



CO3

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

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Pilots Report II

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PP	Restricted to other programme participants (including the Commission Services)	
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Acronyms

ACA	Augmented Commoning Area
PA	Public Administration
UCD	User-Centred Design
CdQ	Casa del Quartiere
FCPE	Association de Parents d'élèves adhérents

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1. Introduction

This report provides an overview of the operational achievements, experiences, and lessons learned from 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 and any implemented adaptations. In all the CO3 partner countries, the lockdowns and restrictions impacted the pilots' implementation, delaying their development; in some cases, it has been necessary to make significant changes to some of the scenarios initially described in D1.2.

A series of interim reports were created with the collaboration of OLA, LINKS, and pilot members to generate the report. The first was on 9/2020, the second was on 2/2021, and the final was on 7/2021. In this report, we tracked the pilots' progress in terms of implementation, engagement and evaluation. We also identified 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. An extensive conclusion on the evaluation has been presented in D.4.3.

2. Pilot Updates and Review of Actions

2.1. Athens 1 | Groceries on Hold

The pilot scenario, "Groceries on Hold", regards the distribution of quality food to people in need. It takes place at flea markets located in several neighbourhoods 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.1.2¹

¹ See section 5.3.4 p.148

2.1.1 Implementation

The Covid19 emergency affected the operation of the flea markets to a minimum extent. Fewer 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 continuing 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, with an initial planning visit in 12/4/2021
- 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 eight 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 driven by producers. A small amount of donations has been collected in the flea market (approximately 30€) mainly through the information desk.



A Coopbox on a participating Producer's bench

2.1.2 Engagement Actions

For the implementation of the pilot, pilot partner members (OLA and DAEM) followed the Engagement Actions as described in D.3.1 (see Table 1).

Action	Title	Target group	Type	Goal
A1	Visits to Producers	Producers	On-premise visits	Establish a 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 the 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 centres	Consumers	On premise visits	Find beneficiaries.
C2	Visit municipal services	Consumers	On-premise visits	Find beneficiaries.
C3	Presence in the market to identify consumers	Consumers	One on one conversation	Find beneficiaries.
D	Help out consumers	Consumers	One on one conversation	Help beneficiaries redeem their tokens.
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"

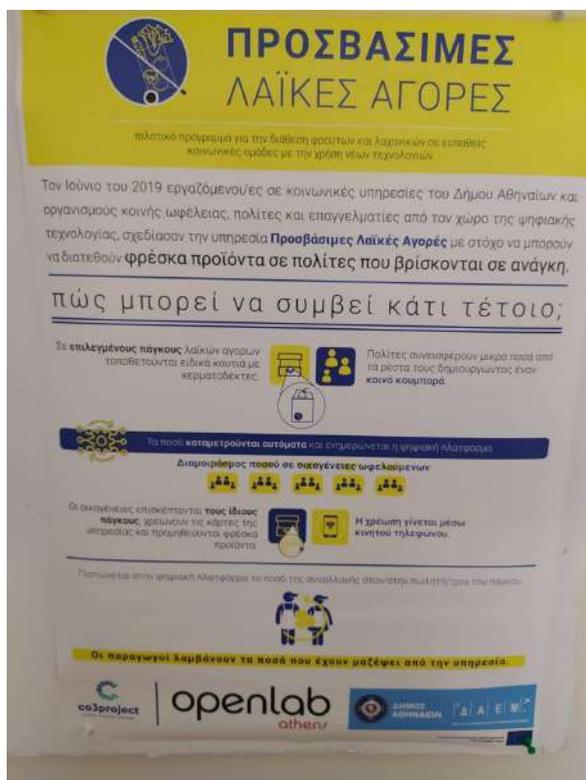
The pilot was implemented into two phases. The first phase refers to the Engagement Actions A1 to B5 and aims to engage the producers and the supporters with the service. It

started in April 2021 and included all the actions taken to: a. create the network of producers that would participate and promote the CoopBoxes and b. inform the public about the service and convince citizens (supporters) to donate. An extensive description of the first phase's engagement actions is presented in D.3.3. "Pilots Report I". Here, we briefly deliver the outcomes of this first phase and proceed with a detailed description of phase two actions.

Engagement Actions A1, A2, B1, B2, B3, B4 and B5

Before arranging to start the pilot, DAEM contacted the "A Laiki Athinon" - Association of Flea Markets to present the service, create a network of producers in the field and investigate the potentialities of their participation at the project (**Engagement Action A2 - Discussion with Producer Associations**). 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.

When the restriction measures for the COVID-19 withdrew, we visited the flea markets and followed up with meeting the producers in the field, explaining the service's main features and its social and economic values. We created primary materials (leaflets and signboards) showing 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

Our first visit was on 12/4/2021 at the Patisia flea market early in the morning before customers arrived, where we talked with several producers. Even though most of them were sceptical about the service, we managed to onboard three producers (**Engagement Action A1 - Visits to Producers**).



Patisia, April 2021

Since mid April, we have attended flea markets, every week, in two different neighbourhoods (Patisia and Kolonaki), alternately (8 times from April until July 2021). The aim of the visits was 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 promote donations (**Engagement Action B4 - Presence in the Market to get Supporters**). Through this process we collected 30€ approximately and got feedback for the service.



Patisia, July 2021

Engagement Actions B1 and B2 (Awareness Campaign and Events for Supporters) required visits to local entities, municipal bodies and the organisation of a public event as a means of communicating the service to the general public. Due to COVID-19 restrictions, these actions were postponed and finally cancelled. Instead, we attached importance and shifted the effort to digital awareness to inform the general public and engage supporters (**B3 - Media Coverage to 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.

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 it was discussed to place one CoopBox at a Citizens’ Service Centre (CSC) in the centre of Athens (Akadimia). Finally, this approach was not followed since the development of paperless and contactless eServices for Covid protection resulted in minimizing public visits to CSCs.

The second phase refers to the implementation of the CoopBox service in real life:

- finding consumers/beneficiaries
- introducing the service to them

- assisting them in redeeming their token and finally
- paying back all the producers who participated

After the summer break, we visited the flea market in Patisia (29/11/2021) to collect producers' opinions about the service and finally, proceed with their contribution of products for the beneficiaries. We interviewed the participating producers to get feedback on the service, but their correspondence was not as positive as the previous visits. They were triggered by the technology (even by using QR codes) because it reminded them of the use of the vaccination certificate, which is a means of control and surveillance based on their point of view. Hence, we redefined our approach and oriented also towards collective grocery stores. We visited two collective grocery stores (Lacadona and SynAllis) on 06/12/2021.

C1 – Visits to social Centres: Our first visit was on 16/06/2021 at the social centre "Mirmingi" in Kypseli, a multicultural, lower-class neighbourhood close to the flea market of Patisia. On that visit, we explained the service to the organisers and asked them for their thoughts on the app's utility. On the second visit, on 23/12/2021, we collected their final remarks and they introduced us to a woman interested in using the service at her next visit to the flea market as a beneficiary.

C2 – Visit Municipal Services: A series of meetings with city officials and municipal services took place since in the scenario the role of the city was mainly monitoring. The meetings included initially a presentation of CO3 and then a continuous followup on our activities was communicated. At 14.3.2019 DAEM had a face to face meeting with the Municipality of Athens Deputy Mayor of Social Affairs where the discussion focused mainly on the City's programmes and activities related to food provision as well as provision of other types of services to citizens that are socially and economically vulnerable (homeless, migrants, indigents etc.) Additionally, the wide city network was presented and discussed. A planning of next visits to other related social agencies of the city was organized e.g. City of Athens Homeless Shelter, "Citizens Help Centre" etc. Through the followup meeting officials from the City of Athens stated their support in the project and indicated the flea-markets and the relevant association as an appropriate contact point for the scenario execution. The same procedure was again followed after the election of new Mayor for Athens and new Deputy Mayors.

C3 - Presence in the Market to Identify Consumers: Our presence in the market was not fruitful regarding the identification of consumers. The absence of a key person that would introduce us to potential beneficiaries complicated the approach and led to insufficient visits to the market. Instead, our visits to social centres were much more efficient where people in need constantly visit to get dry food.

