authors of crime, the greater the victimization risk will be, and this whenever people leave their house, the places that are attended, the distances and the means of transportation used, everything gives reason of the variations of the risk.

The second theory Routine Activity Approach analyses the routine activities accomplished by the people and intends to explain not only the variations of the risks in space, but also in time (Cohen, Felson, 1979; Cohen, 1981; Felson, 1994).

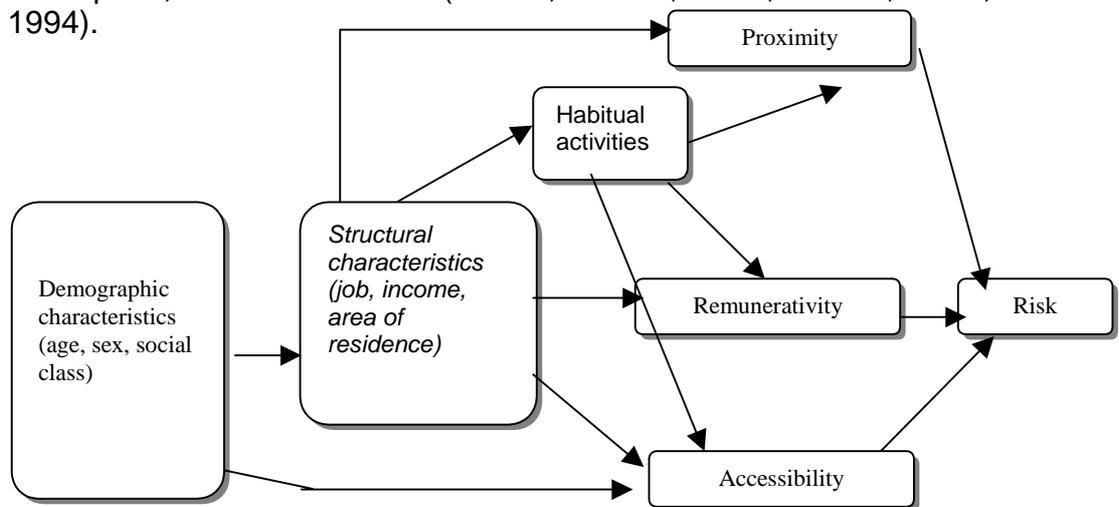


Fig. 5 Elements that have influence on the risk of suffering a crime. Source: Hough, 1987 in Barbagli 1998

According to this analysis criminal activity is linked to ecological factors and, in order to be realised, it needs the co-existence of three elements: a subject suitable and able to commit a crime, a target (object or person) easy to reach and to attack, and the lack of effective means able to oppose the criminal action. Since the absence of one of these elements is sufficient so that the crime is not accomplished, the routine activities of the more victimized individuals have been analysed in order to emphasise the habits that can expose them to potential criminals (proximity), their structural position - job, income, place of residence - that makes them privileged targets (remunerativity) and little protected (accessibility). These last characteristics depend on people's socio-demographic characteristics such as age, sex, social class.

For example, the variation of rates of victimization in relation to dimensions and type of commune can be explained in a similar way: a greater crime rate pointed out in large centres has been connected with a greater number of chances and less social control in metropolis (Wilkstroem, 1991).

It is just in this perspective that the policies of crime control must be realised "according to a continuum of preventive strategies diversified but integrated among themselves" (Savona, Ciappi, Travaini, 1999). They have to involve repression (like the activity of the agencies of formal control) but also "to be supported from strategies of social policies aimed to implement the socialization and the sense of legality, together with policies of reduction of crime opportunities" (Savona, Ciappi, Travaini, 1999).

Therefore, next to surveys aimed to monitor the situation of crime in the region and to researches of victimization, some themes useful to point out real policies to protect city security should be deepened; for example surveys to analyse the relation between need for security and government of the territory, as well as to test the idea widespread in public opinion about the problems of the deviance and security.

Next to the compilation of maps in which the point of security is made, the projects carry out also an activity of analysis of the result of "researches-actions" relative to some territories of the region and/or to some themes aimed to the study of specific and limited subjects finalized to the acquaintance and to the realization of government strategies that allow to find resources and potentialities already existing in the territory, able - once co-ordinated and made to operate in synergy - to suggest alternative solutions and practicable directions useful to cope with the phenomenon strategically.

A last observation about the strategic aspects of the projects activity; it is absolutely important that all the work of statistic research and crime analysis does not limit itself to the photography of the "situation security" in a specific city or region, but realises in detailed, clear and operative indications to the administrators about the way in which they have to operate so that they can correctly face and reduce the problem of crime (and this is the weak point of some projects existing today in Italy). Only in this way the project does not

limit itself to pure academy but works in synergy with the Administration and allows it to intervene with political strategies and precise administrative choices in order to face positively and pragmatically the difficult subject of security in our cities.

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TELEMATIC “PIAZZE” IN THE 8.000 ITALIAN COMMUNES: AN INFRASTRUCTURE OF PUBLIC UTILITY AND SYSTEM COUNTRY AT SECURITY SERVICE IN THE INFORMATION SOCIETY AGE

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“Piazze”***

INTRODUCTION

A sequence of "bits & bytes", about both "Millenium Bug", and the virus "I love you", becomes a threat for social security, for the economic industrial systems of the entire project, and those who hold the secrets of these revolutionary arms are the billionaire princes of the software or a joker hacker. In practice in the age of global networks Security could end hanging from a wire in which flow "bits & bytes" and depend on a company of individuals, neither more and neither less than what happened for some aspects before the end of the cold war and of the dismantling nuclear heads agreement, so who held "the nuclear case" had also in his own hands the humanity destinies.

Enormous masses of digital data are changing the relationship between humanity and information, above all after the advent of Internet. In his book 'Data Smog: How to survive to the informative deluge' - David Shenk asserts "The problem is not the access to information, the real challenge today is to filter the enormous amount of the available information in order to find what is really necessary". The unstoppable flow of data that, as text and images, is produced by humanity is of 1.500.000.000.000.000.000 bytes (1,5 exabytes). "Nowadays they are above all the individuals who create and distribute an enormous amount of information - professor Peter Lyman asserts, one of the authors of the survey carried out at the "University of California" and in which it has been quantified (for the first time in digital units) the information produced on the entire project - It is a big revolution, a really democratic movement".

Just the e-mail produced every year by people, over a thousand billion messages, exceeds 500 times in amount of data the number of the pages available on Internet. To this deluge of information it is answered with another deluge, that of "the informative filters" made of research engines (yahoo, excite, altavista, google, arianna, virgilio, etc.), of iper-specialistic sites in a particular field, with prototypes like a federal super portal called "Eiha?!?" realised in Sardinia inside the Crs4.

"Eiha?!?" is a telematic model that can be extended to every territorial reality and that turns upside down the hierarchical pyramid imposed by the models of the American filters (like Yahoo), with a system not organised from the apex, but disseminated in a capillary way and able to put in and elaborate the information starting from the realities operating on the territory. One of

the most important innovations regards the attempt to escape from the cultural homologation in course with the dissemination, the learning and the protection of the minority languages. Currently inside the portal it is present the "Ditzonline", a dictionary of the Sardinian language with an orthographic corrector and soon it will be the same for Gaelic and Corsican, thanks to a collaboration in course with Corsica, Ireland and Canary Islands. (ANSA - 16 October 2000).

We should ask ourselves whether this virtual world, made of enormous amounts of data, of informative filters or of federal super portals, is really the only frontier of Information Society, or it is rather a way to construct the future putting at the centre of everything technologies and functions, completely forgetting the real needs of man. We are persuaded that in order to return to put at the centre of the development the real needs of man, and first of all security in the widest sense of the word, it will have to prevail again the physical of the relationships among the human beings, relegating the virtual world to the role of instrument satisfying real needs in the living and working context.

Numerous are the terms coined to evoke new city scenarios where immaterial and material realities, virtual and physical world, interactive communication at distance and communication face to face will meet. Some remind city places symbols of the tradition, such as the Village, the Agorà, the "Piazza", the Theatre, the Port, the Café, the City, others a more recent past, such as the Centre, the group, the office, others connect the concepts of Global, Telematics, Multimedial, Digital, Invisible, Virtual, Media, etc. to that of public and community. In these numerous real items that come through Internet and the mass media there is the sign of the great difficulty existing to define new places in which virtual and physical meet in order to be at man's and his own security service (social, working, environmental,..): wired City - City of the networks - Telematic City - Invisible City - digital City - Netpolis - Netville - Global Village - glocal Village (global+local) - Telematic "Piazze" - Information "Piazze" - Telematic Agorà - Multimedial "Piazza" - Cyber "Piazza" - electronic "Piazza" - cultural "Piazza" - virtual "Piazza" - universal "Piazza" - digital "Piazza" - digital Forum - Multimedial theatre - Equipped multimedial areas - Decentralised installation technological units - Community of Networks - Community Technology Centres Network - Integrated Community Networks - Monasteries of the III millenium - public Centres of communication - Multimedial centres - Centres of integrated telecommunication - Telecar - Centres of telecar - telematic City groups - Bureaux de Voisinage - Electronic cottage - Internet café - Internet Shop - Internet Corner - Media Library - Tele Palace - Media Building - Game Centre - Video Centre - Telecottage - Tele Business Centre - Multipurpose Community Telecentre - virtual Bank - telematic Bank.

The proposal Telematic "Piazze" was born in order to answer to the human need of greater and faster mobility of ideas/acquaintances at Global/Virtual

level (Global Village), preserving at the same time social life, the environment and the Local economic development (Glocal Village).

A NETWORK OF TELEMATIC "PIAZZE" IN THE 8.000 ITALIAN COMMUNES.

All over the world public or private initiatives are multiplied, or public and private together, in order to realise infrastructures of service for the territory opened to all the citizens and based on the massive use of the Information Technology. Waiting for the realisation of the wiring projects in order to carry the optical fibre and the wide band within every house walls, offices', factories', institutions and private people/companies look for alternative strategies in order to satisfy the access demand to the telematic freeways not only from part of the Society of Information pioneers renamed with the acronym GINS (Global Intellectual Nomads), but also of those who will never be GINS for their age, for info-telematic acquaintances, for global life style, etc.

