



Transdanube.Pearls - Network for Sustainable Mobility along the Danube Regional Tourism and Mobility Plan Neusiedler See Region



Figure 1: Project Transdanube.Pearls

http://www.interreg-danube.eu/approved-projects/transdanube-pearls





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More information about TRANSDANUBE.PEARLS and the project activities & results are available on: http://www.interreg-danube.eu/approved-projects/transdanube-pearls





Table of Contents

1.	Exe	ecuti	ve summary	4
2.	Int	rodu	iction	5
3.	Rea	ach (of the focus region	7
4.	An	alysi	s Status Quo	9
	4.1.	Tra	nsportation	9
	4.2.	Τοι	ırism	10
	4.3.	Org	ganizational and legal framework conditions and financing options	11
5.	Vis	ion a	and objectives	12
	5.1.	Cor	nmon vision	12
	5.2.	Obj	iectives	13
	5.2	.1.	Arrival and Departure in the Focus Region	14
	5.2	.2.	Mobility in the Region	16
	5.2	.3.	Information and Marketing	17
	5.2	.4.	Cooperation	19
6.	Act	tionp	olan	19
	6.1.	lmp	provement of international connections to Neusiedler See region	21
	6.2.	Nev	w demand-driven mobility offers for the last mile and local mobility	23
	6.3.	Nev	w connections for the region	25
	6.4.	lmp	provement of existing cycle route networks	26
	6.5.	Ext	ension of bicycle rental facilities in the region	28
	6.6.	Bic	ycle transport in trains and buses	29
	6.7.	Cor	mprehensive and easy-to-understand mobility information	31
	6.8.	Pro	motion of the initiative "Holiday without car"	33
	6.9.	Tra	inings	34
	6.10.	Ν	letworking in the region, with the neighbors and beyond	35





7.	lm	plementation	. 37	
	7.1.	Relevant stakeholders	. 39	
		Financing		
	7.3.	Monitoring and evaluation	.40	
8.	Со	nclusio	.41	
9.	Illu	stration directory	.42	
	D. Project Partners4			





1. Executive summary

The project Transdanube.Pearls has laid the groundwork for a Regional Tourism and Mobility Plan for the Neusiedler See region. With its objectives and measures, the plan addresses the specific needs of visitors in terms of ensuring tourist mobility. Therefore, this plan was developed in close cooperation between the relevant actors in the fields of mobility and tourism.

The common vision, developed in the previous project "Transdanube" and signed by the project partners, has laid out the basis for the creation of the plan. Together with Verracon Ltd, experts from the tourism and transport sector, above all Burgenland Tourism Ltd, Neusiedler See Tourism Ltd (NTG) and the Mobility Information Center Burgenland have defined objectives and collected and prioritized measures that contribute to achieve the goals.

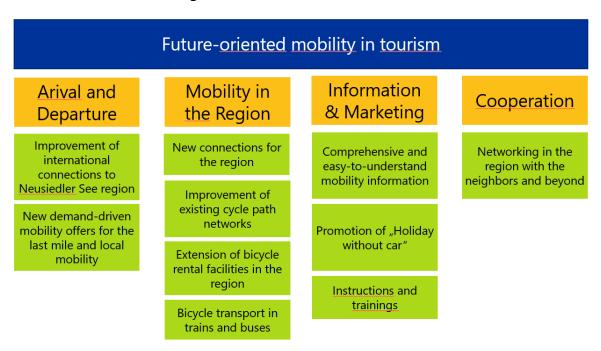


Figure 2: Future-oriented mobility in tourism

At the second regional workshop in June 2018, the measures of the Regional Tourism and Mobility Plan were presented and finalized.





2. Introduction

As part of the Transdanube.Pearls project, regional tourism mobility plans are being developed in the participating regions. With their objectives and measures, they contribute to establish the concept of sustainable, future-oriented mobility in the Danube region. The negative effects of ever-increasing car traffic are to be counteracted through the development of socially fair, economically feasible, environmentally friendly and healthy mobility services for the visitors and residents of the Danube region.

The project partnership comprises 15 project partners from a total of 9 European countries (Austria, Germany, Slovakia, Hungary, Serbia, Croatia, Bulgaria, Romania, Slovenia). Lead partner is the Federal Environment Agency in Austria. Representing Burgenland, the Regionalmanagement Burgenland Ltd (Mobility Information Center in Eisenstadt) takes part in the project.

The specific needs of tourists have been included in the Overall Transport Strategy Burgenland, which was adopted in 2014. To improve the connection with public transport as well as to promote the possibility for a car free holiday, a whole series of measures can be found in the strategy. For the Neusiedler See region, the establishment of a direct rail link from Eisenstadt to Vienna, the improvement of the accessibility of Vienna International Airport, the creation of attractive mobility offers (retendering of bus services), the improvement of cross-border public transport connections and the promotion of funding options from the regional government for flexible mobility solutions in rural areas are particularly important to mention.

In addition, the establishment of a network with mobility offices in the regions municipalities can be found in the strategy.







Figure 3: Tourists in the Overall Transport Strategy Burgenland

In contrast, the issue of mobility in the Tourism Strategy 2011-2015 Burgenland cannot be found again.

In close cooperation with Burgenland Tourism Ltd and Neusiedler See Tourism Ltd, several workshops with relevant actors from the tourism and mobility sector where held (see chapter 7.1). These events served to define the objectives of the Regional Tourism and Mobility Plan and to derive measures thereon. These measures were clarified in bilateral coordination talks, discussed and finalized in the final workshop in June 2018. The Regional Tourism and Mobility Plan, as an operational action program, aims to achieve the objectives in the priority field "Future-oriented mobility in tourism" in the new Tourism Strategy 2022+ of the regional government.





3. Reach of the focus region

The main tourism hotspot in PP3's project area is the national park Neusiedler See – Seewinkel and the adjacent region. So, the focus area consists of the districts of Neusiedl am See, Eisenstadt and Rust.

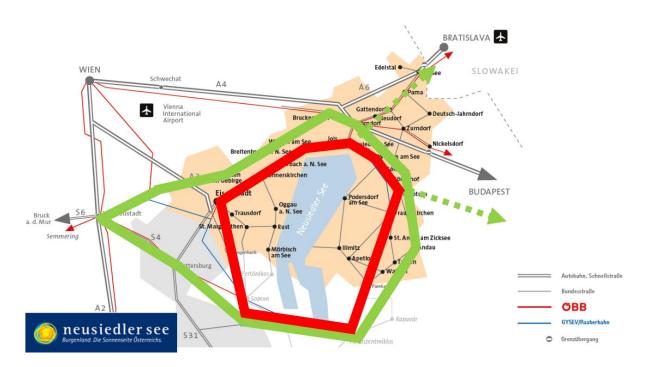


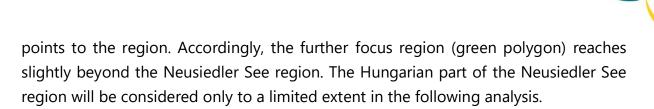
Figure 4: Focus area region Neusiedler See

Main international gateway to the Neusiedler See region is Vienna, with a broad choice of international connections by plane (Vienna International Airport), train (direct international connections to Croatia, Czech Republic, Germany, Hungary, Italy, Poland, Slovakia, Slovenia and Switzerland), bus (international services to all neighboring and many other European countries) and ship (regular services to Bratislava and Budapest as well as river cruise shipping along the Danube).