D – Helping out Consumers: Since we did not reach the number of participating consumers as initially planned, we introduced the service to two people who visit the social centre "Mirmingi" to get dry food. The consumers were a 40 years old woman from Bulgaria and her teenage son. We met them on 23/12/2021 at the flea market where we explained the service, demonstrated the CoopBox and filled the questionnaires on digital literacy and

usability. They did not use the token system as we did not engage with any producer at the time.

E - Payback Producers: This action did not happen since there were no beneficiaries that used the tokens.

2.1.3 Evaluation Actions

This section looks briefly at the Evaluation Actions and Stages² that each Engagement Action reflects on. Evaluation Actions were designed and developed to test the main Hypothesis of the project and the sub-hypothesis for each pilot. The primary method for data collection in this pilot are: a) a diary kept by each pilot member individually while they were at the flea market (pilot specific data), b) questionnaires and short interviews focusing on actors' opinions, c) canvases and d) usage data (see [Appendix](#)).

Code	Content	Type	Factor	Hypothesis	Engagement Action
A.1.1	Volume of tokens raised	Usage Data	Economic	A1.SH1	
A.1.2	Ask citizens why they donated (or why not)	Short Interviews & Questionnaire	Sociocultural	A1.SH1, A1.D1	B4
A.1.3	Volume of tokens consumed	Usage Data	Economic	A1.SH2 , A1.SH3	
A.1.4	Number of Producers	Pilot specific data	Economic	A1.SH2	
A.1.5	Ask producer why they participated (or why not)	Short Interviews & Questionnaire	Sociocultural	A1.SH2	A1, A2
A.1.6	Legal barriers to producer participation	Legal Report	Legal	A1.SH2, A1.SH5	
A.1.7	Ask beneficiaries if they are positive on using tokens	Short Interviews > Questionnaire	Sociocultural	A1.SH3, A1.D2	D
A.1.8	Technology Acceptance of Wallet	UTAUT Survey	All	A1.SH4	E

² See D4.2 section 3.1.4, p.16

A.1.9	Is the service feasible with Legal/Accounting framework	Legal Report	Legal	A1.SH5	
A.1.10	Opinion of municipality officials	Experts Interview	All	A1.SH5, A1.SH6, A1.D4	
A.1.11	Opinion of commoners	Focus Group/Workshop	All	A1.SH7	
A.1.12	Producers asked to compare with food stamps	Short Interviews > Questionnaire	Economic, Sociocultural	A1.D3	E

Table 2 - Evaluation Actions for the pilot "Groceries on Hold"

Diaries' insights show that the producers hesitated to participate in the project and asked their customers to contribute. They were afraid that promoting donations would take away money that could be consumed to other benches at the flea market and thus be unfair to other producers. The producers also said that they found similarities in the idea behind the service, with the food stamps already distributed from the Prefecture of Attica. However, the digitalised version of money return seems to offer more certainty since the stamp practice payments were notoriously late (**A1.1, A1.4, A1.5, A1.12**).

While in the open market promoting the service, we ask citizens their opinion about the service and whether they donated or not (**A1.2**). The majority of the citizens were not very eager to donate and argued that the Municipality should provide groceries directly to the beneficiaries with its own money. Especially in the flea market in Patisia it was very common for bypassers to claim that they could not help out, and instead, they should be helped themselves since they cannot afford to cover their basic needs. A beneficiary found the application and the token system useful, although said it was difficult to use because she was not very familiar with the technology (**A1.7**). However, she mentioned that it would be beneficial for people who use their phones and applications daily.

Pilot partner members were every week at the flea market. As such, it is helpful to write down their 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 (**A1.M.6**).

A detailed description of the evaluation results can be found in the Evaluation Report D.4.3.³

³ See section 2.1, p.6

2.2. Athens 2 | Mapping Community Needs on Empty Buildings

The second scenario, “Mapping Community needs on 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.1.2 ⁴

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 were postponed and finally implemented at the autumn of 2021:

- 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 to ensure the renewal of their commitment.

The Workshops

As of the workshops, we developed and implemented all the actions factoring in the restriction measure of the period. 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 that focused mainly on the engagement board game and an outdoor AR mapping session. In detail:

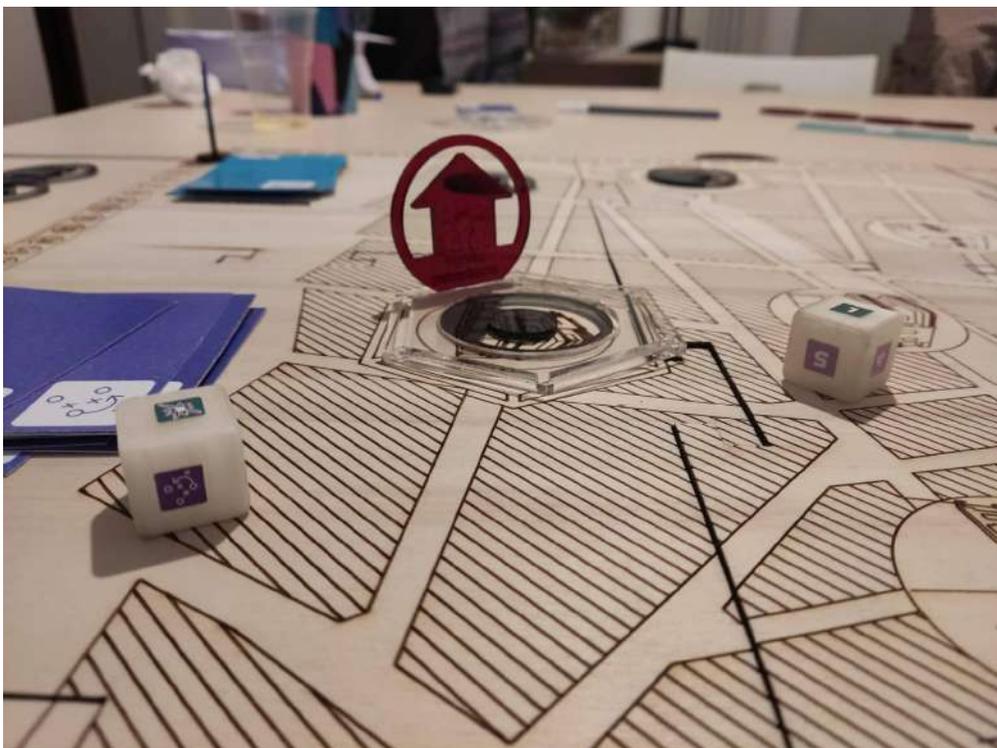
- The testing workshop took place on 10/09/2020 to identify some primary insights of the board game usability.
- The first workshop took place on 27/5/2021 in Serafeio Municipal Center, with 8 participants, most of them municipal employees.

⁴ See section 5.3.5 p.153



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

- The second workshop took place on 10/6/2021 at Fokionos Negri, Kypseli, during a public event organised 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.



Engagement action with the board game "12 Empty Buildings" at the workshop in Kypseli, 06/10/2021

After the summer break, we proceeded with two workshops in Kypseli and Petralona. We extended the structure of the workshops by introducing the LiquidFeedback to the participants. We invited people who live and/or work in these neighborhoods as the most suitable and representative target group for the mapping process. In detail:

- The workshop in Kypseli took place on 06/10/2021 in OLA's working space and mapping in the surrounding area, with 8 participants, all of them inhabitants of the neighborhood.
- The workshop in Petralona took place on 22/10/2021 in Serafeio Municipal Centre and mapping in the surrounding area, with 3 people who live in the neighborhood and 5 municipal employees.

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.

The Pilot was completed with the presentation of the final insights to the mappers and the public officers at the final workshop that took place at Serafeio Municipal Center at 16/12/2021.

2.2.2 Engagement Actions

As described above this pilot implementation was impacted by the Covid19 restrictions. Engagement Actions (see Table 2) could not proceed until restrictions for group meetings were lifted in May 2021. As such, the pilot has not proceeded as intended chronologically; however, we implemented all the engagement activities by the end of 2021.

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 the 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.
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Table 3 - Engagement Actions for the pilot “Mapping Community needs on 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 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 manage.

