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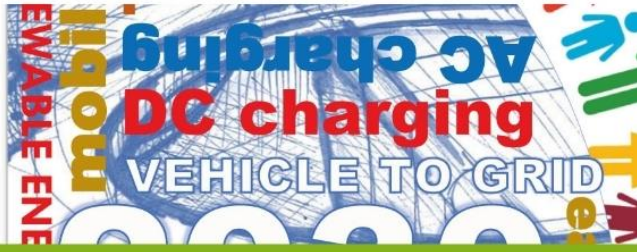

Sintra Study Visit Report

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Sintra Study Visit Report

Partner name and n.: PP07 - Sintra

Date: 08-04-2024

Project Name	PROMOTER
Study Visit	Sintra Study Visit
Good practices	5
Period	04/03 – 06/03/2024
Partners	Province of Livorno (IT) Rezekne City Municipality (LV) Central Finland Regional Council (FI) AG MOBIL-O (BE) DEX Innovation Centre (CZ) Federation of Municipalities of the Region of Murcia (ES) Sintra Municipality (PT) South Transdanubian Regional Innovation Agency (HU) City of Bystrice (CZ) Brasov Agency for Sustainable Development (BASD) (RO)
Stakeholders	
Additional info	

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SINTRA
Estefânia
Palácio Nacional de Sintra
Sintra National Palace
Centro Histórico
Historic Centre
Chalet Biester
Biester Chalet
Vila Sassetti
Palácio Nacional da Pena
Pena National Palace
REGISTRATION DESK/ACCOMMODATION
HOTEL NH SINTRA CENTRE - PRAÇA DA REPÚBLICA, SINTRA
POUSADA DE JOVENS SINTRA
POUSADA DE JOVENS SINTRA - , SINTRA
1 SINTRA TOWN COUNCIL
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RUA GENERAL ALVES ROÇADAS - ESTEFÂNEA, SINTRA
1 RESTAURANTE - CAFÉ PARIS
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Overview of the Study Visit

General Introduction

The Sintra Study Visit falls within the scope of the PROMOTER Project, which focuses on promoting the establishment of prosumer energy hubs and facilitating their spread across urban areas. These hubs would allocate a portion of their energy output to meet the demands of green mobility. The final objective is to facilitate or augment the production of green energy, supporting environmentally sustainable urban mobility to advance towards a carbon-neutral economy. This aligns with the European Union's objectives of achieving climate neutrality and rejuvenation.

The project is grounded in a bottom-up approach, which is why study visits will be used as a tool for disseminating good practices. The first of these visits took place in Sintra. The inaugural Study Visit included the presentation of five good practices and occurred from March 5th to March 6th within the Municipality of Sintra (Partner 7), situated in the Lisbon metropolitan area.

The three-day event began with a comprehensive presentation of good practices identified by the Municipality, primarily centred around renewable energy communities, environmental sustainability, and sustainable mobility. On the first day, participants convened at Palácio Valenças to engage with one another and attend the presentations elucidating these good practices. The focus shifted to on-site practices on the second day, delving into their implementation in the field. The third and final day of the Study Visit featured a workshop where participants evaluated the experiences gained, considering potential replication and adaptation in their respective regions. Each participant received a survey to gather their opinions and impressions on each good practice and the overall study visit (Please refer to the *Appendix* for further details). These responses will offer valuable insights for organizing upcoming Study Visits scheduled for May 2024 in Finland and Latvia.

First day

The Study Visit commenced on the 4th of March, with partners and stakeholders convening at Palácio Valenças in the first afternoon. The session began with registration and networking opportunities, allowing participants to connect with each other. Following this, presentations on three good practices were conducted. The day concluded with a debate centered around the merits and challenges of the three showcased good practices.

GP1: Sintra greening plan

The Sintra Greening Plan is a municipal strategy aimed at establishing a network of green spaces within the Municipality of Sintra. It originates from the "European Biodiversity Strategy for 2030 – Bringing nature back into our lives," which is part of the broader European Green Deal, aiming to drive a green transition across the EU.

Urban green spaces play a crucial role in maintaining ecosystem balance and promoting the physical and mental well-being of the population. To design these spaces effectively, the Sintra Greening Plan considers two key indicators: "human enjoyment" which dictates a maximum distance of 300m between green spaces and residential areas, and "ecological connectivity" which requires a maximum distance of 100m between green spaces.

Focused on the "Polycentric City" area along the railway line, inhabited by 270,524 people (2021 census - INE), the plan involves an in-depth territorial analysis. The first stage “analysis and characterization” revealed an asymmetry in the distribution of green spaces within the area and a lack of green spaces. Currently, the project is identifying new intervention areas and formulating proposals to enhance existing green spaces.

This analysis will enable to determine the feasibility of constructing new green spaces and adapting existing ones. Furthermore, it will establish priorities for action and define measures to safeguard key areas.

The outcomes of the Greening Plan will include the creation of ecological refuges for nature, the reduction of urban pollution levels (air, noise, water), and fortifying defences against flooding and drought. Moreover, the initiative will promote biodiversity within urban landscapes, thereby enhancing the quality of life for residents. These achievements directly align with the PROMOTER project's objective of reducing environmental impacts (such as air pollution and noise) and promoting public health.

GP2: Reaviva Funding Programme

The Reaviva funding programme was the second good practice highlighted, showcasing the Municipality's investment in supporting the improvement of energy efficiency in buildings within its territory. Administered by the Sintra City Council, this non-repayable financial support complements self-financing efforts and is aimed at carrying out rehabilitation works on urban buildings, with a particular focus on their common areas, integrated within Urban Rehabilitation Areas, which currently encompass approximately 78,000 people.

The implementation of real estate projects under Reaviva aims to rehabilitate the architectural image of buildings, prioritize the recovery of architectural elements instead of replacing them, integrate materials with an equal or similar composition to the originals, and enhance significant interventions.

The Municipality supports interventions promoting energy efficiency, mobility, social inclusion, and the rehabilitation of common areas with a subsidy of up to €30,000. Applicants must meet necessary requirements, comply with administrative procedures, and submit applications with appropriate documentation to benefit from the established incentives. Since 2019, the number of applications has been growing steadily, with a total of 190 applications, of which 99 were approved.

The overarching goal of Reaviva is to redevelop and enhance heritage, thereby contributing to the local identity and architectural quality, preserving the urban image, and enhancing the environment and well-being of residents. These objectives also align with the Sustainable Development Goals of the 2030 agenda, particularly SDG 11: "Sustainable cities and communities."

Intermodal social mobility framework in Sintra

During the morning presentations, Mariana Braga introduced an innovative mobility project for Carris Metropolitana, which aims to connect all 18 cities in the Lisbon metropolitan area, encompassing a

total of 2,870,208 residents. The territory was divided into four areas, and Sintra is situated within Area 1 of the project's coverage.

In April 2019, significant changes were implemented, including substantial price reductions compared to previous charges, along with the reconfiguration of fleets and routes to streamline transportation services across the metropolitan area. Under this unified service, passengers can utilize buses, trains, metro, trams, and boats with a single card.

The Navegante Metropolitano pass, priced at 40 euros monthly, allows access to all regular public passenger transport services in the region. It also includes variants such as Navegante 12, which is free for children up to age 12, and a +65 option, along with the Navegante Metropolitano Família.

In addition to the Navegante Metropolitano card, the project introduced PIPs (Public Information Panels) providing real-time information about schedules, potential disruptions, and interfaces guiding passengers. These panels are available in 18 cities and are installed both indoors and as sustainable exterior panels.

Furthermore, 65 MUPIS (Multi-Image Urban Poster Information) were installed, with six specifically placed in Sintra. These interactive panels offer network information and advertising.

The project demonstrates a strong commitment to sustainability, with a focus on modernizing the bus fleet, which now consists of buses that are approximately 2 years old. Additionally, there are 148 electric vehicles and 17 vehicles running on natural gas within the fleet.

As part of the initiative, the BICIbox programme was introduced, providing support stations for cyclists for minor repairs and offering parking and charging docks for Bold scooters. This initiative transforms the transportation interface into a Smarthub of integrated and shared mobility solutions. Notably, the Navegante transport card is utilized to access the BICIbox stations, showcasing seamless integration within the transportation network.

This example of innovative mobility aligns closely with the focal points of the PROMOTER Project, particularly in assessing inter-modality and sustainable mobility. It represents a step towards a more diversified and efficient transportation system for everyday commuting needs.

GP3: I4efficiency Project

The "i4efficiency - intelligent identifier of integration and logistics efficiency" is a project that, through highly innovative processes, intends to potentiate the annual reduction of CO2 emissions and reduction of energy consumed, less occupation of public space, increase of success rates in operations, greater flexibility and convenience for the populations in the way they are served, and increase of waste recycling rates.

Funded by the EEA Grants programme, the project focuses on enhancing the efficiency of urban logistics services, encompassing activities such as goods delivery and collection, waste processing, and courier services like utility meter readings. It adopts an integrated approach, incorporating various intelligent logistics solutions, with pilot implementations situated in the União de Freguesias de Sintra and União de Freguesias de Massamá e Monte Abraão parishes.

At its core, the project revolves around three integrated elements. Firstly, a digital solution will orchestrate and optimize all urban logistics processes, drawing insights from successful implementations in smart city logistics in countries like the Netherlands and Norway. Secondly, the development of a Unique Address Identifier – identificatory unico de endereco (IUE) will streamline logistics activities by providing unequivocal identification of physical addresses, promoting increased effectiveness and efficiency in logistics activity. Lastly, the project entails the implementation of complementary initiatives at living lab sites, augmenting the impact of the platform and the IUE.

The scope of the project is the implementation of a combination of complementary initiatives at the living lab level that will exponentiate the impacts of the platform and IUE, namely: a city hub pilot of logistics consolidation that will promote smart solutions that limit the number of delivery vehicles needed in the city by centralizing deliveries from multiple operators before they enter the urban area it serves; use of RFID technology in both bio-waste and unsorted bags; Biomass reduction/compaction containers and biodegradable bags to be distributed to selected households for this purpose; electrified fleet for last mile distribution processes; smart lockers and locks to be installed in residential buildings; the use of these smart lockers will solve the problem of failed delivery attempts to households, which makes the logistics process less efficient.

The project anticipates involvement from 10 partners and aims to generate 11 job opportunities. Additionally, it is projected to achieve an annual reduction of 2,076 tonnes/year in CO2 emissions, along with a 13% to 16% reduction in kilometres travelled by vehicles engaged in urban logistics operations within living laboratories. Furthermore, the project is expected to have a significant impact on the population, benefiting approximately 24,722 individuals through the implementation of pilot urban logistics services.

