



# DESTINATIONS

ELBA • LAS PALMAS GC • LIMASSOL • MADEIRA • MALTA • RETHYMNO

## D10.1

### Technical Workshop and Training Plan

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Responsible Author(s):	Marie Launay & Luisa Bouzoubaa, Euro Project Consult
Responsible Co-Author(s):	CIVITAS-DESTINATIONS WP Leaders and Site Managers
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## Abstract

This project “workshop and training plan” is a document that aims to provide DESTINATIONS partners and external stakeholders with an overview on planned learning and exchange activities during the project life.

## Project Partners

Organisation	Abbreviation	Country
Horários do Funchal, Transportes Públicos	HF	PT
Agência Regional da Energia e Ambiente da Região Autónoma da Madeira	AREAM	PT
Câmara Municipal Do Funchal	CMF	PT
Secretaria Regional da Economia Turismo e Cultura	SRETC	PT
Agência Regional para o Desenvolvimento da Investigação, Tecnologia e Inovação	ARDITI	PT
Limassol Tourism Development and Promotion Company Ltd	LTC	CY
Municipality of Limassol	LIMA	CY
Stratagem Energy Ltd	STRATA	CY
Dimos Rethimnis	RETH	EL
The Research Committee of the Technical University of Crete	TUC	EL
Comune Di Rio Marina	RM	IT
Comune Di Portoferraio	PF	IT
MemEx S.R.L.	MEMEX	IT
Authority for Transport in Malta	TM	MT
Valletta Kunsilli Lokali – Valletta Local Council	VLC	MT
Universita ta' Malta	UoM	MT
Ministry of Tourism	MOT	MT
Guaguas Municipales sociedad anonima	Guaguas	ES
CINESI S.L consultoria de transport	CINESI	ES

Ayuntamiento de Las Palmas de Gran Canaria	LPGC	ES
Ingeniería Electrónica Canaria S.L	INELCAN	ES
Sociedad Municipal de Aparcamientos de Las Palmas de Gran Canaria	SAGULPA	ES
Euro Project Consult	EPC	FR
Istituto di Studi per l'Integrazione dei Sistemi	ISINNOVA	IT
European Integrated Project	EIP	RO
Sustainable Services	GV21	ES
Insight Innovation GmbH	II	DE
Vectos (South) Ltd	VECTOS	UK
Conférence des régions Périphériques Maritimes d'Europe	CPMR	BE

### Document History

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27/10/2016	Claudio Mantero, HF	Draft review	Draft	WP10L
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Dissemination Level: PC = Project Coordinator, PM = Project Manager, SM=Site Manager, TC=Technical Coordinator, WPL= Workpackage Leader, PEM= Project Evaluation Manager, PDM= Project Dissemination Manager

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## Glossary

Co-meeting	Consortium meetings
GA	General Assembly
LDM	Local Dissemination Managers
LEM	Local Evaluation Managers
MSC	Management Steering Committee
On-site	Event organised within one of the 6 DESTINATIONS sites
PDM	Project Dissemination Manager
PEM	Project Evaluation Manager
TR	Training
TW	Technical Workshops
WP	Workpackage
WS	Workshop

# 1 Executive Summary

This project “workshop and training plan” is a document that aims to provide DESTINATIONS partners and external stakeholders with an overview on planned learning and exchange activities during the project life.

This plan clarifies the interaction of Technical Workshops (TW) and Trainings (TR) according to implementations foreseen within all DESTINATIONS work packages, the knowledge of each site and the will and need for all to learn. It will also be used to coordinate the interaction of DESTINATIONS with the other CIVITAS projects and SATELLITE support action.

It has been prepared according to implementation foreseen within the project. Nevertheless, the plan is seen as a dynamic document that will be updated as DESTINATIONS progresses. Dates and content of the sessions identified could be changed according to project evolution.

