# GREEN DIGITAL STUDY TOURS CATALOGUE

## Information for visitors

GREEN DIGITAL CHARTER

NiCE
Networking Intelligent Cities
for Energy efficiency

**Green Digital Study Tour Catalogue - information for visitors**
*Study Tours resource pack (part I)*

Deliverable D3.6

January 2014

# Contents

# 1) Introduction

## 1.1) About the Green Digital Charter

The Green Digital Charter is a declaration committing cities to work together to deliver on the EU climate objectives through the use of Information and Communication Technologies (ICT). It therefore promotes progress in tackling climate change through the innovative use of digital technologies in cities.

In addition to a range of statements and aims, the Charter contains three specific commitments:

- to work with Green Digital Charter signatories on ICT & energy efficiency
- to deploy five large-scale ICT for energy efficiency pilots per city within 5 years from the signature
- to decrease ICT's direct carbon footprint per city by 30% within 10 years from the signature

Currently signed by over 25 major European cities, the Charter is open to local authorities regardless of the stage of implementation of their energy and climate policies.

For more information on the Green Digital Charter, please visit  www.greendigitalcharter.eu/greendigital-charter.

## 1.2) About the NiCE project

NiCE (Networking intelligent Cities for Energy Efficiency) is a FP7[1] funded project which supports cities in the achievement of their goals as outlined by the Green Digital Charter. NiCE is supporting signatory cities in three key areas:

1. Tools for cities - establishing monitoring and reporting tools for cities and developing frameworks for action to aid cities at all stages during their efforts to green ICT
2. City support and action -  offering support to cities through a series of targeted exchange and  learning activities
3. Outreach and engagement - organising a series of networking and visibility events to increase the number of Charter signatories and showcase cooperation opportunities with relevant stake-holders

For more information on the NiCE project, please visit www.greendigitalcharter.eu/niceproject.

## 1.3) About the Study Tour Resource Pack

Study tours fall under the second area of action of the project: exchange and learning activities. In line with this, NiCE has developed this Study Tour Resource Pack aimed at facilitating on-site knowledge transfer between cities implementing green ICT initiatives.

The Study Tour Resource Pack is intended as a tool that cities can use to organise study tour visits.

As the NiCE project develops over time, cities may decide to elaborate on or change the study tours they offer. This pack and the affiliated offers are therefore valid until November 2013.

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1        FP7 is the acronym for the Seventh Framework Programme for Research and Technological Development. This is the EU's main instrument for funding research in Europe and it will run from 2007-2013.

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The Study Tour Resource Pack is intended as a tool that cities can use to organise study tour visits.

As the NiCE project develops over time, cities may decide to elaborate on or change the study tours they offer. This pack and the affiliated offers are therefore valid until November 2013.

### 1.3.1) Resource pack structure

In order to support the organisation of study tours, the resource pack has been divided into two parts:

I)   **Green Digital study tours catalogue – Information for visitors**, which provides information for potential visitors, including some guidelines and a catalogue of study tour offers from hosting cities.

II)  Green Digital **Study Tours - Information for hosts**, providing guidelines for hosts, including some suggestions on how to organise successful study tours.

## 1.4)  The study tours: general information

### 1.4.1) Concept

Study tours are successful knowledge transfer schemes which offer the possibility for site visitors to interact with key local stakeholders and see how projects are implemented in reality. During the study tour, visiting participants (officers and/or politicians) are able to learn from the host city by means of short presentations, site visits and peer-to-peer discussions.

### 1.4.2) Size of the group

Group sizes can range from 3-5 people to as many as 10-15. The appropriate size should be agreed between the host and the visiting city (or cities).

### 1.4.3) Costs involved

- Visiting cities:
  The NiCE project allocates a total of €1,000 per signatory city to cover the costs of travel and accommodation incurred to attend the study tours These funds cannot be guaranteed beyond the NiCE project duration (February 2014). For more details about the cost reimbursement for visiting cities, please see section 2.6 of Part I of the Resource Pack: Study tours catalogue – Information for visitors.

- Hosting cities:
  Hosting cities can receive up to €800 to facilitate the organisation of one study tour. The NiCE project cannot guarantee that this budget will be available for study tours organised after the project duration (after February 2014).

For more details about the cost reimbursement for hosts, please see Part II of the Resource Pack: Green DIgital Study Tours - Information for hosts.

### 1.4.4) Language & Interpretation

The host cites offer the study tour in English, their local language (if different from English), and possible additional languages if indicated in their city page of the Study Tour Catalogue. To facilitate the exchange among participants, it is anyway encouraged to host the tours in English. If a visiting delegate does not understand the language of the study tour, the visiting city should arrange interpretation at the visiting city's own costs. Interpreters should preferably be hired locally.

### 1.4.5) City participation

NiCE particularly encourages Green Digital Charter cities to organise and attend study tours. However, any city is welcome to host or visit another city.

- Hosting:
  To have your city's projects included in the Study Tour Catalogue please contact: info@greendigital-charter.eu

- Visiting:
  Visits are arranged either upon agreement between the NiCE project team and the hosting city or upon requests from visitors. Interested cities can approach both the NiCE project team and hosting city to request a study tour via the Study Tour Request Form (Annex A).

### 1.4.6) Preparation and feedback

It is important that host city representatives who are giving a presentation or guiding a site visit are aware of the objectives of the study tour and the main interests of the visitors. Therefore it is requested that the host creates a dialogue with the visiting city/ies, which will begin with the visitors completing the Study Tour Preparatory Form (Annex B).

After the tour, the visiting and host cities are asked to report on the success of the tour, the level of participation and the main learning experiences using the forms Study Tour Feedback Report - visitors (Annex C) and Study Tour Feedback Report - hosts (Annex D) respectively.

# 2) Information for visitors

Visiting completed and ongoing projects and seeing how they operate in a real environment is an important element in the decision-making process for new initiatives. The success of a study tour is measured by the meaningful exchange of best practices and mutual learning; both the visiting and host cities can be inspired by the other's experiences and expertise. The final aim is that the visitor leaves with fresh ideas and renewed vigour to implement green digital projects in their own city.