A2 - Engagement Workshop and D1 - Workshop on LiquidFeedback: For this engagement action we organised four 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 Serafeio Municipal Center, 27/5/2021 there were 8 participants. 2 of them were OLA team members, 1 of them DAEM members 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 Serafeio, 27/5/2021

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

- one local councillor,
- 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

The last two workshops took place in Kypseli and Petralona in the Autumn and included the board game, the mapping and the presentation of the LiquidFeedback (**Engagement Action D1**). We decided to develop these two Engagement Actions at the same event, the same day in order to create a coherent understanding of all the stages of the service; starting from the simulation of the neighbourhood on the board game, moving on the

phygital environment with the use of the AR application and finally, with the presentation of the LiquidFeedback tool, as a conclusion to the public dialogue.

As of the workshop in Kypseli (06/10/2021), eight people participated, all of the neighbourhood residents between the ages of 27 and 70. The structure of the workshop was as follows:

- Participants played for one hour the board game to get familiar with the mapping and land uses.
- After the board game, we presented the AR application, we divided them into four groups of two and implemented the mapping activity for half an hour.
- Upon return from the AR mapping an overall discussion took place after observing the mapped buildings and the proposed uses in FirstLife.
- At the end of the workshop, we presented the LiquidFeedback and conducted an open conversation with the participants on the capacity of the platform and its impact on the open deliberation at municipal level.



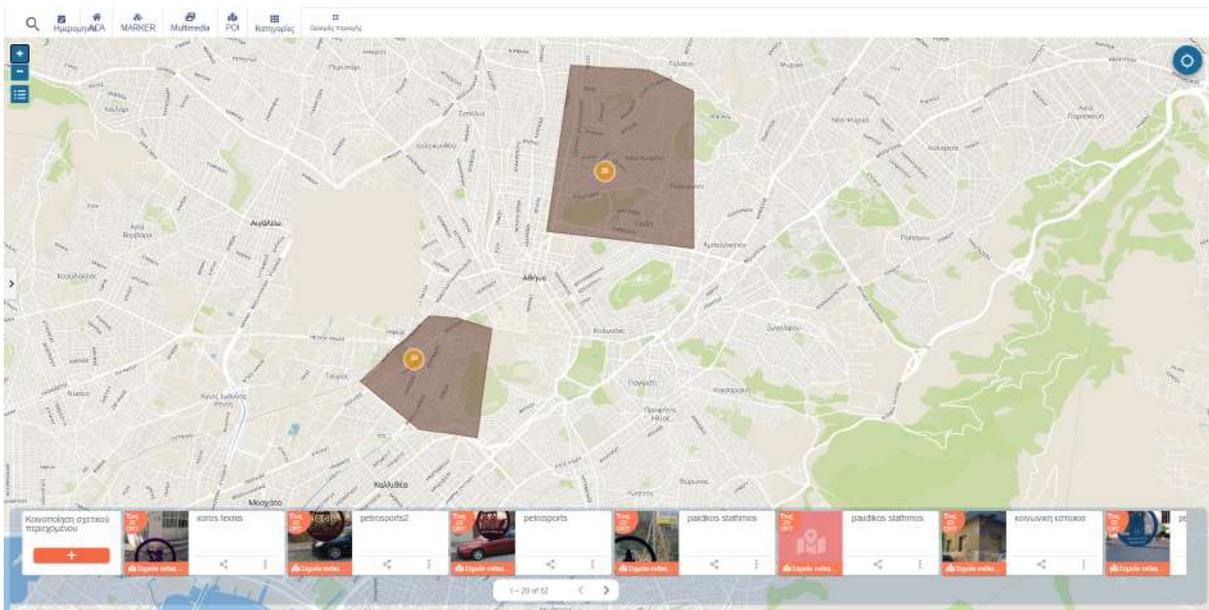
AR mapping in Kypseli, 06/10/2021

As of the workshop in Petralona (22/10/2021), we followed the same structure as the one in Kypseli. We invited three neighbourhood residents and five municipal employees who work in Serafio Municipal Centre which is located in the pilot area. The different perspectives and interpretations of space of those who live and those who work in the neighbourhood were apparent, as resulted from the mapped buildings and the canvases.



Workshop in Petralona, 22/10/2021

During the two workshops the participants mapped in total 60 empty buildings (26 in Kypseli and 34 in Petralona).



Mapped items in the two ACAs

(First Life, URL:

<https://firstlife.athens.projectco3.eu/wall?entityName=&entityType=&categoriesId=&tagName=&drawing=false&entityOwner=&coords=2639067.7072042474,4575671.334451469,20.610000000000003>)

As resulted from the questionnaires, the participants' criteria of mapping and the proposals of the new building uses were:

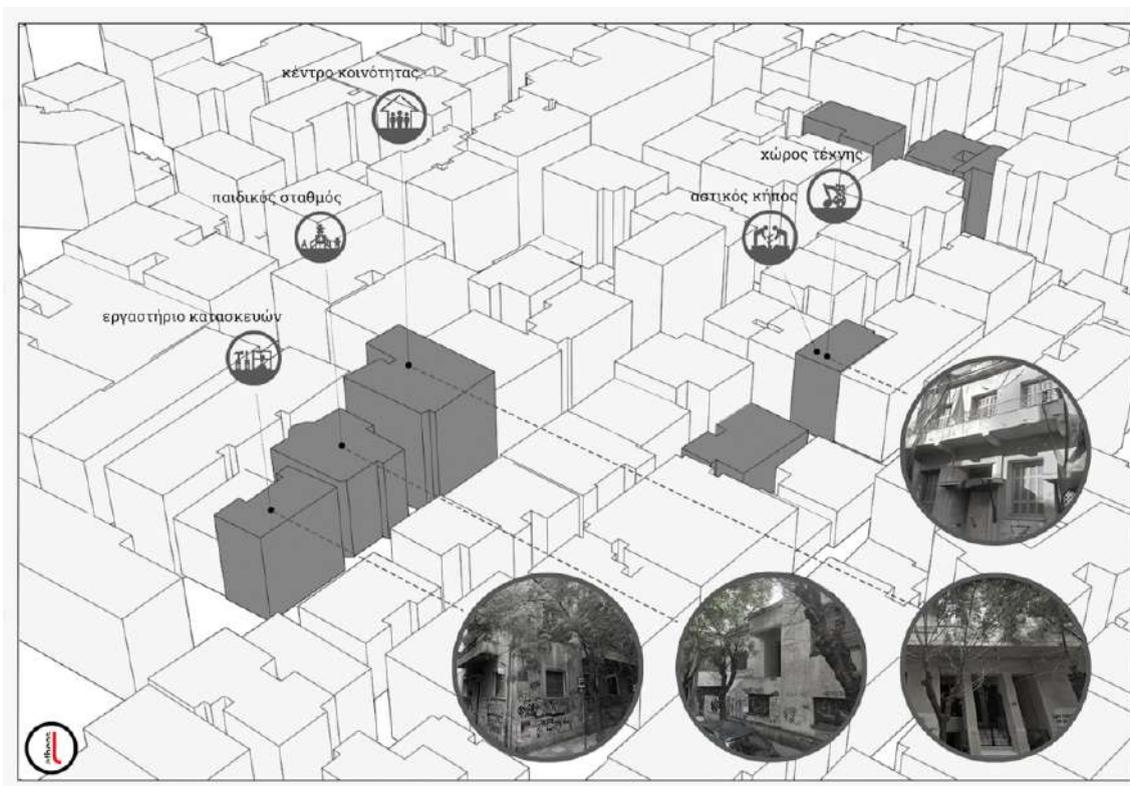
- the matching with the uses of the adjacent buildings

- the characteristics of the construction (backyard, square metres, the oldness of the building, etc.)
- the combination of uses and their future interaction