The second international node with connections to the focus area is Bratislava, also with international connections by plane (Letisko Bratislava), train, bus and ship.

An important regional node is Neusiedl am See/Parndorf as the main entry point to the national park-region and with good connections to Vienna and Bratislava. In addition, the regional railway nodes Eisenstadt and Wiener Neustadt act as access









4. Analysis Status Quo

Based on a comprehensive analysis of the current situation, which was carried out as a part of the Transdanube.Pearls project for the Neusiedler See region, the strengths/weaknesses as well as opportunities/risks could be identified. The findings and recommendations of the expert's team that traveled the Danube region in summer of 2017 were also considered.

4.1. Transportation

	Positive	Negative
Internal characteristics	 Good connections to the international node Vienna (especially by train) Considerably good public transport service in the region with regular connections, especially on railway lines Extensive bicycle network with good signage and service facilities (Neusiedler See bike path classified by ADFC as a 5-star cycle path) Several bicycle ferries across Lake Neusiedl Possibility of bicycle transportation in most of the local and regional trains Multilingual information portals available including public transport and bicycle traffic 	 No direct train connection to Bratislava – change at the train station Parndorf Ort inconvenient Less quantity in public transport services during school holidays and on weekends No bicycle transport in several international trains (except Railjet) and regional buses Lack of cross-links within the region (e.g. Illmitz-Mönchhof/Halbturn or from the region to the Outlet Center in Parndorf) Missing offer for the last mile No direct connections to Vienna International Airport Often difficult access to existing mobility services or existing information incomplete/incomprehensible
External characteristics	 General trend towards sustainable mobility Good political relations with neighboring regions in Hungary and Slovakia Further development chances due to central location at EuroVelo 13 	Strong focus of national politics and European funding on the trans-European networks, which affect Burgenland only marginally



4.2. Tourism

	Positive	Negative
	Well positioned in sustainable tourism	Short duration of stay
	Clear focus on regional strengths such as	High number of day visitors
	nature, health, sports as well as wine &	Large share of tourists coming to the focus
	cuisine	area by private cars
	Good quality in tourist accommodation	High seasonal fluctuation in touristic
	and leisure facilities	demand
	Well promoted national park with a wide	No or rudimentary packages including
S	range of touristic offers – hiking,	public transport to get into the region
al istic	excursions, bird watching,	Limited offer of cross border packages
Internal characteristics	Some good practices tourism packages	No tours/offers for tourists on Danube
Ini nara	including regional public transport (e.g.	cruise ships
5	Neusiedler See Card) in the region	Weak cooperation between stakeholders in
	Extensive, multilingual online information	public transport and tourism within the
	and booking options available	region and with Hungary/Slovakia
		Limited awareness for soft mobility
		solutions as a part of sustainable tourism
		among tourism stakeholders
		No detailed data available regarding the
		modal split in touristic traffic
	Unique fauna and flora	Similar thematic focus in neighboring Styria
	Raising awareness about positive	and Lower Austria
	implication of sustainable tourism and	Competition with cheaper offers especially
S	local/regional product consumption	in health and wellness sectors in the
nal ristic	Raising number of tourists traveling	surrounding regions
External characteristics	alongside the Danube by bicycle and ship	Competition between renewable sources of
	Positive economic development in the	energy (especially wind power) and
S	CENTROPE Region with high purchase	landscape quality for tourists
	power in its agglomerations	Trend to long distance travel
	Trend to short/day trips will be of benefit	
	for regions in the surrounding of big cities	



4.3. Organizational and legal framework conditions and financing options

	Positive	Negative
SS	Existing marketing structures for public	Problems with the availability of
	transport (Mobility Information Center	information for portals, especially online
al istic	Burgenland, VOR,) and tourism	portals
Internal	(Burgenland Tourism Ltd, Neusiedler See	No clear division of responsibility
Internal characteristics	Tourism Ltd)	between sustainable mobility and tourism
O	A wide range of financial support aligned	Weak connection between public
	specially for sustainable mobility	transport operators and tourism
	Further funding options for sustainable	Organizational structures such as VOR, are
	tourism and soft mobility at European	not sufficiently established in the
	level	neighboring regions (HU, SK)
	Progress with information systems and	Future funding options and opportunities
	other technical solutions in both the	are threatened by budget cuts by
S	tourism and mobility sectors	local/regional government units
nal ristic	New financing options for the	High administrative effort in access to
External	development of international transport	funding opportunities
External characteristics	routes (TEN-T, EIB, etc.)	Limited funding opportunities for smaller
S		projects, as much of the funding is
		reserved for a few large infrastructure
		projects on the core network corridors
		National support programs focus on either
		soft mobility or sustainable tourism, with
		few combined offers





5. Vision and objectives

As part of the Transdanube project, the project partners have developed a common vision for more sustainable mobility in tourism. The vision was signed both by the Regional Government of Burgenland, as well as the Regionalmanagement Burgenland Ltd and Neusiedler See Tourism Ltd (NTG).

5.1. Common vision







SUSTAINABLE MOBILITY IN TOURISM - A VISION FOR THE DANUBE REGION

MISSION

Sustainable tourism needs sustainable access and mobi-lity: zero emissions, healthy and environmentally friendly, energy efficient and carbon neutral, comfortable and flexible from home door to hotel door.

We, the undersigned partners of the TRANSDANUBE Project and stakeholders – authorities, tourism and transport businesses and umbrella bodies, destination management and regional development organisations, NGOs and academia –, declare our commitment to sustainable mobility development in tourism within the Danube Region.

The Danube is one of the most important inland waterways in Europe. It is a river of highly international character and the Danube region is a flourishing sensitive hub of various cultures, vulnerable ecosystems and different economic and regional development. We aim to take advantage of the opportunity offered by the European Strategy for the Danube Region (EUSDR) and hope to develop a European model region for sustainable mobility, both for the inhabitants and for guest and tourists in the Danube region. By actively working together in partnerships to develop and practically implement measures and projects for environmentally friendly, healthy sustainable transport and mobility along the Danube, we will contribute to the UNECE WHO Transport, Health and Environment Pan-European Programme (THE PEP) and its regional priority goals.

We wish to explore every possibility to raise people's awareness of, and increase their motivation to, use environmentally friendly ways of travelling (by train, bus, boat, by bicycle or on foot). We encourage cooperation between different stakeholders and contribute, with our resources and competences, the development, implementation and marketing of sustainable mobility solutions – both for people getting to the Danube and for getting around within the region – as part of high-quality sustainable tourism and leisure offers.