The proposed approach aligns, essentially, with various aspects addressed in the MFEEE 2014-2021 programme of the Environment Programme, as well as the Strategic Plans of the Municipality of Sintra, namely the Municipal Master Plan and Urban Rehabilitation Strategies, or even National public policies (Sustainable Cities 2020), to the Sustainable Development Goals, of the United Nations, particularly in the context of rationalization of means in urban metabolism and logistics processes.

Second day

On the 5th of March, the agenda for the second day of activities began with a visit to TABLAB, focusing on the SMILE Project. SMILE, which stands for Sintra Motion & Innovation for Low Emissions, aims to implement significant improvements in the Bairro da Tabaqueira. These improvements revolve around the generation and utilization of renewable sources of electricity in buildings, sustainable urban mobility, and circular economy practices. Following this visit, a meeting was scheduled with local stakeholders and project partners to further discuss and engage in collaborative efforts.

After a lunch break, the afternoon session began with a presentation and visit to locations associated with the "EIXO VERDE AZUL" (GREEN BLUE AXIS) project.

The day concluded with a visit to the Museu da Água e Resíduos - MAR (Museum of Water and Waste). Guests were offered the unique opportunity to go to the museum aboard the historic old tram, adding a touch of cultural charm to the overall experience. MAR, the newly established museum serves as a pivotal point for education, environmental awareness, and the dissemination of scientific and technological knowledge within the urban cycle of water and waste.

GP4: SMILE project

The day started with an on-site visit to the LIVING LAB established by the SMILE project, which is supported by the EEA Grants program. This partnership initiative focuses on fostering activities related to energy efficiency, buildings, mobility, circular economy and community engagement. Situated in the Bairro da Tabaqueira area, the living lab serves a community characterized by a significant proportion of elderly individuals living alone and a strong local identity. Thus, the project's primary objective is to tailor solutions to the specific needs of this community, fostering ongoing evolution and co-creation of solutions.

The initiative revolves around four main pillars: Circular economy and environment, Sustainable urban transport, Transversal activities, and Energy and Buildings.

- Circular economy and environment initiatives include the Community Urban Garden, Rainwater Collection system, Waste management system, Intelligent Automatic Irrigation System, "Composting goes to school" competition for schools, "Repair Café" for repairing electronic devices, and Bike Workshop.
- Sustainable urban transport encompasses the Electric Minishuttle for flexible/on-demand transportation of people, goods, and small items, Bicycle sharing and electric charging station, and Safe parking for bicycles.
- Transversal activities include SintraSMILE, Steering Committee, Community Assemblies, Urban Art, and Living Lab management platform.

- Energy and Buildings initiatives involve the installation and maintenance of renewable energy community infrastructure, monitoring and application of artificial intelligence for energy efficiency, community involvement to combat energy poverty, promotion of a group of citizen-scientists for energy efficiency, and Energy Literacy Programme. During the presentation, particular emphasis was placed on the "Energy and Buildings" aspect, with Raúl Bordalo Junqueiro and Miguel Carvalho from the Dst group elaborating on this topic. After the presentation, both partners and stakeholders had the opportunity to ask specific questions, particularly focusing on privacy issues and data management.

The projects align closely with the objectives of the PROMOTER Project, focusing on several key areas: firstly, they aim to implement integrated technological solutions to enhance efficiency and reduce energy consumption and resource usage. Secondly, the projects seek to mitigate CO2 emissions by actively involving citizens, companies, public authorities, and universities. Moreover, they strive to bring about significant improvements in Bairro da Tabaqueira by harnessing alternative energy sources, promoting sustainable mobility, and implementing circular economy solutions.

GP5: Green Blue Axis

In the afternoon, the group visited the Green and Blue Axis, a collaborative initiative involving the municipalities of Sintra, Oeiras, Amadora, and Parques de Sintra Monte da Lua. This project entails the development of an ecological and soft mobility corridor along the River Jamor, spanning over 16 km from its source in the Serra da Carregueira to its estuary in Caxias.

The Green and Blue Axis embodies a vision of the landscape supported by multifunctional corridors, catering to the circulation of water, nature, and people in both daily life and leisure activities. This corridor intersects major transportation routes, including the Sintra and Cascais railway lines, the IC-19, and the A-5 highway. By facilitating access to these railway lines, the project promotes sustainable mobility, connecting individuals to significant architectural and scenic heritage sites.

One of the primary objectives of the Green and Blue Axis is to enhance water quality and control water flows to ensure the safety of people and property in flood-prone areas. This objective directly aligns

with the PROMOTER's goal of reducing environmental impacts such as air pollution and noise, while also promoting public health. Additionally, the project aims to improve public access to nature and heritage sites by creating green spaces and a soft mobility circuit, further contributing to the PROMOTER's aim of promoting transport inter-modality and sustainable mobility for everyday travel.

The initiative has achieved notable successes, including an 86% increase in green areas accessible to the public around the Queluz Nacional Palace, as well as the development of new routes and treated water lines.

Workshop session in the third day

Group activities

On the third day, all partners and stakeholders convened at Palácio Valenças.

During the morning session, a concise summary of all the study visits was provided. This provided partners and stakeholders with the opportunity to ask questions about specific areas of interest or request additional information on particular topics.

Following the Q&A session, guests were presented with a brief overview of the upcoming study visit scheduled in Finland. This allowed partners and stakeholders to familiarize themselves with the agenda and key focal points of the forthcoming visit.

Subsequently, exemplary practices from two other countries, namely Romania and Latvia, were showcased and guests had the opportunity to follow a presentation on biofuels.

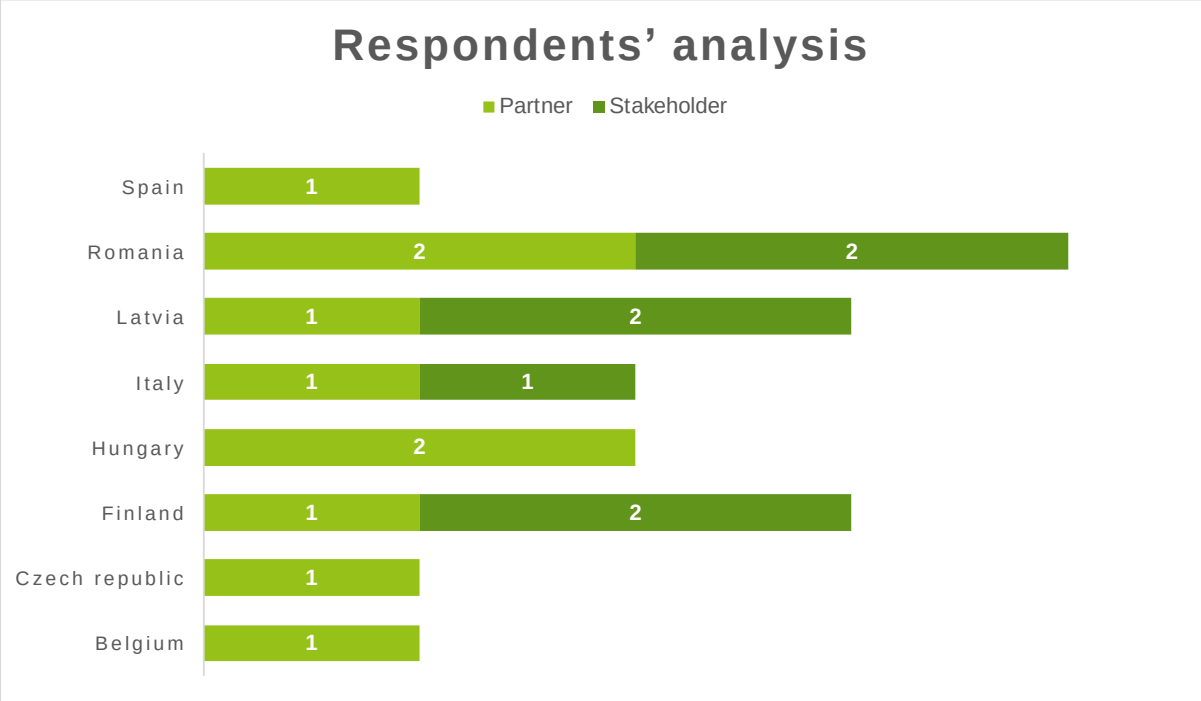
Study visits feedback forms

At the end of the morning, after the completion of the aforementioned activities, the Study Visit Feedback forms were distributed among the participants. The primary objective is to employ a trial-and-error approach, which involves identifying and rectifying errors or failures encountered during the Visit to determine the most effective methods for structuring future Study Visits and implementing good practices. This post-project assessment ensures a comprehensive understanding of partner and stakeholder satisfaction and aids in refining future project strategies. A detailed survey is essential for this purpose.

The survey was structured to enable each participant to evaluate every good practice observed during the visit and to provide feedback on the overall experience. Specifically, the questionnaire was divided

into six sections, with five sections focusing on individual good practices, while the final section centred on an overall evaluation. Evaluation of the good practices involves considering various elements such as the level of agreement on different aspects of the good practices and the identification of key issues including success factors and constraints. Furthermore, the relevance of the good practices was tested by assessing different macro-categories. Lastly, significant attention was devoted to examining the potential transferability of the practices, as this aspect is crucial for achieving the PROMOTE goal of searching for solutions capable of enhancing the delivery of regional development policies and increasing their effectiveness and sustainability.

The questionnaire collected 17 responses. Upon analysis, it was revealed that not every participant responded individually; some answers were submitted on behalf of a single country, while others were a collaborative effort involving partners and stakeholders. The graph below provides a summary of respondents categorized by country and nature, where "nature" refers to the distinction between partners and stakeholders.

