



CO3

*Digital Disruptive Technologies to Co-create, Co-produce
and Co-manage Open Public Services along with Citizens*

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D.3.3

Pilots Report I

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Acronyms

ACA	Augmented Commoning Area
PA	Public Administration
UCD	User-Centred Design

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1. Introduction

This report provides an overview of the operational achievements, experiences and lessons learned from the first months of the pilots operation. It also includes a discussion of any facilitators, changes in pilot environments, and obstacles faced mainly due to the Covid-19 restrictions, as well as any implemented adaptations. In all the CO3 partner countries, the lockdowns and restrictions impacted on the pilots' implementation, delaying their development; in some cases, it has been necessary to make major changes to some of the scenarios initially described in D1.2.

For the creation of the report a series of interim reports were created with the collaboration of OLA, LINKS and pilot members. The first in 9/2020, the second in 2/2021 and the final one in 7/2021. In these reports we tracked the progress of the pilots in terms of implementation, engagement and evaluation. We also worked on identifying technical requirements that emerged as the pilot was being developed. These requirements can be found in D.3.2.

As such for each pilot we present:

- A section in which we describe the implementation of each pilot and how it has been affected by Covid19.
- A section in which we describe how the engagement actions that have been described in D.3.1, have been implemented.
- A section in which we describe how the evaluation actions that have been planned in D.4.2, have been implemented and any preliminary conclusions.
- A section in which we describe the next steps of each pilot.

INTRODUCTORY REMARK

D3.3 has been postponed due to the delay in some pilots preparatory and engagement activities, in the launch of the pilots and in some of the initial evaluation activities, as a consequence of the COVID-19 emergency.

The consortium agreed on postponing the drafting and submission of the three complementary Deliverables 3.2, 3.3 and 4.2 from December 2020 to June 2021, in order to be able to provide a more complete and incremental view on: pilot-specific actual implementations (D3.3) and consolidated evaluation plans (D.4.2), and on cross-pilot considerations on the social and technical requirements (D3.2).

2. Pilot Updates and Review of Actions

2.1. Athens 1 - Groceries on Hold

The pilot, “Grocery on Hold”, regards the distribution of quality food to people in need. It takes place at flea markets located in several neighborhoods in Athens with the involvement of customers, producers that own benches in the market, and the beneficiaries (citizens with social and financial needs). A detailed description of the pilot can be found in D.1.2 ¹

2.1.1 Implementation

The Covid19 emergency affected to a minimum extent the operation of the flea markets. Less producers with benches were allowed per flea market with wider distances between the benches. As a result, the implementation of the pilot was not severely disrupted. The Covid19 emergency induced obstacles in the continuation of the activities based on group meetings, namely the preparatory activities and parts of the engagement plan, since the recruitment processes initially included visits and phases/activities with personal contact.

In this context the pilot “*Groceries on Hold*” started in mid April 2021 in two flea markets:

- One in the working class area of Patisia, every second Monday, starting 19/4/2021
- One in the upper class area of Kolonaki, every second Friday, starting 21/5/2021

Some of the visits did not happen due to Covid19 spreading in our research team and other reasons such as national holidays. In total 8 deployments have been made. 5 in Patisia and 3 in Kolonaki.

Three CoopBoxes were deployed in each flea market to collect donations. One on an information desk set up and operated by OLA and DAEM and two on benches operated by producers. A small amount of donations has been collected in the flea market (approximately 30€) mainly through the information desk.

The distribution stage of the pilot service has not yet been implemented. To proceed with this part we need to be provided with beneficiaries by the Municipality's social services. This has not yet happened.

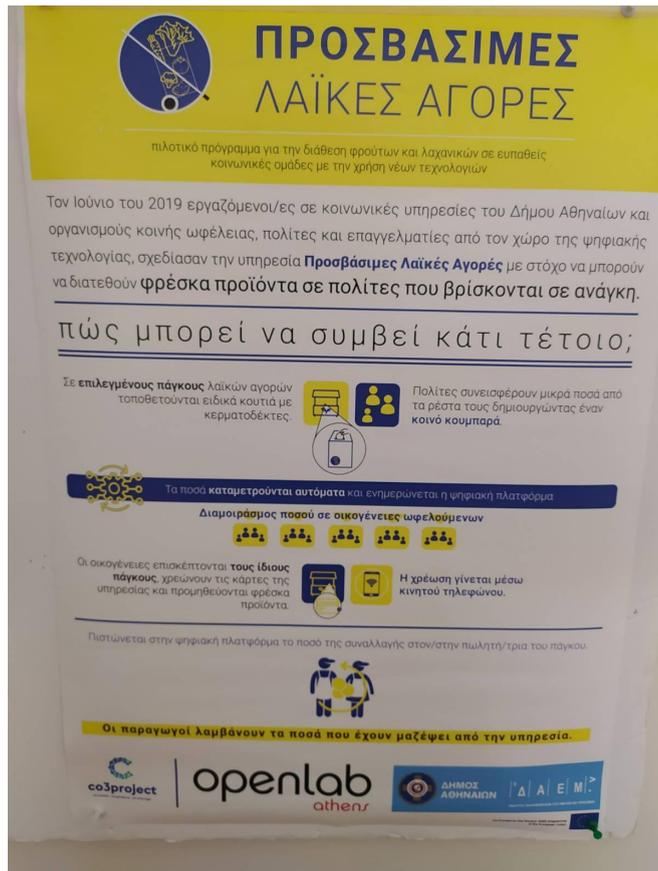
¹ See section 5.3.4 p.148



A Coopbox on a participating Producer's bench

2.1.2 Engagement Actions

During the implementation of the pilot the Engagement Actions, as described in D3.1 were followed. The pilot partner members created primary materials (leaflets and signboards) presenting and, extensively, explaining the idea behind the project, the meaning of disruptive technologies and the practical use and technicalities of the service infrastructure (Digital Wallet and CoopBox).



Service Poster



Service Leaflet

The first phase of the pilot implementation comprehends seven out of the total twelve Engagement Actions:

Action	Title	Target group	Type	Goal
A1	Visits to Producers	Producers	On premise visits	Establish first connection with potential participants. Convince them to participate and make them feel comfortable.
A2	Discussion with Producer Associations	Producers	One on one conversation	See how this can be implemented. Learn about producers that would like to join.
B1	Awareness campaign for supporters	Supporters	On premise visits	Get the engaged community to know about the service.
B2	Awareness event for supporter	Supporters	Public event	Get the engaged community to know about the service.
B3	Media coverage to engage supporters	Supporters	Media	Get the general public to know about the service.
B4	Presence in market to get supporters	Supporters	One on one conversation	Get visitors of the flea market to donate.
B5	Presence in other spaces	Supporters	One on one conversation	Collect donations from the general public.
C1	Visits to social centers	Consumers	On premise visits	Find beneficiaries.
C2	Visit to municipal services	Consumers	On premise visits	Find beneficiaries.
C3	Presence in market to identify consumers	Consumers	One on one conversation	Find beneficiaries.
D	Help out consumers	Consumers	One on one conversation	Help beneficiaries redeem their token.
E	Payback the producers	Producers	One on one conversation	Give back the money to all producers.