Jointly for our common future

Figure 5: Common vision

According to the vision above, sustainable tourism needs sustainable mobility: emission-free, healthy and environmentally friendly, energy-efficient, comfortable and flexible from the front door at home to the hotel.



The signing organizations campaigned for more sustainable tourism mobility alongside the Danube. This requires climate-friendly, low-carbon and low-emission, multimodal and efficient mobility and tourism services for residents and visitors to the Danube region.

From the common vision specific objectives for a future-oriented mobility in tourism in the region Neusiedler See were derived.

5.2. Objectives

The objectives cover the following areas:



Figure 6: Objectives



5.2.1. Arrival and Departure in the Focus Region

Objective 1.1	Sustainable transport connections from all main source markets to the transnational transport nodes Vienna and Bratislava in good quantity as well
	as quality
Problems	- No possible bicycle carriage in long-distance trains from DB (Deutsche
	Bahn)
Todos	- Continuous lobbying for possible bike carriage in long-distance trains
Minimum	- At least one direct connection between Vienna or Bratislava and the main
standards	cities in the target market
	- Possibility for bike carriage at least once a day in these regarding trains
Indicators	- Number of cities in Austria, Czech Republic, Germany, Hungary, Italy,
	Slovakia and Switzerland directly connected by train to Vienna or
	Bratislava
	- Number of train connections offering bicycle carriage

Sustainable transport connections with fitting requirements for tourists
from the international transport nodes Vienna and Bratislava to the
·
transportation hubs in the region Neusiedler See
- Lack of train connections to Wiener Neustadt or Graz/Klagenfurt and
further south to Italy via the southern railway
- No direct connections to Vienna International Airport from the focus
region
- No direct connections from Bratislava to Neusiedl am See
- No barrier-free transfer options at Parndorf Ort railway station (from
trains alongside the eastern railway as well from the trains coming from
the region with direction Bratislava)
 No bicycle carriage possibility in buses coming from Vienna and running in
the region
- Establishment of a direct connection from the region to Vienna
International Airport
- Modernization of Parndorf Ort railway station (accessibility, control and
information systems)
 Continuous lobbying for the possibility to take bikes along in regional
buses or new bus offers for cyclists
,
- Main regional transport nodes (Neusiedl am See, Eisenstadt) should be
able to reach within one hour from the next transnational node without changing means of transport
- At least hourly connections also in the evenings and weekends
- Tourists can take their bike with them on the way into the Neusiedler See
region



Indicators	-	Number of direct train connections between transnational and regional
		transportation nodes
	-	Changes in travel times between transnational and regional nodes
	-	Number of train connections offering bicycle carriage

Objective 1.3	Easy and smooth transportation possibilities for the last mile (train
	station/bus stop to tourist accommodations)
Problems	 Missing possibility to reach the hotel from the bus or train station in some municipalities, guests therefore often rely on expensive taxi services Often requirement-based mobility offers are not integrated in mobility information systems (anachb.at or scotty/wayfinder), guests have no opportunity to inform themselves and use the services upon arrival Often no fitting information can be found on hotel websites
Todos	 Check in which regions demand-driven services for overcoming the last mile, would make sense Integration of information about existing or future requirement-based mobility offers in common mobility information systems Awareness raising at hotels for the need to develop or provide pick-up and delivery services Offer and replace information remarkable on the hotels, attractions and tourist boards websites
Minimum standards	 Offers to overcome the last mile with the Neusiedler See Card partners Information transfer routines to the main mobility information systems
Indicators	 Number of requirement-based mobility offers in the region Number of mobility information systems that provide information regarding requirement-based mobility offers

Objective 1.4	Bordering regions should be reached by sustainable means of transport	
Problems	 Missing cross border cycling routes to the neighboring regions Szigetköz und Györ Lack of direct connections from the focus region into the region of Szigetköz and to Bratislava city (only with change in Parndorf Ort train station) Lack of direct connection from the focus region to Györ (only with change in Fertöszentmiklos) 	
Todos	 Improve the connection by bus and/or train from the focus region to Bratislava, Györ and the region of Szigetköz Development of cross-border cycling routes 	
Minimum standards	 Optimized transfer times at Parndorf Ort train station and Fertöszentmiklos At least one daily direct connection from the focus region to Bratislava, Mosonmagyaróvár and Györ 	
Indicators	 Number of direct connections to Bratislava, Mosonmagyaróvár and Györ Transit time at the train stations Parndorf Ort and Fertöszentmiklos 	



5.2.2. Mobility in the Region

Objective 2.1	Accessibility of the most important sights in the region Neusiedler See with
	sustainable mobility offers
Problems	Some tourist attractions can't be reached by sustainable means of transport
	therefore a car necessary for visiting:
	- Connection between Illmitz-Mönchhof/Halbturn
	- Connections from the focus region to the Outlet Center in Parndorf
	 Connection from train station Neusiedl am See into the center and to the lake
	 Connection to Mörbisch and Rust and from the respective town centers to the seaside resorts
	- Connection from Illmitz town center to the seaside resort
	 No existing supermarket in Weiden center, path to the lake too far to be reached by foot
	- Connection St. Martins Thermal Spa to the Family Park in Rust
Todos	 Consider sustainable (on-demand) mobility offers (shuttle-buses, local buses, etc.) on missing of less attractive connections
	 Examine possibilities to extend the existing nextbike rental system to all major tourist attractions as well as the train stops in the region
	 Consider possibilities for establishing an e-bike rental and/or e-car sharing system in the region
Minimum	- Main tourist attractions can be reached during opening hours by
standards	sustainable means of transport
Indicators	 Number of major attractions that can be reached during opening hours with sustainable means of transport
	- Number of new or improved mobility offers
	- Number of (additionally) built bike rental stations
	- Number of available e-car vehicles in sharing systems

Objective 2.2	High quality network of cycle paths in the Neusiedler See region and
	surroundings
Problems	- Gaps in the existing regional cycling network
	 Incomplete and partly confusing signage of cycling routes
	- Limited opportunities to rent bicycles, especially e-bikes
	- Missing cycling routes to neighboring regions in Slovakia and Hungary
	- Lack of service and service stations in case of breakdowns as well as
	missing opportunities to park and lock the bicycles
Todos	- Fill gaps of the existent cycle path network as well as consider possibilities
	for bicycle service stations at cycle nodes
	- Consistent and easy-to-understand signage of cycling routes using the
	newly developed national standard
	- Consider possibilities for e-bike rental systems in the focus region
	- Joint development of additional cross-border cycling routes (with
	Bratislava and Szigetköz)



Minimum	- At least one cross-border cycling path towards Bratislava and
standards	Mosonmagyaróvár/Szigetköz
	 National standard for cycle routes signage has been implemented
Indicators	- Number of new cross-border cycling routes
	- Kilometers of cycle routes that meet the national standards for signage
	- Kilometers of cycle routes that meet the certification standards of the
	ADFC