## 2.1)        Who should attend a study tour?

The study tour can benefit technicians and/or politicians. Participants should be experts in the field or decision-makers who can use the knowledge gained to implement change in their own city. Cities may decide to bring along local stakeholders (managers of public transport operators, retailer associations, etc). If appropriate, a special programme for politicians could be foreseen. Group sizes can range from 3-5 people to as many as 10-15. The appropriate size should be agreed between the host and the visiting cities.

## 2.2)        How to request a visit?

When selecting which city to visit, participants should first consider what their knowledge needs are. Then, they should look at the study tours on offer where each host city (listed in alphabetical order) has described the most innovative measures and policies they are willing to offer within the framework of a study tour (section 3.2). Each hosting city has clearly marked a contact person available to better define their offer and projects.

Once visiting cities are sure that the experiences offered by the hosts fit their knowledge needs, they should contact both the NiCE project team and main contact in the host city (details can be found in the city profiles in section 3.2) by sending a Study Tour Request Form (Annex A).  The form can either be sent via email to the NiCE project team and host city or completed online. As explained in the form, the visit request should be sent to the NiCE team at least two months before the proposed dates for the study tour.

## 2.3)        How to attend a planned study tour?

Study tours that have been agreed between another interested city and a host will be published on the Study Tours section on the NiCE website: www.greendigitalcharter.eu/niceproject/project-activities/study-tours. According to the hosting city's capacity, a registration page will be created containing the study tour proposed agenda and providing the possibility to register. Participants will then be able to provide input for the programme of the study tour by submitting a Study Tour Preparatory Form (Annex B).

## 2.4)        Preparation and visit

Once city participation to a study tour is confirmed, the participants will then need to complete the Study Tour Preparatory Form (Annex B), which is a document outlining the visiting cities' main questions and learning interests. This document should be completed at least one month before the study tour. Visiting cities can either complete the form online or submit the completed file via email to the NiCE team and the host city. The host city will be able to use the information from this document to better tailor a draft agenda that meets the visitors' needs and interests. A few days before the study tour, the host city will brief the city delegation about the city they are going to visit and its projects and programmes.

Before attending the visit, participants should make sure to have collected all relevant information about their city including priorities and projects relevant to the study tour. During the visit, participants may consider preparing a short presentation about their city's green digital policy or a particular project they are developing or implementing. Such a presentation will help the hosts to understand the priorities and local circumstances of the visiting city. Finally, study tours should be interactive; so participants must be ready to ask questions, discuss and share knowledge with their hosts.

## 2.5)      Feedback on the results of the visit

The visiting city will be asked to complete a Study Tour Feedback Report - visitors (Annex C) and send it back to the host city and the NiCE team. These reports will most likely be filled in on location at the end of the study tour. If this is not the case, visitors will be provided with a link to the form which they should fill in at the latest one month after the visit. Such a report will gather the main lessons learnt from the study visit and describe how the knowledge gained will be used back in the visiting city. Those reports will also be used to evaluate the study tour programme within the NiCE project. Given the importance of such feedback, it is mandatory for the visiting city to complete the feedback to have the costs up to €1,000 reimbursed by the NiCE project (see point 2.6 below for more details).

## 2.6)      Cost reimbursement

The NiCE project allocates a total of €1,000 to each Green Digital Charter signatory city to cover the costs of travel and accommodation incurred to attend the study tours. Visiting cities can decide to use this amount either to attend multiple tours or to use the funds to send more than one representative to one or two tours only. It is encouraged that if possible, cities send representative(s) to more than one study tour. Costs exceeding €1,000 will be met by the visitor city: once the limit of €1,000 per city is reached, further claims will be refused. It is possible that the host city may offer to cover some costs of the visit such as local transport, meals and/or refreshments. The cost of the staff time is covered by each party.

Visiting cities can claim their costs after the study tour from EUROCITIES through a dedicated reimbursement system. See Study Tours reimbursement claim - visitors (Annex E) and Study Tours reimbursement procedures - visitors (Annex F).

The costs will be reimbursed to the hosting cities upon reception of the following documents within a month after the study tour:

- Completed and signed reimbursement claim (Annex E)
- Evidences of claimed expenses (original invoices or certified copies, see Annex F for more details)
- Feedback report (Annex C), if not completed on location during the visit

Claim needs to be sent by post to:

> Nikolaos Kontinakis
> c/o EUROCITIES
> Square de Meeus 1
> B1000 Brussels
> Belgium

It is advised to take a copy of all documentation before mailing the claim.

# 3) Catalogue of offers

This section includes the profile pages of cities willing to host study tours. Each profile provides some practical information about the host city such as preferred size of the visiting delegation, languages in which the study tour could be offered, and contact details. The final content of the agenda should be agreed between the host city and the visiting city/ies. Each city profile also describes the main policies and projects that can be visited categorised into the following seven application areas for green digital activities, identified by the NiCE project:

### Buildings

Green digital activities in buildings encompass measures taken in municipal buildings and facilities, tertiary (non-municipal) buildings and facilities, residential buildings, and industrial buildings. These activities could include for example the application of common standards for new municipal buildings; implementing advanced energy management systems in offices or museums; citizen involvement in a pilot-project for smart homes; a strategic concept for improving the energy efficiency of lighting systems, etc.

### Cross-domain

This application area relates to green digital activities that span across two or more application areas. For example: a city strategy for green digital development; extending digital infrastructure and services to enable low carbon activities, etc.

### Green ICT

Green ICT applies to green digital activities focussing on sustainable and environmentally-friendly ICT equipment and technology. This could include measures such as environmental standards for the procurement of IT equipment, and using renewable sources to power ICT.

### Energy

Green digital activities in energy include measures relating to energy and electricity production as well as its distribution. For example, adopting standards for the collection and analysis of emission and energy data, and implementing smart energy grids.

### Public lighting

Green digital activities in public lighting include measures such as the implementation of sensor-based lighting systems, and establishing territorial cooperation for smart lighting systems.

### Transport

The transport application area applies green digital activities in transport encompassing soft modes (non-motorised transport), public transport, motorised private, mobility management, and logistics and freight. Measures are diverse and include for example trip planners or services for cycling or walking; real-time information for public transport users; smart ticketing systems; parking management; charging infrastructure for electric vehicles; tele-working systems; and freight transport guidance systems.