The Global Intellectual Nomads, the new ones, with a prevailing age coming from 15 to 35 years old, already move from a part to another of the world for job, study, amusement and free time reasons and in all their activities they always have constant need to connect to the network because they work or enjoy using and consuming information and services, using more and more the "brain" (from here the Intellectual of GINS) and less and less the "arms". The key-words of this new age of access for everyone, for GINS and for non-GINS are: Telecentre, Telecottage, Videocentre, Internet Cafè, Internet Shop, Media library, Telematic "Piazze", etc.

By now the initiatives in course are so many and in so fast evolution that it is not easy to monitor them all. From Canada, where through the programme Community Access Program (CAP) (<http://cap.ic.gc.ca/>) it has been started a project in December 1999 in order to realise 10.000 Public Telecentres, to Australia (<http://www.teleservices.net.au/>), to England, where at the middle of '99 thanks to Easy Group started the largest Internet Cafè of the World (<http://www.easyeverything.com/>), open 24 hours a day, to Madrid (Spain) that has announced the realisation of Telecentros públicos (<http://www.civila.com/hispania/autonomia/telec-elmundo.htm>) in its own region, up to Africa in which 5 pilot projects of "Multipurpose Community Telecenters" have been started and to other numerous initiatives in Europe (<http://www.eatur.com/twa.htm>), USA (<http://www.ctcnet.org/>), and in numerous other countries (<http://www.telecentro.net/>).

It is spontaneous to assume that in a short/middle period (within 2003-2006) Systems Country will be distinguishable as systems Country equipped with a network of Telecentres, Telecottages, Videocentres, Internet Cafè, Internet Shop, Media Libraries,.....and in Systems Country not equipped this way.

Numerous projects and realisations exist also in Italy. They can be led to places opened to all the citizens for access to Internet and other telematic services, but they are isolated projects and initiatives still searching for a reference model.

Moreover it is not definite at all that such infrastructures, once working, represent effective instruments to modify the current functionalities of the territory rendering it fit to the attainment of the double objective of the Sustainable Development and of the mass information Society, objective ever pursued by Telematic "Piazze" Association. The attainment of "Sustainable Development & mass information Society" demands a process with the individual requirements at the centre, the needs of the social and economic development with an active participation of all the citizens and with the recourse to a very aimed use of all the opportunities offered by the acquaintances and markets globalization.

The Association, with a name given at the moment of foundation in 1993, has meant to choose a name that has as reference a place symbol like the "Piazza", as a place of participation and fights for democracy, freedom, for emancipation, as a place of solidarity and social cohesion, of collective participation to shows and concerts, as a place of exchange of ideas (agorà of thoughts and philosophies) and commerce (market "Piazza"), as a place of public services at citizens disposal, as a place in which communication and collaboration create great conveniences for everyone.

The XXI century "Piazza" has to be considered as a new city place with a strong potential of attraction of flows of daily mobility where to recover the semantic value of the "Piazza" of the past, for the development both of social and professional relations; a place in which are combined the ancient functions of socialization, of information exchange and of commercial exchange typical of the market "Piazza", to new functions and aspects of interactivity at distance typical of tele-activities (tele-training, tele-job, tele-medicine, tele-shopping, tele-banking, etc.).

The Telematic "Piazze" should be constituted by various closed and open spaces able to satisfy an immense range of cultural, educational, recreational, communicative requirements and of commercial exchanges; new public places re-valORIZED therefore for city functions where should cohabit spaces to socialise, for commercial exchanges and for tele-activities and where, both the inhabitants and the passing people, could use richer and integrative telematic instruments regarding those habitually available in houses or offices.

New instruments "tele, video, Internet, media, telematics, etc." are only some of the instruments to put at the service of the rebirth of this place symbol of the local social and economic development which represented in a far away past the meeting, the interaction and participation place of all citizens to the development and to local economy, differently from city places that refer to the concept of Centre (Telecentre, Videocentre, multimedial Centre, etc.) or Office (Teleoffice) or Palace (Telepalace) etc.

The Telematic "Piazze" model could become the model of concrete reference in terms of infrastructure at the territory service for the XXI century in order to create the conditions to realise a federation made of local social and economic development that conjugates rules, principles and global

values, that conjugates technological development and sustainable development, giving everyone equal opportunities to enter the Society of information as protagonists, to young people and the old ones, the rich ones and the poor ones, to those following different political faiths, to the mountain inhabitants and those of plain, to everyone without any distinctions of classes, age, census and of living or working place.

It is also partially from the considerations illustrated up to now that was born the proposal that Italy has to quickly provide itself (within 2003-2006) of a network of 8,000 Telematic "Piazze", at least one for every one of the 8.000 Italian Communes, because the competitiveness of the system Italy has to be considered in perspective in the context of competitiveness among systems Country and on specific solutions adopted by every system Country taking into account their recent or ancient history, the urban model of the cities, the model of private and public transports, etc. We think that the concept of Telematic "Piazze" is mainly suited to the Italian cities and to all the European Countries and to the Southern Mediterranean ones that, for history and urban planning conformation, have known along the pre-industrial centuries models of social and economic local development, and the "Piazza", for better and for worse, has always been at the centre of such development.

For example it is probable that the model of a network of "public Telecentres" chosen by the Canadian government is very suited for the specificities of this Country that has got a modern urban planning developed during the last 200 years. Canada has started a project of public investments in December 1999 for the realisation of 10,000 Telecentres, in 5.000 rural localities with less than 50,000 inhabitants and in 5.000 city localities with more than 50,000 inhabitants. In May 2.000, and unexpectedly before the fixed expiration, financing demands for 5.000 rural Telecentres had already arrived.

We want to emphasise once again that the fundamental difference among a telematic "Piazza" and a Telecentre, a Telecottage, a Videocentre, an Internet Shop, etc. consists in the fact that the Telematic "Piazza", beyond the technological components always updated for everything regarding the Information Technology, has a whole of components of strong impact on social and relation life, on the economic development model, on the urban planning, on the networks of transport and for mobility, and therefore also on Security.

MAIN CHARACTERISTICS THAT DIFFERENTIATE TELECENTRES FROM TELEMATIC "PIAZZE"

It is difficult to bring the main characteristics of these new systems (telecentres, telecottages, Internet shops, etc.) back to a precise directory, but we can try a first subdivision in three categories:

1. "systems" oriented mostly towards the social concern, like the network of the 400 Community Technology Centres in USA <http://www.ctcnet.org/>;
2. "systems" oriented mostly towards the telematic business like the network of over 10 Internet Shop <http://www.easyeverything.com/> realised by Easy Group and in rapid expansion in Europe and also in USA (New York);
3. "systems" for the promotion of a business different from the telematic one, as the Internet Cafes where the Internet work stations are put at free disposal by the manager of a bar in order to attract the customers.

Usually all these systems rise where there is a strong demand of access to Internet or to multimedial work stations, and this is both in order to resolve social problems (e.g.: schooling) and to make business.

According to us these models of "systems", or exclusively oriented to the social concern (completely free services distributed) or exclusively oriented to the business (localised in places traditionally crossed by great flows of potential customers such as historical centres, railway or tube stations, etc.), are not sufficient instruments to realize the passage from industrial economy to de-materialised or telematic economy based on the binomial "Sustainable Development & Societies of Information".

We think that the "Internet shops - <http://www.easyeverything.com/>", like those in dissemination from the middle of '99 in all the great cosmopolite world-wide capitals, beginning from London, to Madrid, to Amsterdam,Rome, New York, etc, with a number of work stations for the access to Internet that goes from 300 up to over 800, are not a sufficient instrument in order to contribute to modify the current functionality of the territory and to make it suited to the productive requirements of assets/immaterial services, of new de-materialised economy that for the Association vision will have to be about:

- social cohesion.
- social and economic local development in competitiveness with the global system.
- mass hire of products and services.

This does not want to be a criticism to the Internet Shop model, but an ascertainment that regards all the "systems" oriented only to the market. The Internet Shops (<http://www.easyeverything.com/>) or the Internet Points like NetGate ([http://www.thenetgate.it /](http://www.thenetgate.it/)), even though remain models of "systems" to be imitated for the standards de facto that thanks to them are delineating in order to concur the access to Internet in places opened to the public and crossed by great flows of potential users/customers, they become in the end an example of a further concentration of services inside the historical centres, the stations.

After all, the telematic networks exclusively employed in this way are not useful to de-localise services and activities on the whole territory, but rather they in the end "de-localise workers and citizens" in places where everything is already concentrated: services, job, business, etc., without favouring the necessary right re-distribution on the territory of activities, job, etc. for local social cohesion, recovery and city requalification, development of peripheral and poor areas, etc.

The problems above emphasised are matters of general character that directly invest the sphere of the social concern and of the political choices for the economy and territory development and certainly they cannot fall on the entrepreneurs responsibility that have to exclusively worry to catch the market opportunities where there is market.

THE SOCIAL AND BUSINESS MODEL OF TELEMATIC "PIAZZE"

Telematic "Piazze" are represented as a technological network on the territory of public utility, and therefore they have to be considered for their realization as a work of primary urbanization, of social importance and general interest, in order to allow everyone the access to "telematic freeways", as well as this happens by means of the highway network that allows everyone the access to "universal service - asphalt freeways", thanks to which anyone can go from a place to another with whichever available means and for whichever purpose.

This means that the territory of the "Piazza" (building and what is around it) must be rigorously public and as well as the telematic connections from Telematic "Piazza" to Telematic "Piazza" (public telematic freeways). Continuing with the analogy, therefore as the management of the sections of "asphalt freeways" is entrusted in concession to private companies that present the best offer, in the same way the management of "public telematic freeways" will be attributed, according to the competitiveness rules, to Societies public and private together. Always for analogy with the asphalt freeways, where in large service areas different services are in competition (for example more petrol pumps of different marks or refreshment services, etc.), also in the Telematic "Piazza" the telematic services will have to be supplied, either on cost or on value basis, according to competitiveness rules, allowing all the citizens, but also the enterprises or the freelances, the approach to both free services (certificates, etc.), social ones (telematic schooling, support for new occupation, tele-vote, etc.), and to pay services (tele-job, telebanking, teleshopping, telebooking, telemedicine, etc.).

