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CiViTAS
 Cleaner and better transport in cities

DESTINATIONS



D10.8

Technical workshops and training plan (V2)

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Abstract

The 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.

A first “technical workshop and training plan” (D10.1) has been published and submitted to the EC in M2 (October 2017). The plan was based on cooperation and exchange needs identified at the beginning of the project.

This version presents an update of the initial plan as a second version of D10.1.

Project Partners

Organisation	Abbreviation	Country
Horários do Funchal, Transportes Públicos, SA	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	Rio	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
Istituto di Studi per l’Integrazione dei Sistemi	ISINNOVA	IT
European Integrated Project	EIP	RO

Sustainable Services	GV21	ES
Vectos (South) Ltd	VECTOS	UK
Conférence des Régions Périphériques Maritimes d'Europe	CPMR	BE

Document History

Date	Person	Action	Status	Diss. Level
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27/10/2016	Luisa Bouzoubaa, EPC	Final draft edited	Draft	TC
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19/04/2019	Luisa Bouzoubaa, CPMR	V2 draft submitted for partner inputs and comments	Draft	PC, WPL
17/05/2019	Luisa Bouzoubaa, CPMR	Draft submitted for approval and quality review	Draft	PC, TC, SM, WPL
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Dissemination Level: PC = Project Coordinator, SC=Site Coordinator, TC=Technical Coordinator, EM=Evaluation Manager, EC= European Commission.

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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 achieved and/or foreseen within all DESTINATIONS workpackages, the knowledge of each site and the will and need for all to learn.

It is also 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. The plan was seen as a dynamic document. The second version published includes an update of the dates and content of the sessions identified in D10.1 according to project evolution.

2 Objectives & Structure

The DESTINATIONS project foresees 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 are organised as plenary or parallel sessions at different occasions during the project lifetime. To summarise, the following sequence of six TWs was planned:

- the first, corresponding 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 organised at month 8 during the second consortium meeting;
- 3 occasions were planned to organise cross-fertilization workshops during project meetings. Each time parallel or plenary sessions for WP3, WP4, WP5, WP6, WP7 were planned to discuss the experiences and exchange practices across the 6 sites on the measure development in each vertical WP. The planning of the sessions was 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 43.

The WP10 leader took care of coordinating the calendar in collaboration with the technical project manager (VECTOS). Their planning, operation and outcomes have been coordinated with all WP leaders during the project timeframe.

3 Definitions

The plan is composed of two main components:

- Cross-fertilisation Technical Workshops: These cross-fertilisation workshops are sessions of dedicated learning in which the participants can exchange information and knowledge on field-work related tasks to gain hands-on experience or best practices related to the implementation of their WP(s).
- 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 consortium level to allow technical exchanges between DESTINATIONS partners. Some of the workshops aim to be opened up 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 and uptake of best practices.

What	Objectives	For whom?	Audience to consider	Where
Workshops and trainings (not differentiated in this table)	Horizontal WP	Project partners	Site managers/WP leader/ LEM/LDM/ Horizontal WPs task leaders	Project meetings
			Site managers/WP leader/ LEM/LDM/Measure leaders/ task leaders / internal team	E-process (webinar)
	Technical WP	Other stakeholders	Other touristic or EU cities/ technical experts multipliers platform members	Project meetings and/or E-process (webinar)
			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
sep-16	oct-16	nov-16	dec-16	jan-17	feb-17	mar-17	apr-17	may-17	june-17	jul-17	aug-17
Funchal								Rethymno			
KoM GA1; PSC; MSC1; TW1								MSC2; TW2			
M13	M14	M15	M16	M17	M18	M19	M20	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
	Las Palmas					Malta					
	GA2; PSC; MSC3; TW3					GA3; PSC; MSC4; TW4					
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
Umea (Forum)							Elba				
MSC5; TW							GA4; PSC; MSC6; TW5				
M37	M38	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
	(Forum)					Limassol			Brussels		
						MSC7; TW6			GA5; PSC; MSC8;		

Table 2: Project Meetings Calendar, version April 2019

4 Synthesis per WP and type of activities

4.1 Cross-fertilisation physical workshops

WP	TYPE	FORMAT	TOPIC	TARGET AUDIENCE	MODERATOR	(TO BE) ORGANISED IN
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	04/05/2017 (M9)
	WS	Co Meeting	SUMP – setting the goals, measures package, feasibility of measures	WP2 partners	LuxMobility	21/03/2018 (M19)
	WS	Co Meeting	SUMP – progress achieved and planning of the next steps	WP2 partners	LuxMobilty	11/04/2019 (M32)
WP3	WS	Co Meeting	Traffic safety and improved disabled accessibility, attractive and accessible public spaces	WP3 partners	LTC	20/10/2017 (M14)
	WS	Co Meeting	<i>Dedicated Cross-fertilisation session to discuss WP implementation</i>	<i>WP3 partners</i>	<i>WP3 leader</i>	<i>M43 tbc</i>