### Other sectors

Green digital activities in other domains includes industrial processes - such as the implementation of smart manufacturing systems – and land use, by for example using simulation software for advanced planning and policy simulation.

### 3.1)   Study tour offers at a glance



| | Buildings | Cross-domain | Energy | Green ICT | Other sectors | Public lighting | Transport |
|---|---|---|---|---|---|---|---|
| Birmingham, UK | ✔ | | | | | ✔ | |
| Bologna, IT | | | ✔ | ✔ | | | |
| Bristol, UK | ✔ | ✔ | ✔ | ✔ | | | ✔ |
| Linkoping, SE | | | | ✔ | ✔ | | ✔ |
| Manchester, UK | ✔ | | | | ✔ | | ✔ |
| Murcia, ES | ✔ | | ✔ | | ✔ | | |
| Nuremberg, DE | ✔ | | ✔ | ✔ | | | |
| Stockholm, SE | | ✔ | | ✔ | ✔ | | |
| Vienna, AT | | ✔ | ✔ | ✔ | | | |

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# Birmingham

## BUILDINGS

### Property Logbook for Housing Associations

Birmingham City Council is working together with social housing associations across the city to install 'home logbooks'. A logbook keeps an online record of information about their homes, for example the model and make of their boiler, and maintenance cycles. The logbook also includes a smart metering interface so tenants can monitor their energy consumption.

The aim is to help tenants save energy, which is also being facilitated through the linking of these logbooks to 'Green Doctor' environmental advice. For the landlord the logbook creates carbon and costs savings through moving from costly paper based tenant manuals to an online version, which can be transferred easily to new tenants.

More information:
www.digitalbirmingham.co.uk/projects/stay-warm
www.homelogbook.co/index.php

## BUILDINGS

### Smart Spaces

As a partner in the European CIP-ICT-PSP project 'Smart Spaces', Birmingham is developing a Building Energy Management System (BEMS) for the Council House and Birmingham Museum and Art Gallery.

In particular the aim is to improve the information based on the BEMS data, how it is being presented and how it can be used to improve decision making of building managers, building users or be presented to visitors.

More information:
www.digitalbirmingham.co.uk/projects/smart-spaces
www.smartspaces.eu/home/

## CONTACT

**Sandy Taylor**
Head of Climate Change & Sustainability

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sandy.taylor@birmingham.gov.uk

## DETAILS OF THE VISIT

**Approximate duration:**
Up to 2 days

**Approximate size of the group:**
Up to 15 people

**Languages:**
English

**Availability of local politicians:**
Yes

## PUBLIC LIGHTING

### Street lighting remote monitoring and LEDs – Amey plc

Amey plc is Birmingham council's private finance initiative partner for all highways services. This includes a major infrastructure upgrade of all of Birmingham street lights.

Over the next 5 years alone 45,000 lights will be upgraded to low energy LED lights, with the ability to remotely change and monitor the settings.

More information:
www.amey.co.uk/Whatwedo/OurServices/StreetLighting.aspx

The City of Birmingham is the second biggest city in the UK and the economic hub of the West Midlands region in central England.

The city has become a fast-growing centre for hi-tech industry. Key priorities for going forward in the city include the regeneration of the city centre, where 800 hectares are turned into business, retail and learning spaces under the Big City Plan, and the creation of a sustainable and low carbon economy.

# Bologna

### GREEN ICT

## Server virtualisation

The municipality of Bologna is aiming to reduce the consumption of its own electronic equipment through a process of 'virtualisation' of its servers. Virtualisation is the creation of a virtual version of a normally physical resource. In this way, any hardware or software resource can be virtualised: operating systems, servers, storage devices, disk space, sub-systems.

The virtualisation of the server computers is helpful because a server used at a 15% of its capacity is consuming almost as much energy as a server exploited at 90%. Grouping several servers into a single virtual machine can lead to savings in terms of cost for maintenance, energy and space. Past experience has shown that consolidating the servers can reduce other problems related to connectivity issues and data storage.

The experience of the municipality is meant to be the occasion for involving other local subjects (some of which are already sensitive to this matter, as it's been found within the debate developed in the thematic meetings of the SEAP) and raising awareness among the big users of the service sector.

### GREEN ICT

## Green computing

The municipal government of Bologna is working towards a green computing policy in the management and purchase of its electronic equipment.  This means developing efficient and effective techniques for the design, manufacture and use of computers, servers, and related systems – such as monitors, printers, storage devices and networking and communication systems, so as to have minimal or no impact on the environment.

## CONTACT

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International relations

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## DETAILS OF THE VISIT

Approximate duration:

1 day

Approximate size of the group:

Up to 15

Languages:

English, Italian

Availability of local politicians:

Yes

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Using a holistic approach, the entire life-cycle is being taken into account by focussing policy development around four areas:

- **Green planning** — planning for low energy consumption and with eco-friendly components for the computers, servers, cooling systems and data centres
- **Green manufacturing** — manufacturing electronic components, computers and other subsystems with a minimal impact on the environment
- **Green use** —reducing energy consumption of computers and other IT systems and using them in an eco-friendly way
- **Green disposal** — overhauling and re-using old computers, recycling all the electronic devices that are not reusable

## ENERGY

### Smart metering & smart grids

Bologna is promoting the widespread use of smart metering and smart grid technologies within the municipal area. The implementation of smart metering technology makes it possible to follow efficiency-increasing actions in real time.

The interface with ICT enables immediate diagnosis and frequently the repair of problems. Additionally, the technology is widely available and applicable to a range of users, from single households to power plants. Home counters are special meters that give a real time reading of the power consumption and how this translates into cost and will transform the concept of energy saving.

- **Bologna Solar City**
  The Geographic Information Systems of the municipality of Bologna (SIT) provides the user with information about the solar potential at the roof top of each building (according to simple calculation methods).
  sitmappe.comune.bologna.it/BolognaSolarCity/index. html

- **KiloWattene**
  Tool for the assessment of household electric energy consumption and potential savings. This tool, developed by municipality of Bologna and ENEA, was developed in the framework of European projects aimed at increasing energy efficiency in the home (SAVE and Intelligent Energy programmes).
  www.kilowattene.enea.it

Bologna is the seventh largest city in Italy as far as the number of inhabitants is concerned (almost 400,000), and sixth in terms of economic importance.