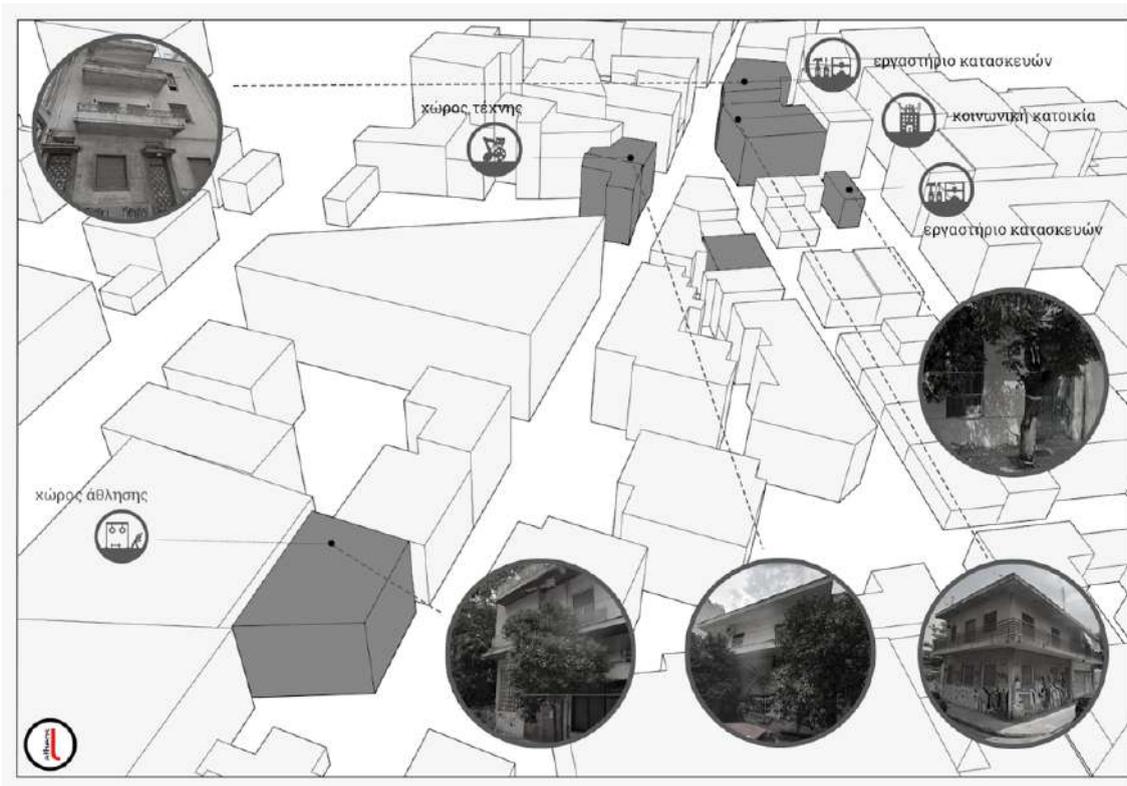
B – Communicate with public officers: DAEM contacted the Urban Planning Office and invited them to the final stage of the Pilot implementation where the pilot partners presented the final insights of the workshops and conducted the feedback interviews (see Engagement Action E2). Urban Planning Officers attended the Final Meeting on 16/12/2021, where they elaborate their thoughts and opinions on the final results and the scope for implementing the proposed service.

Final Meeting

C – Reflection on mapping, E1 – Feedback session in Social Centre and E2 – Feedback interview: The Plenary Meeting took place in Serafio Municipal Centre on the 16th of December 2021, and three Engagement Actions were implemented. For this final event, we invited the participants of the two Autumn workshops and employees from the Urban Planning Office and presented the final insights from the AR mapping. We offered the attendees an overall view of the proposed building uses in the AR app and discussed the results. We created canvases to coordinate the discussion, focusing on the possibility of implementing and developing the service in real life. Public officers concentrated on the obstacles of mapping and deploying the vacant buildings due to the complex administration and the doubtful ownership regime, and the legal framework.



Proposed uses for the mapped empty buildings in Kypseli using AR, 16/12/2021



Proposed uses for the mapped empty buildings in Petralona using AR, 16/12/2021

D2 – Online Engagement on LF: As mentioned above, we presented the LF platform to the participants, however they were not intrigued to participate at the deliberation.

2.2.3 Evaluation Actions

The evaluation stages of Scenario 2 - “Mapping Community needs on empty buildings” have been framed around four main stages: *Preliminary, Ongoing and Final Evaluation and Usage data analysis*. The primary methods for data collection in this pilot are: a) serious gaming, b) data usage, c) questionnaires and d) canvases and observation (see [Appendix](#)). This section of the Report looks briefly at the Evaluation Actions and Stages⁵ of Scenario 2, which are being unfold during the implementation of the pilots and rely on the Evaluation Actions.

Code	Content	Type	Factor	Hypothesis	Engagement Action
A.2.1	Items mapped (How many? Which type?)	Usage Data [FL.2, FL.3, FL4]	Sociocultural	A2.SH1 , A2.SH3, A2.SH8	
A.2.2	Badges earned by participants	Usage Data [G1]	Sociocultural	A2.SH1, A2.SH3, A2.SH8, A2.SH9	

⁵ See D4.2 section 3.1.4, p.20

A.2.3	How many proposals and comments on LF	Usage Data [LF.1, LF.2]	Sociocultural	A2.SH9, A2.SH3	
A.2.4	How citizen play the board game	Observation , Discourse analysis	Sociocultural	A2.SH1	A2
A.2.5	Items mapped in the game (How many? Which type?)	Board Game Data	Sociocultural	A2.SH1	A2
A.2.6	Technology Awareness Assessment of Users	Questionnaire	All	A2.SH1, A2.SH3, A2.SH8, A2.SH9	A1, B
A.2.7	How citizens react on data collected	Observation , Discourse analysis	Sociocultural	A2.SH1, A2.SH7, A2.SH8	C
A.2.8	Technology Acceptance of LF	UTAUT Survey	All	A2.SH3	D1 or D2
A.2.9	How PA and citizens discuss online	Discourse analysis / usage data [LF.2]	Sociocultural	A2.SH2, A2.SH3, A2.SH4, A2.SH9	D2
A.2.9b	How PA and citizens discuss together	Observation , Discourse analysis	Sociocultural	A2.SH1 A2.SH2 A2.SH4 A2.SH5 A2.SH6, A2.D1	
A.2.10	AR/LF/FL feedback	Questionnaire + UTAUT	Sociocultural	A2.SH1, A2.SH3, A2.SH8, A2.SH9, A2.D2	
A.2.11	PA feedback	Experts Interview	Sociocultural	A2.SH5, A2.SH6	
A.2.12	How proposals are legally feasible	Legal Report	Legal	A2.SH5, A2.SH6	

Table 4 - Evaluation Actions for the pilot "Mapping Community needs on empty buildings"

Data collected during the workshops focusing on participants':

1. awareness regarding the urban planning policies
2. familiarity with mapping and the built environment
3. the AR technology and digital literacy

and finally, in PAs' opinion on the pilot and the proposed service.

The simulation of the service through serious gaming (board game “12 Empty Buildings”) added value to the participatory urban planning processes and increased the citizens’ awareness of the built environment of their neighbourhood. Participants asked for further instructions on the role of each actor in the game, the specific characteristics of the stakeholders and a prior gameplay scenario as a roadmap to the realistic conditions of the neighbourhood. As described in the workshops’ structures, the board game followed the outdoor mapping. They observed and mapped several empty buildings in the neighbourhood, which increased their interest in the service and designated its value. Most of the participants reached a high score of digital literacy, and they designated some technical deficiencies, such as inaccuracies of the GPS. In general, they assessed the AR mapping process positively, and they were intrigued to use it in the context of participatory urban planning. However they found the use of the 3D objects difficult and they suggested simpler ways of illustrating the proposed uses.



Final Workshop in DAEM

The Final Workshop brought together the citizens who used the AR service by mapping and proposing uses for the empty buildings with the public authorities in order to create a discourse about the city. This open discussion brought out some conflictual aspects regarding the municipal stewardship of the vacant built stock and the participation levels of citizens in the urban planning process. On the other hand, PA recognised the need to exploit such structures and recommended changes to the service to reach realistic goals.

A detailed description of the evaluation results can be found in the Evaluation Report D.4.3⁶.