Table 1 - Engagement Actions for the pilot "Groceries on Hold"

We go on to analyze how each of the engagement actions has been implemented.

A1 - Visits to Producers: Before arranging to start the pilot, we visited the flea markets and tried to catch-up with the producers, explaining to them the main features of the service and its social and economic values. Our first visit was on 12/4/2021 at the Patisia flea market early in the morning before customers arrived. We talked with several producers. Most of them were sceptical about the service. We managed to onboard three. One was very reluctant though and was dropped after the first operational day 19/4/2021.

A2 - Discussion with Producers Association: For the implementation of this action, DAEM contacted the “A Laiki Athinon” - Association of Flea Markets in order to present the service and create a network of producers in the field and investigate the potentialities of their participation at the project. The meeting took place in the Association Headquarters at Peristeri on 13/10/2020. The service was extensively presented and explained while information material was distributed. The president of the Association introduced us to producers who were willing to operate the CoopBoxes at their benches. The president, who sells cheese, and one of the members introduced by him, who sells fish, are participating in the service.

B1 - Awareness Campaign for Supporters: This engagement action requires visits to local entities and municipal bodies which was not possible due to Covid-19 restrictions. As such this engagement action has been postponed.

B2 - Awareness Event for Supporters: Awareness event requires the organisation of a public event as a means of communicating the service to the general public. This engagement action has been postponed due to Covid-19 restrictions regarding public assemblages.

B3 - Media Coverage to Engage Supporters: The aim of the action is to present the service in the media to inform the general public and engage supporters. The service was presented and discussed at the radio broadcast “Digital Native” that OLA hosts every first Monday of the month at the radio station of the independent media *The Press Project*. The service was also promoted through OLA and DAEM social media accounts and newsletters.

B4 - Presence in Flea Markets to get Supporters: Since mid April, members from DAEM and OLA have attended flea markets, every week, in two different neighbourhoods (Patisia and Kolonaki), alternately (8 times by now). The aim of the visits is to inform people about the service, collect supporters and get them to donate. For this purpose we placed CoopBoxes in the flea markets, conducted one on one conversations with potential supporters and explained the service in an attempt to convince them to donate. Through this process we collected 30€ approximately and got feedback for the service.



April 2021



July 2021

B5 - Presence in Other Places: The aim of this action is to collect donations from the general public, outside the flea markets. We communicated with public institutions and we are in the process of placing one CoopBox at a Citizens' Service Centre (CSC) in the center of Athens (Akadimia).

Engagement Actions **C1, C2, C3 ,D and E** refer to the implementation of the CoopBox service in real life: finding consumers/beneficiaries, introducing the service to them, assisting them to redeem their token and finally, paying back all the producers who participated. These Actions will take place in September, provided there will be no further Covid-related restrictions, and will be reported in the Deliverable "Pilot Report II".

2.1.3 Evaluation Actions

This section looks at the Preliminary and the Ongoing Evaluation stages of Scenario 1, which are unfolding during the implementation of the pilots and rely on the Evaluation Actions A.1.1, A.1.2, A.1.4, A.1.5., A.1.11. A.1.12 ². The main method through which data is collected in this pilot is a diary kept by each of the pilot members individually while they are at the flea market. Other evaluation materials have also been prepared which are presented in D.4.2.

A1.M.1 - Collect Opinions on the service from producers while engaging with them to join: The preliminary insights from the diaries of the pilot partner members indicate that some producers hesitate to participate in the project and ask their customers to contribute. They are afraid that by promoting donations they take away money that could be consumed to other benches at the flea market and thus be unfair to other producers.

A1.M.3 - Report on Usability & Acceptance issues while training producers to use the system: During the training with producers in the flea market, pilot partner members discussed the usability of the service and its innovative elements. The feedback we had from the producers was that there were similarities in the idea behind the service, with the food stamps already distributed from the Prefecture of Attica. However, the digitised version of money return seems to offer more certainty, since the stamps practice payments were notoriously late.

A1.M.5 - Collect opinions on the service from citizens in the flea market: While in the flea market promoting the service, we ask citizens their opinion about the service and whether they donated or not. The majority of the citizens were not very eager to donate and argued that the Municipality should provide groceries directly to the beneficiaries with it's own money. A few, usually women or young, donated - some of them hesitantly while others said it was a nice idea. Especially in the flea market in the working class

² See D.4.2, "Table 7 - Athens scenario 1 evaluation actions", p.17

neighborhood of Patisia it was very common that bypashers claimed that they could not help out and instead they should be helped themselves since they can't afford to cover their basic needs.

A1.M.6 - Collect pilot member partners' views on the implementation of the service:

Pilot partner members are every week at the flea market. As such it is useful to write down their own views on what they encounter during service implementation. Problems with stakeholders (producers, beneficiaries, consumers) or other problems or reactions encountered are logged in the weekly diary. We don't want to analyze these data yet in order to keep each one's opinions separated until the end of the pilot implementation. This way we aspire to get a more independent opinion from our pilot members and avoid groupthink.

2.1.4 Next Steps

The next major step is to engage with beneficiaries selected by the Municipality's social services. We are going to pursue this in early September in order to go on with the full implementation of the service action path. This will also lead to the implementation of the rest of the engagement and evaluation actions.

If the Covid19 situation allows it we will also go on with the engagement action B1 and B2 which we impossible to execute due to the restrictions set by the government.

As already stated we are in path to set up an information desk with a CoopBox to receive donations in a central Citizens' Service Centre and ofcourse we will continue visiting the two flea markets after a short summer break in August.

2.2. Athens 2 - Urban Modelling in Empty buildings

The second scenario, "Urban Modeling in Empty buildings", regards the open debate on the potential re-usability of empty buildings, through the mapping of empty buildings of the city by citizens, and the proposition of potential uses with the active involvement of municipal employees of the urban planning agency. A detailed description of the pilot can be found in D.1.2³

2.2.1 Implementation

The activities of the second scenario were postponed to late spring 2021, when the pandemic restriction measures started to be mitigated allowing at least for outdoor group meetings. Online meetings with urban planning officials and employees took place as originally scheduled, while the following activities had been postponed:

³ See section 5.3.5 p.153

- the recruitment of the citizens proposing the re-use of buildings is delayed due to the on-site nature of the scenario, both for mapping the buildings and placing AR markers on their potential re-use;
- the live demonstration of the AR technology, since an online workshop would be feasible but less effective for engaging the end user to adopt the technology.

Independently from the Covid19 situation, some additional engagement activities took place after the election of the new mayor: a second round of online meetings and focus groups with the new city officials of social and urban planning agencies was held in order to ensure the renewal of their commitment.

As of the workshops we have planned, we conducted one testing workshop in Autumn 2020 before new restrictions were set in place preventing us from organizing anything new. Since the easing of the restriction measures in Spring 2021 we organized two workshops which focused mainly on the engagement board game and an outdoor AR mapping session. In detail:

- The testing workshop took place on 10/09/2020 in order to identify some primary insights of the board game usability.
- The first workshop took place on 27/5/2021 in Serafeio Municipal Center, with 8 participants, most of them municipal employees.
- The second workshop took place on 10/6/2021 at Fokionos Negri, Kypseli, during a public event organized by the Goethe Institut, Ludd Makerspace and OLA with 8 participants.
- The outdoor mapping took place on 7/6/2021 at Kypseli with 4 participants and 13 items mapped.