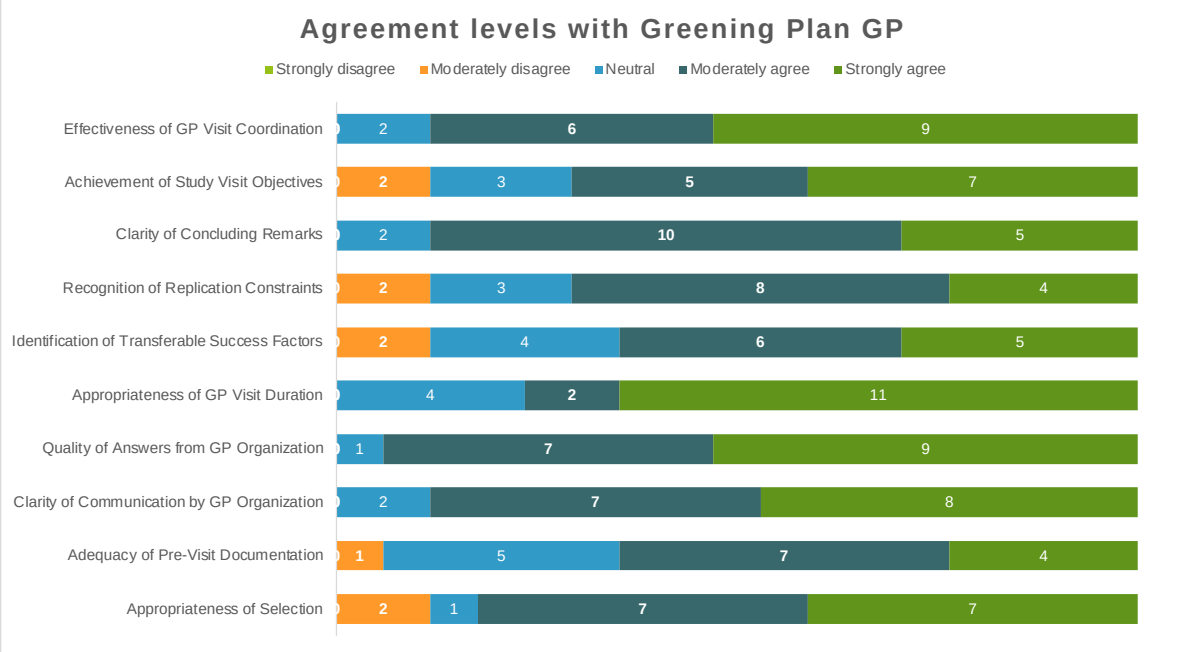


GP 1 – Sintra Greening Plan

Agreement levels

As depicted in the graph, none of the statements were deemed particularly problematic. The statement garnering the highest level of agreement pertained to the project length, which was predominantly regarded as appropriate. Additionally, the quality of responses and the coordination

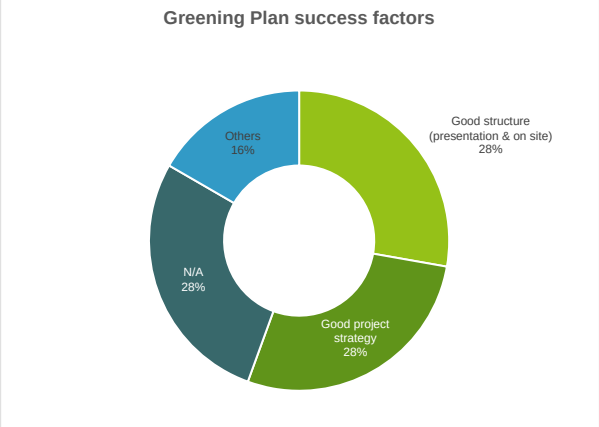
facilitated by the GP organization were generally deemed satisfactory. Conversely, while there were no negative comments, it is worth noting that certain areas warrant improvement, including giving more information about the visit before it starts, the identification of transferable success factors and the achievement of study visit objectives.

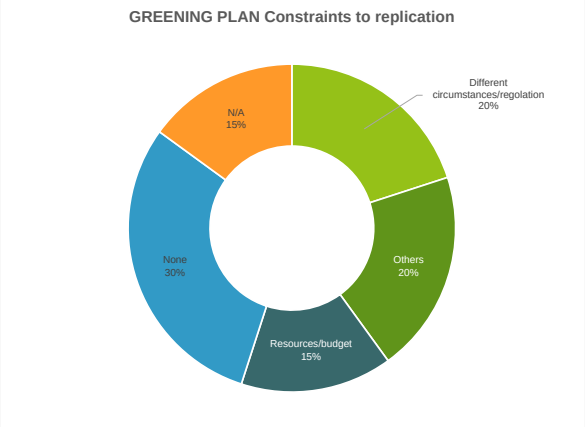


Key issues of the Good Practice visited

Participants were tasked with outlining both the success factors of the Greening Plan and the obstacles to its potential replication. Responses were varied, but common themes emerged upon analysis. Notably, 28% (5 responses) of participants either did not answer the question or struggled to identify success factors of the plan. However, despite this, two main factors were overwhelmingly praised as highly effective aspects of the good practice: the structure of the Greening Plan presentation and the comprehensive strategy employed in its development.

The structure was commended for its clarity both in the presentation of the project and during on-site visits. Participants particularly appreciated the opportunity to observe the project firsthand, as it significantly enhanced their understanding. Furthermore, the overall strategy was appreciated, especially the involvement of multiple entities whose collaboration facilitated the achievement of significant goals.



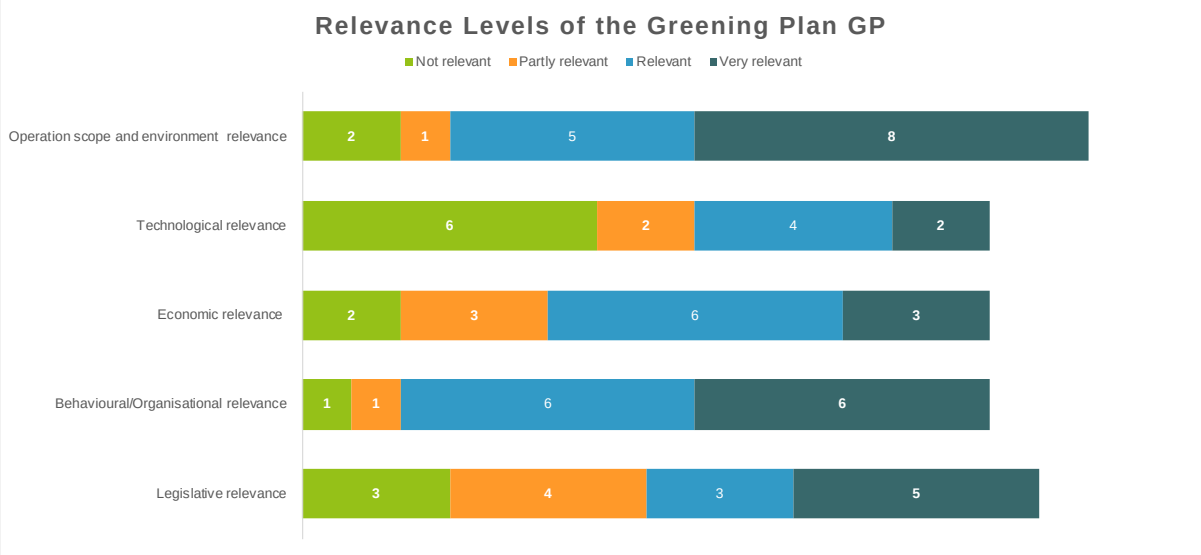


On the contrary, when respondents were asked about potential constraints to replicating the Greening Plan in their respective countries, a majority (30%) indicated that there were no significant obstacles to implementation, which is an encouraging finding. However, among the primary constraints mentioned were the different circumstances and regulations that vary from country to country and region to region, such as urban planning regulations. Therefore, before considering the feasibility of applying the GP in a particular region, it is crucial to assess whether the legislation, governing authorities, and the nature of the territory permit such initiatives. Another factor not to be underestimated is the budgetary aspect. The scope, accomplishment, and scale of the project will undoubtedly hinge on budgetary considerations.

Relevance levels

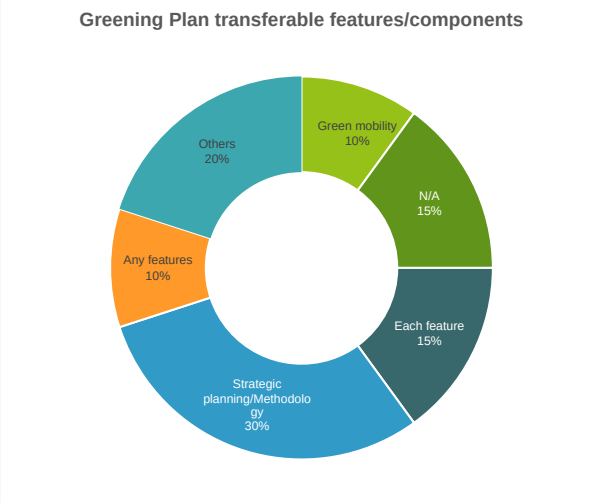
The form also aimed to evaluate the relevance levels across five macro-categories of the PROMOTER project. Upon analysis, it was evident that the categories with the highest relevance levels were "Operation scope and environment" and "Behavioral/Organizational" This alignment is positive, considering that the good practice primarily focused on assessing the behavioral and organizational aspects. Conversely, "Technological relevance" demonstrated the lowest relevance levels.

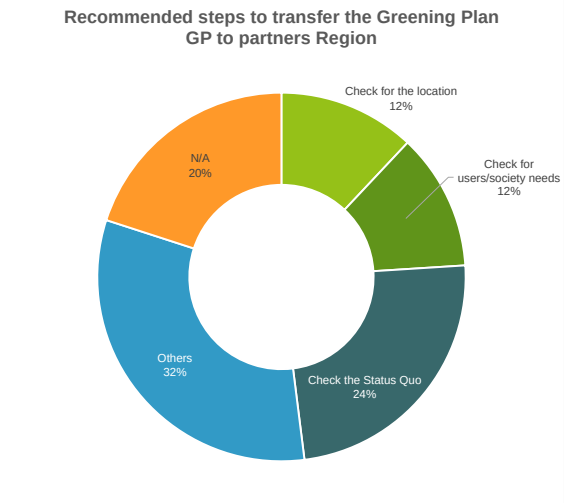
Overall, when participants were asked to justify their assessment of relevance, some pointed out that while the project itself was deemed relevant, it did not directly address the PROMOTER objectives. This observation confirms the trend highlighted in the “Agreement levels assessment”, where the most challenging aspects related to the GP were associated with identifying transferable success factors and achieving study visit objectives. It is essential to determine whether the misalignment between the study visit expectations and the participants' expectations stemmed from communication issues or if the objectives themselves were not inherently linked to the PROMOTER project.



Transferability potentials

The final section of the form aimed to explore the transferability potential of the good practice, which involved assessing whether the practice could be implemented in the countries that participated in the visit. Specifically, the focus was on three main points: identifying transferable features/components of this Good Practice, recommending steps to transfer the Good Practice to partner regions, and suggesting specific actions to be implemented when designing corresponding actions for partners. These questions were open-ended, allowing participants to provide detailed explanations regarding why this good practice could or could not be transferred. However, common themes emerged, which are summarized and visualized in the following three graphs.