2.3 Paris 1 | Contributory Clinic

The pilot Contributory Clinic aimed to create a physical space for dialogue and contributory help about the danger of screen's overexposure between 0 and 3 years old within the community, especially parents and parents' associations. In this scenario, practitioners from the PMI (Protection Maternelle et Infantile) of the City of Saint-Denis, inhabitants and researchers meet for contributory capacitation. The main goal was to test if CO3 disruptive technologies (geolocalized social network and AR) could improve community and proximity relations by allowing parents, researchers and medical professionals to establish good practices in the process of co-design and co-prescription.

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.

2.3.1 Implementation

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 practises have been confirmed as very relevant.

Some in-presence events were organised, 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, and of the CO3 application, have been postponed to May 2021 (partial opening), and the qualitative analyses of the tools was completed in July 2021, even with still subject to uncertainties on the sanitary conditions.

⁶ See section 2.2, p.14

2.3.2 Engagement Actions

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

- a) the co-design of the *Parent's Social Network* with FirstLife
- b) the best usage of digital technologies with their children
- c) evaluations through e-mails about the CO3 app and
- d) the positive or negative aspects of Augmented Reality.

The number of beneficiary parents reduced drastically because of the economic and social problems hitting 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"

The pilot partner members conducted a series of interviews with various FCPE groups of parents for understanding the needs and digital practises. From January until July 2021, approximately fifty (50) people got interviewed, mostly through online platforms.

Main actions:

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

N° of people: ≈ 50

IRI staff involved: 7

N° of meetings: 18

Mostly online

- b) workshops with PMI staff and single-mothers on the toxicity and potentialities of the digital technologies have continued during the pandemic

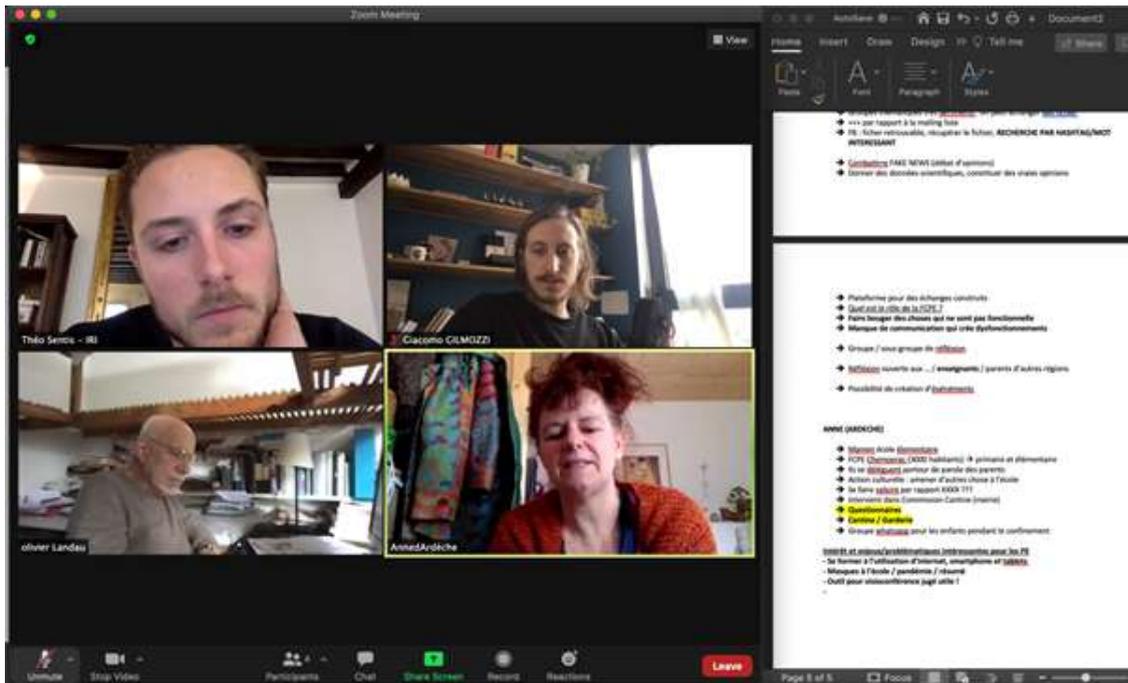
- c) first interviews with "hands on the CO3 app" with PMI staff were conducted in July 2021

N° of people: ≈ 15

IRI staff involved: 5

N° of meetings: 26

Mostly (80%) online



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.

2.3.3 Evaluation Actions

The Evaluation Actions that were implemented during the pilot were based on the evaluation stages reported in D4.2.⁷ Pilot partner members extracted results through quantitative data, the organisation of workshops and interviews with key actors.

Code	Content	Type	Factor	Hypothesis	Engagement Action
P.1.1	Amount of time spent with AR	Usage Data [AR1]	Social	P1.SH2	
P.1.2	Objects placed in ACA	Usage Data [FL1]	Technological	P1.SH3	
P.1.3	perception of the usability of the AR app (easy of use, etc)	Workshop	Technological	P1.H2	A3, C2, D, E
P.1.4	Assessment of the toxicity/usefulness of the digital activities: the AR app can foster deep-attention	Workshop	Technological	P1.SH1, P1.SH2	A3, C2, D, E

⁷ See section 3.3.4, p. 42

	activities? Reduces the time spent on line?				
P.1.5	Entities created, Comments created	Usage Data [FL2]	Technological	P1.SH3	
P.1.6	Content Analysis Data	Usage Data [FL2]	Social, cultural	P1.SH1	
P.1.7	Assessment of the needs, actual digital practices and stakeholders communication	Interviews and workshops	Social, cultural	to be used as baseline for P1.H1, P1.H2(P1.SH3)	A3, C2, D, E
P1.8	Usefulness of the CO3 services after the execution of the pilot	Interviews and workshops	Technological	P1.H1, P1.H2(P1.SH3)	A3, C2, D, E

The results from the evaluation actions showed that there was a high interest from the stakeholders and citizens relating to the CO3 app and the co-design methodology. The idea of a geolocated social network opens up a space for an honest discussion about the future development of websites and platforms (e.g. collective purchase for school's materials) within the FCPE. The stakeholders and citizens who participated in the workshops showed high interest in the themes and the contributory-research methodology. For sanitary reasons 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. The evaluation results are documented in D4.3.⁸

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, through the use of the Minetest server developed by IRI, intertwined with the CO3 app and webdesk technologies .

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. Many activities with the schools took place intermittently when schools were open, and with fewer number of students and classes, with a stabilisation of the situation from May 2021 on.

⁸ See section 2.3, p.21

It was decided not to implement the part of the pilot regarding the experimentation of a knowledge economy via the utilization of tokens: this resulted 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.

2.4.2 Engagement Actions

Many schools have not shown interest in the academic year 2021-2022 since the sanitary conditions have entirely changed their priorities; others asked for additional activities. Some schools accepted starting at the beginning of the Academic Year (2021-2022).. Therefore, the number of beneficiaries decreased 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 process
A3	Demonstration to Parents	Parents	Workshop	Demonstrate the potentialities of the service and convince them to use it
A4	QA Session	Professors	Online & Physical conversation	Make professors understand the way the app works
B1	Demonstrate to students	Students	Demonstration	To show the app to the students
B2	TikTok / Instagram	Students	Demonstration	To show the app to the students
C	Sessions architects	Architects	One-to-one conversation	Prepare the seminars and the structure of the workshop
D	Plenary Session	All	Presentation	Show the work to the PA

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

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° of meetings: 5 (from 9 am – to 5 pm)

- first phase (Sept - Oct 2020) 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 (Feb. 2021) dedicated to playing the Minetest video game and CO3 technologies;
- a third step (Sept. 2021 - December 2021) aimed at supporting teachers in preparing for sessions with students and planning in-class interventions.

Mostly (90%) in presence



Capacitatory Workshop session at the Rectorate of Créteil, session 1.

The first series of capacitary workshops for professors (5 all-day sessions) has been done (almost entirely in presence) at the Rectorate between September 2020 and February 2021. For the second academic year (2021-2022), IRI organised 3 all-day sessions between September 2021 and October 2021. The last session on November 19th 2021 was planned to discuss the risks and opportunities of the AR/VR technologies. However, due to Covid 19 restrictions, pilot partner members organised an introductory in-presence workshop and presented the main elements of the technology.