Regarding the AR mapping, there were some technical difficulties with the geolocation data that were later resolved by UNITO and GEOMOTION teams. Participants nonetheless found the service very useful and mapped several buildings with different needs.

After the summer break the pilot will resume with new workshops which will also kick off the online deliberation through LiquidFeedback.



AR mapping at the workshop in Serafeio, 27/5/2021

2.2.2 Engagement Actions

As described above this pilot implementation was impacted by the Covid19 restrictions. Engagement actions could not proceed until restrictions for group meetings were lifted in May 2021. As such the pilot has not proceeded as intended and only the first phase of the pilot implementation has taken place which comprehends three out of the total eight Engagement Actions.

Action	Title	Target group	Type	Goal
A1	Visits to potential Venues	Mappers	On premise visits	Find venues to hold workshops.
A2	Engagement Workshop	Mappers	Use of probs	Exercise mapping physically.
B	Communicate with public officers	Public Officers	One to one conversation	Convince officers to participate.
C	Reflection on Mapping	Mappers	Plenary Meeting	Reflect on mapped items and choose most important
D1	Workshop on Liquidfeedback	Mappers and Public Officers	Tool presentation	Teach them how to use LF.
D2	Online Engagement on LF	Mappers and Public Officers	Newsletter	Convince to participate in the Deliberation.
E1	Feedback Session in Social Center	Mappers and Public Officers	Plenary Meeting	Get the deliberation results back to the mappers.
E2	Feedback Interview	Public Officers	Interview	Learn how the PO thought of the process.

Table 2 - Engagement Actions for the pilot “Empty Buildings”

A1 - Visits to Potential Venues: Pilot partner members visited Serafeio Municipal Center, in Kerameikos and the Kypseli Municipal Market where they explained the project to the organisers and scheduled the workshops. It was impossible due to Covid19 protection measures to organize workshops in Social Centers. All Social Centers targeted have ceased to host indoor events due to Covid19 and all of them lack an outdoor space (such as a yard) where such a workshop could be organized. That’s why we focused on Municipal Centers and the public space where an outdoor event was easier to organize.

A2 - Engagement Workshop: For this engagement action we organised 2 workshops in which we played a board game we created, called “12 Empty Buildings”, that simulates the digital mapping. The board game is about community infrastructures, vacant buildings and participatory city planning. In the game, the participants have to choose among four stakeholders (NGOs, Municipality, Businesses, Citizens) and through discussion and negotiations, navigated by the game rules, they have to find a way in order for the 12 empty buildings to come to life again. Each stakeholder has the same land uses and the goal is to place them in an empty building based on the interests of the community that he or she represents. The feedback from the board game was enthusiastic with participants in both workshops eager to continue playing after the workshop time was over.

In the first workshop at Serfeio Municipal Center, 27/5/2021 there were 8 participants. 2 of them were OLA team members, 1 of them DAEM member and the rest of them municipal

employees. They enjoyed the board game and provided valuable feedback to make it better. After the board game workshop we went on with an AR demonstration in which we also received positive feedback for the App's usability.



Workshop at Serafio, 27/5/2021

In the first workshop at F.Negri, 10/6/2021 there were also 8 participants. The participants were:

- one local councilor,
- one local activist
- two urban planners
- four citizens who learned for the event through Social Media

The participants were very eager to play the game and got really involved in it. Since the workshop took place in the public space it captured the interest of several bystanders who stood and observed the game unfold. This resulted in participants to feel like they represented their roles as stakeholder to a wider audience and become even more passionate and engaged. A journalist from *TA NEA* daily newspaper saw the workshop taking place and approached it. She interviewed both OLA members and participants.



Workshop at F.Negri, 10/6/2021

B - Communicate with public officers: DAEM has been in contact with the Urban Planning Office throughout this period and is expected from them to participate in the next stage of the pilot implementation in Autumn 2021.

2.2.3 Evaluation Actions

As presented in D4.2, the evaluation stages of Scenario 2 - “Mapping Empty Buildings” have been framed around four main stages: *Preliminary, Ongoing and Final Evaluation and Usage data analysis*. This section of the Report looks at the Preliminary and the Ongoing Evaluation stages of Scenario 2, which are being unfold during the implementation of the pilots and rely on the Evaluation Actions A.2.4 and A.2.5⁴.

A2.M.1 - Collect technology awareness data from citizens that will participate in the pilot implementation: Covid-19 restrictions did not allow us to complete this stage up to this time. We have developed the “Digital Literacy Measurement Tool” reported in D4.2 Appendix.

A2.M.2 - Simulation of Service through Serious Gaming: During and after the implementation of the Engagement Action A2, the pilot partner members kept notes on the interpretation of the board game process. Roles and gameplay simulated reality in a very good way. The participants asked for further instructions regarding the role of each actor, the specific characteristics of the stakeholders and a prior gameplay-scenario as a roadmap to the realistic conditions of the neighborhood. They argued that the “NGOs” and the “Businesses” start with a financial precedence in real life, compared to the “Groups of

⁴ See D.4.2, “Table 8 - Athens scenario 2 evaluation actions”, p.18

Citizens” which is less competitive and that is a very important prerequisite for the realistic development of the game. On the other hand, the “Municipality” represents the public authorities at a local scale, hence it shouldn’t be a neutral stakeholder. Moreover, they stressed the lack of a central administration (the State) which would act independently from the stakeholders and regulate the course of the game.

A2.M.4 - Collect opinions from participants about the AR mapping process: Due to Covid-19 we have not yet completed the AR mapping process. We expect to get precise feedback on the service and collect data from the participants on scoresheets in the next months. However, during the outdoor mapping in Kypseli, we collected some first insights on the usability of the app. The participants observed and mapped several empty buildings in the neighborhood, which increased their interest in the service and designated its value.

Evaluation Actions regarding the **Training Workshops (A2.M.5), Final Questionnaire (A2.M7.), Final Workshop (A2.M3, A2.M6), Experts Interview (A2.M8, A2.M9) and Usage data analysis (A2.M10)**, derive from the Engagement Actions which have not taken place yet due to Covid-19 and so, they will be documented at the Final Pilot Report II.

2.2.4 Next Steps

The next steps for the Athens 2 scenario is to organize two complete workshops in early Autumn 2021 before any potential new restriction measures are imposed. In these workshops we want to go beyond the board gaming and the AR demonstration and proceed with an extensive AR mapping that will create the basis for an online deliberation in LiquidFeedback. Through this process the participants will engage with the AR technology, FirstLife and LiquidFeedback which will allow us to get feedback regarding their usability and usefulness.

Our goal is then to bring together members of the Municipality’s Urban Planning Agency with the participants in the online deliberation and if possible in a live meeting. This way we will assess public authorities and citizens’ participation in the policy decision making process regarding the vacant building stock.