The most identified transferable feature among all was related to strategic planning and to the methodology employed during the structuring of the good practice. In particular, was emphasized the effectiveness of defining goals and nurturing relationships among partners. This observation not only echoes but also reinforces the results found in the identification of success factors. Interestingly, 10% of the responses indicated that none of the features were deemed transferable, while 15% expressed the opposite sentiment, suggesting that each feature could be replicated.

As depicted in the graph, the answers were generally fragmented and diverse. However, among the recommended steps to facilitate the transfer of the good practice to other regions, the most commonly cited was conducting a comprehensive assessment of the status quo in the region. Participants elaborated on this by suggesting several actions: determining if similar plans already exist in their regions, assessing the need for expanding green areas, exploring the potential integration of this plan into municipal plans, and evaluating the current state of green areas in their regions.

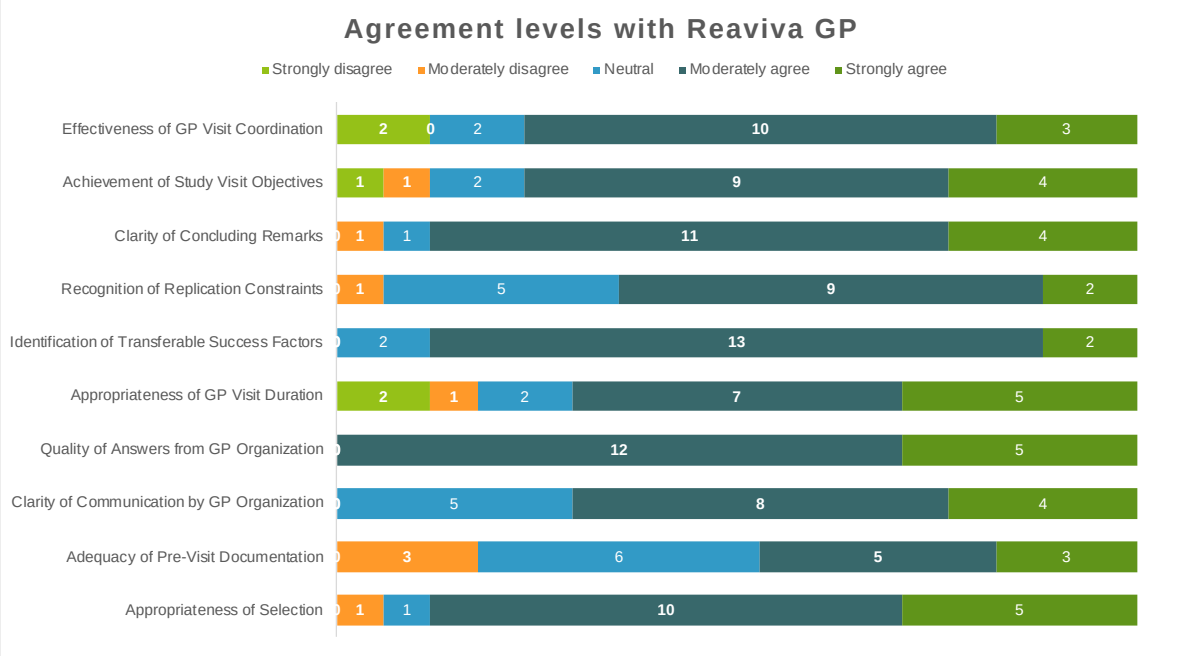
When participants were queried about specific actions recommended when designing their corresponding actions, the response rate was notably low, with 50% of answers left blank. In such instances, it's crucial for the partnering entity that conducted the visit to ascertain why most countries opted for this approach—whether due to unclear questioning or redundancy, among other factors.

The remaining responses were highly fragmented, outlining various specific actions that could be implemented. However, one answer emerged as more common (11% of answers), which further corroborates the trend observed in the previous question (Recommended steps to facilitate the transfer of the good practice to other regions): checking for available green areas or potential locations suitable for designing the good practice.

GP 2 – Reaviva

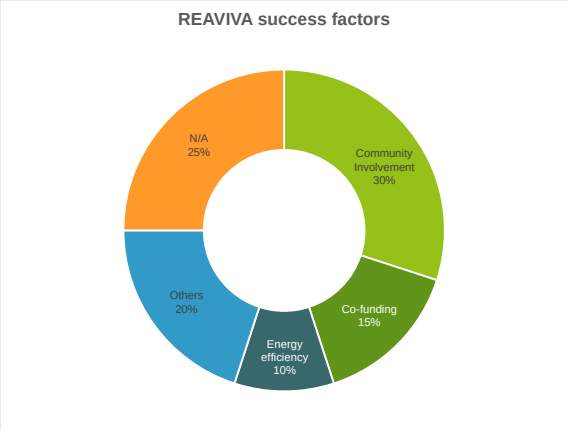
Agreement levels

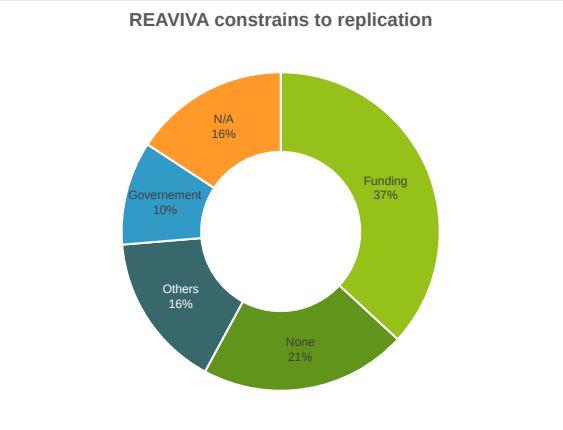
The statement receiving the highest level of agreement was the Appropriateness of the selection of the good practices, along with the Identification of transferable success factors. Respondents also expressed satisfaction with the Quality of answers provided by the GP organization. However, it's important to highlight areas for potential improvement, such as the duration of the visit and providing more information about the visit before it starts.



Key issues of the Good Practice visited

When queried about the success factors of the Reaviva good practice, 30% of the responses emphasized the robust community involvement in the project. Another significant success factor, noted by 15% of respondents, was the co-funding aspect, which was effectively elucidated during the presentation of the good practice. Additionally, 10% of participants identified energy efficiency as a key success point. Whereas when it comes to the section of "other" success factors, respondents highlighted both the effective presentation of the project and its sound strategy.

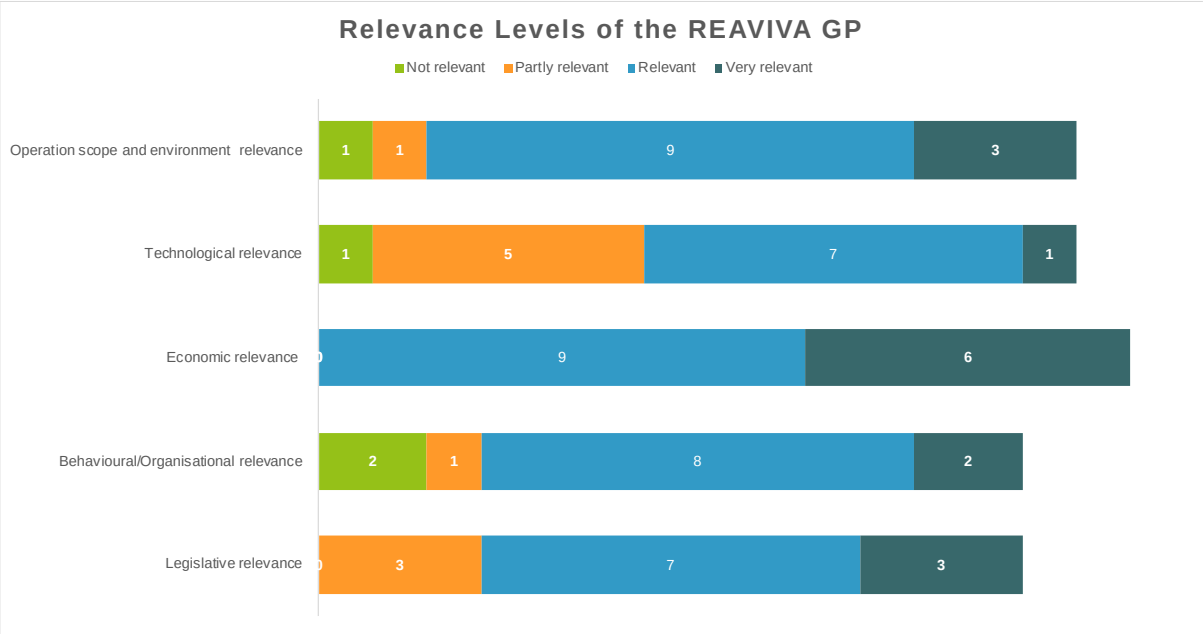




When addressing the constraints to replication, while 21% of respondents indicated that there are no particular constraints to replicating the good practice, the majority, comprising 37% of responses, identified the funding aspect as a significant constraint. As noted earlier, although the funding aspect was considered successful, it is likely challenging to replicate due to its complexity.

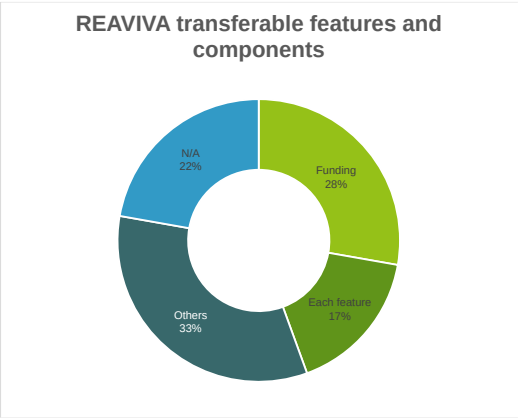
Relevance levels

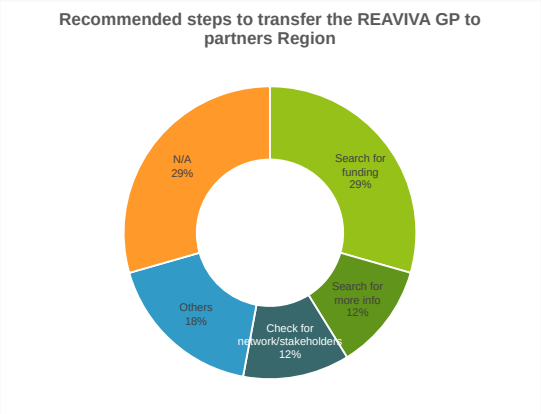
When assessing the relevance of the PROMOTER Project, respondents primarily emphasized the economic and legislative aspects, aligning well with the project's focus on legislative assessment. In their explanations, guests emphasized the positive impact of reducing energy consumption in private housing units, noting the financial benefits and significant fringe benefits for the final beneficiaries.