With the term Telematic "Piazze" we mean after all to emphasise the role of city, social and economic regeneration that these new places must have giving life to the meeting between "local/reality" and the "virtual/global" one in order to realise a development based on the objectives indicated in three city scenarios by Direction XII Science and Technology (project ACT-VILL) of

the European Union for environment-city of the XXI century, context in which it lives over 80% of the European population:

the agorà city: a city centralised on man with a total harmony between the take-overs and the city space, between the social cohesion and the economic development.

the glocal city (global/local): a city with a greater balance between the processes of globalization and the ability to value local resources and the various specificities and attitudes.

the sustainable city: a city able to resolve the inner problems generated, without transferring them to others or to the future generations.

The Telematic "Piazza", in the ambit of its own structures, must carry out different roles and functions:

- to aim to computer science and multimedial schooling of the citizens, promoting the dissemination of updated acquaintances for the use of instruments and technologies of the last generation;
- to carry out the role of incubator of enterprise, putting at new disposal of entrepreneurial initiatives in the field of high-tech equipment, services and know-how; representing the point of contact among various entrepreneurs; gaining credit as a place of access to information and interactive services at the cost and at the value;
- to have an important function at interpersonal relations level proposing, also offers of services of entertainment, cultural and the free time initiatives, as a place of socialization and meeting where it becomes possible to compare and to exchange ideas, opinions, information;
- to cover an important role also in urbanistic field, raising the degree of good living and effectiveness of the city system determining, as it often happens, the recovery and/or the requalification of the buildings in which it is placed and inserting or starting programmes of re-valorization of quarters or wider strategic projects.
- to have the role of economic fly-wheel of the system country whereas also and above all the *venture capitalist* can reduce the economic risk timely activating the Italian and European laws that distribute financing for projects having particular purposes (technological innovation, employment in Southern Italy, employment for young people, energetic saving, etc.).

THE CENTERS OF TELECAR FOR THE SUSTAINABLE MOBILITY

Making reference to a future scenery with a presence of a Telematic "Piazza" in every quarter of middle-big cities, in the industrial districts, in small countries and tourist resorts, it is indispensable to complete this same scenery imagining an organising model of physical mobility that takes into account totally different ways of life and job from the current ones, with consequent radical changes also in the way of using all the means of

transport, included the car. Let us imagine that the spaces around the telematic "Piazza" had been transformed in "a living-room without roof", in a place where next to the recovered areas now green and society spaces, are created ways along which we can walk, or use tapis roulant or special electrical vehicles or those fed with bio-fuel.

It remains the problem of the re-organisation of the movements on middle/long distances by means of cars. Until today we have been accustomed to consider the different means of transport in competition among them: car against tube, train against car and truck, airproject of middle range against train.

The "telematics" will have to concur to upset such a way of thinking allowing to create a "mobile" network of connection among the requirements of mobility at local city level (tube and car maybe electrical), on the middle distances (personal car for greater flexibility of use), on the middle-long ones (train for its competitiveness) and on the great distances (airproject).

Those garages or parking areas next at the points of connection and correlation among the different types of mobility, could start working again as Centres of Telecar of quarter or of industrial district in order to offer innovative services such as:

- guarded parking, car maintenance for people living close to the centre or passing people;
- services of car-hire answering to the requirement of the moment (great and comfortable for travels along the freeway, small and at electric traction for the city, with or without driver, etc.).
- Smart Card for the access to the network of services for sustainable mobility (reservation, hire of personalised vehicles, informative attendance, etc.) and their payment.

The network of the Centres of Telecar for sustainable mobility will have to be provided for its working of a powerful info-telematic system in order to concur kinds of co-operative "inter-operability" among the various hire companies, analogous to those adopted and widely tested in the "inter-operability" model among the various airlines so we always have in real time the possibility for example to verify the availability of a flight and reserve it by means of Internet or the telephone.

TELEMATIC "PIAZZE" AND TELECAR CENTRES: utopia or necessity?

"Sustainable Development & Society of mass Information" is the "binomial-challenge" to which we ever mean to bring our contribution with the proposal Telematic "Piazze" & Centers of Telecar", a proposal we introduced in numerous conventions and also last year for the Forum of the Society of

Information ("Telematic "Piazze" for new a model of development" - <http://www2.palazzochigi.it/fsi/ita/contributi/gruppo1/piazze.htm>).

In all these occasions we have asserted that, in order to realise the Telematic "Piazze" & the Centres of Telecar in all the about 8.000 Italian Communes, public investments are necessary, without such investments, it is easy to foresee that the access to the "telematic freeways at wide band" will be maybe available only and exclusively where there is market, that is to say where the privatised Societies of TLC will be interested to wire, with the result to let some territories become economically strong and integrated in the global economy, other territories neglected and destined to the economic decline. This is in a total contrast with the mission of the Association Telematic "Piazze" that is syntonized, since beginning of the 90's, with requests and principles on Sustainable Development and Society of the Information come out at international and particular level:

- Agenda 21 - Earth Summit in Rio (1992);
- White Book of Delors and Bangemann Report;
- Programme ACT-VILL (1994-1995) of the Direction XII Science and Technology of the European Union for the XXI century city (Urban Utopias: new tools for the renaissance of european cities - Agorà City - Glocal City - Sustainable City);
- The Society of Global Information - G7 (1994 - Naples);

Guidelines for the XXI century City - Habitat II (Istanbul 1996). The requests and the principles on Sustainable Development & Society of Information, that are referred to the documents or to the above said events, are currently re-proposed, in a opportunely suitable and updated way, in the "Guidelines for the Local Agendas 21" of the handbook ANPA2000 (National Agency for Ambient Protection) and in the Action project "e-Europe 2002 - An Information Society For All" that has been introduced to the European Council - to Feira in Portugal between 19/20 June 2000. (ref.:http://www.palazzochigi.it/fsi/ita/eEurope/actionproject_ita.htm http://europa.eu.int/comm/information_society/eeurope/actionproject/index_en.htm).

The privatization of the field of the TLC, actually, would seem to be an inadequate instrument both to guarantee what enunciated in e-Europe 2002 project (universal access for everyone and everywhere), and to contrast phenomena linked to the development of the Society of Information and that have deep social, environmental implications, etc., such as:

- the "digital divide" between info-poops and info-riches, between old and young people, a problem raised many times by the Vice president Al Gore himself in America, country with the most elevated percentage of Internet users in the World;

- the increase of psychosomatic diseases linked to the social isolation provoked by the tele-activities (telejob, e-banking, e-commerce, etc.) at home or in office in front of a work station;
- the multiplying on the territory of telematic infrastructures, from the antennas for mobile phones, to the satellite ones, to the infrastructures and European optical fibres dorsals, because of competition on infrastructures, and therefore of the tendency of the different managers, in case they have the possibility, to equip with infrastructures of property.

The privatization of TLC infrastructures is a very good thing and is producing many positive effects on the market, such as the reduction of the telephone rates and the start of many innovative telematic services, but it is not sufficient however alone to realise the bases of an Information Society that is coherent and developed in every territorial component and that touches all the social classes, the institutions and the companies.

It remains constant in the Italian history the fact that the public intervention has always been fundamental in order to guarantee the democratic development of access to job, to the assets and the services when great technological and epochal revolutions happened. It is necessary a multi-regional co-ordination, since now the Structural Funds 2000-2006 are managed by Regions, in order to convey quota part of the same Funds to an infrastructure of public utility and of System Country such as the network of 8.000 telematic "Piazze", that has got Local characteristics, but also Global ones when we talk about making reference to the standards of the telematic connections and to those of the access to the services. In other words, it is about putting into effect, starting from the requirements of the Communes, a co-ordination from the bottom that, through the provinces and the Regions, is able to convey Public Funds (European, national, regional) to the realisation of the infrastructure Telematic "Piazze", an infrastructure at the service of the new-born Information Society .

It will have to be repeated a model of co-ordination among Institutions analogous to the one that once allowed the passage from the agricultural Society to the industrial one with the Municipal Schools of '800-'900, where the mass schooling took place, or more recently in 60's -70's with the realisation of the highway network, a very rapid development of the industrial Society was favoured opening to the communication and to the commercial exchanges great areas before isolated.

In the new-born Information Society job will no longer consist in producing more objects, more material assets, but more ideas, more acquaintances, more material assets but at highest immaterial content, as a tele-car of where the 80% is represented by bits & bytes (design, aesthetics, know-how, telematic on board services, hire services, etc.) and only the 20% by raw materials (steel, plastic, etc.). The new economy based on the knowledge and the acquaintances presupposes for its realisation the existence of such a social and city context to favour people creativity and therefore the production of ideas, of bits; this will not reveal in all the possible evolution in

the context of present city places, such as roads, parks, factories, offices, etc. that have characterized and continue to characterize the contemporary metallurgic and mechanics civilization. So there is the necessity of revalorizing all the territory in order to adapt it to the new telematic civilization, to new productive functions based on human creativity, on social relations, on ideas exchange, and this both at local and at virtual Communities level, redesigning new city contexts in which inserting Telematic "Piazze" & the Centres of Telecar.

Such infrastructures at the territory service are instruments able to give a great contribution both to the three fields towards which Innovative Actions 2000-2001 are oriented. (1% Structural Funds that is 980 billions) (regional economy based on the acquaintance and the technological innovation; the society of information at the regional development service (eEuropa - regio); the regional identity and the Sustainable development), and to answer to the guidelines traced by the European Commission for the structural funds 2000-2006 (98,000 billions) (Urban Initiative - Territorial pacts for occupation - EARTH Pilot Projects - RECITE Pilot Projects -Innovative Actions).