2.3 Paris 1 - Contributory Clinic

The Clinique Contributive aims to create a physical space for dialogue and contributory help about issues regarding the danger of screen’s overexposure between 0 and 3 years old within the community. A social network will allow parents, researchers and medical professionals to establish good practices in a process of co-design and co-prescription.

2.3.1 Implementation

The pandemic has profoundly impacted the geographical context and the services targeted by the pilots. A Gradual re-opening of social activities and public services that have been

stopped or reduced in Paris started in May 2021. Among the many sanitary, social and economic problems arised by the pandemic in a similar way to other European city, here we highlight some specific issues that are of relevance for the three scenarios envisaged for Paris:

- The Saint-Denis department was on of the most critical Covid-spot;
- Services such as the Protection Maternelle et Infantile started to have other kind of priorities, related to the isolation and domestic violence that has drastically increased in the Department;
- An exacerbation in the use of screens, which even before this was the main focus of the Contributory Clinic scenario, has been observed (see Naomi Klein's article on the *Screen New Deal*).
- Schools remained open in the Department, but with fewer students and classes. Many schools reviewed their priorities, directors and professors were struggling with distance learning; this led to intermittent in-class activities and less availability of some teachers to engage in extra-activities.

The Contributory Clinic scenario (Paris 1) is hosted by the PMI (Protection Maternelle et Infantile Pierre-Saint-Sémar, Saint-Denis). Given the exacerbation of the use of screens during the pandemic, sessions related to the CO3 digital tools as an example of virtuous practices have been confirmed as very relevant.

Some in-presence events were organized, but due to the emergent priorities of the service in the Department (e.g. domestic violence), the testing of the main thesis and hypothesis of the project, ad of the CO3 application, have been postponed to May 2021 (partial opening), and the qualitative analyses of the tools to June, even with still subject to uncertainties on the sanitary conditions.

2.3.2 Engagement Actions

Some changes have been brought to the engagement plan, namely: the rescheduling of the in-presence activities or the substitution with online activities when the sanitary conditions did not allowed for meetings, the introduction of some new engagement actions regarding the schools (see above), and a reduction in the number of beneficiaries.

All the in-presence actions were slowed down, to be then re-established with the improvement of the sanitary conditions. The IRI staff also planned a complete set of *online* activities with the parents, to be ready in case of new restrictions, regarding: the co-design of the *Parent's Social Network* with FirstLife, the best usage of digital technologies with their childs, evaluations through e-mails about the CO3 app and the positive or negative aspects of Augmented Reality. The number of beneficiary parents will be drastically reduced because of the economical and social problems that hit the Seine-Saint Denis Department.

Action	Title	Target group	Type	Goal
A1	Onboard Parents in Capacitation Workshop	Single Mothers	on-site support	Help people to use the platform
A2	Motivate PMI Staff	PMI Staff	one-to-one conversation	Get directors/manager of the FCPE (and others from Plain Commune) on board
A3	Community Support	PMI Staff	presentation	Get members on board
B1	Presentation to FCPE administration	FCPE Members	data entry	Show usefulness of the platform
B2	Workshops with FCPE members	FCPE Members	online support	Help people to use the platform
C1	Add data from actual activities	all users	video	Help people to use the platform
C2	Develop Community Support	all users	one-to-one conversation	
C3	Produce Video Guide	all users	social media	
C4	Prompt parents to post on their media	all users	newsletter	
C5	Develop Twitter feed	all users	events	
C6	Produce Newsletter	all users	discussion	
C7	Organize events ourselves	all users	newsletter	
D	Meet people in events		on-site support	Help people to use the platform
E	Sum up and present events to public administrations	public administration	one-to-one conversation	Get directors/manager of the FCPE (and others from Plain Commune) on board

Table 3 - Engagement Actions for the pilot “Contributory Clinic”

2.3.3 Evaluation Actions

P1.M.1 - Interviews and workshops with key stakeholders

Main actions:

- a) Series of interviews conducted with various FCPE groups of parents (Jan-Jun 2021) for understanding the needs and digital practices

N° of people: \approx 50

Iri staff involved: 7

N° rdvs: 18

Mostly online

RESULTS: High interest from the stakeholders and citizens relating to the Co3 app and the co-design methodology. The idea of a geolocated social network open up a space for a real discussion about the future development of websites and platforms (e.g. collective purchase for school's materials) within the FCPE

- b) workshops with PMI staff and single-mothers on the toxicity and potentialities of the digital technologies have continued during the pandemic
- c) first interviews with "hands on the CO3 app" with PMI staff is planned for July 2021

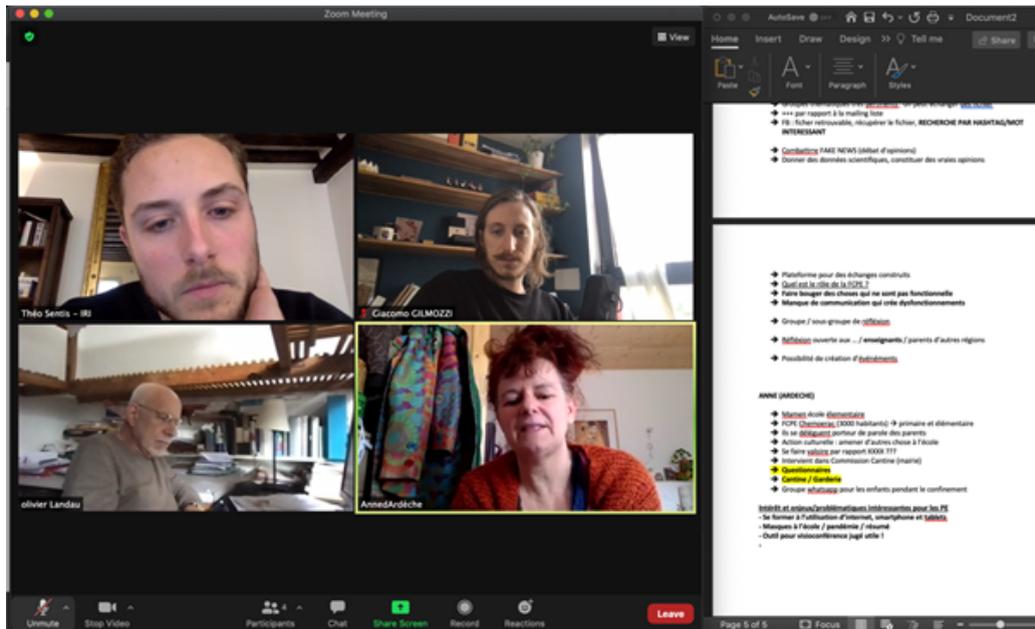
N° of people: \approx 15

IRI staff involved: 5

N° rdvs: 26

Mostly (80%) online

RESULTS: High interest from the stakeholders and citizens about the themes and the contributory-research methodology. For sanitarian reason related to Covid-19 and the legal status of the PMI, users have only seen the app via the presentations and live-use during conference calls of the app and the desktop technologies



One example of the pilot interviews we made with one parent from the FCPE. Interviews were made two-to-two or one-to-one. Workshops gathered around 30 parents and 5 IRI staff each.