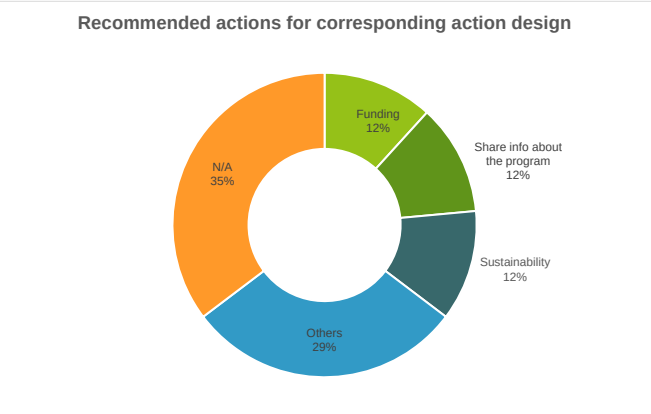


Transferability potentials

When assessing the transferability potential of the good practices, respondents primarily focused on identifying the features or components of the practices that could be transferred to other projects. Analysis of the open-ended questions revealed that 17% of the responses emphasized the overall transferability of almost every aspect of the project to other countries' regions. Additionally, a significant portion of responses highlighted the structured funding programme as a key factor in facilitating transferability.





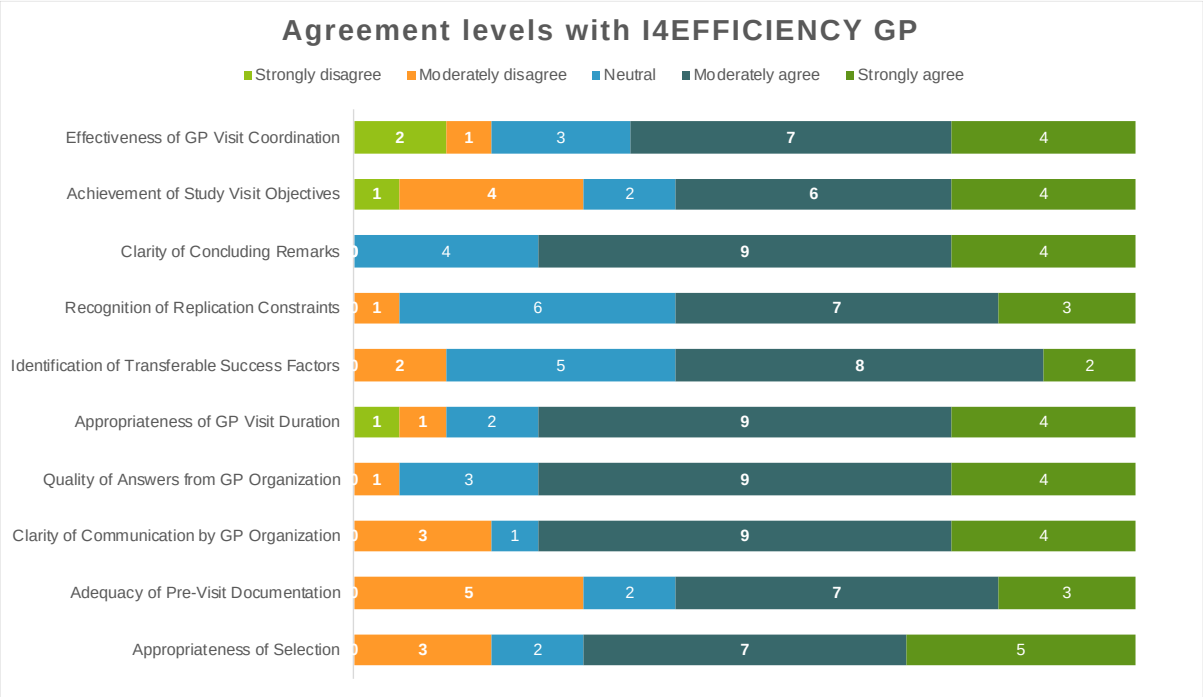


Regarding the recommended steps for transferring Reaviva to the regions of other partners, 29% of the responses emphasized the importance of first seeking funding opportunities. Furthermore, respondents stressed the significance of gathering more information and details about the project, as well as building a network to facilitate project realization. These points were also prominently mentioned in responses to the question about specific actions recommended during the design of corresponding actions. Specifically, responses were equally divided among actions such as checking financing aspects, disseminating information about the project, and assessing the sustainability of renovated buildings.

GP 3 – I4EFFICIENCY

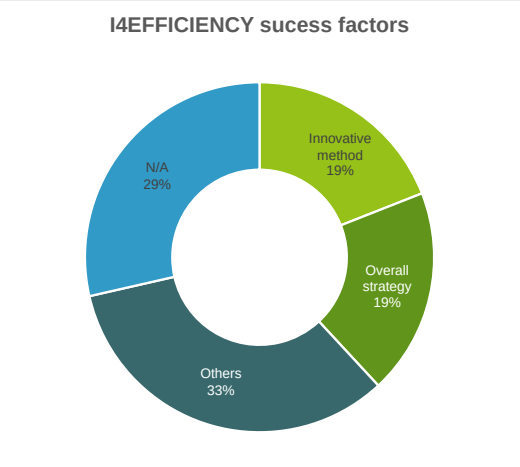
Agreement levels

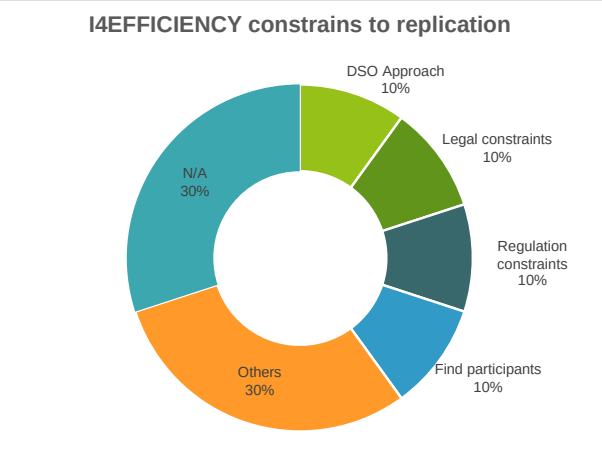
As evident from the graph below, I4EFFICIENCY received more diverse opinions compared to others regarding the appropriateness of the selection of the GP, the adequacy of the pre-visit documentation, and the achievement of the study visit objectives. These three aspects emerged as the most discussed points among participants. However, there was a consensus on the clarity of concluding remarks, which were generally deemed appropriate by most individuals.



Key issues of the Good Practice visited

The factors that were deemed most successful for the good practice included the overall strategy employed by the project (19% of answers) and the innovative methods utilized (19% of answers). Additionally, respondents highlighted the regulatory environment, the involvement of local communities, the cooperation between the Municipality and stakeholders, and the availability of EEA funding as other successful factors.

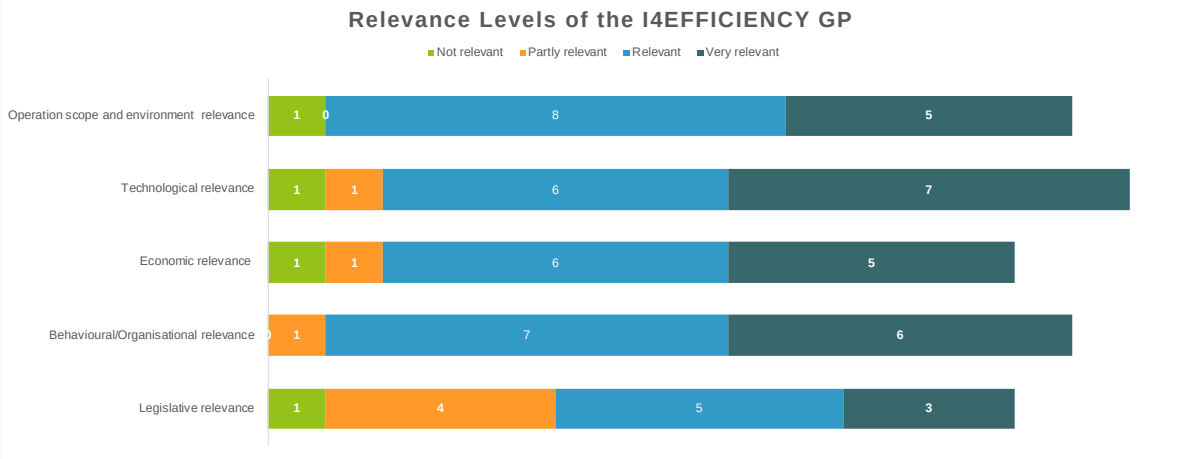




Regarding potential challenges that could prevent the proper replication of the good practice, difficulties may arise in dealing with the distribution system operator, as well as legal and regulatory constraints that vary across countries. Moreover, there may be challenges in engaging and persuading the population to participate effectively.

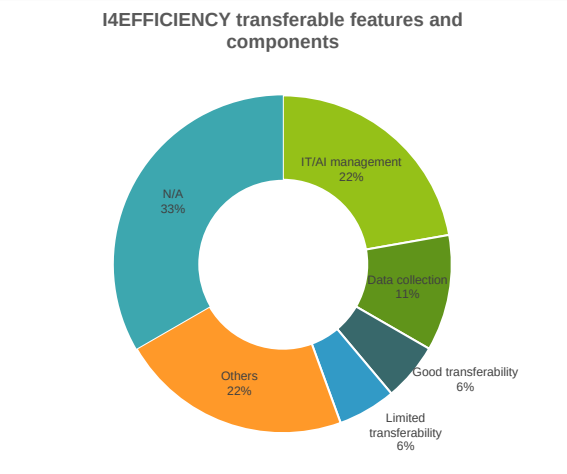
Relevance levels

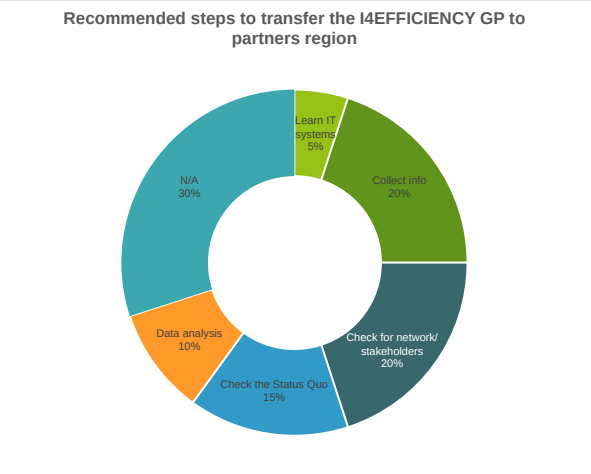
As depicted in the graph below, all participants unanimously agreed on the high relevance of the behavioral/organizational aspect of the good practice. Overall, there was considerable agreement regarding the technological, as well as the operation scope and environment relevance. In the comments, the significance of this practice was underscored, as it has the potential to become an effective Good Practice pertinent to PROMOTER due to its connection to energy production or energy conservation. Additionally, some participants noted that the good practice integrates technological advancements with behavioral, operational, and environmental considerations.