WP4	WS	Co Meeting	Ride sharing Agency and conditions to manage a bike sharing system, with one external intervention (Nextbike)	WP4 partners	WP4 leader MEMEX	20/10/2017 (M14)
	WS	Co Meeting	Role of vehicle / ride sharing services in an integrated mobility offer	WP4 partners	WP4 leader MEMEX	21/03/2018 (M19)
	WS	Co Meeting	Liv-lab Shared Mobility Agency and innovative technologies for public transport	DEST partners, other IA projects, transport practitioners, SZBG China	WP4 leader MEMEX	10/04/2019 (M32)
	WS	Co Meeting	<i>Dedicated Cross-fertilisation session to discuss WP implementation</i>	<i>WP4 partners</i>	<i>WP4 leader</i>	<i>M43 tbc</i>
WP5	WS	Co Meeting	Sustainable Urban Logistic plans (SULP)	DEST partners; two external interventions (SULPiTER project, Interreg Central Europe; Logística Marrero)	WP5 leader AREAM	20/10/2017 (M14)
	WS	Co Meeting	Life Plus ASPIRE project - discussion on the role of the UCC in small and medium size city	WP5 partners	MEMEX	21/03/2018 (M19)
WP6	WS	Co Meeting	How gamification can be used to encourage sustainable transport development and behaviour	WP6 partners	VECTOS	20/10/2017 (M14)
	WS	Co Meeting	Low emission zones and parking management	WP6 partners	VECTOS	21/03/2018 (M19)

WP7	WS	Co Meeting	The role of AVM (Fleet Monitoring System) for users' information and assessment of service performances	WP7 partners	MEMEX	04/05/2017 (M9)
	WS	Co Meeting	Improvement of PT services, BRT service	WP7 partners, Open to PT companies	Guaguas as WP7 leader with support of CINESI	20/10/2017 (M14)
	WS	Co Meeting	E-bus test in Madeira	WP7 partners	AREAM	21/03/2018 (M19)
	WS	Co Meeting	PT services control and data mining solutions with the presentation of CELSO system and CERT&Info tool	WP7 partners, Open to PT companies	MEMEX	10/04/2019 (M32)
WP8	WS	On-site	On-site - Kick-Off Trainings to new business actors	Sites Managers/ Leader Measures Mobility stakeholders	META - assistance to service design and business model definition	M12-M18
	WS	Co meeting	Workshop on business models and local investment plans	DEST partners	ISINNOVA/VECTOS/META	21/03/2018 (M19)
WP9	WS	Co meeting	Local Evaluation Groups: introduction and discussion of the evaluation plan	Project Evaluation Manager, Local Evaluation Managers (7 people)	ISINNOVA	04/05/2017 (M8) and 20/10/2017 (M14)
		On-site	<i>All 6 Local Evaluation Managers will meet with the ISINNOVA Evaluation Manager</i>	<i>Project Evaluation Manager, Local Evaluation Managers</i>	ISINNOVA	<i>February 2020 (M42)</i>
		On-site	<i>Local Evaluation visits organised by ISINNOVA and LEMs on a "case-by-case" basis, depending on specific needs, if any.</i>	<i>Project Evaluation Manager, Local Evaluation Managers</i>	ISINNOVA	<i>Mar – April 2020 (M43-44)</i>