2.4 Paris 2 - Urban Modelling

The Urban Modelling scenario actively involves citizens and middle-school students in the re-planning of their territory, for the development of a shared and critical knowledge about the urban spaces, and the experimentation of decision-making and deliberative processes.

2.4.1 Implementation

The Urban Modelling scenario (Paris 2) confirmed its original structure as regards most of the activities planned with the five schools, even with some rescheduling. Monthly Seminars with teachers took place between September and December 2020 as planned. The official launch has been postponed to May. Many activities with the schools took place intermittently when schools were open, and with fewer number of students and classes, with a stabilization of the situation from May 2021 on. Rescheduling of the activities has been done in order to keep into account the distance learning mode and the consequent organizational issues that teachers were facing.

It was decided not to implement the part of the pilot regarding the experimentation of a knowledge economy via the utilization of tokens: this due the limit of time and the secondary importance of these actions for the good development of the main thesis, hypothesis and engagement plan's actions. New activities have been planned, such as Hackathons in two schools as special activities that professors wanted to include in the project.

2.4.2 Engagement Actions

Many schools have not shown interest in the project for the Academic year 2021-2022 since the sanitary conditions have completely changed their priorities; others asked for additional activities. Some schools have accepted to start at the beginning of Academic Year (2021-2022), even if this means falling out of the CO3 project timeline as regards the pilots.

Therefore, the number of beneficiaries decreased, also due to the halving of the number of students in the classrooms, but without any impact on the quality of the in-class interventions.

Action	Title	Target group	Type	Goal
A1	Talk to the Rectorate	Administration	One-to-one conversation	Convince them to join the project
A2	Workshop with Professors	Professors	Workshop	Increase awareness of new building technologies. The possible active and creative role of the inhabitants in the decision making
A3	Demonstration to Parents	Parents	Workshop	To convince them that is OK
A4	QA Session	Professors	Online & Physical conversation	Make professors understand the way the app works
B1	Demonstrate to students	Students	Demonstration	To show to the students
B2	TikTok / Instagram			
C	Sessions architects	Architects	One-to-one conversation	Prepare the seminars and the structure of the workshop
D	Put on the wall ??			
E	Plenary Session	All	Presentation	Show the work to the PA

Table 4 - Engagement Actions for the pilot "Urban Modelling"

2.4.3 Evaluation Actions

P2.M.1.a - Onboarding Rectorate of Créteil

The rectorate endorsed the project and help us in connecting with the schools of the Seine-Saint-Denis Department

N° of people: ≈ 80

Iri staff involved: 12

N° rdvs: 5 (from 9 am – to 5 pm)

- a first step dedicated to the transmission of theoretical elements making it possible to place the project in the perspective of the major anthropological, industrial, economic and political issues posed by the new urban revolution;
- a second phase dedicated to playing the Minetest video game and CO3 technologies;
- a third step aimed at supporting teachers in preparing for sessions with students and planning in-class interventions.

Mostly (90%) in presence

RESULTS: High interest in the Co3 technologies and the articulation with the Minetest game from professors – pedagogically and technologically speaking



Meeting with Rectorate of Créteil

P2.M.1.b - Capacitatory workshops with professors

The capacitatory workshop session for professors have been done (almost entirely in presence) at the Rectorate between September 2020 and February 2021. Another session is planned for Fall 2021 (Sept-Dec 2021).



An example of meeting with professors

P2.M.2 - Preliminary workshops with students

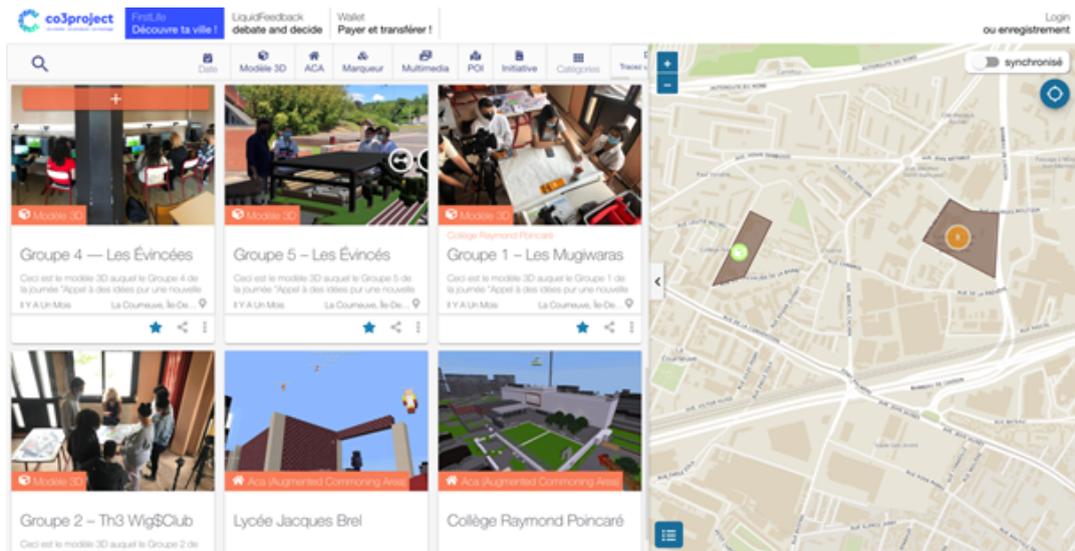
IRI has held various workshops in the schools of the Seine-Saint-Denis:

Lycée Jacques Brel

3 in-class interventions (Nov 2020-May 2021), 1 Minetest-Co3 hackathon on 3 full days (9-11 June 2021) plus one day event with a jury evaluating the projects developed by the students through the use of Co3 app AR and FirstLife desktop.

N° of people: ≈ 30

Iri staff involved: 7



Example of the in-class activities with Lycée Jacques Brel students



Example of the in-class activities with Lycée Jacques Brel students



Workshop with Lycée Jacques Brel students

Lycée Denis Papin

3 in-class interventions

N° of people: \approx 20

Iri staff involved: 3

Collège Raymond Poincaré

4 in-class interventions (Nov 2020-June 2021)

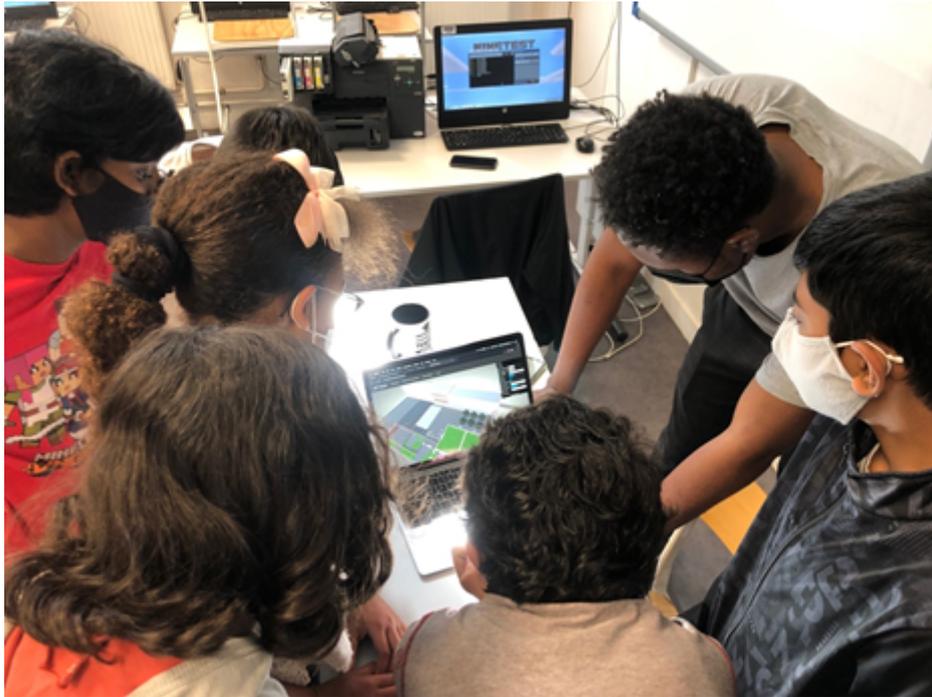
1 Co3-Minetest hackathons during 2 full days (7-8 Juillet)

