2020 CIVITAS
Cleaner and better transport in cities

DESTINATIONS

CIVITAS DESTINATIONS
Enhanced measure replication programme

Application Rules and
programme for cities and regions

Project title:	CIVITAS DESTINATIONS
Grant Agreement No.:	689031
Contact person:	Mr. Panos Coroyannakis **CPMR** **Rond-point Schuman, 14** **B-1040 BRUXELLES**
Publication Date:	15 January 2020
Deadline for applications:	07 February 2020

2020 CIVITAS
Cleaner and better transport in cities
DESTINATIONS

THE CIVITAS INITIATIVE
IS CO-FINANCED BY THE
EUROPEAN UNION

INTRODUCTION

This document provides the necessary information for applicants to submit their expression of interest to the CIVITAS DESTINATIONS measure replication mentoring programme.

CIVITAS DESTINATIONS project is an Innovation Action (IA), part-funded by the European Commission under the H2020 Mobility for Growth program (CIVITAS initiative) implemented by a Consortium of 28 organisations from 12 European countries, plus China. The main objective of the project is to test and evaluate integrated measures for enhancing sustainable mobility in cities facing a high touristic demand with the ambition to deliver a set of transferable solutions to cities or regions facing similar challenges. The project started on 01 September 2016 and will run until 31 August 2020.

CIVITAS DESTINATIONS launches a Call for expression of interest aimed to select organisations interested in learning more about and implementing one of the measures/actions developed during the life of the project. The call will close on 07 February 2020, 17:00 CET.

A Maximum of 6 applications will be selected.

TERMS AND CONDITIONS FOR THE REPLICATION PROGRAMME

1. Reminder of the project objectives

CIVITAS DESTINATIONS project implements a set of mutually reinforcing innovative mobility solutions in six urban laboratory island areas with different size and characteristics: Funchal, Madeira, Portugal; Las Palmas de Gran Canaria, Spain; Limassol, Cyprus; La Valetta, Malta; Elba, Italy; and Rethymno, Greece.

The project aims at changing the mind-sets of all stakeholders involved in managing the "mobility for growth" challenge and to demonstrate a set of solutions combining newly emerging technologies, policy-based and soft measures with a strong replication potential.

The ambition of the project is also to deliver a set of transferable solutions that will support green mobility and growth of local touristic economies to:
- develop an innovative holistic approach to build sustainable urban mobility systems for both residents and tourists;
- increase the attractiveness of the city or region, both for tourists and for businesses in the sector;
- provide high quality sustainable environments desired by tourists;
- provide local sustainable employment opportunities and multiplier impacts in the economy for goods and services;
- enhance social cohesion and prove the quality of life of tourists and residents alike;
- provide a benchmark for other EU tourist cities.