WP10	WS	CPMR GA	1st transferability workshop organised during the meeting of the CPMR Transport Working Group	CPMR regions	HF, TUC experts, CPRM expert	07/06/2018 (M22) - Brussels
	WS	GV21	Technical workshop in Beijing: EU-China Tourist Destinations Urban Mobility Management	SMS, Chinese cities and mobility stakeholders, universities	GV21	22/06/2018 (M22)
	WS	CPMR GA	2nd transferability workshop organised during the General Assembly of the CPMR Islands Commission	CPMR Islands Commission regions	HF, CPRM expert	12-13/07/2018 (M23) - Bastia Corsica
	WS	CPMR GA	3 rd transferability workshop Project presentation and replication workshop during the CPMR General Assembly in Funchal Madeira titled CIVITAS DESTINATIONS: the project, the Platform of Followers and Measures for uptake and replication	CPMR regions	HF, ARDITI & AREAM experts, CPRM expert	18/10/2018 (M26) - Funchal, Madeira
	WS	ESIN GA	4 th transferability workshop: Project presentation and replication workshop during the European Small Islands Federation General Assembly	European small island communities from 10 EU member states	CPRM expert	24/09/2018 (M25) - Brussels
	WS	CPMR GA	Project presentation with emphasis in the Platform of Followers and replication activities to: - the CPMR Atlantic Arc Commission	CPMR Regions	CPRM expert	28/11/2018 (M27) - Brussels

		- the CPMT Climate & Energy Task Force 5 th WS the Region of West Flanders and the West Flanders Tourism Office				06/02/2019 (M30) - Brussels 13/12/2018 (M28) - Brugges
WS	CPMR GA	6 th Workshop: Project presentation and replication workshop during the CPMR North Sea Commission Transport Group	CPMR North Sea Commission Regions	CPRM expert		27/02/2019 (M30) - Brussels
WS	CPMR BSC GA	7 th transferability workshop: Project presentation and replication workshop during the CPMR North Sea Commission Transport Group	CPMR North Sea Commission Regions	CPMR expert		09/04/2019 (M32) - Brussels
WS	CPMR Black Sea Commission	8 th transferability workshop: Project presentation and replication workshop during the CPMR North Sea Commission Transport Group	CPMR Black Sea and Balkan Regions	CPMR expert		12/04/2019 (M32) - Tulcea Romania
WS	Co Meeting	Technical workshop on Behavioural changes	DEST Partners, other IA projects, NECSTOUR, other EU projects, SZBG China	VECTOS/CPMR		10/04/2019 (M32)
WS	Co Meeting	Technical workshop Multi-level governance	DEST Partners, other IA projects, other EU projects, SZBG China	EIP/CPMR		10/04/2019 (M32)
WS	CPMR	<i>Remaining CPMR Workshops</i>	<i>CPMR Regions, Inter-Mediterranean Commission regions, Atlantic Arc Regions</i>	<i>CPMR expert</i>		<i>M34, M42, tbc</i>

	WS	Co meeting	<i>Knowledge and Best-Practice-Transferring Jam</i>	<i>Site managers/Measure leaders</i>	<i>ISINNOVA</i>	<i>M43 (Limassol meeting)</i>
WP11	WS	Co Meeting	Dissemination and communication workshops: <ul style="list-style-type: none"> - to strengthen cooperation with LDMs - to review the effectiveness of implementation of the dissemination strategy 	LDM/PDM (7 people)	CPMR	04/05/2017(M9) 20/10/2017 (M14) 09/01/2019 (M29) - online

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	08/11/2016 (M3)
	WS	Online	Stakeholder engagement within the SUMP framework	Site managers, local WP2 leaders	ISINNOVA, LuxMobility	01/02/2017 (M6)
WP5	WS	Online	Transfers of ENCLOSE project results to CIVITAS Destinations: guidelines to SMs/MLs on how to develop a Sustainable Urban Logistics Plan integrated in the SUMP framework.	WP5 partners, technical experts, WP2 leader and supporters	AREAM, MEMEX	22/03/2017 (M9)
WP6	WS	Online	Green mobility cards/schemes, business case scenarios that are successfully in operation	WP6 partners, technical experts	VECTOS	12/09/2017 (M13)

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	19/01/2017 and 24/01/2017 (M5)

WP4	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"> • Adaptation of Shared Agency, • Service schemes and management procedure, • Common technologies/service schemes/regulation for EV 	WP4 partners	PF (as WP4 leader) supported by MemEx	08/11/2016 (M3)
	TR	Online	Webinar to monitor the progress of sites activities and define the structure and contents of the deliverable D4.1 Users' needs and requirements, ex-ante evaluation, service design and ITS Specifications for shared mobility and e-infrastructures	WP4 partners	PF (as WP4 leader) supported by MemEx	13/04/2017 (M8)
	TR	Online	Webinar to monitor the progress of sites activities and define the structure and contents of the following workshop	WP4 partners	PF (as WP4 leader) supported by MemEx	07/03/2018 (M20)
WP8	TR	On-line	Webinar to train the Site Managers on how to engage the stakeholders in WP2 Future Search vision (integrated with WP2 webinar)	Site Managers	Vectos (T8.1 leader)	01/02/2017 (M6)
	TR	On-line	Webinar on identifying the possible role of private stakeholders and/or main investors for the financial sustainability of demonstration measures	Site Managers	Vectos (T8.1 leader)	17/03/2017 (M7)
	TR	On-line	Bilateral webinars to define a local workplan for the stakeholders engagement and KOTs preparation in each site	Site Managers	META (as Task 8.2 subcontractor)	M10-M11
	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-M30