Showing the 3D model created by the students and exported from Minetest through a gltf viewer, then imported in the CO3 app before going to the court and superposed it onto reality (Collège Poincaré, July 8th 2021).

N° of people: \approx 30

Iri staff involved: 4

RESULTS: High interest and appreciation from both students and professors for the Co3 technologies and the articulation with the Minetest.



Workshop with Collège Raymond Poincaré students

2.5 Paris 3 - Blockchain-Registry Scenario

The Blockchain-Registry Scenario (Paris 3) is a research and in vitro experiment of how the blockchain could disrupt and modernise the system of the intermittents du spectacle in France, but also how it could be used as a registry for the knowledges acquired by citizens on the territory within the framework of the contributory economy, tested by IRI in Plaine Commune.

The third scenario did not envisage implementing *in presence* activities. Hence, IRI continued working on these matters in order to present all the results of the blockchain modeling study at the end of the pilot experimentations. Instead of analysing real-world cases of the French pilot, this scenario will be targeted to a modelling scenario with more qualitative instead of quantitative issues for the use of this particular type of Blockchain.

2.6 Turin - Augmented Commoning

As reported in the previous deliverable D4.2 - Site-specific evaluation methods and preliminary reports) the Turin Scenario, Augmented Commoning, is focused on *Case del Quartiere* (CdQs, Houses of the Neighbourhood), community hubs that host a wide spectrum of activities and services in different fields (from welfare to culture, from education to environment), co-produced and co-managed with citizens and local grassroots organisations. The three CdQs involved in CO3 (Casa del Quartiere di San Salvario, Cecchi Point and PiùSpazioQuattro) have experienced several disruptions of service during the Covid emergency, being among the first services to be shut down in March 2020 and

among the last to be opened again, even if with limitations, in June 2020. A second closure took place in October 2020, while the Case del Quartiere finally re-opened in July 2021. During lockdowns, the only service that was operating in the CdQs was the collection and distribution of food to people in need, together with educational activities for children that were allowed in some periods. Gatherings, cultural activities, courses and citizens participation in general could not take place during most of this period and implementation of CO3 services had to be postponed.

2.6.1 Implementation

The Turin Scenario includes four different use cases, aimed at testing how the disruptive technologies of CO3 (Augmented reality, blockchain and gamification processes) could enhance the participation of citizens in *Case del Quartiere* activities and their governance:

- *Augmented content*: augmented spaces where CdQ managers, associations and citizens can create and visualize different contents (artistic content, information about activities and events, information about CdQ spaces and services, blockchain objects);
- *Prepaid card with the CdQ's coin*: virtual blockchain currency and prepaid cards, managed via a wallet app for making transactions for enhancing the services and inviting people to participate more.
- *Management of volunteering activities*: Augmented Reality, First Life and the blockchain wallet used to advertise, manage and reward volunteering activities.
- *Use of coins for participation in the planning of the yearly programme*: citizens will participate in some of the decisions regarding the programme, through decision tokens.

The first and fourth use cases require the physical presence of users, therefore could not start during the lockdown. Regarding the fourth case, and as the program has already been defined in June, it is not sure that it will be tested during the trial period.

During the first lockdown the CdQs staff hypothesised **adaptations of the Turin pilot by adding new use cases of the CO3 technologies**, in new ways inspired by the Covid emergency. The 3rd case was proposed for helping in recruiting the volunteers for food distribution, but this would have required an already existing users community in place; this was not the case due to the Engagement plan schedule. The 2nd case was proposed to support crowdfunding, to finance the food collection activity, and pre-registration for future activities and courses, so to help associations and cultural organisations to survive the lockdown. This would require a payment system, which is not planned in the CO3 wallet. As per the previous case, the building of a user base for CO3 would have been difficult during the lockdown.

In order to avoid severe limitations in the implementation of the Scenarios, the **launch of the pilot has been postponed** to July 2021 with the reopening of the CdQs. This is intended as a restricted launch, limited to Case del Quartiere managers and members of

Associations, aimed at testing the CO3 app. The main impact of Covid on pilot implementation is, therefore, a relevant delay. Further changes and adaptations take into account the limitations to the capacity of the CdQs' halls and rooms: the original design of the Scenario was strongly focused on physical presence; currently the **CO3 apps are being revised in order to facilitate remote interaction in addition to the interactions in presence.**

2.6.2 Engagement Actions

The main changes regarding the Engagement plan are the following:

- some of the preliminary actions have been organised again in order to discuss further aspects of the pilot implementations and possible adaptations to the Covid situation: in particular, workshops with CdQs (action G1 in the engagement plan) have been organised to co-design the gamification system; one to one conversations with CdQ managers (G2) took place throughout the lockdown.
- Two of the three seminars (action G3) about the CO3 technologies have been switched to online meetings, thus reaching a lower number of people. The third one will probably be organised in presence after the CdQs re-opening, in order to reach a wider audience.
- All other engagement actions, scheduled to take place starting from the launch of the pilot, were postponed; some of them (see details below) started in July 2021, the rest are scheduled from September 2021 on. . Attendance figures, given the limitations to CdQ facilities' capacity according to the new health and safety measures, are expected to be reduced in comparison to what was previously estimated.

Action	Title	Target group	Type	Goal
G1	Workshop with Cdqs	Manager, Organizers	Workshop	Explain the project, identify the scenario, get them to join
G2	Conversation with CdQs Managers	Manager	One-to-one conversation	Explain the project, identify the scenario, get them to join
G3	Seminars	Citizen	Event	Inform about the technologies of the project
G4	Panel/Totem at the entrance of the 3 CdQs	Citizen	Visual	Get them to join
G5	Posts on the CdQ's facebook pages	Citizen	Social media	Get them to join
G6	Press Conference	Citizen, organizers	Event	Get them to join
G7	Public Event	Citizen	Event	Get them to join
G8	Managers Training	Manager	Workshop	Explain how to use the app

	Session			
G9	One to one talks	Organizers	One-to-one conversation	Get onboard associations that organize activities and services in the 3 CdQs, as early users
G10	Organizers Training Session	Organizers	Workshop	Explain how to use the app
G11	FAQ on the website and printed (brochures on the info desk)	Organizers and users	Visual	Explain how to use the app
G12	Augmented brochure	Citizens	Visual	Increase the number of users, promote the new technology, make people familiar with the wallet and the AR.
G13	QR's code stickers	Citizens	Tech / graphic / visual	Increase the number of users, promote the new technology, make people familiar with the wallet and the AR.