Transferability potentials

When discussing the transferable features and components of the I4EFFICIENCY project, there was considerable interest in the IT/AI management aspect. Participants expressed a desire to adapt and learn from the process of developing the IT components of the good practice. Additionally, 11% of respondents identified data collection as a transferable feature. However, responses overall were fragmented, as indicated by the graph.





Regarding the recommended steps for transferring the good practice to partner regions, 20% of respondents emphasized the importance of establishing a network and engaging stakeholders necessary for project implementation. They highlighted the essential collaboration between municipalities and private entities in this process. Another 20% identified the initial step as collecting more information, particularly gathering information about the feasibility of implementing the practice in their respective countries. This is closely related to another significant point (15%) of checking the status quo in their regions with their municipalities to compare the existing system with the project goals.

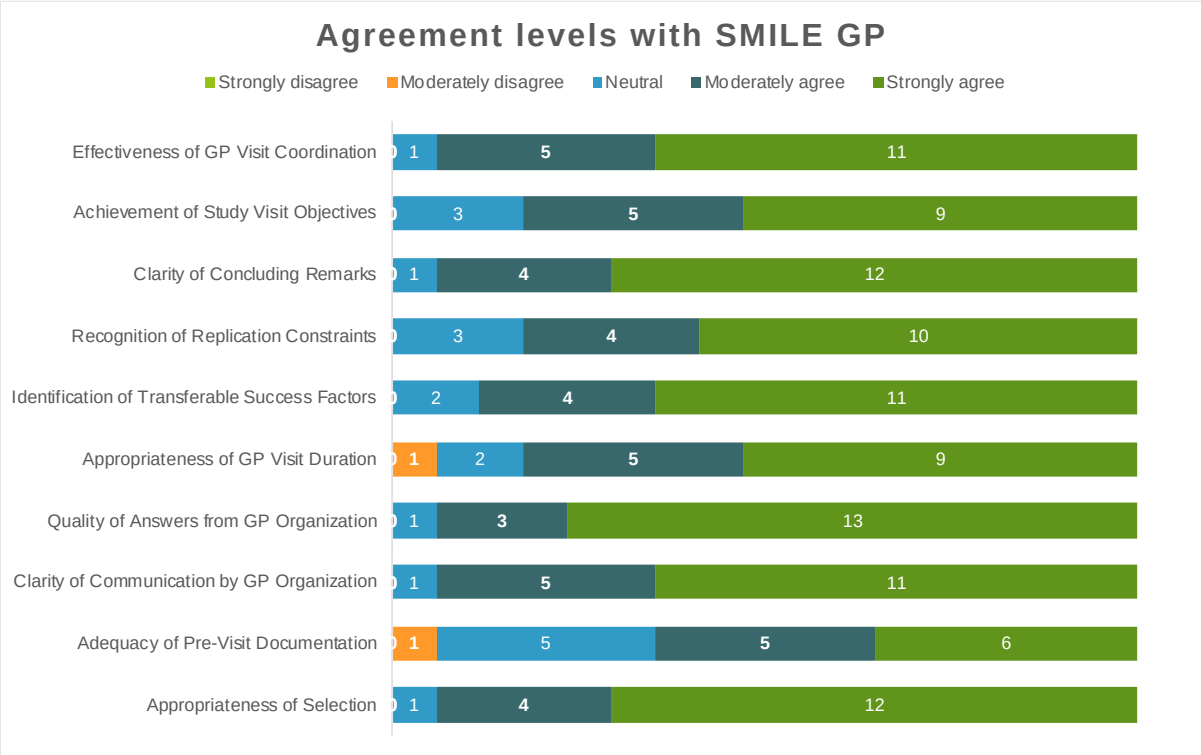
When asked about specific actions recommended for designing corresponding actions, there were not many relevant insights provided.

GP 4 – SMILE

Agreement levels

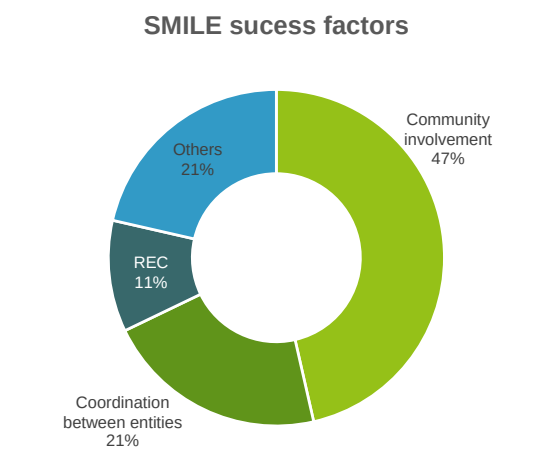
Smile emerged as the good practice receiving the highest level of agreement among respondents. Each statement received a notably high level of approval. Specifically, partners and stakeholders expressed high satisfaction with the quality of answers provided by the GP organization. Furthermore, the majority strongly agreed that the GP was well-suited to the PROMOTER Project and found the concluding remarks at the end of the presentation to be commendable.

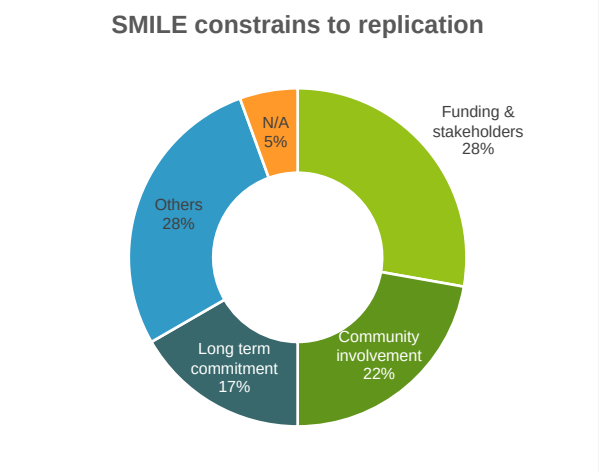
While there were two points, namely the Adequacy of pre-visit documentation and the duration of the visit, where agreement was not as strong, the overall feedback was positive. There were no negative comments, indicating that this GP was widely regarded as excellent by participants.



Key issues of the Good Practice visited

The Smile project, as also shown by the agreement levels session, got similar responses from everyone. In fact, nearly half of the responses (47%) identified strong community involvement as a key success factor, a point emphasized during the project presentation. Another commonly recognized success factor was the effective coordination among the various entities involved in the Smile project. Additionally, 11% of the responses highlighted the Renewable Energy Certificate (REC), which piqued the interest of many guests.

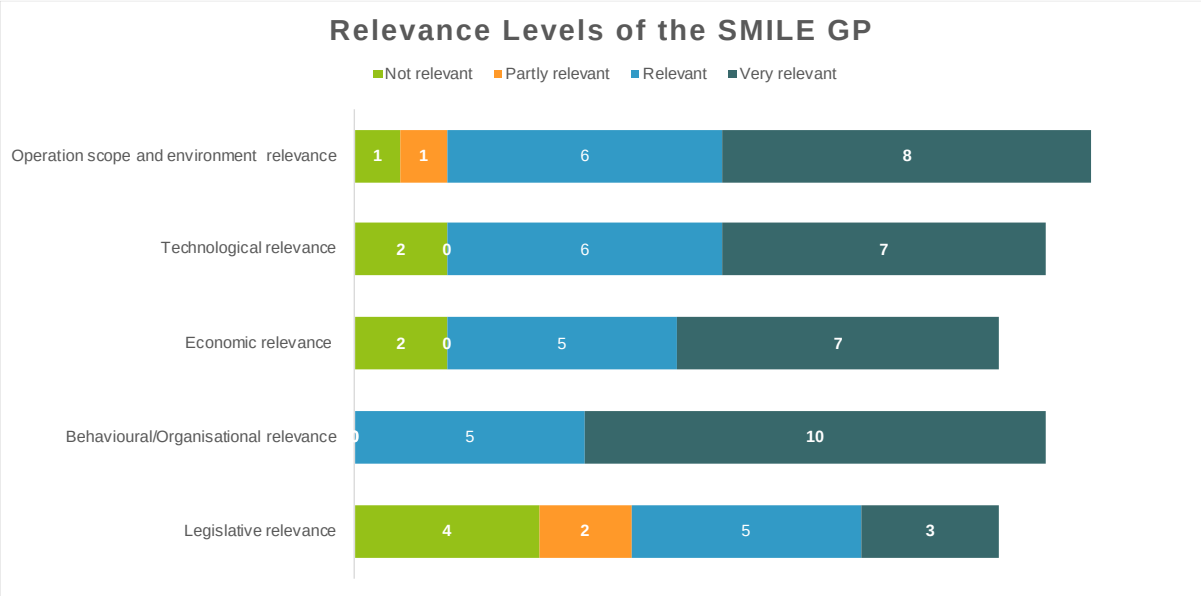




This question often brings out interesting insights, where a factor can be seen both as a success and a constraint. This was the case with the Smile project, where 22% of the answers identified community involvement as a potential constraint to replication. Additionally, 28% expressed difficulty in finding similar funding opportunities and interested stakeholders for the project. It's also noteworthy that many respondents expressed concerns about the long-term sustainability of the project and the time required to build community trust.