Capacitatory Workshop at the Rectorat of Créteil, session 2.

Preliminary workshops with students.

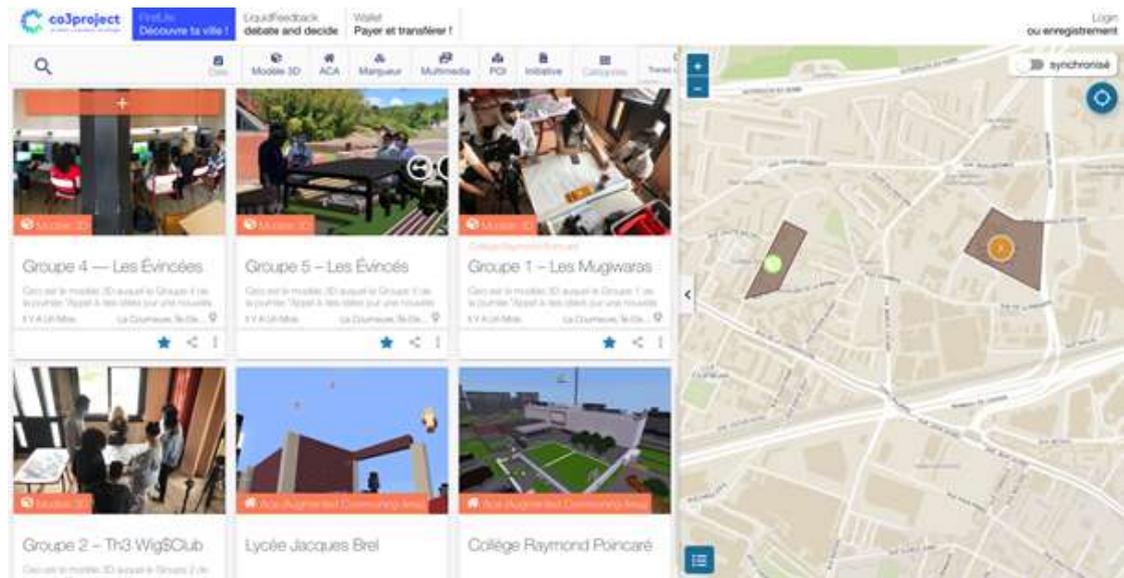
Pilot partner member held various workshops in the schools of the Seine-Saint-Denis:

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

Five in-class interventions were organised at the Lycée Jacques Brel in December 2021 with approximately twenty five participants.

Lycée Denis Papin

5 in-class interventions
N° of people: \approx 25
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 courtyard and superposed onto reality (Collège Poincaré, July 8th 2021).

N° of people: \approx 30
IRI staff involved: 4



Workshop with Collège Raymond Poincaré students, 3D model exporting session

2.4.3 Evaluation Actions

The four stages of the Evaluation Actions in Paris 2 - Urban Modelling scenario are: *Preliminary, Ongoing and Final Evaluation and Usage data analysis* and have been described in detail in D4.2⁹. Partners drew upon a variety of methods in order to evaluate the engagement actions and test the hypothesis. More specifically, we implemented the following methods: a) usage data (see [Appendix](#)), b) in-class activities, c) questionnaires and d) workshops.

Code	Content	Type	Factor	Hypothesis	Engagement Action
P.2.1	Number of interaction, content creation and badge awarded within CO3 platform	Usage Data [FL1, AR4, AR5, LF1, G1]	Social, cultural	P.2.H1	
P.2.2	Quality of tags	Usage Data [FL2, LF1]	Social, cultural	P.2.H1	

⁹ See section 3.2, p.25

P.2.3	Ratio between time in the platform and quality of contributions	Usage Data [AR1]	Technological	P.2.H1	
P.2.4	Number of ACA created	Usage Data [AR2, AR4]	Technological	P.2.H1	
P.2.5	Quality of media and content created through the CO3 application	In-class activities (workshops)	Technological, Social, Cultural	P.2.SH1	B1, B2
P.2.6	Feedback about the App from professors and students (about the form of collective participation)	Questionnaire	Political/Sociocultural	P.2.SH1, P.2.SH2, P.2.SH3, P.D2.1	
P.2.7	platform functionality and easiness (easy of use, etc)	Interviews	Technological	P.2.H1	
P.2.8	Professors feedbacks about the project	Workshops	Political/Sociocultural / Technological	P.2.SH3, P.2.SH4	E7, E9, E10
P.2.9	Discussions with students focused on the on-site visits/use of CO3 and MineTest	Workshops	Social, cultural	P.2.SH1, P.2.SH2, P.2.D2.2, P.2.D2.3	E7, E9, E10
P.2.10	Number of intervention of IRI staff in schools and feedbacks	Workshops	Social, cultural	P.2.SH1. P.2.D2.2	

In the evaluation context, the professors gave feedback about the project and the form of collective participation through the App. They assessed the CO3 technologies positively and showed high interest in the articulation with the Minetest game from professors – pedagogically and technologically speaking. At the same time, both students and professors were intrigued using the CO3 technologies and the articulation with the Minetest. For further information on the evaluation results, see D4.3.¹⁰

¹⁰ See section section 2.4, p.23

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 modelling study at the end of the pilot experimentations. Instead of analysing real-world cases of the French pilot, this scenario was targeted to a modelling scenario with more qualitative instead of quantitative issues for the use of this particular type of Blockchain. The aim was to decentralise the knowledge and share it to the people in order to mobilise the citizens in the framework of the contributory economy.

For the third scenario, Blockchain as a Knowledge Registry, IRI researchers (Clément Morlat and Giacomo Gilmozzi) have studied and worked on the possible use of blockchain within the framework of the contributory economy that is being tested in the territory¹¹ of the Plaine Commune. The outputs of this research have been submitted as an appendix at the D4.3.¹²

2.6 Turin | Augmented Commoning

The Turin Scenario, Augmented Commoning, is focused on *Case del Quartiere* (CdQs, Houses of the Neighbourhood). Community hubs that host a broad 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 service disruptions during the Covid emergency. They were among the first services that shut down in March 2020 and the last to open again, even 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 operating in the CdQs was collecting and distributing food to people in need, together with educational activities for children allowed intermittently. Gatherings, cultural activities, courses, and citizen participation, in general, could not occur during most of this period, and CO3 services had to be rescheduled.

2.6.1 Implementation

The Turin Scenario included four different use cases aimed at testing how the disruptive technologies of CO3 (Augmented Reality, Blockchain, geolocated civic social networks and

¹¹ Cf. <https://tac93.fr/programme>

¹² See section 2.5 p.25

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 visualise 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.

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 third 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 second case proposed supporting crowdfunding, financing the food collection activity, and pre-registration for future activities and courses to help associations and cultural organisations survive the lockdown, which would require a payment system outside the CO3 wallet. As per the previous case, building a user base for CO3 would have been difficult during the lockdown. Hence, two (case 1. and 2.) out of the four cases were fully implemented, while adaptations were made to replace the other two that were not completed due to Covid restrictions. The launch of the pilot was postponed to July 2021 and finally to September 2021, after the reopening of the CdQs, to avoid severe limitations in the Scenarios implementation. This is intended as a local launch, limited to Case del Quartiere managers and members of Associations, to test the CO3 app. The main impact of Covid on pilot implementation was, therefore, a relevant delay. Further changes and adaptations consider the limitations to the capacity of the CdQs' halls and rooms: the original design of the Scenario was strongly focused on physical presence; the CO3 apps have been revised 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 re-organised 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 out of the three seminars (action G3) about CO3 technologies have been switched to online meetings, thus reaching a lower number of people. The third one was cancelled.
- All other engagement actions, scheduled to take place starting from the launch of the pilot, were postponed; some of them started in July 2021, and the rest in September 2021.

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 Session	Manager	Workshop	Explain how to use the app
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 7 - Engagement Actions for the pilot "Augmented Commoning"

G1-Workshop with CdQs

The workshop activity took place in September 2020 in face-to-face meetings, 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.