The municipality works actively towards the goal of urban sustainability.

In 2007 the new Urban Energy Programme was approved. Bologna is actively involved in green ICT actions, with the aim to assess and reduce the energy usage and emissions of technology.

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# Bristol

## GREEN ICT

### Improving energy efficiency in ICT

Bristol city council adopted a Green ICT Strategy in 2010, which is intended to help reduce fuel bills, lower carbon emissions, and cut carbon bills. The strategy looks both to reduce emissions associated with the use of ICT and to use ICT to reduce emissions elsewhere within the city and the council.

The council has launched a green ICT solutions database called Green AddICT, which encourages organisations to address their carbon footprint through ICT measures. The resulting website has free resources to support organisations to reduce their ICT carbon footprint, and includes tools to create an action plan. Other initiatives include the establishment of a 'Green ICT Champions' group in Bristol with public, private and community sector partners. Additionally, the city council has funded a Green ICT programme for the community and voluntary sector, run by VOSCUR (Supporting Voluntary & Community Action).

More information:
- Green ICT Strategy
- Covenant of Mayors study on Green AddICT

## CROSS DOMAIN

### Smart City projects: Energy & Building

- The DEHEMS (Digital Environment Home Energy Management System) project (2008-11) looked at how technology can improve domestic energy efficiency, by developing and testing in 50 social houses a home energy management system.

- The 3e-Houses project involves integrating the most common ICT into social housing in order to allow homes to save energy, shift their consumption from peak to off-peak hours and reduce CO2 emissions, by offering real time monitoring of consumption, the integration of renewable energies, and development of tools for designing and evaluating energy saving plans.

## CONTACT

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## DETAILS OF THE VISIT

Approximate duration:
1-2 days

Approximate size of the group:
Up to 15

Languages:
English

Availability of local politicians:
Tbc

- **So La B.R.I.S.T.O.L.** (Buildings, Renewables, Integrated Storage with Tariffs to Overcome network Limitations) will integrate battery storage with demand response, direct current networks to connect PV panels and DC appliances together and smart tariffs.

- The **Smart Spaces** project aims to substantially reduce peak and overall demand for energy and water across EU public buildings. The project will develop a service comprising innovative ICT-based energy decision support, awareness and management service components.

- **STEEP** (Systems Thinking for comprehensive city Efficient Energy Planning) aims to make the production and use of energy in cities more sustainable and efficient through by the development of smart city plans which address the efficiency of energy flows across all the key sectors in the energy value chain.

More information:
- **Smart Cities Bristol briefing note**
- **Smart City Bristol report**
- **Covenant of Mayors case study (video)**

## GREEN ICT

## Transport

- The **ICT 4 EVEU** (ICT services for Electric Vehicle Enhancing the User experience) project aims to deploy an innovative set of ICT services to encourage the uptake of electric vehicles usage. The project will deploy interoperable services targeting electric vehicles, public/corporate fleets and public transport systems.

- Since May 2004, the **Bristol Freight Consolidation Centre** has helped to reduce congestion and associated emissions by acting as a central delivery hub on the periphery of Bristol where deliveries are streamlined, and providing an improved delivery service to retailers.

- The **Bristol Traffic Control Centre** now uses more than 200 cameras to monitor vehicular movements throughout the city, ensuring highway safety and the continual flow of traffic throughout the city's busy road network. The Council is currently exploring how to open the wide range of transport data so that communities and organisations can make use of it in creative ways

More information:
- **Smart Cities Bristol briefing note**
- **Smart City Bristol report**

A port city with over 440,000 inhabitants, Bristol aims to be in the leading 20 European Cities by 2020 and has made a clear commitment to create a world-class and inclusive green digital economy.

Bristol was identified as an 'innovation hub' by McKinsey and the World Economic Forum, and is the only UK city to be short-listed for the EU Green Capital.

Green and digital technologies play a key role in Bristol's commitment to reduce $CO_2$ emissions by 40% by 2020.

By mid-2011, a 15% $CO_2$ emission reduction had already been achieved.

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# Linkoping

## Digital Agenda

Linkoping recently established a new digital agenda, where one prioritised area is to reduce the city´s (all inclusive) footprint by using ICT.

Every year projects are run in this area, for example a new system is developed for simulating traffic flows. Another example is measuring ICT equipment like clients, printers, switches and so on. Servers and data centre(s) are already measured. All equipment is of course 'green'.

## GREEN ICT

## Green ICT

During a two day visit, participants will be able to observe Linkoping's comprehensive management system for environmental management of IT equipment and a model to measure and monitor ICT equipment energy consumption (the **Green ICT Audit**).

Processes, activity list, metrics and knowledge around this area will be shared.

## OTHER SECTORS

## Biogas and waste

Linkoping has also developed a system to measure the amount (kg) of garbage on the spot when the garbage bin is emptied. This information is the basis for the invoice that is sent to the company or household.

Except for this, households throw their food waste into a green plastic bag (which is distributed free of charge). At the heat and power plant, there is a robot which sorts out the green bags with food waste from the other household waste. The food waste is then converted to biogas which is used as vehicle fuel by the public transport sector and by companies and households that uses a biogas driven car.

## CONTACT

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ICT Strategy Officer

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## DETAILS OF THE VISIT

**Approximate duration:**
1-2 days

**Approximate size of the group:**
Dependent

**Languages:**
English, Swedish

**Availability of local politicians:**
Yes

Visitors will be able to see how this works in practice, and will also take part in the  metrics regarding the total amount of household waste and the amount of biological household waste collected for biogas production.

## TRANSPORT

### Smart ICT systems

The third part of the study tour will focus on smart ICT systems (web, mobile app, payment systems) that facilitate the use public transport instead of using private cars.

Visiting cities will be able to use these systems live while travelling around Linkoping city, and will be able to take measures of number of travellers, the fuel consumption and type, and the number of green cars sold over time.

Linkoping is one of Sweden's fastest growing cities with a population of 150,000, and is the fifth largest in the country. Linkoping is characterized by world-class high technology in the fields of IT, the environment and aviation.