The initiative carried on by the Association is not a utopia, but a necessity of historical and epochal cycle to accompany and to govern the transition from the industrial economy to the de-materialised economy, from the metallurgic and mechanics civilization to the telematic civilization. Recapitulation of NEEDS to which the initiative Telematic "Piazze" & Centers of Telecar will contribute to give solutions:

- The private Telecom(s) will not be allowed to carry the wide band where there is no market with the consequent risk that entire areas of the Country will stay behind and others will be strengthened; this is a problem that politics must resolve.
- Projects for "Sustainable Development & Information Societies" will have to be valid for both society and economy;
- Necessity to contrast the two more imposing phenomena of mass possession of the end of this century, such as "the possession of space office and relative multimedial work station & of parking place and relative car of property", through the re-orienting of these two same phenomena, characterised by dissipation of territory and raw materials, in mass hire of multimedial work stations in the Telematic "Piazze" and of services for sustainable mobility in the Centres of Telecar.
- To organise the mass hire for all those goods and services that can be used then at time and consumption demands a cultural change in which all the citizens have to be involved and giving them the perspective of a better quality of life from all the points of view;
- To favour the substitution of traditional jobs (little "mind" and a lot of "arms") with new jobs mostly "mental" (a lot of "mind" and little "arms");

- To revalorize the habitat for the requirements of new styles of life and job of the Information Society to have beautiful, aesthetic, friendly cities, ...SAFE because people live there happy and in complete harmony.

The expected advantages in terms of socio-urbanistic and economic impact of the two infrastructures "Telematic Piazze & Centres of Telecar" are identified as

- smaller territory consumption thanks to the recovery of buildings or industrial areas in disuse and of the spaces for new city functions - parking with the possibility of access for all the citizens to the systems and hire services of "telematic work stations" and "tele-car";
- re-orienting of phenomena of mass excessive consumption of material assets towards the mass use-hire of services and material assets (e.g.: telematic work station of collective use, Tele-Car) of really immaterial content (above all for those assets used a little regarding their duration of life);
- self-regulation of the uncontrollable phenomena linked to interactivity at distance dispersed and accidental on the metropolitan territory with the creation of strong Points of social and economic attraction;
- re-orienting of the present flows of traffic after the rising of Telematic "Piazze" and Centres of Tele-Car of quarter or district that will concur the Telejob, the access to telematic services and to the great majority of functions of the modern city;
- auto-reorganisation of the infrastructural and functional system of the territory in its complex;
- creation of check and management points of phenomena such as electromagnetic pollution, the "global" electronic commerce that cuts out the economic "local" realities, etc;
- greater control on the computer science piracy thanks to the fact that it is easier to study systems "against piracy" for a limited number of Telematic "Piazze" (about 20.000 in Italy if realised also in every quarter of the great metropolitan areas) regarding to the controlling of 19,000,000 (approximately the number of the Italian families) systems of access to the telematic familiar home networks (if the Telematic "Piazza" does not exist in the telematic city);
- less amount of electronic trash and other refusals at a parity of a continuous adaptation of technological infrastructures as a result of obsolescence;
- start of a model of Sustainable development and therefore of new occupations connected to "immaterial / de-materialised" economy, certainly less polluting than the one tied to material assets economy.

The advantages in terms of environmental improvement of life and job for the citizens and the entrepreneurs are identified as :

- Modernization of the system of services distribution for the citizens and the entrepreneurs.
- Modernization of the relationships public-private people/companies.
- Increase of private and public consumptions in the field of tourist, computer science, culture and commerce thanks to the widening of the user public.
- Occupational increases and new professional activities that derive:
 1. from the realisation of the network of Telematic "Piazze";
 2. from the management of the network of Telematic "Piazze";
 3. from the widening of market spaces of the telematic system in its complex;
 4. from the opening of new markets for the multimedial productions.
 5. from the diffuse qualification of the students of the secondary schools and the university ones.

Realization of Telematic "Piazze" will generate a sensitive impact on occupation, not so much in direct terms (people assigned to the management of the Telematic "Piazze" services) as in indirect terms as a result of: incentive towards accelerated processes of telematic and multimedial schooling and of new professionalities development; priming of processes of job-creation based on new services for enterprises and citizens, centralised on equipments and services available in the Telematic "Piazze"; creation of an induced market of development of "contents" (multimedial data banks, entertainment, etc.) and of relative services. Moreover, against the emergency of social outcasting, Telematic "Piazze" contributes to create a new civic infrastructure that promotes the socio-economic integration of minorities and the equal opportunities in the ambit of a society in progress, promoting the knowledge and the understanding of new technologies and professional specializations.

Finally we could expect a great potential for the revitalization of the quarters (also during the evening hours) and therefore, indirectly, increase the environment good living and security.

Expected advantages for local Public Administrations (Communes, Provinces, Regions), and particularly for Communes, are identified as:

- To approach services and information to citizens improving their quality.
- To lighten the direct pressure on offices laying the bases for a more modern use of the staff, aimed and effective.

- To offer the support of the innovative technologies to small and average enterprises, to the craftsmen, the traders, the professionals, the voluntary service and the labour and category organizations, operating on the territory.
- To prime a "back-image" useful for the promotion of the territory.
- To approach the innovative technologies to people and to render their use and utility more and more "familiar".
- To increase the possibilities of access to means and to the communication that means allow.
- To promote new activities and above all new professionalities on the territory.
- To be the incubator for the development of new needs and new jobs at disposal of students, unemployed people, new forms of voluntary service.
- To be the occasion in order to realise a project of recovery of buildings, abandoned areas, to contribute to the overcoming of city fragmentation and the absence of identity, priming processes of new rooting and integration founded on:
 - auto-centred development
 - valorization of the local resources (human, entrepreneurial, environmental, cultural etc.).
 - a new opportunity for the local Public Authority to assume an entrepreneurial role, starting projects of recovery and requalification based on conditions of project financing agreed between Public Authority and private operators.

PUBLIC FINANCINGS FUNCTIONAL TO THE REALIZATION OF TELEMATIC "PIAZZE" & THE CENTERS OF TELECAR"

The sources of financing for planning, realization and management of the network of Telematic "Piazze" & Centres of Telecar have to be searched in the ambit of the financing programmes of the EU, in the national funds and the regional ones assigned to the Sustainable development, to the use of technological networks, to the environmental safeguard, etc.

INNOVATIVE ACTIONS of the period 2000-2006

We can cite some initiatives of the EU on the topic "Sustainable Development & Society of Information":

1. The Commission has adopted its guidelines for Innovative Actions of the period 2000-2006. According to the modalities in the article 4 of the

regulations 1783/1999 concerning the FESR (GU L 213 of 13 August 1999) and on initiative of the Commission, the Funds can finance innovative actions that contribute to the elaboration of methods and innovative practices aimed to improve the quality of the interventions for the objects 1, 2 and 3. In particular the innovative actions will have to carry out an experimentation and catalyst role and to explore the future guidelines of the regional policies in strategic fields for of the European Union regions in development delay, on three priority topics (<http://info regio.cec.eu.int/innovating>):

- regional economy founded on the acquaintance and the technological innovation;
- eEuropaRegio: the society of information at the service of the regional development;
- regional identity and sustainable development: to promote the cohesion and the regional competitiveness by means of the integrated formulation of the economic, environmental and social activities.

2. In the ambit of the Information Society promotion (The EC Information Society Project Office (ISPO) Actions for the Information Society - <http://www.ispo.cec.be/>), it has been selected and rewarded as the best project of July/ August 2000, the "ISIAS" project (New Models for Regional Sustainable Development in the Information Society - http://www.ispo.cec.be/showcase/projects/Proj_month/i_public.html), a transnational project among European Regions right on the thematic "Sustainable Development & Information Society"(ref.: <http://www.isias.org/>).

3. European Regional Information Society Association - <http://www.erisa.be/about/>

STRUCTURAL FUNDS 2000 - 2006

The Structural Funds 2000-2006: an opportunity to be used in order to finance the realization of Telematic "Piazze" in the 8,000 Italian Communes.

The Structural Funds 2000-2006 are for Italy about 98.000 billions, included the national co-financings, and whose management will be entrusted mostly (about 70%) to the responsibility of the Regions.

The Portugal would seem has already decided to assign the 30% of the structural funds assigned to it exclusively to the development of Information Society.

If 30 % had to become the parameter of reference also for the other European Countries, and therefore also for Italy, this would mean to be able to decide about over 29.000 billions for projects linked to the development of Information Society.

The proposal Telematic "Piazze" - <http://www.piazzetelematiche.it> - includes the creation of a network of at least 8,000 Telematic "Piazze", one for every one of the 8,000 Italian Communes, with the perspective to contribute with it both to "Sustainable Development & Mass Information Society", and to the revalorization and the innovation of three industrial fields:

(hypothesis of cost of 3 billions per Telematic "Piazza" X 8,000 Communes = 24,000 billions):

- 8,000 billions to the field of building for city recovery and requalification;
- 8,000 billions to the field of technological infrastructures (connections TLC, LAN, server, multimedial work stations, etc.);
- 8,000 billions to the field of formation, software applications, etc. (schooling and development of products and services for local economy).

Moreover we have to consider further financial resources in order to connect the Telematic "Piazze" among them in wide band and at speeds in GigaBit/sec.

PROMOTION OF THE PROJECTS OF TELEMATIC "PIAZZE" NEAR THE LOCAL AUTHORITIES (COMMUNES, PROVINCES, REGIONS)

Telematic "Piazze", through its own web site, means to continue to develop services of general information and services accessible by means of a password reserved to its own institutional, business and professionals members. The Association objective is to put at disposal of all the technological innovation promoters on the territory, that is to say of citizens, efficient and scale economy institutions, professionals, companies, associations of category, associations not profit, interactive services at low cost. Such services will also be the engine through which collecting information, needs, requirements of citizens, institutions, professionals, managers, companies. The objective is that of facilitating just these, agents of new models of development, in the drawing up, in this starting phase of the initiative Telematic "Piazze", of prefeasibility studies, of projects, etc. in order to achieve a kind of telematic co-ordination. This way the single local Telematic "Piazze", can be considered, once connected telematically among them, as an infrastructure of public utility and of System Country and can answer to the guidelines traced by the European Commission for the structural funds 2000-2006 (Initiative Urban-Territorial Pacts for occupation-Pilot Projects EARTH-Pilot Projects RECITE - Innovative Actions) and therefore can attract public financings to be assigned to the social and economic local development.

The network of Telematic "Piazze" will be able to become true only if they will be planned, realised and managed with the involvement and the participation of all the local actors.