Workshop at Casa del Quartiere of San Salvario, 16/09/2020



Workshop at Cecchi Point, 14/09/2020

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

Three workshops related to the Gamification process (14/10/2020, 27/11/2020 and 18/12/2020) were organized by LINKS and CdQ and developed remotely to progress on this side. The workshops aimed at reply to the following questions through 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 can thematic, narrative or visual elements be used to tie the elements together?

A shared file has been created to allow the Case del Quartiere members to insert their input, even offline and after internal discussion. The file has represented a tool to involve and work with Houses managers and associations in implementing the gamification features¹³. Having this document as a starting point, we defined a gamification document detailing the *Gamification elements of the pilot* (points, rules, badge awards, badge graphics) and set up

¹³ These files are available as working documents in the shared Co3 Drive Folder.

through the gamification engine¹⁴. A quick user guide (*Gamification Dashboard Quick User Guide*) has been made available for pilot administrators to help them use the Gamification Dashboard¹⁵.

G2-Conversation with CdQs Managers

This engagement activity was realized at the beginning of the project, during the March 2019 - September 2019 period to explain the project, identify and define the scenario, and the three Case del Quartiere interested in becoming one of the experimentation sites. During the lockdown, the conversations with CdQ Managers continued to arrange the new schedules of the project's implementation, make changes to allow remote interactions, and investigate possible new uses of CO3 technologies to tackle the Covid-19 related obstacles.

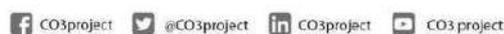
G3-Seminars

Two out of three seminars were organized on the 21st and the 28th of November 2021. 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



¹⁴ The three documents detailing the gamification elements for the three pilots are available as Annexes to this report.

¹⁵ The Gamification Dashboard Quick User Guide is publicly available on the CO3 project website, together with other resources for the local administrators (<https://www.projectco3.eu/administration/>).

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>

Launch Event

Due to COVID 19 restrictions, **Engagement Actions G4, G5, G6 and G7** that comprehend the dissemination of the service, were implemented during the Launch Event that took place on 24/09/2021 at Casa del Quartiere Più SpazioQuattro, Via Gaspare Saccarelli, 18, 10144 Torino TO, organised by the Rete delle Case del Quartiere and the Comune di Torino and had 16 participants. The event lasted for two hours, during which pilot partner members presented the main concept of the CO3 project and more specifically the Turin Pilot. After the short introduction to the service, the participants tested the disruptive technologies and the App with the guidance of UNITO and LINKS.

The launch event of the Turin trial is intended as a moment of opening to the public, presenting the App created within the CO3 research project and accompanying its use by the technical developers. The public experimentation lasted until the end of the project, December 2021.

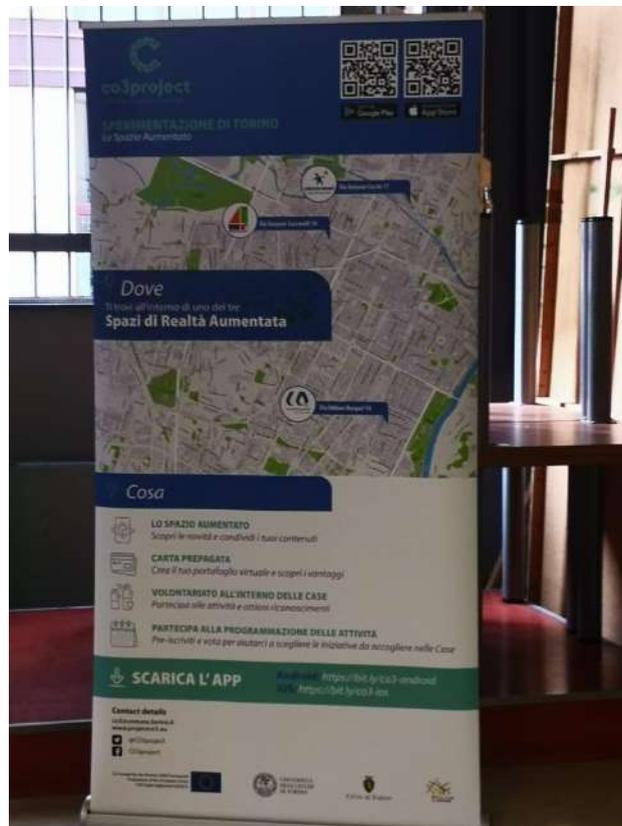


Launch Event, 24/09/2021

Engagement Material used during the Launch Event



1000 postcards has been realised for the three Case del Quartiere



Roll-up during the launch event (one per CdQ)

G8 - Managers Training Session and G10 - Organisers Training Session

Two meetings have been organised on the 16th and the 22nd of July 2021 at the Casa del Quartiere Cecchi Point. On this occasion UNITO 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 Blockchain 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 and reported to the technical partners for bugs fixing and UX improvements



Training at Cecchi Point, 16/07/2021

During the September-December 2021 period, several workshops were organized in the three Case del Quartiere before and after the launch event. The meetings were focused on explaining the App and how to use it, collect feedback and detect bugs and to engage users starting from the ones who work at the Case del Quartiere: Managers of the Houses and Associations.



Training at Cecchi Point, 22/07/2021

Here we resume the activities done for each Casa.

Casa del Quartiere Cecchi Point

Via Antonio Cecchi, 17, 10152 Torino TO

Meeting dates:

14/09/2021 (9 participants)

27/10/2021 (10 participants);

Presence at info desk and one to one meetings:

24/11/2021; 1/12/2021; 02/12/2021; 09/12/2021; 16/12/2021

The engagement work at Cecchi Point has foreseen a series of meetings that followed the ones organized during July. During the first meeting, the technical partners presented the App and its functionalities to Houses managers and representatives of Associations. Some participants have proceeded to the download and have started the first trial. During the second meeting, technical partners presented the App to two general users, one

administrative person of the House and two other general users in charge of the video trailer. There was a discussion on how the app would be declined at the Casa del Quartiere.

These meetings were followed by engagement actions, including one to one meetings with person in charge of different organizations (Quinta Tinta, an association that organizes theatre workshops, courses and plays; Officine Creative, the association that manages the bike repair, carpentry, tailoring, metal welding and plastic recycling workshops; Cooperativa Raggio, the social cooperative that manages the Cecchi Point's restaurant; Educadora ONLUS, the association that manages educational activities; Il Campanile ONLUS, the association in charge of the general management of Cecchi Point) and the setting up of a stand next to the InfoPoint of Cecchi Point and the check-in desk of Officine Creative, in order to present the CO3 app to customers and help them downloading and using it if they were interested. During the one-to-one meetings the organisations' staff has been helped in the downloading of the app, in the registration process and in learning how to use it according to their own organisation's needs.



Meeting at Cecchi Point, 27/10/2021

During the engagement actions some technical problems emerged (during registration and password recovery; in the visualisation of the blockchain wallet's commands; with the

transfer of coins selecting the receiver from a list; visualisation of AR objects' titles) and have been troubleshooted with the assistance of technical partners; in some cases the use of the app for the intended purpose had to be slightly postponed.

Casa del Quartiere San Salvario

Via Oddino Morgari, 14, 10125 Torino TO

Meeting dates:

21/10/2021 (1 participant)

06/12/2021 (1 participant)

The training and engagement work at San Salvario has foreseen one meeting with the House manager, the 21st of November and one event, the 6th of December.



CO3 event at San Salvario, CO3 equipment, 06/12/2021

Casa del Quartiere Più Spazio Quattro

Via Gaspare Saccarelli, 18, 10144 Torino TO

Meeting dates:

24/09/2021 (20 participants)

09/11/2021, 16/11/2021, 23/11/2021 and 30/11/2021 (4 participants)

The training and engagement work at Più SpazioQuattro has foreseen several meetings. The launch event of the App, the 24th of September, has included a trial of the App and was hosted at Più SpazioQuattro.