The city's objective is to draw on its strengths to become an ecologically sustainable society, with a particular focus on energy efficiency and reducing emissions of green house gases. The objective is to become a carbon dioxide neutral municipality by 2025.

# Manchester

## BUILDINGS

### Eco-Housing

To create a sustainable home, several spaces in Manchester are pioneering the showcasing of a wide range of new environmental technologies to educate residents about tackling issues e.g. climate change or fuel poverty, whilst others look to co-operative models of support to help people make their homes more environmentally friendly and sustainable.

Starting off with a visit to an eco-home this tour would also include meetings with organisations looking at alternative ways of supporting people in transforming their homes to be more sustainable, for example Carbon co-op.

More information:
carbon.coop/about-us

## OTHER SECTORS

### Madlab

MadLab is a community space for grassroots arts, technical and scientific communities in Manchester, based in a 3-storey formerly disused weaver's cottage in the city centre since September 2009. A community space for people who want to do and make interesting stuff - a place for geeks, artists, designers, illustrators, hackers, and innovators, its aim is to be an autonomous R&D laboratory and release valve for Manchester's creative communities.

The tour would involve a visit to Madlab and a discussion with its founders and some of the groups that use it, to gain an insight into the emergence of the global "hackerspace" movement, how this is changing the traditional approach to R&D and innovation and how it can effect real change around carbon reduction.

More information:
madlab.org.uk/about

## CONTACT

Manchester Digital Development Agency (MDDA)

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## DETAILS OF THE VISIT

**Approximate duration:**
1-2 day

**Approximate size of the group:**
5-15 people

**Languages:**
English

**Availability of local politicians:**
Yes

## OTHER SECTORS

### Lo-Da-Net

An open innovation wireless network designed and built by Manchester Digital Development Agency (part of Manchester city council) staff using 'new' low cost technologies and methodologies along the Oxford Road area of Manchester. This is the first phase of the proposed Low Carbon Lab which includes an environmental sensor network to support environmental applications research and public access.

This forms part of the Manchester Living Lab 'Smart Cities' initiative, supporting open environmental data applications, which includes data users in the design and co-creation of applications and services.

The tour would include visiting several of the locations were the sensors have been deployed, followed by workshops on designing / building the sensor network, opening up of the environmental data, building communities of interest and the co-production of applications.

More information:
www.manchesterdda.com/smartip

Manchester is a city and metropolitan borough in Greater Manchester, with an estimated population of 498,800 in 2010.

Manchester recognises the importance of tackling climate change for the future development and growth of the city, this has lead to the adoption of "Manchester: A Certain Future" a strategic framework of actions aimed at helping residents, businesses and other organisations to take steps to adopt and implement the principles of a low carbon economy, thereby helping to substantially reduce the city's emissions of $CO_2$.

# Murcia

## ENERGY

### PV Solar Energy Supplied Public Buildings

Murcia promoted 87 photovoltaic installations located on municipal building roofs, gardens, schools, public markets, etc. With over 1 megawatt power installed, most of them visualise their energy production through the Internet.

Tour visitors will attend an expert explanation on how one of the biggest installations works. Moreover, they will be showed how public authorities can develop a complete park of sustainable energy installations by greening public investments at time they support low carbon economy.

More information:
www.energiamurcia.es

## TRANSPORT

### EVs Public Fleet and Biogas Energy Power Plants

Murcia supports the innovation in mobility and support local manufacturers by a fleet of 10 pure electric vehicles, 2 electric motorbikes, 5 hybrid cars, and over 60 clean vehicles of public water facility company and public waste collecting service.

There are 10 electric rechargers in the municipal garages, 2 public electric rechargers in street, 2 in one of the city malls, and 1 natural gas vehicle station.

In addition, Murcia is promoting the development of an I+D business complex surrounding the city waste treatment Plant and use bio-gas to generate electricity.

Finally biogas from the water treatment plant is also used as fuel for some service vehicles.

More information:
www.murcia.es
www.energiamurcia.es
www.alcaldemurcia.com

## CONTACT

Maria Cruz Ferreira-Costa
Local Energy Agency  of Murcia

+34 968 200 293
+34 650 863 881
direccion.agenciaenergia@ayto-murcia.es

## DETAILS OF THE VISIT

**Approximate duration:**
Up to 2 days

**Approximate size of the group:**
Up to 15

**Languages:**
English, Spanish, French, Italian, Portuguese

**Availability of local politicians:**
Yes

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## OTHER SECTORS

### WiFi Public Network and Free Hotspots

Murcia joined WiFi technology for free internet access to citizens in the town and surrounding neighbourhoods through 200 antennas.

WiFi is fast for city council web applications and slower for the rest of web applications in order not to compete with commercial Internet providers. Public WiFi network is also available for many other municipal services in order to make them automatic and sustainable.

WiFi is complemented with 10 physical hotspots of free internet access, which are computers installed in street totems.

## TRANSPORT

### Innovative Bike-Sharing System

Murcia introduced an economic and innovative bicycle public rental system where local bicycle retailers maintain and rent the public bicycles to citizens. Local trading is promoted as city council saves money and energy.

The system is complemented with a network of public bicycle parkings with electronic access wireless controlled by the municipal Bicycle Bureau.

More information:
www.oficinabicicletamurcia.es

## BUILDINGS

### SmartSpaces

The SmartSpaces project in Murcia includes 2 pilot sites composed of 7 buildings will be equipped with smart technology which will allow new energy efficiency possibilities, such as: zone-control the electric consumption, planning alarms of over-consumption, automatic disconnection of air condition-machines if temperature is out of pre-fixed parameters, or switching off lights.

Everything will be controlled everywhere from any smartphone, computer or tablet. And all the actors will take part in the administration of the building's energy consumption: from visitors, to officers and professional maintainers.

More information:
http://smartspaces.eu

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Murcia, in South-Eastern Spain, is the capital and most populous city of the Autonomous Community of the Region of Murcia, and the seventh largest city in the country, with a population closed to half million inhabitants.

It is mainly a service and commercial city but with a very important legacy of Muslims in agriculture.