Objective 2.3	Optimal connected mobility offers (multimodality) for a smooth travel
Problems	 Insufficient cycle parking facilities (number, roofing, lockability) Lack of bicycle transport possibilities in buses within the region Information and ticketing system for bicycle transport on trains is hard to find and understand The existing public bicycle rental system is not available at all major train stations and town centers Missing/incomplete information about existing mobility offers at train stations
Todos	 Improve the information offered at train stations Continuous lobbying for possibilities to take bikes along regional buses Improve information about bicycle transport on trains and buses Check possibilities to extend the existing bicycle rental system Targeted extension of bicycle parking facilities at train stations and high-demand POIs
Minimum standards	 Bicycle transport in selected buses and all trains in the region Adequate number of bicycle parking facilities at the train stations and bus stops Easy-to-understand information about existing mobility offers and the possibility and costs of bicycle transport
Indicators	 Number of trains and buses that allow bicycles on board Number of train stations with information about existing mobility services Number of bicycle parking facilities (without roof, covered, lockable, charging possibility, illuminated)

5.2.3. Information and Marketing

Objective 3.1	Extend existing mobility information centers and provide information on a
	local basis
Problems	 Only one Mobility Information Center for the whole federal state in Eisenstadt In many cases missing information about existing mobility services on a local basis Tourism offices often lack the knowledge about existing possibilities to travel without car



Todos	- Provide comprehensive and understandable information about existing
10003	•
	sustainable mobility services
	- Check possibilities to integrate this information in online portals (local
	authorities' websites, etc.) or provide it in hotels and tourism offices
	- Create a training concept to communicate information about existing
	mobility services to those directly in contact with guests (staff in tourist
	offices, at the reception, etc.)
	- Consider possibility to redistribute information from the Mobility
	• •
	Information Center through local mobility information stands to reach the
	public and guests on a local level
Minimum	- At least half of the municipalities and tourist offices offer information
standards	about existing mobility services clearly visible on their website
5 (3.1.6.3.1 (3.5	- The Mobility Information Center should organize at least one training
	course on sustainable tourism mobility per year
	- Changes from mobility services will be coordinated by the Mobility
	·
	Information Center in Eisenstadt and communicated through mobility
	information stands to the residents and guests on a local level
Indicators	- Number of employees at the local tourism centers and hotels that
	attended sustainable mobility in tourism trainings
	- Number of municipalities with information about existing mobility
	services placed clearly visible and updated regularly on their website
	services placed dearly visible and appared regularly on their website

Objective 3.2	Stronger advertising of car-free journeys to the Neusiedler See region
Problems	 The service "Holiday without car" (German "Urlaub vom Auto") has only a limited number of members Information about the service "Holiday without car" need improvement In some tourist accommodations marketing of the Neusiedler See Card needs improvement
Todos	 Awareness raising at tourist accommodations for the benefits of offensively promoting car free holidays as well as sustainable mobility services in the region Focused promotion of the "Holiday without car" initiative (e.g. clearly visible on NTGs website) Stronger promotion of the Neusiedler See Cards benefits for guests
Minimum	- "Holiday without car" section on the homepage of Neusiedler See Tourism
standards	 Ltd (NTG) website and increased numbers of memberships up to 50% (from 69 members in March 2018) Increase number of Neusiedler See Card partners from 760 (2016) to 800 (from a total of 841) as well as the issued Neusiedler See Cards to 250,000 (2016: 197,300)
Indicators	 Number of members from the "Holiday without car" initiative and partners from Neusiedler See Card Number of issued Neusiedler See Cards Number of guests staying at tourist accommodations that are members at the "Holiday without car" initiative





5.2.4. Cooperation

Objective 4.1	Strengthening cooperations between actors in the fields of transport and tourism within the region, regions in neighboring countries as well as other
	destinations along the Danube
Problems	 Cooperation between transport and tourism stakeholders is not yet institutionalized Cooperation with responsible actors (in transport and tourism) from Slovakia and Hungary as well as with other destinations takes place only in isolated cases
Todos	 Organization of regular meetings to coordinate current issues in tourism and mobility Identification of relevant cooperation partners in Slovakia and Hungary and establishment of a regular exchange format (German "Stammtisch") Examination of advantages from the membership at the Transdanube.Pearls network (destinations with a focus on sustainable tourism mobility)
Minimum standards	 Mobility and tourism contacts in the region are known Mobility and tourism contacts in the neighboring regions in Hungary and Slovakia are known Annual coordination meetings between mobility and tourism stakeholders within the region, the regions in neighboring countries and the Danube region
Indicators	 Number of joint projects within the region, with neighboring regions abroad and in the Danube region

6. Actionplan

The comparison of the current status with the objectives results in a series of measures. These represent the steps to achieve the set goals in short, medium or long terms.

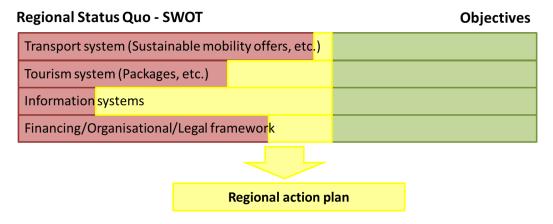


Figure 7: Derivation of measures





The following measures have been summarized and are described in detail below.

Overview of measures:

- 1. Improvement of international connections to Neusiedler See region
- 2. New demand-driven mobility offers for the last mile and local mobility
- 3. New connections for the region
- 4. Improvement of existing cycle path networks
- 5. Extension of bicycle rental facilities in the region
- 6. Bicycle transport in trains and buses
- 7. Comprehensive and easy-to-understand mobility information
- 8. Promotion of the initiative "Holiday without car"
- 9. Trainings
- 10. Networking in the region, with the neighbors and beyond





6.1. Improvement of international connections to Neusiedler See region

Measure

Description

Improvement of international connections to Neusiedler See region

The focus region Neusiedler See has a good connection to the international rail network via the nodes Vienna and Bratislava. Therefore, many guests can travel to Vienna from their countries without need to change trains. Especially guests from Germany as well as from Switzerland, Hungary, the Czech Republic, Slovakia and Italy have good connections. New markets such as Slovenia and Croatia are less well connected. A missing link is the lack of direct connections from the region to Vienna International Airport and to the neighboring regions in Hungary (e.g. Szigetköz) and Slovakia (Bratislava).

