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**Define the methodology adopted by the local authorities for the allotment/ selection process of the AA with the customer.**

Following the survey, through the questionnaires gave to users and public administrations, there is currently no real and concrete methodology used to select and put in communication the AA with the suppliers of the tourism services.

Much depends, at the moment, on the work done individually by service providers who can find a way to connect with the AA, using a possible network with ONG who deal in this field. On the contrary, there are ONG that provide this service to their members, seeking out structures and organizations that can provide tourism services that can also be enjoyed by people with disabilities.

The great absence of this process turns out to be local authorities that would be the appointed to build the communication between the various stakeholders and make, through a structured network with associations and companies in the tourism sector, its tourist areas accessible to all , nobody excluded, thus increasing, at the same time, the economic value and the social impact.

To achieve this result it would be necessary, some different steps, or phases.

In a first phase, to gather the specific needs of people with disabilities and to get in touch with all the local associations operating in this context.

In a second phase it would be necessary to connect these associations with the companies that can offer tourist services usable for everyone.

To do this you could create a special category register that selects, on the basis of a public tender, the companies accredited to serve these types of services, based on the needs expressed by the associations.

In a third phase, the public administration should deal with communication to put people in touch with associations and associations with accredited tourism companies, perhaps through different channels such as, for example, a dedicated public branch and a dedicated website, inserted in the area of communication of local tourism promotion and connected with the different stakeholders of global tourism.

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All this would lead to the construction of a well-structured network among all the stakeholders.

The fourth and final phase should be dedicated to the evaluation, control and implementation and development of social tourism. In order to operate in the right way in this sense it would be necessary to set up a special public commission, formed in part by representatives of the NGOs, partly by representatives of the companies and partly by representatives of the local authorities. This body would allow a continuous and constructive dialogue between the different stakeholders and, obviously, a growth of the sector based on the methodology of learning by doing.

This methodology would allow the development of a model that is not only productive and capable of creating economic and social value for the territory, but that can be exported and linked to other territories, creating in short time an international European network based on the same working methodology , with obvious advantages for the whole European areas

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