Table 5 - Engagement Actions for the pilot "Augmented Commoning"

G1-Workshop with CdQs

The workshop activity has continued in September 2020 in presence, and remotely in the following months to inform managers and associations about each phase of the project progress and guarantee a shared request regarding the functions to be implemented for the App.



16th of September 2020: workshop at Casa del Quartiere of San Salvario



14th of September, 2020 - workshop at Cecchi Point

Each workshop involved the participation of about ten people including the managers of the houses and associations working there.

Several workshops related to the Gamification process (the 14th of October 2020, the 27th of November 2020 and the 18th of December 2020) have been organised by LINKS and CdQ and developed remotely to progress on this side. The workshops aimed at reply to the following questions through a participatory planning: what goal do you want to achieve through Gamification?; what are the actions with which the set goal is achieved?; how to recognize the intermediate objectives and the actions that are carried out?; set up a possible path in stages through levels; what thematic, narrative or visual elements can be used to tie the elements together?. A shared file has been created to allow members of the Case del Quartiere to insert their input even offline and after internal discussion.

G2-Conversation with CdQs Managers

This engagement activity was realized at the beginning of the project, during the March 2019 - September 2019 period in order to explain the project, identify and define the scenario together with the three Casa del Quartiere interested in becoming one of the experimentation sites. During the lockdown, conversations with CdQ Managers continued, in order to agree with them on the new schedules of the project's implementation, on the

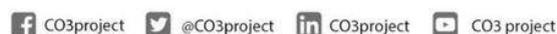
changes to be made in order to allow remote interactions, and on possible new uses of CO3 technologies in order to face the Covid-19 related situations.

G3-Seminars

Two out of three seminars have already been organized on the 21st and the 28th of November. As already mentioned, they have been switched to online meetings instead of in-presence meetings. The main goal of divulgative seminars was to provide a first approach to the general public to the disruptive technologies used in the trial. The meetings concerned Blockchain and Gamification. Speakers have presented in Italian language because of the identified local target but the Municipality of Turin decided to translate them in English too to guarantee the maximum dissemination. The English versions have been spread on the official CO3 website: the blockchain meeting is available here <https://www.projectco3.eu/2020/12/02/divulgative-events-on-disruptive-technologies-and-strategies-blockchain/>; the Gamification meeting is available here <https://www.projectco3.eu/2020/11/24/divulgative-events-on-disruptive-technologies-and-strategies/>



Il incontro
Blockchain
Sabato 28 novembre h. 10.30



*Save the date of the second Seminars promoted of Facebook
and Twitter Torino Social Impact Page.*

Find the program here <https://www.facebook.com/events/402961730825506?ref=newsfeed>

G4 - Panel/Totem at the entrance of the 3 CdQs

One totem in each of the three Case del Quartiere will be installed starting from September 2021 and with the restart of the CdQ activities after the summer break. The totem will show on a map where the experimentation will take place, it will highlight the four different scenarios and will share the registration link to the App through a text or a QR code. It will act as an engagement tool and it will be useful to indicate within the physical space the belonging to an Augmented Commoning Area in all the three selected sites.

G5 - Posts on the CdQ's and Municipality of Turin facebook pages

A joint communication campaign between the Municipality of Turin and the Rete delle case del Quartiere is planned before the official launch in September, both on Twitter and Facebook social channels (Torino Social Impact; Rete delle Case del Quartiere) as already did for the project newsletters and for the divulgative events organized during the whole project period. The communication campaign linked to the pilot will start in September, a few weeks before the official launch and will last until the end of the year.

G6 - Press Conference

The press conference will probably be replaced by a joint press release between the Municipality of Turin and the Network of Neighborhood Houses. This is because the public launch procedures will provide for a limited number of participants to the event and we consider more appropriate to include a selected target of final users rather than reporters.

G7 - Public Event

The public event will take place at the end of September 2021 and will follow two internal test meetings dedicated to the House Managers and Associations working in the three Case del Quartiere and a first walkthrough on the use of the App and its functionalities.

G8 - Managers Training Session

Two meetings have been organized on the 16th and the 22nd of July at the Casa del Quartiere Cecchi Point. On this occasion UNITO has focused on explaining how to:

- install the app
- Register
- facilitate the first impact with the AR platform, web version, wallet
- proceed on the demonstration of already implemented features relating to the role, the use of FirstLife and part of the wallet (exchange of coins).

Not all the features of the app have been ready and tested. Feedback from users on the functioning/non-functioning of technical features has been collected. Technical partners are working to fix and finalize them for the next round of meetings. Two new internal test meetings are planned in September after the implementation of the whole technical features. They will be dedicated to explaining the use of the App and its functionalities to the House Managers and Associations and on a complete simulation of the use of the four scenarios.



16th of July, 2021 - training at Cecchi Point



22nd of July, 2021 - training at Cecchi Point

G9 - One to one talks

This specific engagement action has already taken place in the previous months of the project and will continue before the public launch and in the period immediately following with the aim of getting onboard as many associations as possible.

G10 - Organizers Training Session

See in reference G8 explanation. Organizers Managers Training Session and Organizers Training Session will be held together.

G11 - FAQ on the website and printed (brochures on the info desk)

A total of 1000 postcards will be printed and made available at the entrance of the three Case del Quartiere involved. The Municipality of Turin and the Rete delle Case del Quartiere are working on their finalization. As for the totem, the postcards will include: the explanation of where the experimentation will take place, they will present the four different scenarios and will show the registration link to the App through a link or a QR code. The format for the postcard (10x15) has been chosen to make them easily transportable in a bag or pocket while the information contained within it and the chosen infographic should help to make the App functionalities clear and evident. Regarding the graphics and the infographic used, a reference to the totem will be evident. A link to the project website will be included and we Turin will evaluate whether to include the most frequent FAQs there.

G12 - Augmented brochure

The brochure, available in the augmented space, will help users to better take advantage of the features of the app and to discover contents and participate in the four use cases.

G13 - QR's code stickers

We still evaluate whether stickers will be attached within the three augmented commoning spaces with the aim to increase the number of users, promote the new technology and make people familiar with the wallet and the AR. Floor graphics to be installed around the houses and on public land for a limited period of time are being discussed and now evaluated by the Municipal Urban Furnishing services. This would represent another method of promoting the App and providing information on doable activities.

General engagement actions have been explained above. Specific engagement actions will be realized for each of the four scenarios. The feasibility of these specific engagement actions will be evaluated after the final walkthrough of the App:

- *Augmented content:* A1-advertisement of AR area, A2-augmented screen/table
- *Prepaid card with the CdQ's coin:* B1- blockchain incentives.
- *Management of volunteering activities:* C1 co-planning of volunteers activities, C2 - incentives for volunteers.
- *Use of coins for pre-registration in the planning of the yearly programme:* D1 - incentives for pre-registration.