Relevance levels

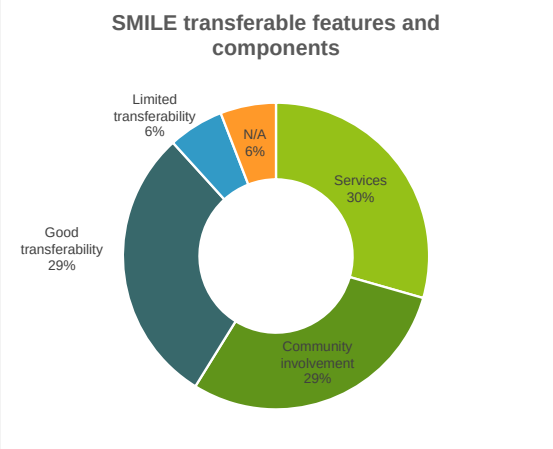
The relevance levels graph reaffirms the consistent satisfaction of respondents with the Smile project. In particular, all macro-areas were predominantly deemed highly relevant, with the exception of the legislative aspect, which generated some controversy as four individuals expressed that it was not pertinent to the project. The responses confirmed that Smile is perceived as an intricate and comprehensive initiative, characterized by its multidisciplinary nature, which encompasses behavioral, economic, technological, and environmental approaches. Many comments also emphasized the significant relevance of the behavioral macro-area, underscoring Smile's strong connection to the local community. This aspect holds particular importance considering that the good practice primarily focused on assessing behavioral and organizational aspects. It means that the project effectively targeted the core objectives, addressing key community needs and fostering meaningful engagement.

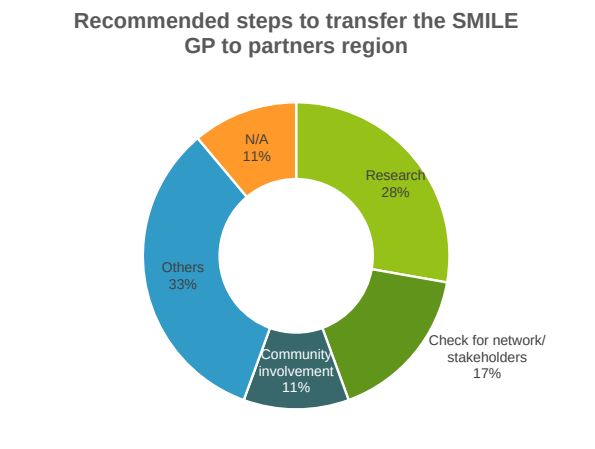


Transferability potentials

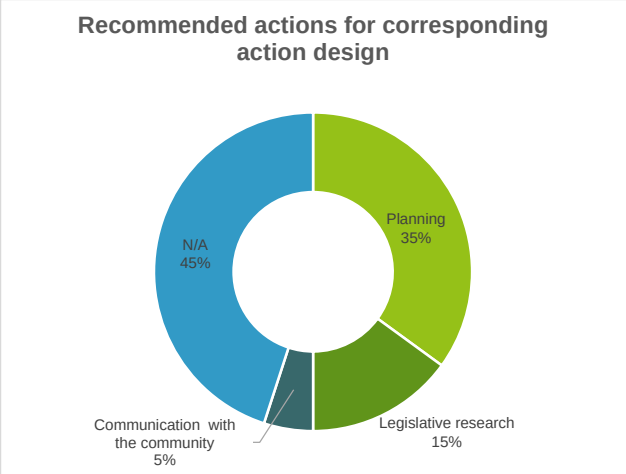
Overall, respondents agreed on the transferable features of the Smile project, reinforcing the importance of community involvement, as observed earlier. Specifically, 30% of answers highlighted the specific services offered by the Smile project as transferable components, such as the Living Lab and community workshops. Overall, respondents expressed satisfaction and confidence regarding the transferability of the project as a whole.

Community involvement stood out as a crucial aspect in both transferable features and recommended steps. In fact, 11% of responses in the second question underscored the significance of community engagement. Additionally, 28% of answers focused on the necessity of researching societal needs in their respective regions and identifying suitable locations for implementing the initiative, along with research about energy community systems in general. The involvement of various activities and partners was deemed essential too, with 17% of responses recommending checking for networks and stakeholders as a crucial step.





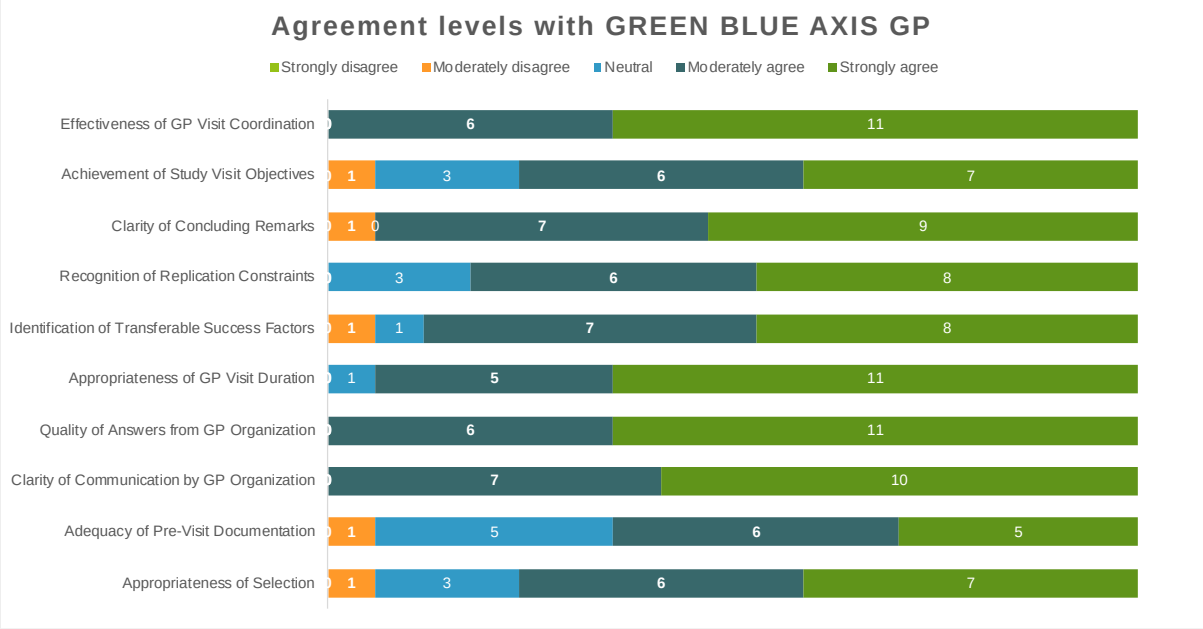
Regarding specific actions recommended for designing corresponding actions for partners, 35% of the responses emphasized the importance of planning. This planning includes considerations such as budget allocation, resource management, selecting appropriate locations, identifying potential partners and stakeholders, and determining initiatives beneficial for the community.



GP 5 – GREEN BLUE AXIS

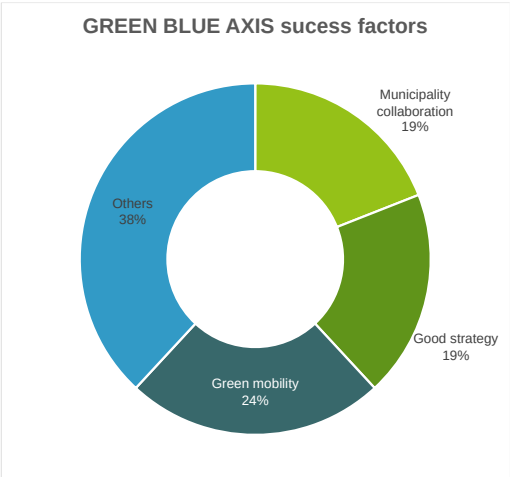
Agreement levels

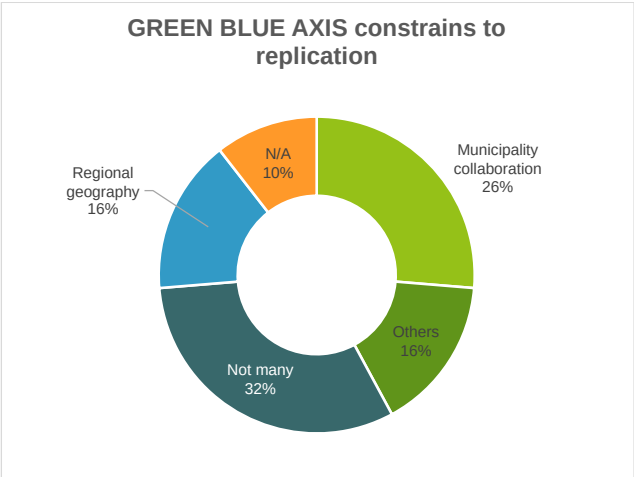
This on-site visit to the project, much like the previous one for Smile, was marked by a nearly unanimous level of agreement. The aspects that received the highest level of agreement included the Effectiveness of GP visit coordination, the quality of answers provided by the GP organization, and the clarity of communication by the GP organization.



Key issues of the Good Practice visited

As shown in the graph, 24% of the answers identified promoting green mobility as one of the key success factors of the good practice, which is beneficial as it aligns closely with PROMOTER's objectives. Additionally, they appreciated the well-explained overall project strategy and the strong collaboration with the Municipality.

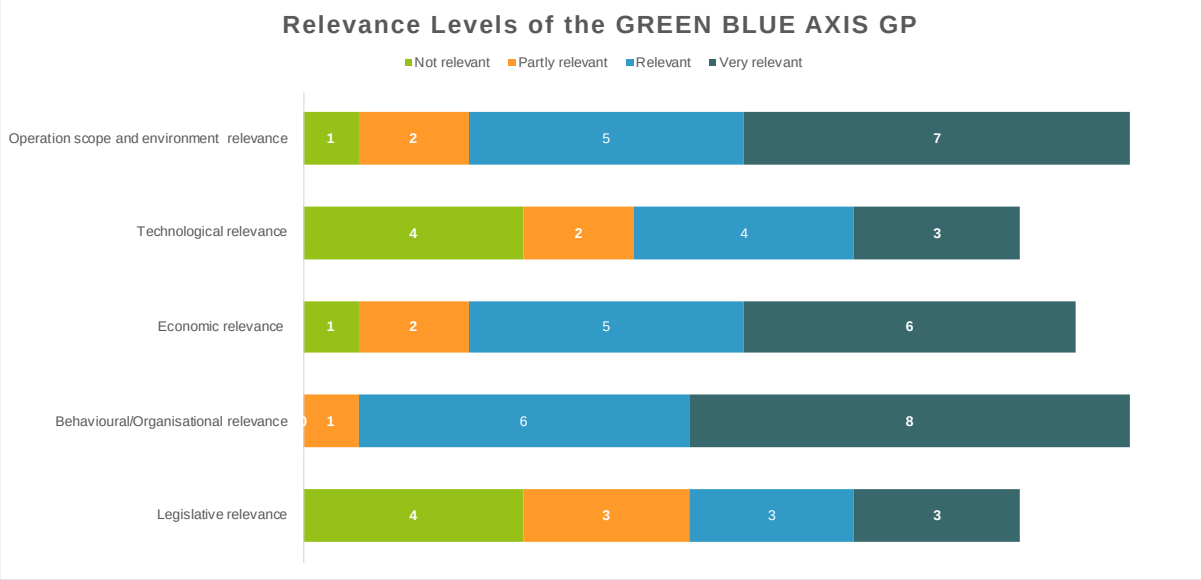




As many participants noted, the Green Blue Axis project does not face any significant constraints to replication, especially considering that some regions already have similar projects in place. However, potential obstacles could arise from varying levels of collaboration from municipalities and geographical differences between regions, which may hinder the implementation of a project like this in certain areas.