## 2 Objectives & Structure

The DESTINATIONS project forecasts technical workshops covering the 6 cooperation fields of the project:

- Sustainable Urban Mobility Planning for residents and visitors
- Safe, attractive and accessible public spaces for all generations
- Shared mobility and e-infrastructures towards zero emissions transport
- Smart and clean urban freight logistics at tourist destinations
- Mobility demand management and awareness for sustainable mobility at tourist destinations
- Attractive, clean, accessible and efficient public transport

They will be organised as plenary or parallel sessions at different occasions during the project lifetime. To summarise, there will be a sequence of seven TWs:

- the first, corresponds to technical workshops organised at the occasion of the Kick-off meeting for the set-up and preparation of evaluation and dissemination strategies;
- the second corresponds to WP2 vision and action plan cross-fertilization workshop. It will be organised at month 8 during the second consortium meeting;
- 4 occasions are planned (at months 14, 20, 26, 33) to organise cross-fertilization workshops during project meetings. Each time parallel or plenary sessions for WP3, WP4, WP5, WP6, WP7 will be planned to discuss the experiences and exchange practices across the 6 sites on the measure development in each vertical WP. Planning of the sessions will be defined according to the themes of the WPs;
- the last one will correspond to the business replication workshop (the “knowledge and best-practice transferring jam”). It will be organised at month 39.

EPC will take care of coordinating the calendar and the technical project manager (VECTOS) will supervise TWs content. Their planning, operation and outcomes will be coordinated with all WP leaders along the project timeframe. Cross-fertilisation workshops will be set-up following a bottom-up approach to ensure measure integration and answer cooperation needs identified in each site. The strong involvement of WPs leaders in their content preparation will guarantee to provide participants with concrete experiences or best practices liaising with technical topics related to demonstrations activities.

The present document gathers:

- (1) A “Cross-fertilisation physical workshops” table, including content, planning and participants foreseen for cross-fertilisation workshops to be organised during project meetings, at this date;
- (2) A “Cross-fertilisation Webinars” table, including content, planning and participants foreseen related to technical WPs (WP3-WP7), at this date;
- (3) A “Thematic Trainings” table, reflecting the areas identified that will require further training and technological development to support the implementation of the activities, facilitate knowledge transfer and capacity building.

## 3 Definitions

The plan is composed by two main components:

- Cross-fertilisation Technical Workshops: These cross-fertilisation workshops are sessions of dedicated learning in which the participants can exchange on field-work related tasks to gain hands-on experience or best practices related to their WP implementation.
- Thematic Trainings: The thematic trainings are seen as organised activities that aim to provide information, advice and/or instructions to improve the participants’ competence and performance. It aims at improving attendees’ capability and help them to attain a better level of knowledge or skill regarding specific themes.

Other specifications are considered to design this plan:

- Target groups and level of cooperation: The plan identifies the different activities to be organised at the consortium level to allow technical exchanges between DESTINATIONS partners. Some of the workshops aim to be opened to a wider audience in order to share with other European stakeholders (notably a group of coastal and island areas facing high touristic demand) the project achievements but also to strengthen cooperation with other projects.
- Technical and Horizontal Workpackages: According to the project structure, WS and TR will be related to Technical and Horizontal workpackages planned in the project. The workshops and trainings associated with the technical WPs (WP2-WP7) will focus on technical integration. Horizontal activities will be related to the analysis of activities to ensure smooth implementation as well as cross fertilisation, the evaluation of impact, dissemination of results and replication of best practices.

What	Objectives		For whom?	Audience to consider	Where
Workshops and trainings (not differenced in this table)	HZ WPs	<ul style="list-style-type: none"> <li>- To guarantee good implementation of the project (WP1/WP9/WP11)</li> <li>- To support project partners in the process related to activities implementation (technical assistance)</li> <li>- To share key results on topics developed within the project and involve other cities answering to the DESTINATIONS theme</li> <li>- To share key results on the topics developed within the project and ensure the uptake of knowledge and concept of DESTINATIONS</li> </ul>	DESTINATIONS partners	Site managers/WP leader/ LEM/LDM/ HZ WPs task leaders	Project meetings
				Site managers/WP leader/ LEM/LDM/Measure leaders/ task leaders / internal team	E-process (webinar)
	Tech WPs	<ul style="list-style-type: none"> <li>- To share and exchange knowledge necessary for the implementation of measures</li> <li>- To provide an adequate format in order to reach Measure leaders and technical experts involved in project implementation</li> <li>- To explain and bring to a wider audience the methodologies developed within the project</li> <li>- To transfer knowledge gained</li> </ul>	Other stakeholders	other touristic or EU cities/ technical experts multipliers platform members	Project meetings and/or E-process (webinar)