2.6.3. Evaluation Actions

As presented in D4.2 and already reported in the Athens pilot Chapter, the evaluation stages have been framed in four phases: *Preliminary, Ongoing and Final Evaluation and Usage data analysis*. This section of the Report looks at the Preliminary and the Ongoing Evaluation stages, which are being developed during the implementation of the pilots. As reported in D4.2, these are the activities included in the preliminary and ongoing evaluation.

Preliminary evaluation

T.M.1 - Training Workshops with CdQ organizers and managers: A comprehensive report from workshops that have taken place (or will take place) in CdQ

T.M.2 - Launch event: During the launch event end-users (CdQ organizers, managers, citizens) will be asked to test the app and start buying coins.

T.M.3 - Collect stakeholders' preliminary views on the system and their needs: members of all stakeholder organizers, Managers, and visitors will have to complete a questionnaire covering: views on CdQ needs, a perception towards the system proposed, especially on Use Case 2. System Usability Scale (SUM)⁵ and Technology Acceptance Model (TAM)⁶ are used as reference for the evaluation of CO3 application acceptance by end-users.

During pilot implementation (shadowing on pilot implementation)

T.M.4 - Collect feedback during implementation: During the pilot implementation CdQ Managers and Organizers will provide feedbacks about the pilot implementation

The following table belonging to D4.2 shows a recap of the evaluation actions and phases, where. Note that:

1. TM5 corresponds to *final meeting with CdQ managers / organizers*
2. TM6 corresponds to *Collect stakeholders views on the system*
3. TM7 corresponds to *Expert Interviews*
4. TM8 corresponds to *Quantitative evaluation on data collected*

⁵ <https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

⁶ https://www.jstor.org/stable/249008?seq=1#metadata_info_tab_contents

	Evaluation stages						
	usage data	A - training	B - preliminary questionnaire	C - shadowing	D - final questionnaire	E - final workshop	F - experts interviews
Turin	T.M.8	T.M.1, T.M.2	T.M.3	T.M.4	T.M.6	T.M.5	T.M.7

PHASES OF PILOT EXECUTION:



All the evaluations referred to usage data are not yet available as, actually, the App has been downloaded only by a small number of selected operators during the restricting launch of the pilot.

Evaluation Actions regarding the **Final Questionnaire (T.M.6.)**, **Final Workshop (T.M.5)**, **Experts Interview (T.M.7)** and **Usage data analysis (T.M.8)**, derive from the Engagement Actions which have not taken place yet due to Covid-19. At the moment very few of the preliminary evaluation actions have taken place in the first training workshops and the results will be available once the training activities will be over, in September. The results of the evaluation actions will be presented in the Final Pilot Report II.

2.6.4 Next Steps

Next Steps of the Pilot will foresee a second round of meetings to be organized at the Casa del Quartiere in September, during which the Houses manager will experience a real walkthrough of the whole technological features of the App. Technical partners are actually working on the finalization of missing features.

New feedback from House Managers together with members of Associations working at RCQ will be collected. The public launch will probably take place during the last week of September and the experimentation will last until the end of the year. During the public launch, first preliminary questionnaires will be submitted to the managers as well as to the general public, in agreement with the engagement plan previously defined. In case an event in presence will not be possible, the questionnaires will be sent to the users.

3. Conclusion

The deliverable (D.3.3) presents the operational details, achievements and obstacles of the pilots' implementation. The milestone of the pilots' progress is the Covid-19 restrictions which forced the partners to rearrange the timeline of the implementation process and readapt some of the main actions. The report included a detailed presentation of these changes per pilot, with the relevant justifications as they arose from the interim reports and

the technical requirements (D3.2) and met the standards of the scenarios' description in D1.2. All the implemented and in progress Engagement Actions have been assessed based on the site-specific Evaluation Methods (D4.2) with respect to the main hypothesis and sub-hypothesis of CO3. The final insights from the Pilots, along with the results presented in this Report, will be documented at the Pilot Report II at the end of the project.

3.1 Athens

Pilots *A.1 – Groceries on Hold* and *A.2 – Urban Modelling in Empty Buildings* were merely affected by the Covid-19 restrictions. The visits to the flea markets were implemented with small delays, while the group meetings and workshops for both pilots took place in open spaces with all the physical distance measures preserved. As such, the following Table summarizes the progress of the Engagement Actions and future steps.

Athens 1 – Groceries on Hold	A1	A2	B1	B2	B3	B4	B5	C1	C2	C3	D	E
Status												
Athens 1 – Urban Modelling in Empty Buildings	A1	A2	B1	C	D1	D2	E1	E2				
Status												

■ Postponed
 ■ Completed
 ■ In progress
 ■ Pending

Table 6 - Engagement Actions Status of the pilots “Groceries on Hold” and “Urban Modelling in Empty Buildings”

Implemented Evaluation Actions meet the hypothesis and the sub-hypothesis of the CO3 project. In fact, the producers find the use of digital tokens from the wallet more useful than the paper food stamps but hesitate to place the CoOpBox device on their benches, since they are afraid that the consumers are uninformed about the service’s purpose (A1.SH2.). Citizens hesitated, at first, to donate to the CoOpBox service. After one-on-one conversations on the purpose and use of the service, they appeared to be more engaged in the service’s use (A1.SH1.). The main critique targeted at us was in regards to the procedure: citizens believed that the municipality was better suited to provide the products directly to the beneficiaries. The next steps will concern the beneficiaries’ level of engagement as well as the application’s accessibility and ease of use.

Citizens appeared very interested and engaged in the board game workshop and they became very passionate in communicating their needs and ideas in regards to the use of vacant buildings in the “neighbourhood”. Also, the first insights of the pilot use of AR are encouraging: the visualization with 3D models of the buildings’ uses make it challenging and interesting for the citizens to participate in the service. As soon as the Covid-19 restrictions allow it, we will continue with the presentation of the service to a broader

audience in order to test its level of inclusivity for the broader population as well as the main hypothesis, i.e the direct interaction between citizens and the municipality in the collaborative urban planning (A2.SH1, A2.SH3, A2.SH8).

3.2 Turin

The Turin pilot and the different scenarios were strongly affected by the Covid-19 restrictions. Part of the group meetings and workshops took place in open spaces with all the physical distance measures preserved, while others were organized remotely. The following Table summarizes the progress of the Engagement Actions and future steps for each of the four scenarios planned.

Turin - General Engagement Activities	G1	G2	G3	G4	G5	G6	G7	G8	G9	G10	G11	G12	G13
Status	In progress	Completed	Completed	In progress	In progress	Pending	Postponed	In progress	Completed	In progress	Pending	Pending	Pending
Turin-Augmented Content	A1	A2											
Status	In progress	In progress											
Turin-Prepaid card with the CdQ's coin	B1												
Status	In progress												
Turin-Management of volunteering activities	C1	C2											
Status	In progress	In progress											
Turin- Use of coins for participation in the planning of the yearly programme	D2												
Status	In progress												

■ Postponed
 ■ Completed
 ■ In progress
 ■ Pending

Table 7 - Engagement Actions Status of the pilot “Augmented Commoning”