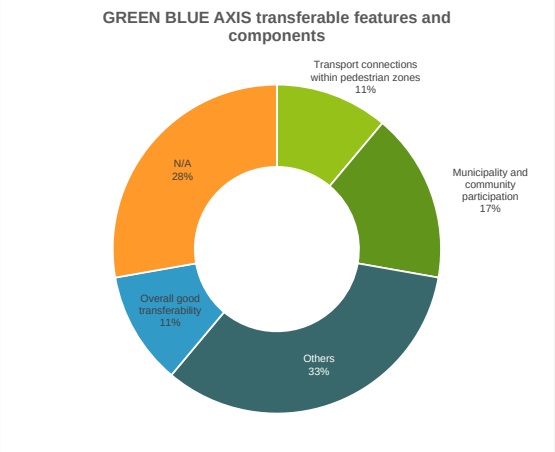
Relevance levels

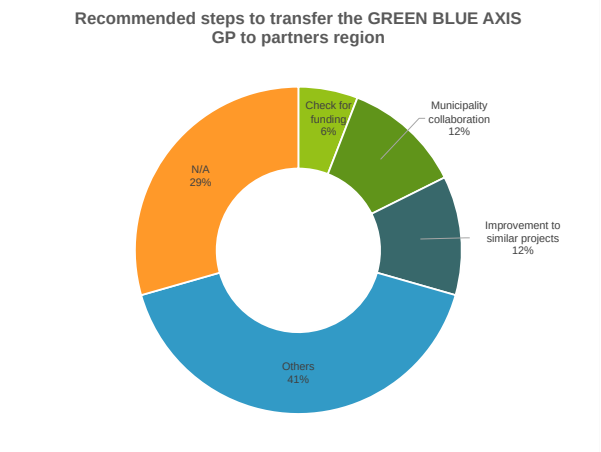
As evident from the graph, the most appreciated aspects, with the highest levels of relevance, are the behavioral/organizational and operational scope/environmental aspects. However, there was less agreement regarding the relevance of the legislative and technological aspects. When asked for feedback, many participants highlighted the clear emphasis on green mobility, but expressed that the focus on energy-saving topics was not as apparent.



Transferability potentials

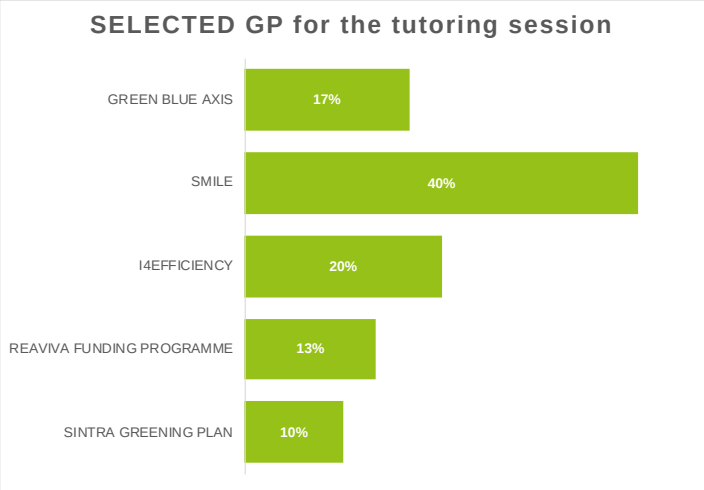
The responses regarding transferable features highlighted the significance of municipality and community involvement, considered by many as an essential component. Additionally, 11% of answers emphasized the transferable aspect of creating areas that enhance inter-modal mobility. Similarly, in the question about recommended steps, a crucial aspect identified was the need for effective collaboration with municipalities and securing adequate funds for project implementation. Furthermore, 12% of respondents indicated that they already have similar projects, suggesting the need to improve their existing initiatives as a recommended step.





Whereas, when asked about recommended actions for designing corresponding actions, respondents suggested verifying similar environmental and social conditions in their regions and emphasized the importance of thorough planning.

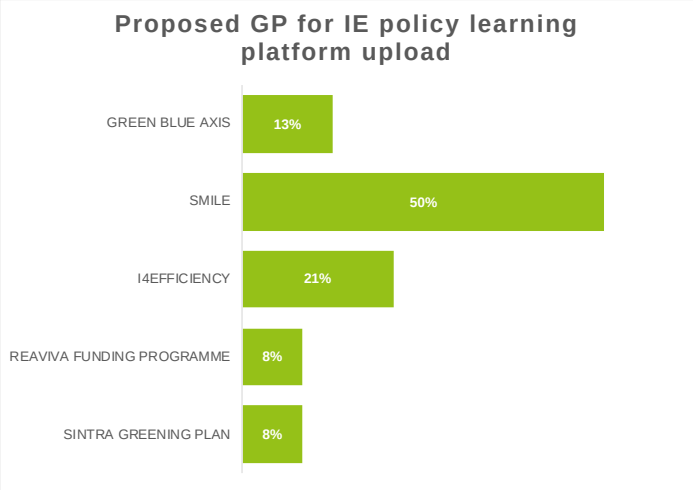
Recommendations for Tutoring Sessions and Policy Learning Platform



The PROMOTER project must deliver various outputs, one of which includes four Tutoring session reports. Hence, respondents were given the opportunity to select a good practice for the tutoring session.

According to the data presented in the graph, 40% of the responses indicated a preference for the SMILE Project, followed by I4EFFICIENCY (20%) and Green Blue Axis (17%).

Upon further inquiry, participants explained that they chose the SMILE Project primarily because it is closely aligned with the goals of the PROMOTER project and holds significant potential for replication in their respective regions. Many noted the clarity in the project's approach to energy consumption reduction and highlighted the effective implementation of green mobility initiatives as key factors influencing their decision.



In accordance with the goals of the PROMOTER project, a minimum of 18 documented good practices will be identified, tailored to the specific needs of each partner, and effectively integrated into the Policy Learning Platform of the Interreg Europe Programme.

Once again, in response to this question, SMILE emerged as the most preferred good practice among the others, with 50% of the preferences.

These results echo those of the previous question, validating a trend indicating the most successful and impactful good practices presented during the study visit. As previously noted, respondents highly valued the comprehensive planning and presentation of the SMILE Project, emphasizing its ability to foster connections among communities and individuals from the same locality. Additionally, it was underscored that this project is particularly relevant to the objectives of the PROMOTER project.

Recommendations about future Study Visit organisation

In the conclusion section, an important aspect is the recommendations provided by participants to enhance the organization of future study visits. Guests were asked to select one or more suggestions or provide additional feedback through the "other" option.

According to the graph, the suggestion "Clarify better in advance the objectives and relevance for the stakeholders being invited to attend the study visit" received the highest number of responses (22%). This was followed by "Present also any initial difficulties encountered and solutions provided" (20%). Additionally, 15% of the answers suggested "Providing better information before the start of a Study Visit."

These insights are significant as they underscore the need for partners and stakeholders to receive comprehensive information about the study visit well in advance, including clear goals and relevant information. Furthermore, participants emphasized the importance of not only showcasing the results of each good practice but also detailing the entire project journey, including any challenges encountered and the solutions implemented.

It is important to note the valuable insights derived from the last suggestion section. These practical and useful advices, which could inform the design of future study visits, were generated when participants selected the option "Provide more comprehensive information about Good Practices in general," the "Other" option (Refer to the graph above), and when responding to the open-ended question "Additional suggestions."

Overall, the Study Visit was deemed successful, with many participants highlighting the smooth execution of all activities. Nevertheless, the main suggestions for improvement included:

- Share Good Practice presentations in advance to enable participants to prepare questions beforehand.
- Share Good Practice forms in advance
- Share contact information to facilitate further discussions.
- Improve the workshop on the last day
- Implement the use of badges for each participant, along with presentations at the beginning of the Study Visit, especially for stakeholders, to emphasize their potential involvement in the project.
- Foster interactive collaboration between participants
- Consider having the form completed by the Country group rather than individuals.
- Incorporate roll-up banners or posters in the meeting room
- Present more results of the Good Practices
- Arrange additional on-site visits of the Good Practice
- Introduce a designated section in the agenda for partners to ask compulsory questions.
- Enhance the networking session by incorporating more breaks

These suggestions mainly focused on enhancing the thorough documentation, workshop experience, and streamlining communication and networking opportunities during the study visits.

Workshop on possible replicable actions/other discussions

Conclusion

The Sintra Study Visit showcased a range of innovative initiatives under the umbrella of the PROMOTER Project. These good practices were in close alignment with the project's overarching goals, emphasizing renewable energy, environmental sustainability, and sustainable mobility. Through detailed presentations and immersive on-site visits, participants gained invaluable insights into the practical implementation and potential adaptability of these initiatives to their respective regions.

Furthermore, the feedback received from participants underscored the success of the study visit in fostering knowledge exchange and creating networking opportunities. This positive engagement reflects the efficacy of the event in promoting collaboration and sharing best practices among project partners.

In conclusion, the Sintra Study Visit not only provided significant insights into ongoing projects but also served as a source of inspiration for future endeavors. The lessons learned and experiences gained during the visit will enhance the planning and organization of future study visits, contributing to the continued success and impact of the PROMOTER Project.

The presentations delivered are available here:

https://store.irradiare.com/index.php/s/mrWNCooYYw4LqZc

APPENDIX

A1 Agenda of the Study Visit

A2 List of participants with signatures

A3 Logistic note of the Study Visit nr. 1

A4 Template of SV feedback form

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