

Conclusion of the City Helpers 2022 programme

2022-09-30

On 11th September, City Helpers appeared on the streets and squares of Kraków for the last time this year. Starting on 23rd May, City Helpers gave information, helped people to find their way to tourist attractions and recommended current cultural events while striving to ensure respect for the applicable rules in Kraków and monitoring compliance with the regulations of the Old Town Cultural Park.

Programme in figures

During almost four months of their work, City Helpers undertook **over 31,000 actions**. As a part of these actions, they provided information to 24,375 persons and gave various kinds of help to 1,958 persons. They carried out 1,827 successful interventions addressing the disturbance of public order, including 197 in co-operation with the City Guard, and noticed 2,950 cases of breaking the law in the Old Town Cultural Park, which included mainly putting up advertisements in the form of pavement swing signs and loud music from bars. CHs were approached by 9,026 persons seeking information. The above data come from the application used by CHs for the weekly reporting of activities.

Giving information and help

Tourists reacted very positively to help offered by City Helpers. Kraków's residents were also clearly interested in their work. City Helpers most often provided **tourist information**. Guests asked mainly about Kraków's best-known attractions. Tourists and inhabitants very often asked questions about **cultural events** being held in the city, particularly open-air events: festivals, concerts and summer cinema. People visiting Kraków also asked about dining places that serve regional dishes. Many questions concerned the location and functioning of **shops** and **currency exchange offices, public transportation** and the network of connections in Kraków. At the beginning of the programme, guests from **Ukraine** had many questions, mainly about points issuing PESEL numbers and help centres. On hottest days, tourists sought **squares, swimming pools and water areas** in the neighbourhood. CHs often provided **first aid** in the case of injuries; thanks to the Ratuj Życie [Save Life] foundation, they could also make use of a **defibrillator**.

Disorderly conduct and drinking alcohol in public places

Another task of City Helpers was to pay attention to cases of unacceptable behaviour, such as making raucous noise or drinking alcohol in a public place. They undertook almost 2,000 interventions in this respect. These interventions concerned mainly weekend evenings and were usually required no more than an admonition. In a few hundred cases, they had to ask the City Guard for support. City Helpers also tried to ensure compliance with the rules of the Cultural Park. They controlled the number and arrangement of advertisements in the form of pavement swing signs in the Old Town and monitored prohibited activities, such as trading on the street without permission.

The CHs' work was supported by **leaflets and posters** created for the needs of the campaign that contained information about the rules applicable in the city and were also popular among



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entrepreneurs operating in the Old Town, particularly accommodation and dining facilities.

Kraków's Sustainable Tourism Policy for the years 2021-2028 and #RespectKrakow

The City Helpers 2022 programme was carried out in Kraków for the second time. The project fits into recommendations of Kraków's Sustainable Tourism Policy for the years 2021-2028 and is a part of the broader campaign #RespectKrakow undertaken by the city in 2019 to draw tourists' attention to the fact that Kraków is not just a great place to visit but is also home to hundreds of thousands of people.