**Table 1:** Cross-fertilisation technical workshops objectives



M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
sept-16	oct-16	nov-16	dec-16	jan-17	feb-17	mar-17	apr-17	may-17	june-17	jul-17	aug-17
<b>Funchal</b>							<b>Rethym</b>				
<b>KO</b> (GA1= <b>MSC1</b> + <b>TW1</b> )							<b>MSC2</b> <b>TW2</b>				
M13	M14	M15	M16	M17	M18	M19	<b>M20</b>	M21	M22	M23	M24
sept-17	oct-17	nov-17	dec-17	jan-18	feb-18	mar-18	apr-18	may-18	june-18	jul-18	aug-18
(CIVITA S forum)	<b>Las Palmas</b>						<b>Malta</b>				
	(GA2 = <b>MSC3</b> + <b>TW3</b> )						GA 3 = <b>MSC4</b> + <b>TW4</b>				
M25	M26	M27	M28	M29	M30	M31	M32	M33	M34	M35	M36
sept-18	oct-18	nov-18	dec-18	jan-19	feb-19	mar-19	apr-19	may-19	june-19	jul-19	aug-19
	<b>MSC5</b>							<b>Elba</b>			
	(during CIVITA S forum) – <b>TW5</b>							GA 4 = <b>MSC6</b> + <b>TW6</b>			
M37	<b>M38</b>	M39	M40	M41	M42	M43	M44	M45	M46	M47	M48
sept-19	oct-19	nov-19	dec-19	jan-20	feb-20	mar-20	apr-20	may-20	june-20	jul-20	aug-20
		<b>Limas- sol</b>							<b>Final Conf Brussel</b>		
		<b>MSC7 – TW7</b>							GA 5 = Eu conf <b>MSC8</b>		

Figure 1: Project Meetings Calendar \_ October 2016

## 4 Synthesis per WP and type of activities

### 4.1 Cross-fertilisation physical workshops

WP	TYPE	FORMAT	TOPIC CONSIDERED	TARGET AUDIENCE	MODERATOR	PLANNING
WP1	WS	Co Meeting	Project Dissemination and Communication strategy planning	PDM/LDM	CPMR	16/09/2016 (M1)
	WS	Co Meeting	Project Evaluation planning	PEM/LEM	ISINNOVA	16/09/2016 (M1)
WP2	WS	Co Meeting	VISION BUILDING & ACTION PLAN	Site managers + local facilitators (technical partners)	ISINNOVA	Reth MSC (M8)
	WS	On-site WS	On-site - Vision and Action Plan Workshops	Site managers, measures leaders, evaluation managers (per site) + local stakeholders	Local facilitators (technical partners)	M9 to M10 - 6 workshops to plan
WP3	WS	Co Meeting	Dedicated Cross-fertilisation session to discuss WP implementation	WP3 partners	WP3 leader	(tbc) MSC3 (M14)/MSC4 (M20)/ MSC5(26)/MSC6 (M33)
			<i>How attractive, safe and accessible public spaces (lab areas) improve interactions of residents and tourists (social effects)</i>	<i>site managers, measures leaders, best practices in other cities, open to multiplier cities</i>	(tbc)	(tbc) MSC5 - during CIVITAS forum 2018 (M26)

<b>WP4</b>	WS	Co Meeting	Dedicated Cross-fertilisation session to discuss WP implementation	<i>WP4 partners</i>	<i>WP4 leader MEMEX</i>	<i>(tbc) MSC3 (M14)/MSC4 (M20)/ MSC5(26)/MSC6 (M33)</i>
<b>WP5</b>	WS	Co Meeting	Dedicated Cross-fertilisation session to discuss WP implementation	<i>WP5 partners</i>	<i>WP5 leader (with support of experts involved in the consortium)</i>	<i>(tbc) MSC3 (M14)/MSC4 (M20)/ MSC5(26)/MSC6 (M33)</i>
<b>WP6</b>	WS	Co Meeting	Dedicated Cross-fertilisation session to discuss WP implementation	<i>WP6 partners</i>	<i>WP6 leader (with support of experts involved in the consortium)</i>	<i>(tbc) MSC3(M14)/MSC4 (M20)/ MSC5(26)/MSC6 (M33)</i>
<b>WP7</b>	WS	Co Meeting	Dedicated Cross-fertilisation session to discuss WP implementation	<i>WP7 partners</i>	<i>WP 7 leader</i>	<i>(tbc) MSC3(M14)/MSC4 (M20)/ MSC5(26)/MSC6 (M33)</i>
			<i>Improvement of PT services</i>	<i>WP7 partners, Open to PT companies</i>	<i>Guaguas as WP7 leader with support of CINESI</i>	<i>MSC Las Palmas de Gran Canaria (M14)</i>
			<i>Clean PT vehicles</i>	<i>WP7 partners, Open to PT companies</i>	<i>Guaguas as WP7 leader with support of CINESI</i>	<i>MSC Malta (M20)</i>
<b>WP8</b>	WS	On-site	<p><b>On-site - Kick-Off Trainings to new business actors</b></p> <p>Each Method Training will target the needs of the local context. It aims at explaining the concept of service design and business modelling and the methodologies and tools which will be adopted in T8.2, at developing draft Canvas models to be consolidated</p>	<p>Sites Managers</p> <p>Leader Measures</p> <p>Mobility stakeholders</p>	<p>II - assistance to service design and business model definition</p>	M4-M9