	TR	On-line	Webinar for providing a first set of guidelines for the design of relevant ITS to be implemented/upgraded for demo measures launch in the sites.(T8.3.1)	Site Managers/Measure Leaders	MemEx as Task leader	11/01/2017 (M5)
	TR	On-line	Remote assistance to sites in service design, tuning the guidelines according to site needs and check their usability/feedback (T8.3.1)	Site Managers/Measure Leaders	MemEx as Task leader	M6-M28
	TR	On-line	Remote assistance to sites to monitor the progress of ITS tendering and contracting (T8.3.2)	Site Managers/Measure Leaders	MemEx as Task leader	M11 – M30
	TR	On-line	Remote assistance to sites to monitor the progress of ITS implementation (T8.3.3)	Site Managers/Measure Leaders	MemEx as Task leader	M13 – M24
	TR	On-line	Remote assistance with sites to present the methodology for data collection to evaluate ITS performances indicators (T8.3.4)	Site Managers/Measure Leaders	MemEx as Task leader	M20-M22
	TR	On-line	Remote assistance to sites to monitor the progress of ITS tendering and contracting (T8.3.2)	Site Managers/Measure Leaders	MemEx as Task leader	M11 – M30
WP9	TR	Online	<i>Periodic webinars to monitor the progress of local evaluation activities until the end of the project.</i>	<i>Project Evaluation Manager, Local Evaluation Managers (7 people)</i>	ISINNOVA	<i>June (M34) - July (M35) pre-summer webinars with each DESTINATIONS site October 2019 (M38) Coordination webinar before submission of the</i>

							<i>draft final MERs and PERs</i>
WP10	<i>TR</i>	<i>On-line</i>	<i>One to one webinars with NECSTouR and the site managers</i>	<i>SMs, local stakeholders</i>	<i>CPMR NECSTOUR</i>	-	<i>M34-M36</i>

5 Main cooperation elements identified in Technical WPs

In DESTINATIONS, cross-fertilisation workshops were set-up following a bottom-up approach to ensure measure integration and to answer cooperation needs identified in each site. The strong involvement of WP leaders in content preparation guaranteed to provide participants with concrete experiences or best practices liaising with technical topics related to demonstration activities.

To facilitate cross-fertilisation among partners from different cities within the workpackages, clustering of measures has been agreed. The planning of the workshops was based on the outputs of the transferability strategy and best practices needs assessment. The analysis carried out internally allowed the WP leaders to collect the best practices needed at measure and then cluster level. Using this information (including the evaluation dimension), the WP10 leader has analysed the results, sorted out through collaboration with technical WP leaders the main themes for the exchanges (as summarised in the figure below) and provided recommendations regarding the activities to be planned within the project, and with other CIVITAS projects.