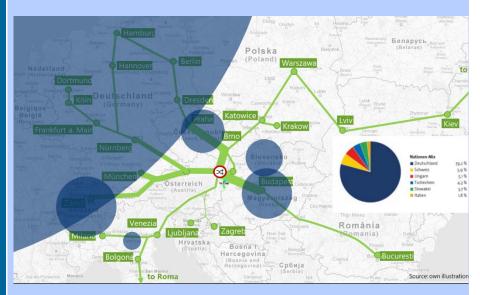


Figure 8: International railway connection of the region Neusiedler See

Accordingly following measures are pursued:

- Modernization of Parndorf Ort train station (accessibility, information and control system) as a central interchange node into the region from Vienna and Bratislava
- Check possibilities for (re-)establishment of rail connections to Wiener Neustadt (via Eisenstadt) and the resulting connections to Graz /Klagenfurt and Italy via the southern rail line
- Check possibilities for direct connections from the region to Szigetköz and Bratislava (with change in Parndorf Ort train station)
- Check possibility for a direct connection from the region to Györ (with change in Fertöszentmiklos)



	- Establishment of a direct connection from the region to Vienna International Airport
Expected benefits	 A bigger number of guests can travel comfortably by train (and bus) to the Neusiedler See region Negative effects of motorized holiday mobility can be limited
Estimated costs	N/A
Financing possibilities	Financing agreement between the Regional Government of Burgenland, Austria and ÖBB
Implementation horizon	Long term
Actors to be involved in the implementation process	Regional Government of Burgenland (Department of Traffic Coordination), Mobility Information Center Eisenstadt, Verkehrsverbund Ost-Region (VOR), ÖBB, Raaberbahn/GYSEV, BMVIT (Federal Ministry of Transport, Innovation and Technology)
Implementation responsibility	Regional Government of Burgenland, BMVIT (Federal Ministry of Transport, Innovation and Technology)
Priority	Medium





Measure	New demand-driven mobility offers for the last mile and local mobility
Description	To address new customer groups (without car or driver license), new
	mobility solutions are developed for the last mile between bus or train
	stations to tourist accommodation, as well as for specific connections in
	the municipality or region. Solutions should be sought for the following
	areas:
	 Connections from Neusiedl am See train station to town center and the lake
	- Connections to Mörbisch and Rust as well as from the respective
	town centers to the seaside resorts
	- Connection from town center Illmitz to the seaside resort
	 No shopping possibility in Weiden town center, footpath to the lake to far
	In a first step, together with the representatives of the affected
	municipalities, the requirements are specified, and first solutions
	presented and discussed. The findings are summarized in a rough
	concept. In detailed design, the individual components of a demand-
	driven solution (operating area and time, target groups, etc.) are then
	developed and implemented.
	Both in terms of the offer development and the implementation,
	regional and national funding opportunities should be considered and where appropriate, addressed.
	Parallel to the development of the offer, following measures are planned:
	- Integration of information on existing or future demand-driven services into common mobility information systems
	- Awareness raising among staff at tourist accommodations for the
	need to offer pick-up and delivery services or to contribute to their development
3t3t	- A bigger number of guests can travel without their own car, this leads to additional guests, especially from Vienna or other
	metropolitan areas where the car ownership decreases since years - Improvement of mobility possibilities on site – for guests and residents
	 Strengthening the local economy through employment of local taxi and transport companies
Estimated costs	N/A



Financing possibilities	National funding programs: klimaaktiv mobil, BMVIT (Federal Ministry of Transport, Innovation and Technology) funding for micro public transport Regional funding programs: municipality renewal (concept development), micro public transport funding (ongoing operation) Tourist accommodations can imagine participation at the costs
Implementation horizon	Short term
Actors to be involved in	Municipalities, tourism organizations, Mobility Information Center
the implementation	Eisenstadt, VOR, taxi- and transport companies in the region
process	
Implementation	Municipalities and tourism organizations
responsibility	
Priority	High



6.3. New connections for the region

Measure	New connections for the region
Description	In addition to existing regular mobility services (bus and train), new services should cover the gaps (e.g. Illmitz-Mönchhof/Halbturn or from the region to Parndorf Outlet Center). Following solutions are possible: - Establishment of new regional bus connections - Development of demand-driven mobility services (shuttle buses, local buses, etc.) on the missing or less attractive connections (see also measure 2) - Development of an e-car sharing system in the region - Extension of the existing nextbike rental system to all major tourist attractions as well as train stops in the region (see also measure 5) For this purpose, talks with the responsible actors, Verkehrsverbund Ost-Region (VOR), ÖBB, affected municipalities and the Outlet Center in Parndorf, are held.
Expected benefits	 A bigger number of guests can travel without their own car, this leads to additional guests, especially from Vienna or other metropolitan areas where the car ownership decreases since years Improvement of mobility possibilities on site – for guests and residents Strengthening the local economy through longer stays and free movement in the region
Estimated costs	N/A
Financing possibilities	National funding programs: klimaaktiv mobil, BMVIT (Federal Ministry of Transport, Innovation and Technology) funding for micro public transport Regional funding programs: municipality renewal (concept development), micro public transport funding (ongoing operation)
Implementation horizon	Medium to long term
Actors to be involved in the implementation process	VOR, ÖBB, affected municipalities as well as the Outlet Center in Parndorf
Implementation responsibility	Depends on the measure: VOR, ÖBB, affected municipalities as well as the Outlet Center in Parndorf
Priority	High



6.4. Improvement of existing cycle route networks

Measure	Improvement of existing cycle route networks
Description	In 2014 a comprehensive analysis of tourist bike offers in Burgenland showed in detail the need for action not only in terms of infrastructure, but also in extended measures (cycling businesses, information, etc.). Consistent storytelling and thematic focus were identified as key factors, for the success of the cycle routes guidance and should be focused. In addition, the needs of everyday cyclists must be considered in all planned measures. Synergies with the tourist cycle path network should be taken into consideration when implementing measures to set up a cycling network for everyday cycle traffic.
	 Close gaps in the existing cycle route network including testing the implementation of bicycle service stations at nodes and charging facilities for e-bikes at restaurants/hotels along the main cycle routes Maintenance of the existing cycling infrastructure (including rest areas, etc.) Development of everyday cycling networks by considering the synergies with existing touristic cycling routes Consistent, clear (overwhelming number of signs) and easy to understand signage of cycling routes using the newly developed national standard Joint development of additional cross-border cycling routes (with Bratislava and Szigetköz)
Expected benefits	 More guests but also locals use bikes on holidays as well as in everyday life Increasing comfort for cyclists and ideally extended stay in the region Standardized signange leads to a consistent picture and improved orientation
Estimated costs	Cycle track: 80€ gross per meter Control system: 700€ per kilometer Service station: 1,400 € Charging station: 4,000-5,000€ (e.g. http://www.bike-energy.com/) & electricity: 4,000-5,000€



Financing possibilities	Funding through the Regional Government of Burgenland for touristic cycling infrastructure and in the future for everyday cycling infrastructure too National funding schemes: klimaaktiv mobil, BMVIT (Federal Ministry of Transport, Innovation and Technology) funding intermodal interface for cycling			
Implementation horizon	Medium term			
Actors to be involved in	Regional Government of Burgenland (Department of Tourism,			
the implementation	Department of Traffic Coordination and Construction Authority),			
process	Mobility Information Center Eisenstadt, municipalities			
Implementation	Municipalities			
responsibility				
Priority	Medium			