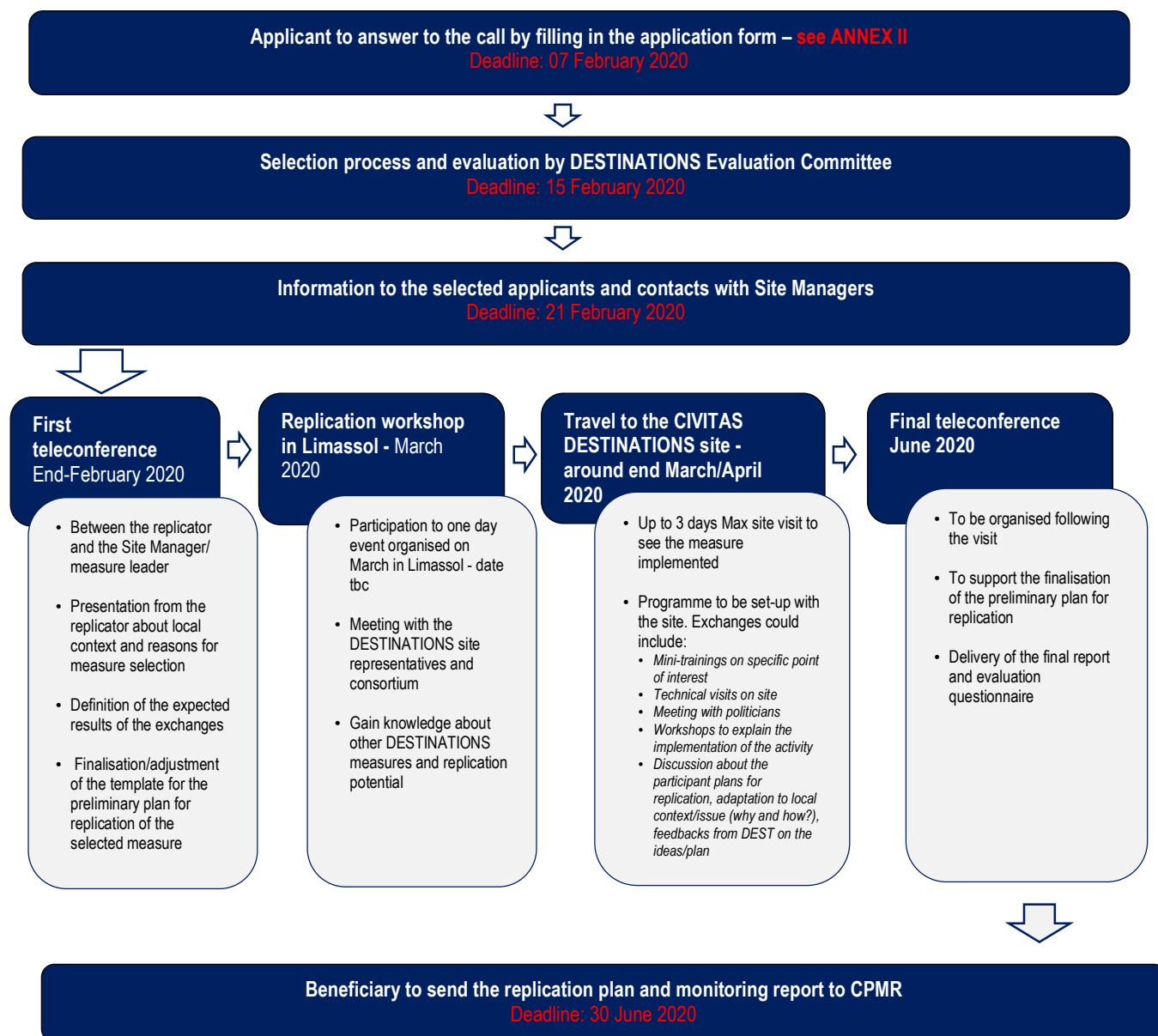# 2. What is the CIVITAS DESTINATIONS replication programme?

The CIVITAS DESTINATIONS replication programme aims at:

- offering to EU touristic destinations external to the project a <u>mentoring programme during which they will be assisted in</u> **producing a preliminary plan for replication of one of the DESTINATIONS measures** – see Annex III.

The measures proposed and to be considered for the replication programme are listed in Annex I.

2.1 Description of the option A

The following process is proposed to the selected beneficiary:

Applicant to answer to the call by filling in the application form – see ANNEX II
Deadline: 07 February 2020

⇩

Selection process and evaluation by DESTINATIONS Evaluation Committee
Deadline: 15 February 2020

⇩

Information to the selected applicants and contacts with Site Managers
Deadline: 21 February 2020

⇩

First teleconference End-February 2020

- Between the replicator and the Site Manager/ measure leader
- Presentation from the replicator about local context and reasons for measure selection
- Definition of the expected results of the exchanges
- Finalisation/adjustment of the template for the preliminary plan for replication of the selected measure

⇨

Replication workshop in Limassol - March 2020

- Participation to one day event organised on March in Limassol - date tbc
- Meeting with the DESTINATIONS site representatives and consortium
- Gain knowledge about other DESTINATIONS measures and replication potential

⇨

Travel to the CIVITAS DESTINATIONS site - around end March/April 2020

- Up to 3 days Max site visit to see the measure implemented
- Programme to be set-up with the site. Exchanges could include:
  - *Mini-trainings on specific point of interest*
  - *Technical visits on site*
  - *Meeting with politicians*
  - *Workshops to explain the implementation of the activity*
  - *Discussion about the participant plans for replication, adaptation to local context/issue (why and how?), feedbacks from DEST on the ideas/plan*