In other words the Association objective is to continue to transfer in the shortest possible time the experiences acquired by the entities already involved in projects of Telematic "Piazze" (over 150 local Authorities among Communes, Provinces and Regions), towards all the 21 Regions, the 103 Provinces and the 8,000 Communes and towards all the subjects and/or local actors interested to this initiative.

CONCLUSION

Resuming the words of this workshop introduction we too share completely that the topics connected to security cannot be "identified only in the repressive and sanctioning system, of single competence of the Police Forces in their different organisms: the city security is a collective good, strong expression of quality of life inside the local community and, in this sense, it considers the increase of the involvement of local Governments. The participation space defined is essentially preventive, linked to numerous competences that concur to guarantee a greater city security (from the town-planning scheme, to the relief policies, to the transports,)".

We wish that the instrument Telematic "Piazze" could be useful to delineate those new models of intervention based on regional policies of security founded on the integration of more sector policies, as foretold in the presentation of this workshop.

PIAZZE TELEMATICHE® - Technical-scientific and cultural association

www.piazzetelematiche.it – e-mail: associazione@piazzetelematiche.it

SECOND SECTION

TECHNOLOGIES SUPPORT TO CITY SECURITY POLICIES

INTRODUCTION

Annamaria Annichiarico - Manager of Tecnopolis Csata S.c.r.l.

I not only consider this convention as a point of arrival of the UTN project path, but, better, the starting point for a new series of alliances among the subject participants and for new opportunities that can be created. I wish, in this sense, that both the administrations and enterprises present, and the enterprises that we would like to mobilize, can all together concur to the formulation of something concrete that allows the integration between the pure technological aspects and all the others concerning the topic of jobs, going beyond therefore the concept of the separate initiatives.

I think that already in the first session of the workshop a step in such sense has been made, although I have to recognise that in Bari the initiatives started about security following this integrated logic have not been many.

I introduce now this second session as briefly as possible since I only would like to indicate the cue that has carried us to operate the choice of these interventions and to clear up the meaning.

First of all, an extreme operativity: we had then the intention to propose concrete, real, existing, documentable technological solutions, things in some cases which were already tested and then visible, which represent a sort of model. Moreover, if we consider that the result of the workshop will not stay confined to the present people but it will circulate first of all in the same network of UTN's and, for the interests manifested, also outside it, perhaps it does not turn out too much ambitious to think that it will be a sort of press survey, a foot bridge of real experiences.

The second consideration is that we have tried to offer a diversification among the possible uses of technologies relating to the topic of security.

The hidden meaning in all that is enough simple and obvious, for those like us who work in the field of local development since this cannot leave the determining of security conditions out of consideration. In this same Board Room, few days ago, it has been discussed about territorial marketing and about many things linked to the development of this city and its territory, about modalities that provide, for their realization, for inevitable conditions of security without which the operating of the various subjects engaged in this direction, turns out superfluous.

I add to this that also the experiences we are sharing with other Countries (I mean, especially, the Countries on the other side of Adriatic, which we are particularly interested in, and the Mediterranean Countries), lead to emphasise the topic of security: without it, in fact, the operations of technical attendance, training of people, the change attempts of modalities to operate of these border friends of ours become, in fact, vain.

I conclude saying that there are a series of good opportunities accompanying the immediate future and not only the Interreg cited this morning or the same Eumedis which mr. Silvi was referring to.

A start has been given, in fact, to a possible discussion about the international co-operation, that carries a set of opportunities and regarding which TecnoPolis declares available to act as point of reference for those who want, with us, with the administrations, with the professionals, with the private subjects, put together and organise operations of this kind.

TECHNOLOGIES FOR CITIES MANAGEMENT AND CONTROL **Francesco Cava – Datamat Ingegneria dei Sistemi S.p.A.**

Introduction

The demand, greater and greater, of instruments and systems able to support actors of health and public security protection has induced to borrow experiences and instruments born and developed in different application systems on the topic of the city living security .

In this ambit Datamat has developed an offer line based on the valorization, in city contexts, of its own experience in planning and implementation of " real time " systems.

We immediately have to clear up that the same concept of real time systems does not mean "to act hastily", but simply that answer times of machines are absolutely predictable and constant, also in presence of disturbing elements and of facts not planned, independently from machine loads, giving then execution, times certainty and availability of information certainty.

This presupposes the use of processing technologies very different from personal computers, both in terms of *performance*, and above all in terms of reliability. The PC turns out, in fact, to be a machine which is little efficient and little suitable to real-time phenomena management and for operative applications where an eventual stop machine can compromise the performances of the entire system.

Even if they initially used proprietary technology, also the real time systems had then the chance to use standard not-proprietary systems, with the possibility of beginning to transform these systems created for particular applications in systems of wider use and consumption, exceeding, this way, the old control and acquisition systems (the so-called SCADA systems, Supervisory Control and Data Acquisition) and allowing then the realization of systems for the tele-control of remote appliances.

Video-monitoring systems

The most famous and most used in city contexts "real time" technology is perhaps that of video monitoring.

Its applications are numerous and more and more evolved: from the video monitoring of strategic points on elevated vehicular flow roads, we passed to the video monitoring in stadiums during the events at risk for security, to the control of places and manufactures submitted for protection for historical, artistic reasons, etc. up to the video monitoring of illicit refuse disposal sites and places at risk; etc.

For these systems in the past it was used an analogical technology, with systems of analogical mixing based on tape-recordings, with consequent rapid decay of recordings quality, the old video matrices.

These realities have been completely exceeded from new technologies: the typology of platforms used by Datamat in fact is based on the approach to the total digital management of the image, from the shot to the editing.

This offers an elevated ability of analysis in deferred time, able to leave images useful to the acknowledgement both of people and objects, but, above all, the further advantage of a video monitoring system which is totally digital and gives the possibility to insert functionality of configurable "*motion detection*". With such a function it is possible to alert the images recording and transmission only when a certain number of pixel of the images shooted is excited, that is when a *true motion* is perceived, a movement that answers to the configuration criteria: I do not alert myself, then, for example, for the passage of a stray dog, but I do when a certain mass of pixel begins to move, in a well defined area. Evidently the possibility to send an *interrupt* only when the pre-shaped event occurs avoids the necessity of binding an operator to a monitor round-the-clock, with the relative problems of attention decrease.

A case, little but concrete, of application of these technological opportunities has been realised for the monitoring of sites at pollution risk.

It is custom in Southern Italy, and particularly in the periphery, that during weekends some people, operating after their own job, illicitly execute small restructuring works. This, beyond producing an economic and social damage, induces the phenomenon of the illicit refuse disposal sites, apparently negligible phenomenon, but that, instead, unfortunately creates situations of environmental contamination: it can be enough to put ten cubic meters of broken off floor tiles under a fly-over, and in a week, those ten cubic meters will become one hundred cubic meters of tyres, dishwashing machines no more usable, that is such a negative phenomenon of emulation for which preventing, in this case, is fundamental because the reclamation costs are very high.

It has to be emphasised that in this application the video monitoring is more aimed to catch the event rather than to shoot the wrongdoer face or the vehicle plate used to commit the crime: it is a system useful simply to alert, to send the images towards operating headquarters giving, therefore, the possibility to act quickly, to take part also catching the so-called *flagrante delicto* without necessarily having the documentation.

City Monitoring Networks

A technological and functional evolution of the video monitoring systems is linked to the development of city monitoring networks. These are systems of

support to decisional processes relating to the city context based on the integration of information coming from different sensor networks (remote digital cameras, sensors traffic and transport, air, noise, meteo, etc), as well as on the connection of these information to the existing informative data banks on the territory. All these information are therefore centralised and represented in Operative Centres that allow to manage and co-ordinate activities also without the presence on the field.

Such centres constitute the transposition, in civil terms, of command, control and communication systems of typically military derivation where a general, who has troops in field, shapes a particular representation, a tactical scene regarding which an order is sent, having the certainty that the orders are executed and having then a situation report after the intervention.

The city monitoring networks are based on scalable (that can be, therefore, realized for realities having various dimensions) and modular architectures that, just through such characteristic, can be addressed to different applicative objects.

Some examples can render, meaningfully, the utility of such networks.

- *Systems for the management and the electronic control of the accesses to the Limited Traffic Zones (ZTL).*

The realization of limited traffic zones (ZTL) on areas of regard in which limiting the private circulation, favouring the public transport, has to be accompanied by the realization of opportune technological systems of control. Such systems have to guarantee, besides, who is controlled, because if they have the necessity to approach the limited traffic zone they are protected by the fact that not everyone can go there.

The solution realised is based on the creation of a *Network of Remote Video Monitoring* (then called RVMR) of elevated affluence "strategic points". The scope of RVMR is that of increasing the efficacy of the remote sites control using more remote digital cameras (for every site) and reception, memorization and images reproduction systems (e.g. Operative Centres near the Headquarter of Municipal policemen and the Police Forces). Such network is connected to the Network for the electronic Consent of Access (RCA), system analogous to the telepass that through some trasponders supplied to the vehicles crossing a particular passage and through the integration with System Control Accesses (S.c.a.), permits to verify the number of accesses to particular zones and to signal eventual intrusions of vehicles not allowed.

- *Traffic control systems*

A project is currently realising an automated and centralised system of environment and traffic monitoring articulated through the following instruments:

1. a network dedicated to the monitoring of atmospheric pollution. Differently from the most conventional networks of air monitoring, the typology of analysers used in such a monitoring network allows to analyse only and exclusively those pollutants which are called city traffic pollutants (benzene, toluene, xilene) without finding other pollutants not directly linked to vehicular traffic.
2. a telecommunications network for:
 - the Remote Video Monitoring of the elevated traffic crossings and distances,
 - the remote management of traffic-lights,
 - the management and the electronic control of the accesses to the ZTL,
3. the centralization and the representation of information inside Operative Headquarters.

The basic idea is that the traffic flow surveys insisting on a particular crossing, on a particular road, are not uprooted from what viceversa I am smelling with the analysers, therefore they integrate and they constitute the same database.