MEASURES CLUSTERS		THEMES FOR EXCHANGES	
SUMP taking tourists into account	ELB 2.1 – LPA 2.1 – LIM 2.1 – MAD 2.1 – RETH 2.1 MAL 2.1	How to engage tourists to use the sustainable transport systems Funding sources for sustainable mobility measures, Mobility Department organization, Public Private Partnerships Mobility as a Service (MaaS); how to fund a mobility office beyond the project	Capacity building materials for planners SUMPs based on Polysump methods Guidance for efficient consultation events, method and tools to estimate the impact of tourism in the mobility system Strategic studies and mobility action plans
Smart metering and crowdsourcing for SUMP	ELB 2.2 – LPA 2.2 – MAD 2.2 – MAL 2.2 – RETH 2.2		
Cluster 3.1: Increased traffic safety and improved disabled accessibility	ELB 3.1 – ELB 3.2 – LIM 3.1 – LIM 3.2 – RETH 3.1	Road regulation and national rules Municipal police information and interviews with citizens Bus stop accessibility and safety Systems and services for the physically impaired	Design of interactive educational tools, implementation of training sessions, competitions and reward scheme Long term impact and engagement with schools Innovative sign solutions
Cluster 3.2: Attractive and accessible public space	ELB 3.3 – LPA 3.1 – LIM 3.4 – MAD 3.1 – RETH 3.1		
Cluster 3.3: Safe routes to school	LIM 3.3 – MAD 3.2 – RETH 3.2		
Cluster 4.1: Shared mobility services	ELB 4.1 – ELB 4.2 – ELB 4.3 – ELB 4.4 – LIM 4.1 – RETH 4.2	Development and operation of a web-based sharing platform Development and operation of sharing mobile apps Multimodal sharing scheme (bike, taxi and car) How to stimulate behavioral change towards sharing modes Bike sharing management structure	Business plan (Business pro-forma, revenue sources, system financially sustainable and transparently operated) Strategies for decreasing operating costs Public bike services tariffs Key local stakeholders' involvement to create real network of EV charging points; engagement strategies
Cluster 4.2: New and Extended (e)Bike systems	LPA 4.1 – LIM 4.2 – MAL 4.1 – RETH 4.2		
Cluster 4.3: Shared eCharging infrastructures	ELB 4.5 – LPA 4.2 – LIM 4.3 – MAD 4.1 – RETH 4.1		
Cluster 5.1: Sustainable Urban Logistics Plans	ELB 5.2 – LPA 5.2 – LIM 5.1 – MAD 5.1 – MAL 5.1 – RETH 5.1	Data collection; Sulp development; Stakeholders engagement Design of efficient survey on logistics needs/patterns, analysis of logistics activity Efficient consultation events for stakeholders engagement	Last mile freight delivery solutions and management tools Used cooking oil collection network creation
Cluster 5.2: Solutions for efficient freight distribution	ELB 5.1 – LPA 5.1		
Cluster 5.3: Used cooking oils for fuel	LIM 5.2 – RETH 5.2		
Cluster 6.1: Mobility Management and travel plans	ELB 6.1 – LIM 6.1 – LIM 6.2 – MAD 6.3 – MAL 6.1 – RETH 6.1	Business models for mobility agencies How to engage people at festivals / big events to raise awareness of sustainable mobility Mobility cards for Tourists (integrated fares) Health benefits of active travel	Green Credit scheme (inform/ attract passengers to new scheme; engage businesses to participate; points ranking for modal shift) Integration of gamification/incentives into a mobile app Smart parking systems and sensors
Cluster 6.2: Behaviour change through competition	LPA 6.1 – LIM 6.3 – MAD 6.1 – MAD 6.2 – MAL 6.3 – RETH 6.3		
Cluster 6.3: Low emission zones and parking management	LIM 6.4 – MAD 6.4 – MAL 6.2 – MAL 6.4 – RETH 6.2		
Cluster 7.1: Improved PT services for tourists and residents	ELB 7.1 – LPA 7.1 – LIM 7.1 – MAD 7.2 – MAL 7.1 – RETH 7.2	Hybrid and Electric buses in the PT fleet operation Mobile application Urban Public Transport touristic cards New bus stop shelters development Beach services acquisition/operation	
Cluster 7.2: Demo of Electric, hybrid and LPG buses	LPA 7.2 – LIM 7.2 – MAD 7.1 – RETH 7.1		
Cluster 7.3: Realtime mobility and tourist information and payment services	ELB 7.2 – ELB 7.3 – LPA 7.3 – LPA 7.4 LIM 7.3 – LIM 7.4 – MAD 7.3 – MAD 7.4		

Figure 1: DESTINATIONS measures clusters and possible thematic for exchanges between sites

6 Cooperation with IA Projects and CIVITAS community

Based on the internal activities results, the WP10 leader and the coordinator has initiated contacts at an early stage with SATELLITE and the other IA projects notably during the coordination meeting organised in the CIVITAS Forum 2017 and 2018 to inform about the results that can be shared and clarify the approach followed regarding the transferability activities planned in DESTINATIONS. The project was actively participating in each of the forum editions.

The workshops organised within DESTINATIONS project have been progressively open to external participants. The organisation of two technical workshops in Elba meeting (M31) with the participation of the two other IA projects is an important milestone for the project. The cooperation with the CIVITAS community, and especially with the other IA projects, guarantee efficient transferability of the project technical results and, extended sources for best practices examples. In particular, the evaluation framework carried out in DESTINATIONS has been harmonised with the SATELLITE guidelines, in order to ensure consistency. As explained previously, the project has taken specific attention to link its activities with the CIVITAS initiative programme (site visits, webinars) and will continue to strengthen this cooperation in the coming months as the projects progress.