Murcia is engaged with the sustainable progress and adopted its Sustainable Mobility and Energy Plans which includes, among others, clean municipal services fleets, solar energy facilities, tramway and train development, and intelligent buildings.

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# Nuremberg

## BUILDINGS

### Municipal Energy Management and Building Practices

Nuremberg city council decided to apply strict energy standards and planning requirements for municipal building projects. Thus, all new buildings must be constructed according to passive house standards. When existing properties are refurbished, the standard required by the City of Nuremberg is approximately 20% higher than that stipulated by the current federal energy saving regulation.

An example of this is the passive house construction for a district cultural and training centre ('Südpunkt').

More information:
nuernberg.de/imperia/md/baureferat/dokumente/kem/projektinfo_suedpunkt.pdf

nuernberg.de/imperia/md/baureferat/dokumente/kem/projektinfo_ausz_suedpunkt.pdf

## GREEN ICT

### Technical and energy improvement of the municipal computer centre

The municipal computer centre has been recently renovated, which included actions such as updating hardware to improve its performance as well as its environmental standard. At the same time improvements in the cooling and management system of the building have been realised which resulted in significant energy efficiency gains.

The computer experts as well as the responsible facility management unit will be available to show the various elements of this renovation process.

## CONTACT

Dr. Peter Pluschke
Deputy Mayor for Environment and Health

+49 911 231 4977
peter.pluschke@stadt.nuernberg.de

## DETAILS OF THE VISIT

Approximate duration:
1-2 days

Approximate size of the group:
10-15 people

Languages:
English, German, French

Availability of local politicians:
Possibly

## GREEN ICT

### Virtualization of computing capacities in Nuremberg's public utility N-Ergie

Nuremberg's public utility N-Ergie has a received a 'Best of IT-Solutions' award in the category of medium-sized companies. The company managed to reduce electricity consumption by 66% (equivalent to a $CO_2$ reduction of 3.000 tons annually) and with a significant improvement of computing capacity at the same time.

The key factor in this process was the virtualization of servers as a major step in the development of a modern, dynamic computer centre. With this technology the number of processors could be significantly reduced. Now 72 processors are working with a utilization rate of about 70%. The project is still ongoing and will be applied in all branches of the company in the region. By changing conventional computers and virtualization, electricity consumption may be reduced by up to 90% per unit.

More information:
www.n-ergie.de/N-ERGIE/pressemitteilung_2009-10-23-award-gruenes-rechenzentrum-4855.html

## ENERGY

### Improvement of Grid Quality Using Power Electronics and New ICT Technology

Due to increasingly decentralized power input (photovoltaics, wind power, block-type thermal power stations, etc.) power grids are being pushed towards the limit of their capacity, particularly as far as maximum permissible voltage is concerned. Increasing interference from power electronic systems (harmonics) is an additional problem incurred.

The project NETZQ is intended to develop technologies which may deal with these problems. It will be tested across parts of two grids: urban and rural.

More information:
www.ppc-ag.de/files/ppc_case_study_f__rth.pdf

Nuremberg's urban development was mostly influenced by the city's foundation in the Middle Ages and industrialization throughout the 19th century.

During WWII main parts of the city centre were destroyed and were reconstructed after 1945. Many buildings are under a preservation order which leads to special regulations for building refurbishment.

Nuremberg has a 300 km district heating system based on a high efficient combined heat and power plant.

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# Stockholm



## GREEN ICT

### The Stokab Model

Stokab, the Stockholm IT-infrastructure company, has the largest open network in the world. Its core tasks are to build, operate and maintain the fiber optic communication network in the Stockholm region, and to lease fiber optic connections.

Stokab is currently working on a large scale project, which aims at expanding the network of FTTH (fiber to the home).

A citywide, standardised and modern IT-infrastructure is fundamental to green IT.

The company is competition-neutral, and provides a network that is open to all players on equal terms.

## OTHER SECTORS

### Stockholm Royal Seaport

Stockholm Royal Seaport is one of 18 Climate Positive projects in the world that will become examples of successful financial and environmental urban development - demonstrating that cities can reduce carbon emissions and grow in climate-friendly ways.

The vision for Stockholm Royal Seaport, one of Europe's largest urban development projects, is to combine a growing city with the values that make Stockholm unique: the proximity to water and nature.

The ambition for Stockholm Royal Seaport is to be a global showcase for sustainable urban construction and design, where innovative environmental technology and creative solutions are developed, tested and presented. Metro, tram and bus connections make it easy to travel in an environmentally friendly way.

## CONTACT

Professional Study Visits

professionalstudyvisits@stockholm.se
(Please mention NiCE in your request)

## DETAILS OF THE VISIT

**Approximate duration:**

1-2 days

**Approximate size of the group:**

5-15 people

**Languages:**

English, Swedish

**Availability of local politicians:**

Yes, if available

## OTHER SECTORS

### ICT cluster Kista Science City

In Kista Science City, the city of Stockholm has developed a Triple Helix cooperation for growth, together with the business community and the universities.

Kista Science City has an excellent reputation, particularly in mobile and wireless communication, multimedia and broadband systems.

Today, this is combined with strong growth in several ICT-intensive business and technology fields, like biomedical engineering (Medtech) and environmental engineering (Cleantech).

## OTHER SECTORS

### E-services

The city of Stockholm is offering a broad variety of e-services - making it more convenient than ever to be a Stockholm resident.

In 2007, the city council decided to invest SEK 650 million over four years to develop e-services. Applying for residential parking permits, booking your wedding at the City Hall, reviewing documentation about elderly care treatment, comparing and applying for pre-schools, schools and elderly care are just a few of the 55 e-services currently available.

## CROSS-DOMAIN

### Hammarby Sjöstad

Hammarby Sjöstad was for many years Stockholm's largest urban development project, and when completed in 2017, the area will hold about 11,000 residential units, housing some 25,000 people.

Hammarby Sjöstad has its own eco-cycle, the Hammarby Model, which outlines environmental solutions for waste, energy, water and sewage. The Hammarby Model offers brilliant opportunities for its citizens to take an active part in eco-friendly living, with an integrated waste, water and energy system.

The aim in Hammarby Sjöstad has been to cut by half the total environmental impact compared to similar districts built around the same time.