⇨

Final teleconference June 2020

- To be organised following the visit
- To support the finalisation of the preliminary plan for replication
- Delivery of the final report and evaluation questionnaire

⇩

Beneficiary to send the replication plan and monitoring report to CPMR
Deadline: 30 June 2020

2.1.1 Participants foreseen

The CIVITAS DESTINATIONS programme will entitle up to **two persons** from the selected replicator cities or organisations (up to 6 applications to be selected in total) to travel to the host city, which will be the DESTINATIONS site leading the implementation of the measure selected by the applicants, for 2,5 to 3 days.

Only two persons will receive travel and accommodation funding per application – additional persons may be travelling at own cost of the replicator.

The same persons may be invited to attend the Limassol project meeting in Cyprus from 18-20 March 2020.

The replicator cities/organisations will send staff in charge of policy or project development addressing the topics of the measure. Participants should have a good command of English in order to ensure a smooth deployment of the exchange.

2.1.2 Budget

The representative from the selected applications will be financially supported:

- **For the participation to one project event:** up to 800€ per person, with two persons per replicator city/organisation, covering <u>only</u> travel and accommodation costs.

- **For the participation to the site visit to be organised in the site leading the selected measure**: up to 1500€ per person, with two persons per replicator city/organisation, covering <u>only</u> travel and accommodation costs.

Costs related to the meeting rooms and catering will be covered by the hosting site.

Applicants are invited to read the financial guidelines in Section 5.

The template of the expense claim as well as instructions on how to fill in this expense claim will be provided by CPMR after the selection. These documents will be necessary in order for participants to receive the funding.

2.1.3 Benefit for the participants

By entering the replication programme of CIVITAS DESTINATIONS, selected participants will benefit of :

- Important European recognition and visibility for their sustainable mobility actions as part of the CIVITAS initiative

- Opportunities to gain experience and to exchange with European experts and technicians having experienced the measure's implementation challenges

- Direct access to specific expertise and best practices developed during the project life

- Use of proven tools to build capacities to address local mobility and tourism challenges

3. Applicants Eligibility

Funding is available to all regions', cities' or communities' representatives that have registered in the CIVITAS DESTINATIONS Platform of Followers. Mobility and transport as well as tourism organisations/stakeholders that seek to enhance their sustainable mobility experience are also eligible to apply.

If your region/city/community has not yet registered to gain access to the Platform of Followers, please register by going to www.destinationsplatform.eu

No more than one application per city/region and/or organisation can be accepted.

Applications shall comply with the following requirements:

- they must be received no later than the deadline for submitting applications;
- they must be submitted in writing using the online application form;
- they must be drafted in English;
- Participants must be eligible under H2020 rules
  https://ec.europa.eu/research/participants/data/ref/h2020/other/wp/2018-2020/annexes/h2020-wp1820-annex-a-countries-rules_en.pdf

4. Evaluation criteria

To be rewarded, the application should refer to a single innovative sustainable urban mobility action, among the list of actions for replication that is presented in the Platform of Followers and is also enclosed to this application package (ANNEX II).

The application will be evaluated on the basis of the following criteria:

1. Completeness of the application
2. Assessment of the expected results as they relate to the DESTINATIONS project objectives.
3. Degree of interaction and cooperation with and involvement of the tourism sector and tourism stakeholders in the proposed application.

In applying candidates can join to the application form:

a) Letter of intent of relevant stakeholders supporting the scope of the action of replication

b) Reference to an existing policy document/declaration/commitment that is in line with the replication action

The successful applicants will be selected by the CIVITAS DESTINATIONS Project Coordination Office, based on the merit of their application and its conformity to the selection criteria.

2020 CIVITAS | DESTINATIONS

In addition to the elements mentioned above, replicator cities involved in the replication programme of the CIVITAS DESTINATIONS will write at the end of the exchanges a short report describing the lessons learned during this activity, as well as the way in which these will be used. They will also be asked to answer an evaluation questionnaire.