			through the coaching activities held in T8,2,2, and at training Site Managers on the use of the canvanizer.com platform.			
<b>WP9</b>	WS	Co meeting	Evaluation Local Groups: introduction and discussion of the evaluation plan  All 6 Evaluation Local Managers will meet with the ISINNOVA Evaluation Manager in the meeting associated to the GA at M14	Project Evaluation Manager, Local Evaluation Managers (7 people)	ISINNOVA	MSC Las Palmas (M14)
		On-site	Evaluation Local visits by ISINNOVA to all sites	Project Evaluation Manager, Local Evaluation Managers		(tbc) M36, M37, M38, M39, M40, M41
<b>WP10</b>	WS	Co meeting	<b>Knowledge and Best-Practice-Transferring Jam</b>  All generated business models with success stories and failings will be presented in a workshop. The attendees will then create a replicable business model for each measure, based on their experience. These business models will then be introduced to the CIVITAS network.	site managers+ 2 measure leaders per site+ VECTOS+ISINNOVA+MEMEX	<i>new contractor replacing II</i>	M39 MSC Limassol
	WS	CPMR GA	CPMR Workshops: 12 workshops (4 in year 2, 4 in year 3 and 4 in year 4) organised with CPRM GA	Site managers; project experts, follower cities; CPMR regions	CPMR	<i>to be further planned by CPMR</i>
<b>WP11</b>	WS	Co Meeting	Dissemination and communication	LDM/PDM (7 people)	CPMR	MSC Las Palmas (M14)

## 4.2 Cross-fertilisation webinars

WP	TYPE	FORMAT	TOPIC CONSIDERED	TARGET AUDIENCE	MODERATOR	PLANNING
WP2	WS	Online	Participation approach and setting up WP2 planning activities	Site managers, local WP2 leaders, local evaluation managers, technical experts	ISINNOVA	M3
WP3 (tbc)	WS	Online	<i>Improved accessibility for the physically impaired</i>	<i>Site managers, measures leaders, technical experts</i>	(tbc)	(tbc) Around M30
WP5 (tbc)	WS	Online	<i>SULP Methodology</i>	<i>WP5 partners, technical experts, WP2 leader and supporters</i>	AREAM	Between M6-M7
WP6 (tbc)	WS	Online	<i>Green mobility cards/schemes, business case scenarios that are successfully in operation</i>	<i>WP6 partners, technical experts</i>	(tbc)	(tbc)

## 4.3 Thematic Trainings

WP	TYPE	FORMAT	TOPIC CONSIDERED	TARGET AUDIENCE	MODERATOR	PLANNING
WP1	TR	Online	“How to organise an effective and engaging webinar”	WP leaders	SATELLITE	27/10/2016 (M2)
	TR	Online	Training on the internal reporting tool	Consortium partners	HF/EPC	(tbc) M4-M5