For many years Stockholm has had the reputation of being one of the cleanest capitals in the world, and was the first city to receive the European Green Capital award in 2010.

With a population of 875,000, Stockholm is growing like never before.

One of its main priorities is to make sure that the city remains a sustainable city while maintaining its unique character.

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# Vienna

## GREEN ICT

### Data Centre

In the summer of 2013, the ICT department and data centre will move across the river Danube to a new building in an urban development area. Both the office building and the data centre will be built and operate along green ICT guidelines and recent findings.

The new data centre will work even more green-efficiently than the current one through for example:

- centralising: expected saving 8,7% annually by centralising and at the same time virtualising decentralised servers
- consolidation and homogenization: reinvest in new technologies and products
- new data storage architecture

More information:
www.wien.gv.at/ma14/index.html

## CROSS-DOMAIN

### PUMA Environmental Management Programme in the Vienna City Administration

The city of Vienna has established an environmental management system, which aims for the city to be even more environmentally friendly in the fields of energy consumption, waste management, and procurement. So far all of the 70 municipal departments have participated in the programme and engaged in activities such as switching nearly all of the city's printers to duplex printing, and equipping inspection and supervisory staff on the Donauinsel recreational area with electric bicycles to avoid unnecessary car usage.

The tour will allow the participants to engage with representatives of selected departments to learn about department-specific steps and projects that allow for energy efficiency without reducing the quality of everyday life.

More information:
www.wien.gv.at/english/environment/puma

**CONTACT**

Ingrid Goetzl
International ICT Affairs

+43 1 4000 91381
ingrid.goetzl@wien.gv.at

**DETAILS OF THE VISIT**

Approximate duration:
1-2 days

Approximate size of the group:
10

Languages:
English, German

Availability of local politicians:
TBC

## ENERGY

# Smart metering – intelligent networks

The largest Vienna-based energy supplier Wien Energie (partly owned by the city of Vienna) is addressing the issue of installing smart meters through a number of different projects. It currently operates a remote meter reading system for more than ten percent of its meters.

In the field of gas, a large-scale pilot project is underway, in which electronic meters with radio transmitting capabilities are being tested.

Similarly, a variety of technologies are currently being tested in the electricity grid. In short, it is the aim of Wien Energie to develop a system which takes in consideration the needs of every energy network and metering unit, and which enables synergies to be achieved in the areas of information technology and data management.

A study visit will allow participants to receive more in-depth information on the smart metering project and its technological basis, results and ongoing similar projects.

More information:
www.nachhaltigkeit.wienerstadtwerke.at/oekologie.html

Sustainability is a main concern of all departments of the Vienna city administration – ranging from state-of-the-art waste management, ground-breaking green electricity, green ICT projects to programmes for reducing noise pollution.

A comprehensive climate protection programme of the city of Vienna (KLiP II) consists of 37 sets of measures with a total of 385 individual measures and will allow Vienna to prevent the annual emission of 1.4 million tons of greenhouse gases by 2020.

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# 4) Annexes

- Study tour request form
- Study tour preparatory form
- Study tour feedback report - visitors
- Study tour feedback report - hosts
- Study tour reimbursement claim & procedures for visitors

# Annex A: Study Tour Request Form

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos. kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack). Alternatively, this form can be completed directly online: http://www. surveymonkey.com/s/studytour-requestform

This form should be completed at least two months ahead of your requested visit. Host cities will ideally confirm your visit and propose a draft agenda within two weeks of receiving your request. Visiting cities should confirm their attendance to the study tour shortly after receiving the proposed programme. If you have any questions regarding procedures please contact nikolaos.kontinakis@eurocities.eu.

-------------------------------------------------

Our city is interested in visiting:

|  |
|--|
|  |

## 1. General contact information

Main contact person

| City |  |
|------|--|
| Contact name, function |  |
| Email |  |
| Phone |  |

Name, title, function of proposed participants

| # | Name, title | Function |
|---|-------------|----------|
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |
| 10 |  |  |

## 2. Preferred dates for the study tour

Please propose at least 3 ideal dates:

- 
- 
- 

## 3. Aims and aspirations

Please describe in a few lines the reasons for requesting this visit (you will be able to expand on this in the Study Tour Preparatory Form if the host city accepts the request to organise a study tour.)

## 4. Additional comments or questions

You can also use this space to describe any special requirements the host city should be aware of.

# Annex B: Study Tour Preparatory Form

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos.kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack). Alternatively, this form can be completed directly online: http://www.surveymonkey.com/s/studytour-preparatoryform

This form should be completed at least two months ahead of your requested visit. Host cities will ideally confirm your visit and propose a draft agenda within two weeks of receiving your request. Visiting cities should confirm their attendance to the study tour shortly after receiving the proposed programme. If you have any questions regarding procedures please contact nikolaos.kontinakis@eurocities.eu.

-------------------------------------------

Our city is interested in visiting:

## 1. Reflection of the situation in the visiting city

Please describe in a few lines the situation in the visiting city, the challenges you are facing, why you think a study tour would be beneficial, and preliminary plans you have for implementing change.

## 2. Thoughts on situation in host city

Please describe in a few lines what attracted you to the host city and its initiatives, what you think you can learn from them, difference between the visiting and host cities and how this may pose a challenge in the transfer/adoption of their best practice examples.

## 3. Main learning interests

Please describe in a few lines the reasons for requesting this visit (motivation, knowledge needs, any particular project or programme from the host city you would like to leafrn from, desired outcomes and results) and indicate how you will apply the results in your own city upon your return.

*The more details you provide the easier it will be for the host city to prepare an agenda that responds to your interests and needs.*

## 4. Questions

Please propose at least three questions you have for the hosting city. For example: how is the project financed? What are the evaluation criteria?