5.   Financial guidelines and funding rules

1.1 Participants duties

Participants will take care of the following:	
Travel (costs reimbursed afterwards)	Once participants have been selected and the travel dates are fixed with the hosting site, participants will take care of their own booking within the budget indicated in the section above. The travel plans should be sent to the consortium for confirmation, minimum four weeks prior to the visit. **Travel plans should indicate the price of the booking.** The travel costs will be reimbursed, after the visit, once the participant sends his/her feedback report and expense claim form filled in and signed with supporting documents as per CPMR instructions.
Finalised plan for replicationevaluation form	Travel costs and subsistence costs will only be reimbursed once the participant sends his/her plan for replication and evaluation form, together with the **signed** expense claim form.

The reimbursement of the costs will be made following the H2020 rules. Before and during the visit, ask for and keep all your invoices, in particular:

- Ask for an invoice when purchasing your flight and send it to the CPRM after the visit

- Make sure to keep and send your boarding passes (for electronic boarding passes, save them or make a print screen)

- Ask for an invoice when purchasing your hotel (a reservation email is not enough; an invoice, preferably mentioning the name of the CIVITAS partner or event visited, is required)

- Local transport and dinners (if needed): keep all your invoices and tickets and send them with the cost form

1.2 Costs not covered

CIVITAS DESTINATIONS does NOT cover	
Accommodation	Extended stay in the host city or early arrival. No extra nights or extra guests (partners, observers…) will be covered by the project.
Travel	Extra luggage and parking at the airport will not be covered. Any booking changes requiring extra fees will be at participants' own costs. Travel agency fees will not be reimbursed.

CIVITAS 2020 | DESTINATIONS

Catering and public transport	We are an EU project promoting sustainable transport, hence **public transport must always be preferred** for transfer to/from the point of arrival. When public transport is available, the project will not reimburse taxis, unless their use can be justified (remote place of departure/arrival, early or late arrival/departure, mobility problems, etc.). Consult us in advance if you already know about problems with transfer.
Extra costs	Extra internet or phone costs will not be covered. Personal expenses will not be covered (mini-bar, souvenirs etc.).

ANNEX 1: LIST OF MEASURES PROPOSED FOR REPLICATION

Measure	Measure Title	Measure description
MAD 3.1	Innovative solutions for safe and secure public spaces	Municipality of Funchal installed an innovative system that combines road safety with energy efficiency in five places at sought touristic area. The system relies on a renewable and solar energy generation and storage solution - solar and wind - that power energy production systems that are intended to be used for residential purposes, commercial, telecommunications and lighting systems. The system integrates several modules, namely video capture, energy performance optimizer, Wi-Fi network, among others that can be integrated in the future as automobile traffic counters, charging for electric vehicles.
MAD 2.1 MAD 6.2 MAD 6.3	Green credits: A Business Model for Mobility, Sustainability and Tourism and Mobility planning for tourism related companies	Horários do Funchal and the Regional Government defined strategies to promote the use of public transport among the residents and tourists. Horários do Funchal launched the "Public Transport Friend", an easy system to provide the public transport users discount in some shops. Regional partners continued the strong connection with the hoteliers to promote the tickets vending in the hotel reception. This is a good link to promote also the use of public transport to the big events.
MAD 7.1	Electrical vehicles and clean fuels for public transport urban fleet	AREAM with HF developed several activities to make the public transport service more efficient: - Demonstration programme for electric or hybrid vehicles in public transport fleets; - Eco-driving programme; - Tyre pressure monitoring system in service; - Predictive analysis of potential bus faults; - Photovoltaic support system development and demonstration.
MAD7.2	MAD 7.2 - Attractive public transport	Effective marketing and communication make public transport attractive, improving its image and making services more appealing for tourists and residents alike. The main activities developed are: - Redesign the image of information on bus stops; - Promotional videos; - Restyling of four PT information offices; - Improve the quality and accessibility of bus stops; Communication activities with campaigns in special days and new information and promotion brochures.
ELB 4.1 & 4.3	Shared ELBA Mobility Agency + ICT Platform for Ride Sharing in Elba	2 Elba communities, with expert support, manage the SEM Agency as structure, dedicated to plan, manage and coordinate the different ride sharing services, user info mobility services and mobility planning support for tourists and residents alike. They designed, developed and operate an advanced ICT platform (with Web and APP media channels) for supporting the management, monitoring and operation of the Elba Sharing Mobility Agency. The platform will allow the management of: networking sharing service operators, user information and ride sharing services through the web portal and app channels. In particular, the ride sharing services are based on the concept of a "shared board" implementing different sharing schemes.
ELB 7.3	APP for providers real time information	Innovative AVL system based on APP and certification module provided by MemEx and tested In Portoferraio and Rio both for the provision of info mobility services and validation of operated services (to act on planning/operation level to gain reliability).
ELB 6.1	Combined products for tourism and mobility: the accommodation and mobility package	Combined products for tourism and mobility: the accommodation and mobility package promote an integrated package of tourism and mobility services in close cooperation with mobility providers, hotel/facility owners, tourist agencies. To guarantee the visitors with enough flexibility the measures also involve PT, taxis and sharing services.
MAL 6.1	Green Mobility Hotel Award	MOT and TM have introduced a new and innovative national award for the best green mobility measure proposed by Hotels, entitled the Green Mobility Award.