6.5. Extension of bicycle rental facilities in the region

Measure	Extension of bicycle rental facilities in the region			
Description	20% of holiday guests from Germany think that it is important to be able			
	to rent and e-bike at the holiday destination. Accordingly, the			
	importance of e-bikes in addition to traditional bike rentals will rise			
	Therefore the tourist accommondation is gaining a more important ro			
	Wether accomondations team up with other tourist businesses (e.g. like			
	the association "E-Bike Paradies Südburgenland") or rent bikes by			
	themselves, the most important factor for an attractive and uncomplicated offer ist the quality of the bikes. This includes the			
	availability of the lates bike models as well as professional maintenance and servicing.			
	Following measures are planned:			
	- Check for possibilities of an e-bike rental system implementation			
	- Extension of the existing nextbike rental system to all major tourist			
	attractions as well as train stops in the region (see also measure 3)			
Expected benefits	A public bicycle rental system is not only a gain for the incoming guest			
	in terms of another offer for covering the last mile. The flexibility of			
	bicycle rental system also allows exploring the region with sustainable			
	means of transport. Furthermore, this mobility system adds another link			
	in the sustainable mobility chain and enables inhabitants and guests to use intermodal mobility.			
Estimated costs	N/A			
Financing possibilities	National funding programs: klimaaktiv mobil, BMVIT (Federal Ministry of Transport, Innovation and Technology) funding intermodal interface			
	for cycling			
Implementation horizon	Medium term			
Actors to be involved in	Tourist accommodations, Regional Government of Burgenland			
the implementation	(Department of Traffic Coordination), Mobility Information Center			
process	Eisenstadt, nextbike or suppliers of bicycle rental systems			
Implementation	Regional Government of Burgenland or tourist accommodations			
responsibility				
Priority	medium			





6.6. Bicycle transport in trains and buses

MeasureBicycle transport in trains and busesDescriptionCycle tourism booms! More and m

Cycle tourism booms! More and more group and individual travelers actively move along the main tourist routes. In 2016, over 680,000 cyclists were counted between Passau and Vienna. While group travelers are provided with bikes by the organization, many individuals travel to the starting point of the tour with their own bike and some via train and bus. Unfortunately, the capacities for bicycle transport in trains is particularly limited in long-distance transport. In regional trains, the continuous renewal and harmonization of the vehicle fleet as well as the planned expansion of supply (at least hourly) on all railway lines mean, that significantly more capacity will be available for bicycle transport. The new barrier-free vehicles not only make the entrance with bicycles easier. The increased use of six-door wagons will also reduce boarding times — a key factor when it comes to meeting the timetable.

At regional buses bicycle transport is rarely offered. Only occasionally bicycle trailers are in use, often only by appointment. To benefit from the boom in cycle tourism, the existing capacity for bicycle transport must be increased.

Following measures are planned:

- Expansion of the existing offer on the railway lines (at least hourly)
 using a uniform fleet of vehicles, which offers enough bicycle
 parking
- Creation of new regional bus services (bicycle tramping buses) offside the railways and in regions of interest for cycling tourism. Those offers operate mostly on existing bus routes, serve fewer stops and offer space for 20-40 bicycles (depending on the vehicle). The use of wheel trailers must ensure the simplest possible loading (ideally by the passenger), the ability to take along e-bikes as well as a mounting possibility beyond the rims. The service is limited as needed to the cycling season (April October), the summer months or the weekends.
- In addition, for the guests but also for everyday trips, a bike transport possibility in the existing regional bus network outside the rush hour is desirable. Requirement would be as clear as possible instructions for bus drivers (ideally anchored in the conditions of carriage) and clarification of the liability issue in case of accidents.
- Solutions for reservation and ticket sales



	- Targeted extension of bicycle parking at stations and high-demand POIs		
Expected benefits	Adequate capacity makes cycling on trains and buses easier and more predictable. Accordingly, the attractiveness of traveling by bicycle and in the trains in the region increases.		
Estimated costs	N/A		
Financing possibilities	National funding programs: klimaaktiv mobil, BMVIT (Federal Ministry of Transport, Innovation and Technology) funding intermodal interface for cycling, Regional Government of Burgenland, tourist accommodations		
Implementation horizon	Medium to long term		
Actors to be involved in	VOR, Regional Government of Burgenland (Department of Traffic		
the implementation	Coordination), transport companies, Burgenland Tourism		
process	Ltd/Neusiedler See Tourism Ltd, Mobility Information Center Eisenstadt		
Implementation	Transport companies in behalf of VOR or VOR on behalf of Regional		
responsibility	Government of Burgenland		
Priority	high		





6.7. Comprehensive and easy-to-understand mobility information

Measure	Comprehensive and easy-to-understand mobility information
Description	In the case of information about existing mobility offers, it is important to distinguish between information that is necessary in advance to make a travel decision and information on site.
	Information for the travel decision is inquired through information portals or personal advice from the local/regional tourism organization
	or tourist accommodation:
	- Integrated mobility information at information portals: information
	about existing mobility services must be simple and easy to understand as well as complete (including on-demand services, bike
	rentals etc.) and currently integrated or linked to existing portals,
	such as scotty/wayfinder, DB app, AnachB, Google Maps, etc. At the
	same time, the POIs must be seen from a tourist point of view.
	Priority is given to provide travel information, followed by local
	mobility offers.
	- Personal advice from the local/regional tourism organization or the
	tourist accommodation: organizations must be provided with
	complete and easily accessible information about existing mobility
	services. This can be done via information sheets. At the same time
	the employees in counseling and/or contact points should be
	trained about sustainable mobility offers and the possibilities and
	obstacles on arrival (see also measure 9).
	Information on site:
	- Neusiedler See Card: guest cards can greatly facilitate access to
	sustainable mobility services. For this, the information about the
	possibilities of use must be easily understandable for the guests (e.g.
	prepared in several languages).
	- Information at POIs: information about existing mobility services
	should be available at stations, tourist attractions and in tourist
	accommodations ("Climate friendly mobility services in
	municipalities" including contact lists and instructions for on-site
	information).
	- Online information: municipalities and tourism organizations offer
	information on mobility services in a compact and comprehensible
	form on their websites. A standardized mobility button guides guests quickly and easily to the appropriate sub-page.



	 Personal advice: see above & the guests do not have to obtain information. At the check-in, the receptionists actively inform about the public transport offers. Network of local mobility information centers: in the future, personal counseling centers could supplement the information and counseling services of the Mobility Information Center Burgenland in Eisenstadt or be their extended arm in the region. 		
Expected benefits	Guests can get an easier and faster picture of existing travel options or		
	mobility options on site and accordingly make the decision for holidays		
	without their car.		
Estimated costs	N/A		
Financing possibilities	National funding schemes: klimaaktiv mobil		
Implementation horizon	Short term		
Actors to be involved in	Mobility Information Center Eisenstadt, VOR, ÖBB, Neusiedler See		
the implementation	Tourism Ltd, municipalities, tourist accommodations, tourism		
process	authorities		
Implementation	Mobility Information Center Eisenstadt, VOR, ÖBB, Neusiedler See		
responsibility	Tourism Ltd, municipalities, tourist accommodations, tourism		
	authorities		
Priority	high		



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6.8. Promotion of the initiative "Holiday without car"