- 
- 
- 
- 
- 
- 

## 5. Additional comments

# Annex C: Study Tour Feedback Report - visitors

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos.kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack). Alternatively, this form can be completed directly online: http://www.surveymonkey.com/s/studytour-visitorfeedback

_____ (visitor city) visits _____ (host city)

| Dates of the visit | |
|---|---|

**Content:**
*[Session titles to be adapted to Study Tour agenda]*

| Sessions | Very good | Good | Satis-factory | Poor | N/A | Comments |
|---|---|---|---|---|---|---|
| Session A | | | | | | |
| Session B | | | | | | |
| Session C | | | | | | |
| Session D | | | | | | |

| | |
|---|---|
| **Objectives:** Taking into account your objectives, did the study tour meet your expectations? | |
| **Outcomes:** What are the main outcomes of the study tour? Which policies or project did you find most interesting? | |
| **Transferability:** What will be the impact of the study tour in your city? Is there any practice from the host city that could be potentially be applied back home? | |
| **Additional comments:** | |

# Annex D: Study Tour Feedback Report - hosts

Once completed, please return this form to the NiCE project coordinator, Nikolaos Kontinakis nikolaos.kontinakis@eurocities.eu and to the main contact in the host city (details can be found in the city profiles of the Study Tour Resource Pack). Alternatively, this form can be completed directly online: http://www.surveymonkey.com/s/studytour-hostfeedback

| | |
|---|---|
| Dates of the visit | |
| Number of participants | |
| Main topic/s covered during the study tour | |
| Taking into account the stated objectives of the visitor cities, do you think the study tour met their expectations? | |
| What were your general impressions of organising this study tour? What would you do differently next time? | |
| As the hosting city, did you learn anything from the visitor city? If yes, Will you be able to apply such knowledge and information in your work? | |
| As the hosting city, did you have any objectives for the study tour (e.g. learning or cooperation objectives)? If so, were these objectives met? | |
| Additional comments | |

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# Annex E: Study Tour Reimbursement Claim & procedures for visitors

You can download the reimbursement claim form from
http://www.greendigitalcharter.eu/wp-content/uploads/2012/09/Green_Digital_Study_Tours_InfoHosts.pdf

Please carefully check your reimbursement claims and the additions of different cost types before sending them to EUROCITIES. Reimbursement claims containing calculation mistakes have to be rejected and cause a lot of extra work both for the claimant and for EUROCITIES!

Once completed every step, please <u>send the scanned documentations</u> (proofs of expenses and reimbursement claim form) via email for prior check to: nikolaos.kontinakis@eurocities.eu Once you receive the final approval, please <u>send the whole paper documentation by post</u> to: **Nikolaos Kontinakis, EUROCITIES, Square de Meeûs 1, B-1000 Brussels, Belgium**

Should you need further information or assistance, please contact:
Nikolaos Kontinakis – NiCE Project Coordinator
+32 (0)2 552 08 46 or nikolaos.kontinakis@eurocities.eu

The NiCE project has allocated a budget to cover travel and accommodation for an unspecified number of participants to the project study tours, up to a total of €1,000. Please note this amount can also be spread across several study tours, so once the limit of €1,000 has been reached, no additional claims will be accepted. The costs will be reimbursed on the basis of a standardised reimbursement claim form provided by EUROCITIES.

*Please note the following obligatory procedures:*

- Reimbursement claims need to be submitted as soon as possible after a trip. Claims submitted later than one month after a trip will not be reimbursed.
- The form must be accompanied by the original tickets and invoices as proof of expenditure (see below for details).
- For expenses in currencies other than €, use the exchange rate available at http://ec.europa.eu/budget/inforeuro/ for the month when the payment was made. The exchange rate(s) used shall be printed and submitted along with the claim. *See example in next page*
- Economy class tickets only can be reimbursed.

*Presentation of tickets, invoices, print-out exchange rate:*

These must be provided collated on A4 sheets. Please use one A4 sheet per type of cost:
- Travel (plane ticket, boarding passes, train ticket, invoice from travel agency if used)
- Accommodation (hotel and eventual travel agency invoices)

No proofs are needed for subsistence costs as these are reimbursed on a flat rate basis.

A train ride taken and paid in February costs 300 Swedish krona (SEK) in February 2011. To report this, refer to the EC exchange rate for SEK in February 2011. The result, in this case 0.112956, will be put into exchange rate column.

| 21 | | | | | |
|----|---------------------|-----|--------|------|-------|
| 22 | Train (long-distance) | SEK | 300.00 | 0.11 | 33.00 |

**Currency converter**

Year: 2011
Month: 2
Amount: 1
From: SEK (Swedish krona)
To: EUR (euro)

convert

1 SEK is equal to 0.112956060093 EUR

1.      PERSON MAKING THE CLAIM
-          Fill in all the information requested

2.      TRAVEL
-          Choose the right currency from the list
-          Reimbursement claims for expenses in currencies other than € need to indicate the exchange rate(s) for each item to be converted (see procedure above).
-          Fill in the cost of the expense reported
-          Fill in exchange rate as indicated above. For each item, the form is designed to automatically convert sums into €, change the exchange rate only if using currency other than €
-          Public transport, including taxi, and other expenses are considered part of the Daily Subsistence Allowance (DSA) and will not be included in the calculation of the total amount to be reimbursed.

3.      ACCOMMODATION
-          Accommodation costs shall stay within the maximum price per night determined by EU financial guidelines and indicated in the reimbursement form. Any expenses exceeding this amount will not be reimbursed.
-          Accommodation costs do not include room service, mini bar or other extra expenses
-          If cost of breakfast is clearly indicated in the hotel bill, only the room rate will be reimbursed. If breakfast is included in the bill but without mentioning a separate amount, the reimbursement will be in full and 15% will be deducted from the DSA.

4.      SUBSISTENCE
-          Costs related to food, phone, local transport (public transport and taxi) are covered by a set Daily Subsistence Allowance (DSA). The amount is fixed according to EU financial guidelines and indicated in the form. The reimbursement claim form provides for automatic calculation of this when you insert your individual travelling time.
-          Indicate the amount of meals provided by the organisers (e.g. 2 lunches and 1 dinner). If meals are provided or breakfast included in hotel cost, DSA is reduced proportionally. This is automatically calculated in the form.

5.      REGISTRATION FEES
-          Indicate the nr of fees you have paid to participate to the conference. The cost will be calculated automatically

6.      BANK INFORMATION
-          The banking information needs to refer to the claimant's account and be complete, including both SWIFT/BIC and IBAN codes.

7.      DATE and SIGNATURE
-          The form needs to be dated and signed and stamped

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