MAL 6.3	Promoting sustainable mobility among tourists	Malta worked on a mobile application providing useful and interesting information to encourage a change in the travel behaviour of tourists towards more green mobility options
LPA 4.1	Public e-bike system	Las Palmas (LPA) has introduced an e-bike service in the sharing system. The service is accessible through the integrated smart travel card; information on service will be available through digital kiosks and Mobility App. The new system has 44 stations with digital kiosks, 105 e-bikes, 315 conventional bikes and 20 adapted bikes accessible to the physically impaired
LPA 4.2	Fast charging EVs	Implementation of 6 fast recharging points for electrical vehicles. Availability-check and reservation of charging point are carried out through LPA-Mobility App.
LPA 7.3	Real-time mobility and tourism information services	Real time information panels powered by solar energy that include a device to check the current balance of the contactless smartcard for public transport
RET 3.2	Mobility plans for schools/university's communities	Rethymno Municipality is combining new infrastructure and strategic plans with stakeholders' engagement and behavioural change activities to increase safety and use of sustainable transport modes within the school community. New studies on mobility plans propose technical interventions, redesign of public spaces, improved PT routes and new bus stops around schools and the University. Targeted training and behaviour change activities, engaging schools' communities, build the capacity of younger generations to commute safely and use more sustainable modes of transport. An holistic plan developed by the Technical University of Crete and the Municipality of Rethymno delivers a network of 30 schools and involves more than 4.500 students to experiential road safety activities, behavioural change games, schools' competition, thematic events, interactive workshops for school teachers and students' parents, training materials and an user-friendly app promoting walking, cycling, PT and shared vehicles.
RET 7.1, RET 4.1 & RET 4.2 &	E-Mobility: Introducing electric vehicle for PT-Uptake of electric vehicles by fleet operators - Building a sharing mobility culture	Rethymno introduced the first clean vehicles into its municipal and PT fleets, with an electric car and a mini e-bus accessible to people with disabilities and installed the first public in region public EV chargers. The uptake of electric vehicles is further promoted with incentives for fleet operators, targeted campaigns and test drives, tailored signage for charging stations and designated parking slots. The first dockless e-bike sharing system in Greece and a newly introduced e-scooter sharing system are available in the wider Municipal area as a result of successful collaboration of public and private sector, promoting a modal shift towards sustainable modes of transport.
RET 2.2	Smart systems for urban planners, PT operators and users	Rethymno is developing smart systems and a central monitoring platform to support urban planners at decision making; monitoring, analysing numerous data sets, assessing and improving the SUMP action plan. A network of thermal cameras (GDPR compliant) for real-time traffic data monitoring is installed. Smart signage enhance road safety at three accident hotspots in the city and a SMART Car Parking Management System contributes further to city's traffic congestion reduction. New equipment installed by the Technical University of Crete integrate meteorological stations with smart sensors for real-time monitoring of environmental data and noise level and correlation with traffic load data (peak, off peak period).
RET 5.2	Alternative fuels for clean mobility: Implementing the UCO to biodiesel chain	An operational scheme for implementing the full UCO-to-biodiesel chain, defined by the Technical University of Crete, in collaboration with the Municipality of Rethymno and local stakeholders, increases the efficiency of waste management and promotes clean fuels. New collection points are introduced involving smart sensors at UCO collection containers, monitored through a web-based platform. The platform provides the optimum routes for the UCO collector and sends alerts to the administrators in case of leaks, temperature rise, unauthorised movements or damage. This smart management system increases the efficiency of UCO collection and reduces operational costs. Fewer collection trips mean less fuel