<b>WP3</b> (tbc)	TR	Online	<i>“Road safety and Safe mobility”</i>	Site managers, measures leaders (tbc)	VECTOS/EIP (tbc)	(tbc) around M12
<b>WP4</b>	TR	Online	Definition of the common topics among the WP4 measures on the basis of the cluster defined in the DoA in terms of:  <ul style="list-style-type: none"> <li>• Adaptation of Shared Agency,</li> <li>• Service schemes and management procedure,</li> <li>• Common technologies/service schemes/regulation for EV</li> </ul>	WP4 partners	PF (as WP4 leader) supported by MemEx	M3-M4
<b>WP6</b> (tbc)	TR	Online	<i>Best practices in behavioural change: step by step processes, practical examples that worked in cities with similar profiles, risks and failures, tools, indicator-monitoring.</i>	WP6 partners, open to other cities (tbc)	TUC (as WP6 leader) supported by VECTOS	(tbc)
<b>WP8</b>	TR	Online	Cross-site preparatory webinar on T8.1, T8.2 and WP2  Preparatory Webinars for on-site cooperation building activities  Vectos (T8.1 leader) and II (T8.2 leader) as WP8 experts, MemEx as WP8 leader	Site Managers, Local Evaluation Managers,	ISINNOVA	M3
	TR	On-line	Webinars to train the Site Managers with the base concepts for the definition of services and SUMP (WP2) in accordance with strategies defined at project level and under a cross-approach among WP2, WP8 and WP9  Vectos (T8.1 leader) and II (T8.2 leader) as WP8 experts, MemEx as WP8 leader, EPC as WP10 leader	Site Managers, Measure Leaders	ISINNOVA	M3 – M4
	TR	On-line	Remote assistance to Site Managers to ensure the local Investment Plan is tuned according to the progress of local activities	Site Managers	VECTOS as T8.1 leader	M8-M15

	TR	On-line	Remote assistance to Site Managers/Measure Leaders in service design approach and hypothesis driven business model generation. The assistance will be carried out through the use of Canvanizer.com as a collaborative platform and will start after the Kick Off Trainings until the end of service design. Results will be important inputs for the TW to be organised in T10.3	Site Managers	II - assistance to service design and business model definition	M10-M12
	TR	On-line	Remote assistance to Site Managers to check the usability/feedback of guidelines to support user requirement analysis and assess the progress of design of ITS implementation (T8.3.1)	Site Managers	MemEx as WP8 leader	M4 – M5
	TR	On-line	Remote assistance to Site Managers to monitor the progress of ITS tendering and contracting (T8.3.2)	Site Managers	MemEx as WP8 leader	M11 – M18
	TR	On-line	Remote assistance to Site Managers to monitor the progress of ITS implementation (T8.3.3)	Site Managers	MemEx as WP8 leader	M13 – M24
	TR	On-line	Webinar with sites to present the methodology for data collection to evaluate ITS performances indicators (T8.3.4)	Site Managers	MemEx as WP8 leader	M20_M22
<b>WP9</b>	TR	Online	Periodic webinars to monitor the progress of local evaluation activities until the end of the project.	Project Evaluation Manager, Local Evaluation Managers (7 people)	ISINNOVA	<i>to be further planned by ISINNOVA</i>
<b>WP11</b>	TR	Online	Webinars to follow the Local Dissemination activities	LDM/PDM (7 people)	CPMR	<i>to be further planned by CPMR</i>

# 5 Main cooperation elements identified in Technical WPs

A primary analysis has been conducted per measure. This section will be further developed according to project progress in order to specify how the needs identified at sites levels will be operationalised and coordinated within and beyond the project.

## **WP2 - Sustainable Urban Mobility Planning for residents and visitors**

Cooperation and exchange needs identified: share of best practices from past projects; coordination with similar projects (at the DESTINATIONS level, specific tourism and island aspect) and mobility monitoring systems. Cooperation among local/regional stakeholders to be strengthened in the sites.

## **WP3 - Safe, attractive and accessible public spaces for all generations**

Cooperation and exchange needs identified: Exchange of lessons learnt, successful examples regarding the design of healthy and eco-friendly mobility and behaviour change strategies (inter-modal trips patterns, measures targeted to the physically impaired, safe routes to school).

## **WP4 - Shared mobility and e-infrastructures towards zero emissions transport**

Cooperation and exchange needs identified: definition of shared agency, service schemes and management procedure, common technologies/service schemes/regulation for EV. Exchanges with other EU Municipalities on schemes of sharing services and their role for the integration with conventional service.

## **WP5 - Smart and clean urban freight logistics at tourist destinations**

Cooperation and exchange needs identified: Best practice sharing from past projects regarding SULP; coordination with similar projects. Relation with tourist stakeholders to be strengthened.

## **WP6 - Mobility demand management and awareness for sustainable mobility at tourist destinations**

Cooperation and exchange needs identified: Exchange of experience for green credit scheme implementation and behaviour changes. Exchange of experiences regarding Low emission zone (DESTINATIONS level and other projects).

## **WP7 - Attractive, clean, accessible and efficient public transport**

Cooperation and exchange needs identified: exchange of experience at DESTINATIONS level and with other projects regarding improvement of PT service and clean vehicle.