Through simulation models, it turns out then possible to conjecture the entity of the spreading, the dispersion of this polluting substance, in presence of particular meteorological conditions (direction, intensity of dominant wind; high or low pressure;..) and, in virtue of what found on the field by means of these analysers, we can imagine the scenes and allow those who have to take decisions to benefit from a supporting instrument (decision support system), a system that allow to take decisions: to stop traffic, to limit traffic at fixed hours, etc.

It is possible now to imagine to tele-control the crossings with traffic-lights, optimizing and synchronizing the traffic-lights in order to constitute a "red wave" or a "green wave", in order to reduce the vehicles times of standing, with effects both from the point of view of acoustic pollution and of the amount of pollutants emitted in the air.

- *Networks of tele-survey of vehicles used for public city and extracity transport.*

What often lacks in order to render the public transport attractive is the fact that the event is predictable: who is waiting standing at a ranging rod wants to know, really, how much they have to wait.

This presupposes, on one hand, a standard representation modality of hours and of delay with respect to scheduled time; on the other hand, delay data have not to be supplied in terms of space, but of time. The user, in fact, does not want to know the co-ordinates in latitude and longitude of the vehicle he

is waiting for, but how much time he has to wait, where this datum is evidently connected to the traffic amount the vehicle will meet up to the stop where the user is waiting for.

In this sense it turns out fundamental the integration between a system of survey of the means position and systems of traffic flows appraisal, with a consequent esteem of the long-awaited times of distance.

In this way such networks concur to improve the service offered, stimulating the use and clearing therefore the city centres both from the point of view of the acoustic pollution and reducing the amount of pollutants emitted in the air.

The involvement of final user

A city monitoring network cannot be limited to acquire and to make available the information near the Operative Headquarter, but it also has to guarantee the information benefit by the users/citizens.

An important member of a city monitoring network is, therefore, inside the system of distribution of the information to the electronic multi-media informative kiosks. These informative kiosks, of "touch screen" kind, settled in more or less strategic points of the city, serve to represent the information, for example, about the pollution level, but more in general they constitute the whole of the Commune promotional pages, a sort of counter for people through which that particular administration is communicating what it is doing in that city. In other words, every administration, after executing a certain number of interventions aimed to prevent or at least to neutralize or to repress negative events, if it does not complete this virtuous circle with the information to the public of what the new fixed standard is, it risks to make useless the intervention because it does not give the perception of what has happened in reality.

We, finally, have to emphasise that such systems, besides to communicate information, can also be used to acquire information from the public, to have a way on the risk perception from part of the citizens, a kind of new application of "customer satisfaction", of intervention consent. Beyond, in fact, the real state of threat, the perception of security represents an important parameter of appraisal of the adopted policies.

Conclusions

In conclusion, video monitoring systems and, more generally, city monitoring networks represent a further component of a city security system.

In fact, as well as a physical security aspect, of personal security, such systems allow to contrast those actions of micro-criminality put into effect first of all towards the environment, on the territory, on what belongs to everyone,

and that for this reason is often assimilated as "res nullius", as what belongs to nobody. In reality, even if these micro actions of criminality spread on a not used territory today and, therefore, apparently do not influence the present perception of security, maybe in the middle-long term they can induce pollution able to produce mortal effects on the future generations.

On the other hand we have seen that such instruments can concur to raise the level of quality of life in the very same cities: the ZTL realization facilitates, favours who is controlled because they are protected by the fact that not everyone can go there and the residents, the inhabitants of the area defined at limited traffic certainly see the quality of their life growing quickly; on the other hand, the strengthening and/or the transport collective system speeding facilitates the access to the interested central area, without compromising the optimal use of the city centre.

In this sense the use of "real time" technologies, in particular if integrated with other technologies typologies, as dealt with in the present workshop, can do a lot, both in terms of prevention, and in terms of control, offering, therefore an important opportunity for the city management and the protection of its environmental and cultural goods.

THE INTEGRATION OF SECURITY SYSTEMS AT CITIZEN DISPOSAL IN SECURITY PUBLIC SYSTEM

Claudio Orsi - Beghelli S.p.A.

In the last years the problem of security has been offered to citizens attention like one of the most felt. First of all this is due to the quick spreading of city criminality, that in the last 10 years has suffered an exponential increase connected to various factors, but also to a progressive city degradation that creates, in a kind of vicious and perverse circle, the optimal conditions in which a criminal environment can originate and prosper. Data (Censis Source - Bnc Foundation, 2000) are the following:

List of the main problems that worry italian people inside the residence area: comparison years 1997 - 2000.

	2000	Position in the list	1997	Position in the list
Common delinquency	37,1	1	24,8	4
Unemployment	36,4	2	46,6	1
Urban traffic	27,3	3	25,1	3

Drug	24,8	4	26,7	2
Extracommunitarian immigration	21,9	5	15,9	8
Lack of socio-medical services	21,4	6	21,2	5
Lack of sport and free-time infrastructures	19,5	7	19,1	6
Inefficiency of P.A.	16,9	8	16,3	7
Pollution	13,9	9	14,8	9
Training infrastructures Inadequacy	10,4	10	14,2	10
Suburban degradation	9,4	11	7,5	13
Lack of infrastructures	8,3	12	6,6	11
Criminality	7,4	13	8,7	12

From the analysis of authoritative sources and from the press, it seems evident that the outburst of phenomena more or less connected to city crime, confirmed by the variation of the position on the list in objectively very short times, can be led to the following factors:

- Massive immigration from underdeveloped countries. This introduces in the areas of greater urbanization - the most developed, full of working opportunities, but also less easy to control - wide masses of poor people, individuals that, in their own origin countries, are used to submitting to extremely rigid legislations, or even to arbitrary managements of the law. The natural broad-mindedness and the greater freedoms existing in our country, together with their pitiful conditions, can constitute an incentive to crime, like also cultural and/or religious order factors. This "diversity" releases instinctive reactions connected to the safeguard of the "territory", reactions that often are taken for racism actions, that can activate a level of negative attention and suspicion ready to explode to every minimal incident.
- A loss of attention towards the phenomenon of city crime. By now the problem of security put itself as a consequence nearly exclusively of events of particular seriousness (e.g. robberies with a tragic end, brutal murders, cases of paedophilia) which incite the masses to an

unexpected and violent need of security that nobody can satisfy, just because, in that moment, there is a quickness and a huge emphasis placed on it. This starts a vicious circle where, with such a recrudescence of criminal phenomena, stricter and stricter measures are demanded and so on.

- Deficiencies in the study of the phenomena of city crime and in their definition. From more parts there are continuous assertions that the cause of city crime is to be researched exclusively in the society and in its disproportions. They are based on several sociological theories sometimes disputable. The assertions completely omit the issue of how to prevent and eventually to face and to repress the aforesaid criminal phenomenon. This creates confusion in public opinion, that cannot distinguish any longer among the various kinds of crime. For example, it is certainly criminal who rob a supermarket assassinating the cashier; but is it a criminal - even if of different level - who destroys the private property with vandalism actions profiting by the confusion created by a demonstration? And what about who illicitly settles in a property provoking, with a modus vivendi little edifying, the rapid degradation and living of begging and of some little pilferage? Who is this one? A romantic adventurer or a potential author of criminal actions?

If city crime was born from concrete phenomena, city-environmental degradation is born instead from more surreptitious cultural situations and formulations:

- Domestic degradation, meant like collapse of the values as a result of the collapse of the traditional family and like insufficient attention to the vicissitudes and the problems of house security, seen exclusively, above all in the great city areas and the hinterlands, as catering-dormitory. This values collapse, evidenced from the half of the 60's forward - and therefore much before family and domestic life crisis were acclaimed - has completely killed the concept of "the neighbour and the public thing respect". From the cigarette thrown on the ground, to the refusals waste out of the window, to the simple violation of small rules and codes (e.g. joint owners regulations), until more serious phenomena like the contempt for institutions and for laws (from which on one side the terrorism and the subversion of the 70's and on the other side criminality), the toxic and injurious slag illicit drainage, illegal building, the carelessness for the public and environmental patrimony, that provoke city degradation.
- Elevated greater productivity centres agglomeration starting from the 70's, with the formation of wide popular quarters-dormitory abandoned by their previous "occupyings" during the last 10-15 years. These quarters "ghetto" have been therefore populated by the great masses of poor immigrates that, used in their own origin countries to hygienic conditions underneath our standards, have not provided for the readaptation and

the cleaning of the areas, abandoning them to a progressive degradation.

Maintaining that the Police Forces and the authorities are the exclusive depositaries of the crime prevention and repression task, it is necessary, at the present city areas situation, to adopt preventive measures that discourage the criminal - or the potential one - from committing criminal actions. It is not possible anyway to maintain the Police Forces presence everywhere, at dissuasive scope, all over the city tissue (e.g. a policeman at every corner like in New York City) also considering the exiguity of the personnel of the aforesaid forces. These unavoidably are settled in fixed places, although set on wide scale, but not necessarily next to the place in which the criminal event is taken place. At the same time the patrolling with the Police forces can carry out in the so-called "zones at risk" does not exclude deductively that criminal events could happen far away from these zones "off", maybe in areas traditionally considered as safe. Also adopting "day" lighting systems as fixed for zones insufficiently illuminated, without adequate surveillance systems, can do very little, even in situations of large human crowding, because of a certain already deep-rooted indifference among people and leading to the values' collapse cited above, while the installation of common cameras of surveillance without systems of immediate alert would need a constant attention to every screening which is impossible to realize for anyone.

A further contribution is given by the analysis of the data Censis, that we supply as follow, regarding the citizens fears and the measures that instinctively they adopt in order to protect their own house.