Measure	Promotion of the initiative "Holiday without car"		
Description	NTGs initiative "Holiday without car" should address a car free arrival in the region Neusiedler See. Partner companies offer additional services such as puck-up from local or nearest train stations/bus stops (Neusiedl am See or Eisenstadt). The Neusiedler See Card also provides necessary information about the region's soft mobility offer (public transport, rentals, ferries). The offer is to be extended in the future in several ways: - Awareness of the benefits of active promotion of travel without a car, as well as sustainable mobility services in the region to the tourist accommodation - Strengthening the promotion of "car leave" initiatives, e.g. better positioning on NTGs website - Extension of the information offered on NTGs website (at least links to scotty/wayfinder or the DB route planning system) - Stronger promotion of the benefits of the Neusiedler See Card for the guests		
Expected benefits	More guests will travel to the Neusiedler See region without their own car. Accordingly, the negative consequences of car related mobility in tourism are reduced.		
Estimated costs	N/A		
Financing possibilities	-		
Implementation horizon	Short term		
Actors to be involved in the implementation process	Neusiedler See Tourism Ltd, Mobility Information Center Eisenstadt, tourist accommodation Neusiedler See Tourism Ltd		
Implementation responsibility			
Priority	high		





6.9. Trainings

Measure	Trainings	
Description	To disseminate the information on existing mobility offers among the	
	representatives of tourist accommodations and tourism associations,	
	the Mobility Information Centers organizes regularly training sessions.	
	In concrete terms, those persons are addressed who are in direct	
	contact with guests (employees in tourist offices, at the reception, etc.).	
	As part of these all-day events, awareness of the benefits and obstacles	
	in the use of sustainable mobility offers in tourism is to be carried out	
	by an on-site tour of the incoming tourists travel route and information	
	in general on existing sustainable mobility offers in the region. The	
	necessary information is presented by experts from ÖBB, VOR, the	
	Regional Government and Mobility Information Center Eisenstadt. In	
	addition, the training aims to strengthen identification with regional	
	tourism products. To ensure a high-quality event, the number of participants is limited to	
	10-15 people. For larger needs further trainings can be offered. The	
	distributor of the course participants will also disseminate updates and	
	changes to the mobility offer in the region.	
Expected benefits	The own experience is the best basis for competent advice and	
	information sharing. The training should ensure that those in direct	
	contact with the guests can provide competent information about	
	existing mobility opportunities. Getting to know each other during the	
	training sessions is the basis for future cooperation and information	
	exchange.	
Estimated costs	Possibly costs for inspection and use of public transport offers,	
	operating costs	
Financing possibilities	Project funds Transdanube.Pearls (until mid 2019)	
Implementation horizon	Short term	
Actors to be involved in	VOR, Mobility Information Center Eisenstadt, Regional Government of	
the implementation	Burgenland, ÖBB, Burgenland Tourism Ltd, Neusiedler See Tourism Ltd,	
process	tourist accommodation	
Implementation	Mobility Information Center Eisenstadt	
responsibility		
Priority	high	





6.10. Networking in the region, with the neighbors and beyond

Measure	Networking in the region, with the neighbors and beyond	
Description	Cooperation between transport and the tourism stakeholders is the key to sustainable mobility in tourism. A stronger awareness of the possibilities, but also the constraints of the respective counterpart is crucial for a successful cooperation. Accordingly, the meetings between actors from both areas should be continued after the end of the project. But cooperation must not end at the regions borders. The sustainable journey often starts far from the destination – often more than one border is crossed to get into the region Neusiedler See. Likewise, the number of tourist attractions of a single region is sometimes not satisfying. Therefore, a cooperation with neighboring destinations to keep the guests longer in the region makes sense. The radius of action of the guests has changed, being able to offer trips to interesting attractions in the neighboring regions can therefore be decisive in the choice of the holiday destination. In addition, the radius of the cycling tours has increased by the usage of e-bikes. Accordingly, cooperation with neighboring regions in Lower Austria, Slovakia and western Hungary is important to integrate attractive routes. Transdanube Pearls network offers the possibility of exchange with the neighboring regions Bratislava and Szigetköz. In addition, the region Neusiedler See benefits from a network of destinations along the Danube dedicated to sustainable mobility in tourism. As part of the network, the region benefits from joint marketing activities as well as from a regular exchange of experiences. Jointly developed products are brought together to internationally active tour operators. Furthermore, the network acts as a lobbying platform for more sustainable travel. By participating in international (funding) projects, additional funds will be	
Expected benefits	allocated to network activities and its partners. More guests through common marketing activities, clear positioning as a car free journey destination, possibility for longer stays, etc.	
Estimated costs	Membership fee for the network of Danube pearls, depending on the services offered to the network partners	
Financing possibilities	n Short term	
Implementation horizon		
Actors to be involved in	Neusiedler See Tourism Ltd, Regionalmanagement Burgenland Ltd,	
the implementation Regional Government of Burgenland, Burgenland Tourism		
process		

Project co-funded by the European Union Funds (ERDF, IPA)



Implementation	Neusiedler See Tourism Ltd
responsibility	
Priority	medium





7. Implementation

The cooperation between actors in tourism and mobility is developing quite well. This can be recognized by the fact that the new Tourism Strategy Burgenland includes the topic of tourist mobility for the first time.



Figure 9: Tourism Strategy Burgenland 2022+ Main fields of action and measures for implementation

Among other measures, the preparation of a Requirements and Measures Catalogue is planned. Burgenland Tourism Ltd is responsible for drawing up the required Regional Tourism and Mobility Plan in cooperation with the Mobility Information Center Burgenland (Regionalmanagement Burgenland Ltd).





MASSNAHMEN

zur touristischen Mobilität

- Erstellung eines groben Anforderungs- und Maßnahmenkatalogs durch die Burgenland Tourismus GmbH unter Einbeziehung von Experten und Interessenvertretern (2018).
- Im Katalog enthalten: Anforderungen an zeitgemäße, komfortable Anund Abreise der Gäste sowie an die "Vor-Ort-Mobilität".
- Auf dieser Basis grundlegende Stellungnahme aus touristischer Sicht als Lobbying-Grundlage.
- Lobbyingprozess.
- Externe und interne Kommunikation bestehender touristischer Mobilitätsangebote.