2020 CIVITAS | DESTINATIONS

		consumption and greenhouse gas emissions. A small-scale production biodiesel unit demonstrates the transformation of locally collected UCO to a clean fuel for the benefit of the local economy and environment.
LIM 3.1	Increase cycling and walking in combination with special interest tourist activities as an integrated product	Enlargement of cycling and walking networks, 5 new bicycle parking facilities, adaptation of lanes already existing with new map panels and signage.
LIM 6.1	Awareness on the use of sustainable mobility modes for leisure trips	Promotional campaigns targeted to festivals and integrated products in the mobility and tourism sector. The campaigns include sustainable mobility competitions for tourists. Raising awareness amongst urban planners is also foreseen
LIM 6.2	Business cases for combined tourist and mobility products	Green Labels awarded to hotels that encourage the use of sustainable mobility modes. Tourist Mobility Cards offered as combined product for tourists allowing also to discounted fares.

ANNEX II – APPLICATION FORM

Funding is available to all regions', cities' or communities' representatives that have registered in the CIVITAS DESTINATIONS Platform of Followers. **If your region/city/community has not yet registered to gain access to the Platform of Followers, please register by going to www.destinationsplatform.eu**

Applications will be collected and forwarded to the CIVITAS DESTINATIONS Evaluation Committee. A <u>decision will be reached by the 15th February 2020. You will be informed accordingly, in order to begin preparing the implementation of the replication programme.</u>

APPLICANT DETAILS	
Local/regional authority/organisation*	
Country *	
Street / Post box *	
Postal Code, City *	
Contact person *	
Telephone *	
Email *	
Are you member of the CIVITAS Community?	☐ CIVITAS demonstration city or projects ☐ CIVINET member city ☐ Other EU project ☐ Local/regional/national city of one of the DESTINATIONS site ☐ Project network of followers ☐ NECSTOUR/NIT network or member city/organisation ☐ Other, please specify ……………………… …………………………………………………………………
Do you have recent experience of sustainable mobility measure implementation?	☐ Yes / ☐ No If yes, please specify

What are the main reason(s) why you want to take part to the CIVITAS DESTINATIONS replication programme? Please include the expected benefits to be derived by your authority	
Which measure would you like to select for the replication programme?	Please choose among the list provided in annex I
Which challenge you are currently facing, as city or organisation, that DESTINATIONS measure replication will help to solve?	
What are your three main expectations in taking part to such activity?	1. 2. 3.
How the results of the replication programme will impact integration of sustainable mobility and tourism in your city?	

ANNEX III - "PRELIMINARY PLAN FOR REPLICATION" TEMPLATE

Name of the measure	
Scale of implementation	
Leader organisation	
Stakeholders to involve in the piloting	
Contact person	
Macro objectives	
Specific objectives	
Expected results	
Relevance for improvement of tourism and leisure transport	
Innovative aspects	
Challenges to be tackled – starting point of the measure	
Short narrative description of the activity to be implemented	
Action plan	
Timeline for the actions	
ITS tools and solutions envisaged	
Financing of the pilot and plan for long-term sustainability of the action	
Support and cooperation to be developed. Contributions in kind	
List of stakeholders to involve	
Expected outputs	