Crimes that people are mainly afraid to endure (val.% - the total is over 100 because two answers were possible)

CRIME LIST	%
Home theft	65,7
Bag-snatching and pickpocketing	30,1
Assault, threats, blows	29,4
Robbery	17,4
Damaging, acts of vandalism	13,1
Other thefts	11,1
Fraud, plagiarism and deceit	9,5

Sexual violence	7,7
Extorsion, exacting ransoms, "racket"	4,2
Sexual troubles	2,6
Usury	1,7
Kidnapping	1,7

Contrivances adopted in order to defend one's own house, considering the geographic area of residence (val. % - the total is over 100 because two answers were possible)

ANSWER	NORTH WEST	NORTH EAST	CENTER	SOUTH AND ISLANDS	TOTAL
I have got an armour-plated door	67,0	46,3	45,1	37,4	48,5
I do not hold important objects at home	29,1	37,8	25,4	38,5	33,2
I leave lights on when I am out	24,5	38,3	21,4	24,4	26,5
I have got iron bars for windows and doors	25,3	32,4	22,2	15,9	22,8
I installed an alarm system	31,7	23,9	23,7	11,8	21,8
I have got a watch-dog	17,0	30,1	16,9	9,9	17,0
I installed a safe	13,8	23,1	19,4	8,6	14,9

The Beghelli's Marketing, after considering the data and the expressed analyses, has addressed the security technology, to the realization of

products able to help citizens in the management of the main fears in a domestic ambit (as new generation alarm systems - Intelligent - and tele emergency through audio and video appliances - SOS/626 - Telesalvalavita) and in a public ambit (as the columns SOS).

Obviously, in line with the idea that the security management is a common good to which all the citizens must concur, the products are constructed in order to work, automatically or manually, but subordinated to the verification of a specialistic Centre H24 - Center SOS Beghelli - which has the possibility to control that the demand for aid is not false and to co-ordinate the aid, due to the perfect acquaintance of the call site.

What said so far can be obtained with an accurate use of the cameras, as confirmation of the demand for aid, and of the loud voice and/or of the environmental listening, with the possibility to record what is happening within the field of action of the cameras themselves.

Having such appliances, in addition to representing a deterrent, allows citizens to transmit an alarm signal, in a certain sense preventive regarding the criminal event committing, activating the intervention of the Police Forces only where these facts happen and facilitating their task of territory or city context monitoring.

Beghelli, considering Censis data and the analyses previously listed, has addressed its survey on the security technology at the construction of products addressable both to a public and to a domestic context.

Taking into account communication between citizens and Police Forces as a point of reference for the attainment of the city security, we wanted to create a modality of interaction based on new control systems connected to operative headquarters of data shunting that can establish a bridge of communication between users and Police Forces.

The first product inherits the conceptual idea of the old SOS columns of 113, placed by the police along the roads in the 60's, but used then often by crime to divert interventions of Police Forces.

New SOS column is characterised by an interactive interface that, using an audio and video communication with the operative headquarter H24 Centre SOS Beghelli, permits tele-surveillance and images recording in the areas covered by the system, allowing moreover to control that the demand for aid is not false. Images are recorded respecting the law on privacy, since the television shot is authorized as soon as help is demanded and it does not constitute a violation of people's rights.

Moreover in every column there is a microchip in which all the data relating to the place of installation, to the closer commissariat, the closer Carabinieri garrison, etc are contained, so that the call site can be exactly localized and the interventions can be accomplished in the shortest possible time.

The beginning project estimated the use of such system in order to resolve the problems of security in the parks, since in such places it is very arduous

to succeed in localizing a subject in danger and to co-ordinate the aids. In reality, the further typologies of use have been numerous, among which, for example, in cemeteries, place where historically the highest number of aggressions to women is recorded.

The deterrent character of the column allowed to record a decrease of illegal drug sale near the areas "garrisoned" by such system.

The same philosophy has been adopted for the realization of security systems in domestic context. The aim of security is linked to anti-intrusion aspects, to tele-emergency, as well as all conventional typologies of domestic environment control.

The innovative elements common with column SOS are:

- use of technologies of telematic control;
- use of video-recording instruments;
- communication in loud voice;
- connection to the Operative Centre H24 of Beghelli.

Such technological systems obviously do not want to be a panacea of solutions for city and house security, but they are a deterrent element, a tangible aid through which Beghelli tries to realise a match between demands for aid on part of the citizens and a kind of targetted intervention on part of the Police and sanitary Forces.

INFORMATIVE INSTRUMENTS FOR URBAN TERRITORY KNOWLEDGE AND MONITORING

Vito Di Gennaro - Tecnopolis Csata Scrl

Introduction

The increase of the collaboration between national institutions and local authorities in security matter and the acknowledgement of the local authorities central position in prevention policies and, more in general, government of the territory, require Local Authorities themselves to adapt their own "instruments".

On one side, in fact, the collaboration between Commune and Prefecture for security related phenomena of crime and illegality, with a Local Authority competence mostly on prevention aspects, requires that the Commune develops a new project that ranges from city requalification, to a greater presence on the territory, to a new role of Municipal Policemen.

On the other hand, about the Commune competences in Civil Protection, there is the necessity to write out and to update emergency projects on the municipal territory, besides effectively managing the eventual emergencies.

Regarding all this it appears obvious the central position, for the Local Authorities, of knowing their own territory and its dynamics and, consequently, the opportunity to adopt all those instruments, offered by modern technologies, that allow to answer to this requirement.

The following analysis of some among the most recent experiences conducted by Tecnopolis in the field of technologies for the acquaintance and management of the territory, even if developed with different applicative purposes, allows to estimate the importance regarding the topics of the city security and to delineate a possible path for a greater use of these technologies in terms of security.

GIS Technologies

Geographical Information Systems (GIS) technologies, although about 15 years "old" and nowadays strongly evolutive, pay a strong delay in the introduction inside the operative realities of our Authorities: in fact, if they turn out to be widely spread in public services companies, for the management and the control of technological networks, that is in the central PA, with middle-small detail scales data banks, they are less diffused in municipal ambits. Nevertheless, an Informative Territorial System (SIT), based on the use of GIS technologies, with its ability to associate alphanumeric characteristic data of a territorial system to a graphical base, allows to represent visually and in map-shape the course of social, economic, natural, cultural phenomena in action on a certain territory and, through this, it offers

then greater possibilities of understanding the phenomena themselves, their present and, sometimes, expected dynamics.

In this sense a SIT is a fundamental instrument of support to project formulation, to programme definition, to strategic line choice to pursue, to effect appraisal of a particular choice on the social and territorial system, as well as, obviously, instrument of support to the ordinary management of the territory.

The primary aim in the development of a SIT is linked to the

- construction of an integrated territorial informative base
- construction of modalities of interrogation and use of such information in a simple way also for not specialised operators, creating thematic "views" for quarter, for block, for single building....
- creation of updating modalities of the informative base.

An operative experience in course of realization on part of the Commune of Bari, with the collaboration of Tecnopolis, is the construction of the SIT of the Ancient Village of Bari, in the URBAN project ambit. The SIT, necessary to support the process in course of requalification of the historical centre, has to turn out therefore as an instrument of support to numerous aims and interventions, present and future ones, that go from the recovery to the management, to the valorization of the city patrimony of the area.

The data bank in course of realization collects therefore all the information available and useful for the aims of the project, offering an integrated and systematic vision based on

- physical structure of the building patrimony (real estate units, road network, technological networks) and structures estate
- socio-economic conditions (economic activities, social services,..)
- properties
- inhabitants
- policies practised by Public Administration
- etc.

The SIT of the Ancient Village turns out, therefore, to be an environment for integration of information standing in other archives of the same Administration (Urban planning, Socio-economic activities, Registry office) as well as of information coming from external Authorities (Artistical Superintendence, Cadastre,...). Such process presupposes, however, also the realization of ground surveys for the updating and/or the validation of the information. The use of the system regarding objectives of city security will be linked, for example, to the possibility to visualize, in their space dimension on territory, information coming from ISTAT censuses or from other statistics and social data available on the territory itself: this, together with the possibility to intercross them with other typologies of information, will supply

to the competent structures a fundamental cognitive instrument to set up local projects of prevention that can really turn out effective.

Technologies for the exchange among different archives

The value of information included in a SIT is linked

- to level of data updating
- to possibility to intercross/integrate data with further information, relative to the same area, but with different thematic content, even if managed in archives belonging to different Administrations
- to information coherence present in the various archives.

In consideration of the immense cognitive patrimony available near the various central and peripheral Administrations, the aim is therefore to find modalities allowing an effective dialogue among different archives containing complementary information relevant to the same territory. The difficulty is, therefore, to render compatible the different information and to guarantee a continuous updating and alignment of the same information, even maintaining the substantial managerial autonomy of the different systems.

In other words, the problem exceeds that of individual data compatibility, in the perspective to achieve applicative co-operation among the various Administrations.

The topic has been faced in a systematic way, at national level, within the programme of RUPA (Unitary Network of Public Administration), started from AIPA; in particular, the perspective is that to make the applicative co-operation of informative systems possible, as a base to guarantee the co-operation among different organisative systems, respecting some principles such as:

- autonomy of the informative systems existing inside individual Administrations
- certification of the informative flows at application level
- alignment of the information managed by the co-operation instruments
- integrated management of security
- level of services quality
- economy of scale regarding the number of the administrations involved.

These principles are finding, at national level, practical experimentation in some inter-sectoral projects among which the InterExchange Cadastre-Communes Project, that finds its initial justification in the fiscal decentralization process. Regarding this project the Communes are more and more engaged in setting-up control and management systems of the territory and, in particular, of the real estate.

The inner difficulties of the Cadastre-Communes project are in the different addressing system of the real estate on part of the Cadastre (sheet/number/particle) and on part of Communes (the address in the road-book); in the different cartographic projection system adopted; in the frequent incongruity of the road-book and of the toponymy; in the lack of updating/alignment among respective archives; etc.

The solution to these problems, at the basis of a beginning phase of alignment of the data banks, passes through the realization of an Exchange System, based on web technology, that guarantees the continuous updating and alignment of the different informative sources, in a joint relationship that supplies advantages to both "actors" of the exchange.

Tecnopolis promoted one of the three pilot-projects Cadastre-Commune at national level, project based on participation of the Commune of Bari, in association with those of Adelfia, Casamassima, Capurso, Triggiano, Turi and Valenzano and with the technical support of the same Tecnopolis.

Respect to a technological dimension we have to say that the Bari pilot-project represents, at national level, the one that has reached one of the most developed levels in the exchange technological aspects, also through the constitution of the Centre of Management.

In relation to an application dimension, besides the emphasis on local fiscal objectives, we have to observe that crossing of the respective data banks relative to the territory is functional to a multiplicity of uses from part of the Administrations: first of all it can offer an updated and univocal base for the realization of SIT at municipal level; secondly, supplying integrated and aligned information, it can become an instrument of support also regarding local security topics, both in the aspects of the Police Forces interest, and in the innermost aspects of the Civil Protection.