Figure 10: Tourism Strategy Burgenland 2022+ - Planned measures in tourist mobility



PA

7.1. Relevant stakeholders

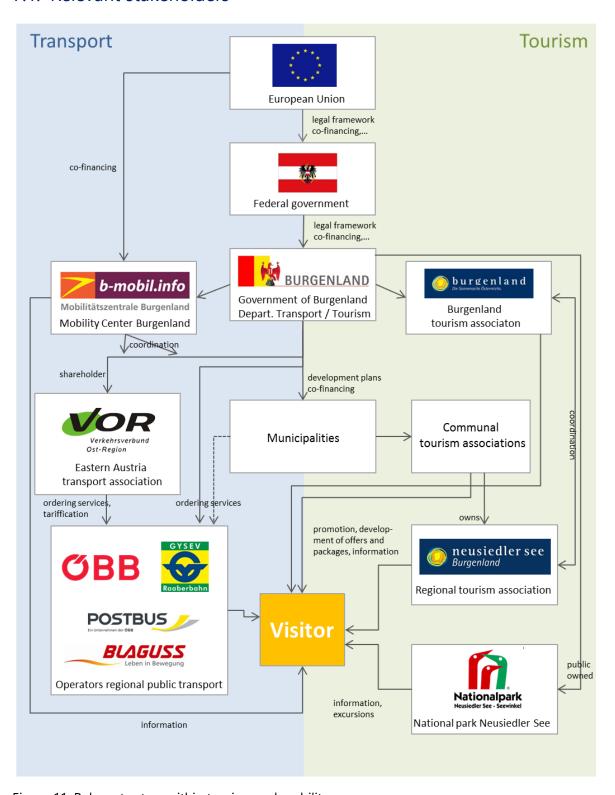


Figure 11: Relevant actors within tourism and mobility





7.2. Financing

The most important funding sources can be found in the description of the respective measures. A summary of the main funding opportunities at regional, national cross-border on transnational level can be found in the state-of-the-art analysis, which were provided as a preparation for the creation of the Regional Tourism and Mobility Plan.

7.3. Monitoring and evaluation

The creation process of the Regional Tourism and Mobility Plan has strengthened the cooperation of mobility and tourism stakeholders. The anchoring of the Tourism and Mobility Plan as a catalog of measures to ensure tourism mobility within the Tourism Strategy 2022+ should be promoted by responsible stakeholders from tourism and transport.

However questions need to be raised if the the set steps where the right ones and were they enough? Or do the measures have to be adapted to new developments and framework conditions?

For answers only, an ongoing performance review and a regular target and measure evaluation (at least every 5 years) can show the outcome and allow timely interventions.

Therfore regular voting meetings of all relevant actors are proposed. The workshops for the preparation of the Regional Tourism and Mobility Plan have proven to be an exchange platform and should be continued accordingly.





8. Conclusio

The creation process of the Regional Tourism and Mobility Plan has strengthened the cooperation of mobility and tourism stakeholders. The anchoring of the Tourism and Mobility Plan as a catalog of measures to ensure tourism mobility within the Tourism Strategy 2022+ should be promoted by responsible stakeholders from tourism and transport.





9. Illustration directory

Figure 1: Project Transdanube.Pearls	0
Figure 2: Future-oriented mobility in tourism	4
Figure 4: Tourists in the Overall Transport Strategy Burgenland	6
Figure 5: Focus area region Neusiedler See	7
Figure 6: Common vision	12
Figure 7: Objectives	13
Figure 8: Derivation of measures	19
Figure 9: International railway connection of the region Neusiedler See	21
Figure 10: Tourism Strategy Burgenland 2022+ Main fields of action and mea	asures for
implementation	37
Figure 11: Tourism Strategy Burgenland 2022+ - Planned measures in touris	t mobility
	38
Figure 12: Relevant actors within tourism and mobility	39



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10. Project Partners

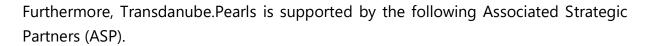
ENVIRONMENT umwelt bundesamt [©]	LP Environment Agency Austria	EAA	AUSTRIA
donau.büro ulm	ERDF PP1 Danube Office Ulm/Neu-Ulm	DOULM	GERMANY
DONAU	ERDF PP2 WGD Danube Upper Austria Tourism Ltd.	WGDOOE	AUSTRIA
RMB bujen-transporent Europoinal Contail	ERDF PP3 Regionalmanagement Burgenland Ltd.	RMB	AUSTRIA
BRATISLAVA REGION	ERDF PP4 Bratislava Self-Governing Region	BSGR	SLOVAKIA
westpannon	ERDF PP5 West Pannon Regional and Economic Development Public Nonprofit Ltd.	WESTPA	HUNGARY
	ERDF PP7 City of Vukovar	CIVUK	CROATIA
RASY RAZYOJNA AGENCIJA SINERGIJA DEVELOPMENT AGENCY	ERDF PP8 Development agency Sinergija	RASIN	SLOVENIA
	ERDF PP9 Regional Administration of Vidin Region	VIDIN	BULGARIA
Club Sustainable Development of Civil Society	ERDF PP10 Club "Sustainable Development of Civil Society"	CSDCS	BULGARIA
INCOT	ERDF PP11 National Institute for Research and Development in Tourism	NIRDT	ROMANIA



Å*••	ERDF PP12	SERDA	ROMANIA
Abo	The South-East Regional Development Agency		
₹ 🚡 🖔	ERDF PP13		HUNGARY
BARANNA MIRGOELI ORNOGORIA NAVATI	Government of Baranya County		
- L danuha	IPA PP1	DCC	SERBIA
docc danube competence center	Danube Competence Center		
	IPA PP2	RARIS	SERBIA
R. A. R. J. S. Regionally agreedja as rarvoj interior Strilje Regional Development Agreey Carters Strills.	Regional Development Agency Eastern Serbia		

Table 1: List of Project Partners





ASP1	Austrian Federal Ministry for Agriculture, Forestry, Environment and Water Management	BMLFUW	AUSTRIA
ASP2	Federal Ministry for Transport, Innovation and Technology	BMVIT	AUSTRIA
ASP3	Neusiedler See Tourism Ltd.	NTG	AUSTRIA
ASP4	Regional Government of Burgenland	BGLD	AUSTRIA
ASP5	Rail Tours Touristik Ltd.	RTA	AUSTRIA
ASP6	Destination Marketing Association German Danube	DMAGD	GERMANY
ASP7	Supreme Building Authority – Part of the Bavarian State Ministry of the Interior, for Building and Transport	STMI	GERMANY
ASP8	Panonsko more d.o.o. / Panonian sea Ltd.	PANON	CROATIA
ASP9	Győr-Sopron-Ebenfurt Railway Corp.	GYSEV	HUNGARY
ASP10	Government of Baranya County	BARCO	HUNGARY
ASP11	Association of Szigetköz Tourism	SZTDM	HUNGARY
ASP12	Association of Tourism Development in Moldova	ADTM	MOLDOVA
ASP13	National Authority for Tourism	NAT	ROMANIA
ASP14	Administrative Territorial Unit Tulcea County	TULC	ROMANIA
ASP15	Railways of the Slovak republic	ZSR	SLOVAKIA
ASP16	Ministry of Transport, Construction and Regional Development of the Slovak Republic	MINDOP	SLOVAKIA
ASP17	Bratislava City - Capital of Slovak Republic	ВА	SLOVAKIA
ASP18	Pomurje Tourist Association	PTA	SLOVENIA
ASP19	Ministry of Agriculture and Environmental Protection	MAEP	SERBIA
ASP20	Development Agency of Serbia	DAS	SERBIA
ASP21	Municipality of Kladovo	MKLAD	SERBIA
ASP22	Ministry of Tourism	ВМТ	BULGARIA
ASP23	Association of Danube River Municipalities "Danube"	ADRM	BULGARIA
ASP24	Municipality of Ruse	RUSE	BULGARIA

Table 2: List of associated Partners