On the other hand, further functional widenings of the project and of parallel projects will be possible within the programming connected to the POR Puglia 2000-2006, where moreover, Tecnopolis develops a role of support to the regional strategies of realization of RUPA.

Satellite remote sensing technologies

The technologies available for the Earth observation from the space have made possible, in the past, the setting up of a variety of applications on scales gradually of greater detail, from scales 1:100.000. 1:50.000 of Landsat TM (multispectral sensors with resolution to ground 30 m) until scales 1:50.000 - 1:25.000 connected to the use of data SPOT (10 m in the panchromatic; 20 m in the multispectral). The application ambits of greater importance have regarded agriculture and forests, territorial planning, the soil defense, etc.

Tecnopolis itself has realised, in the years, a series of demonstrative applications based on the use of remote sensing data: of particular interest,

regarding the today's context, a research project financed by Ministry of Environment through which a survey modality has been set up, based on Landsat TM images, of illicit waste disposal sites.

Most recent years have seen a strong evolution of the satellite remote sensing technologies that has made available, for civil scopes, data of Earth observation reserved, so far, to military scopes.

The Ikonos satellite data, currently in orbit, guarantee, for example, panchromatic images of 1m of resolution to the ground, images that are opening new and immense possibilities of applications in city context.



Roma / Il Viminale - Ikonos Image acquired on 9 October 1999 (Source: Space Imaging)

The inevitable comparison with aerophotographic covers enhances advantages for the satellite choice as the possibility of a frequency of review of the area, which can hardly be done with aerial flights; the possibility to acquire images for areas also of quite limited extension; an accessible cost also by of small administrations; a minor bureaucratic system for the data access.

In consideration of the meaningful operative impact that the availability of these new data could determine on Local PA, TecnoPolis has started, partially financed by Italian Space Agency (ASI) a programme for transfer of high resolution space remote sensing technologies towards Local PA.

The project, called IN.P.U.T. (INnovation of the Urban Processes by means of Satellite Remote Sensing), coordinated by TecnoPolis with the participation of a local SME (Planetek), of the technology park Technapoli and of an Aerospace Research Center (Corista), includes as partner the Municipal Authority of Bari and the Province of Naples with the objective to introduce in a pre-operative way, inside these Administrations, the use of space technologies.

The realization of the project within the Commune of Bari constitutes a natural "functional" extension of the Cadastre-Commune project. The satellite technologies offer, in fact, in this context the possibility of

- "taking an instant picture" of the real estate of a territory to a certain date
- to put in evidence the presence on the territory of not existing pieces of real estate in the archives cadastre-commune and, as such, either not yet introduced in the archives or built in an illicit way.
- to identify in a secure way along the time, through functions of *change detection*, modifications which have taken part on the territory, evidencing, for example, in a relatively timely way, the opening of new yards or other modifications adopted on the territory.

The value of these technologies is then obvious regarding objectives of city security, whereas the same PON Security notices, for example, as strategic interventions the contrast to illegal building and to the illicit waste disposal sites.

Beside this we have then to consider the value of information at high resolution regarding problems of civil protection, linked, for example, to the infrastructures mapping ability.

Conclusions

It is undeniable that the informative bases previously discussed have already an important value for security (think about, for example, the value of a

buildings security cadastre regarding local policies of buildings prevention and security).

We can, also, suggest that the discussed technologies can be addressed in a still more precise way towards security objectives: on one hand, in fact, it is considered the possibility to start data-exchange projects (Cadastre-Communes typology), but afferent to security topics, involving the Police Forces' archives as well as of Civil Protection's, together, obviously, with the Local Authorities own archives, where this activity would have to be carried out in a programmatic and financial national ambit (such as, for example, that offered by the PON Security); on the other hand, on a merely local point of view, possible evolutionary approaches could regard a greater focus of territorial informative systems towards security topics as well as the start of procedures allowing an operative use of satellite remote sensing technologies towards a territory dynamics "continuous" control.

We move, therefore, from a problem of availability of adequate technologies towards a problem of will of their use.

URBAN COMMUNICATION INFRASTRUCTURES: THE RE-USE OF THE BLOCK 47 INSIDE THE HISTORICAL CENTRE ***Daniilo Diomede – Laboratorio di Quartiere s.r.l.***

The primary aim of the intervention is to demonstrate how actions of restoration/ recovery of the physical elements of the city tissue - buildings, common spaces, social areas - can contribute to elevate its quality and use in security conditions. A factor of development of the city quality/security is moreover the use of innovative technologies of information and communication.

This relation is introduced by the company Laboratorio di Quartiere, founded in 1986 and operating in the field of building (in particular of the restructure and the requalification), of building and system maintenance and in the field of real estate complexes management (the so-called "facility management").

The entrepreneurial philosophy is that of conjugating building with technology, with the applied survey and with the technical services; the company is present in Bari, its legal office, in Rome and in Milan.

An example of intervention on the city context

The restoration intervention described as follows has been realised on a building of state property given in use to the Polytechnic of Bari, thanks to an intervention promoted by the Ministry of Works (fig 1). The building is localized in the historical center, near Corridoni school.

The structure is originally medieval, with Romanesque parts and more recent parts (the so-called "twentieth-century" side), therefore with all the building features in stone, lamellar wood floors, pavings in stone of Trani. It is not a large building, approximately 2800 meters cubic (fig 4).

Hi-tech in the Historical Center of Bari

More than the building aspect (of the "container"), it is important to speak about content and instruments included inside.

From an infrastructural point of view, the building is equipped with local network (LAN) with optical fibre dorsals (technology for speed over 100 megabit per second) and switch devices for the configuration of virtual LAN.

As "facilities", the building has got a conference room with simultaneous translation (fig 2), where didactics can be carried out, audiovisuals can be produced (because there is a direction equipped with all the devices: video recorders in multiformat and everything else, mixer video, etc.), video-conferences can be realised in contemporary connection with other eight users.

Another "facility" is the media library for multi-medial data banks consultation, with the station of scansion for the acquiring of paper material and relative processing and mastering in cd-rom (fig 3): sixteen user workstations, served by a filing system on CD-ROM with capacity of approximately 100 GigaByte (144 cd-rom of contemporary stocking capacity).

Technology supporting quality/city security

What can it be learned from this intervention? First of all that in the building the communication infrastructures can anytime link, or better connect, the historical centre of Bari to other remote communities, and this is an element of security yet broadly speaking, in a view of security seen as "not being alone".

Moreover, technology can support recovery and re-use processes of physical places that increase the city quality, according to the process for which physical quality contributes to the concept of city quality, city quality helps re-appropriation, re-appropriation is in biunivocal correspondence with security.

Therefore, continuing in a reasoning of scenery, making an appraisal of requirements not satisfied in modern cities, desire is born to have modern places to meet: Internet point, a centre of information, a multimedial library, cultural stimulations, in order to contrast lack of job and lack of protection.

Again in terms of opportunities offered by technological development, we find the wide band, e.g. the optical fibre as a channel allowing much more information to travel; mobile Internet, e.g. the possibility to approach wireless the great amount of information present in Internet, the convergence between computer science and telecommunication, and the availability of services, on-line information updated in real time.

A proposal for the city quality development

If we put together on one side the requirements (necessity to have places to meet, lack of cultural stimulations, lack of job, lack of protection, etc.), on the other side the opportunities offered from the technological development, then we can agree that those which are the punctual events of renewal and of maintenance, even if promoted by the administrations (and therefore in Bari an example can be Urban project), or interventions of requalification or of renewal promoted by private citizens/companies through the project financing or, in any case, maecenatisms of every kind, they suffer the risk to remain isolated events, not helped by a multiplication factor if they are not integrated by the creation and opportune distribution on the territory of a something that, in an intentionally generic way, can be indicated as "places-event", with just the function of multiplication, of catalyst. Such places-event constitute "articulations of relations at high intensity of communication", thus places where once again the information is multifarious, various and it circulates fast; in a more picturesque way they can be defined as "dispenser

of opportunities", thus as accelerators of the process of re-appropriation of the city.

Therefore in a city environment where single, punctual, public and private participations are multiplied, a scenery proposal is that of "objects" catalysing information and then helping dissemination of the concepts of physical quality, city quality, re-appropriation and security.

In order to better characterise this vision, a possible definition is that of a physical place where people feel secure and, above all, they are attracted by some cultural stimulations, as well as working ones, because we also speak about opportunities, public and private services, made possible also thanks to the innovative technologies support.

In order to be complete we have then to mention other services that can be localized: the bar, the garrison of the Police Forces, the Internet point, the *booking* of cultural and musical events, the information on mobility, the home attendance services, thus an offer that can in a way tempt people to reach these physical places, and, therefore, to take again possession also of what is all around.

An entrepreneurial contribution for the improvement of city quality

Going back to what an enterprise like Laboratorio di Quartiere can do, or like other enterprises that want to operate in this field, it can be cited an initiative that it is starting in these days and will last until December 2001, so an entrepreneurial contribution for the improvement of city quality.

In the context of a research agreement between ENEA and the Polytechnic of Bari, as introduced before, a project for the creation of a multimedial informative system inside the building of the historical Centre is going to be activated; more precisely, the aim of this project is the creation of a whole of occasions of "territorial relations", which allow to put together inside this informative system, acquaintances and methodologies in order to support the communes of Puglia, technicians, enterprises and of course also citizens, according to the "laboratory of quarter"'s own philosophy, in choosing the methodologies, in the initiative of restoration, re-use and maintenance and also regarding education and creation of enterprises. Therefore it is not only about developing an informative system, but also to put together a series of methodologies of territorial relations.

The philosophy of action that guides the initiative is, in synthesis, that of using a technical infrastructure provided with a media library, conference room and video-conferences, in order to promote the physical quality of city environment. On this promotion we propose to found development, security and city quality process in a wide sense. Therefore, just for a chance, the building of the Historical Centre, from "object" of restoration care which was until little time ago, becomes the "place of the project" for the surrounding territory care.



Fig 1



Fig 2



Fig 3



Fig 4

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