CO3 launch event, 24/09/2021

Training material

- Realisation and dissemination of a tutorial video and 3 pillars

<https://www.youtube.com/watch?v=w-Zxe28iolg>

<https://www.youtube.com/watch?v=8qBXxq3RQ8w>

<https://www.youtube.com/watch?v=FMIWpvxUef0>

<https://www.youtube.com/watch?v=ECcjhlyt2ww>



Interaction at 27/12/2021:

- FACEBOOK: views 861; interactions n°22
- LINKEDIN: views 415; click 10; reactions 5
- TWITTER: 2 likes, 83 views

G9 - One to one talks

This specific engagement action took place at the beginning of the project, continued until the public launch and in the period immediately following with the aim of getting onboard as many associations as possible.

G11 - FAQ on the website and printed

A total of 1000 postcards have been printed and made available at the entrance of the three Case del Quartiere involved. As for the totem, the postcards included: the explanation of where the experimentation took place, the presentation of the four different scenarios and showed the registration link to the App through a link and 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 is evident.

G12 - Augmented brochure

Augmented brochure was replaced by a Tutorial video to help users in order to better take advantage of the features of the app, discover contents and participate in the implemented use cases.

G13 - QR's code stickers

Due to time constraints regarding the administrative processes for floor graphics on public spaces and the validation request, this action was not implemented. However, the stickers were replaced by posters in A3 dimensions with the QR code on.

2.6.3. Evaluation Actions

The four stages of the Evaluation Actions in Turin Pilot are: *Preliminary, Ongoing and Final Evaluation and Usage data analysis* and have been described in detail in D4.2¹⁶. Partners drew upon a variety of methods in order to evaluate the engagement actions and test the hypothesis. More specifically, Turin pilot partner members implemented the following methods: a) usage data, b) short interviews, c) questionnaires and d) one-to-one conversations (see [Appendix](#)).

Code	Content	Type	Factor	Hypothesis	Engagem ent Action
T.1.1.	Number of people that create AR contents	Usage data	Sociocultural	SH1.1, T1.D1	
T.1.2.	Number of AR items created	Usage data	Technological/ Sociocultural	SH1.1	
T.1.3.	Number of people participating in events promoted through AR; effectiveness of AR in promoting activities	Usage data; Short Interviews > Questionnaire	Economic; Sociocultural	T1.D2	G8, G9, G10
T.2.1.	Volume of tokens created	Usage data	Economic	SH2.1/SH2.2	
T.2.2.	Volume of tokens spent, average purchase of tokens, average balance (customer), average balance (issuer), average time to spend (customer),	Usage data	Economic	SH2.1	

¹⁶ See section 3.2, p.25

T.2.3.	Citizens willingness to support CdQ/organisation by prepaid system	Focus Group/Workshop; Short Interviews UTAUT based Questionnaires	All	SH2.1	
T.2.4.	Impact of the wallet on the work of CdQ managers and organisers	Focus Group/Workshop; Short Interviews > Questionnaire	All	SH2.3	
T.2.5.	Opinion of an external expert about CO3 wallet (about: legal feasibility, impact on PA, administrative / bureaucratic constraints)	Experts Interview/ Questionnaire	All	T2.D1, T2.SH10	
T.2.6.	Number of users that use tokens for services offered by different organisations in the same CdQ (percentage of the total)	Usage data;	Sociocultural, Economic	SH2.4	
T.2.8.	Technology acceptance of Wallet	Survey / UTAUT based Questionnaires	All	SH2.9	
T2.10	Demographics of users	Usage data	Sociocultural	SH2.7	
T2.11	Usage of tokens by organisations (redemption/exchange)	Usage data	Economic	SH2.8	
T2.12	Adoption of the wallet by P.A./organisations outside the CdQ	Usage data	Economic	SH2.11	
T.2.14	number of issuers that accept third party tokens	Usage data	Economic	SH2.4, T2.D2	
T.3.1.	Number of CdQ users that will be involved in the volunteer activities published in the platform	Usage data	Sociocultural	SH3.3, SH3.2, T3.D2	
T.3.2.	Effectiveness of the app in the management of volunteering activities	Questionnaire/ focus group	Sociocultural, Economic	SH3.4, SH3.1, T3.D1, T3.D3	
T.3.3.	N. of volunteer activities	Usage data	Economic	SH3.1, SH3.2	

Table 8 - Evaluation Actions for the pilot “Augmented Commoning”

Even though the effects of the Covid epidemics had a severe impact on users' engagement and consequently on participation, the pilot partner member implemented the majority of the Evaluation Actions planned following the Evaluation Stages¹⁷.

During the Training Workshops at the three CdQ, members of all stakeholder organisers, Managers, and visitors completed a questionnaire covering the views on CdQ needs a perception towards the system imposed, especially on Use Case 2. The significant outcomes of these actions are:

- Six (6) preliminary questionnaires filled during the events. Even though the questionnaire response rate has been meagre, feedback has been collected verbally during the training workshops.
- Thirteen (13) downloads of the App

In terms of the use of the App, CdQ Cecchi Point, used the Blockchain and Cecchi Coin at Officine creative (the cycling workshop). The restaurant of the House has decided to allow payment with Cecchi Coins. The Campanile Onlus minted the Cecchi Coins and decided to use augmented reality for sharing the Programme of Activities and accepting payments made in Cecchi Coin. Finally, the use of Augmented Reality has been explained to educators that planned to use the CO3 App for the Cecchi Point's Christmas party, but the party was eventually cancelled due to the outbreak of Covid cases at the Cecchi Point. In CdQ San Salvario, the administration and associations decided to use augmented reality to share the Programme of Activities and sharing contents. In this regard, an event was organised on the 6th of December. Finally, the administration and associations in CdQ Più Spazio Quattro decided to use augmented reality to share the Programme of Activities, contents and as a database for the loan of utility items ("Attrezzoteca"). Objects have been uploaded on the App, and the exchange system is already in place. The wallet and First Life components opened as web apps instead of being integrated into a unique app, which was considered not very pleasant in terms of user experience. Some users were reluctant to put their money in the App because they were not very confident about the blockchain technology, but others (the ones that downloaded the App) were curious about the new technologies. Visualisation problems in the wallet and the practical difficulties in placing objects in the desired position in the AR discouraged some users. However, the most significant limitation was not dependent on the app development itself but based on the requirements for the use of AR: less than one of every four people approached had a device able to support AR. This prevented, for instance, Officine Creative from using the task feature for check-in and checkout, as most of their members could not use AR.

During the Launch Event and after a trial test, the preliminary questionnaires have been submitted ([here](#)), but not completed on the spot. The first preliminary questionnaires were

¹⁷ See D4.2 section 3.2.4, p.32

filled in October 2021, while all the questionnaires have been uploaded in Augmented Reality as shared content.

Finally, during the events, members of all stakeholder organisers, Managers, and visitors completed a questionnaire covering: views on CdQ needs, a perception towards the system imposed, especially on Use Case 2. Interviewees have an average of 38 years old. Most of the interviewees are average tech users who use the phone mainly to search for information and communicate with their contacts. Users however declare to be familiar with the creation of digital contents such as: photos and videos, and their sharing and editing. Most of the interviewees were visitors (71%), then there's the 24% that were managers of the Houses. Visitors and volunteers are both at 18%. The willingness to use the App has been expressed by 82% of the people as well as the request to continue to be informed about this. Only the 6% express that they have no intention to use the App.

During the final workshop on the 29th of December 2021, pilot partner members presented the main results of the pilot and stimulated a discussion about opportunities and barriers leveraged by the CO3 system. Also, participants used the App and filled the questionnaires (see [Appendix](#)) on their experience. For them, Augmented Reality was not very easy in use. In fact, Only one user used it for material exchange while the majority used it in order to publish or browse multimedia content or get informed on Neighbourhood Houses activities.

Regarding the interviews with PA in order to discuss socio, economic, cultural and legal implications of the proposed action in Turin, we considered it useful to interview two experts: a person external to the project and an expert in social innovation policies and projects. The interviewees were the former Data Protection Manager of the City of Turin and the Project Manager at European and Innovation Fund Department, Municipality of Turin.

In terms of the quantitative data, the target of users that have tested the App had an average of 36 years old. These are mainly women. All the users who replied to the questionnaire worked at the CdQ. One third of them were managers or organisers, while two third were general visitors.

A detailed description of the evaluation results can be found in the Evaluation Report D.4.3¹⁸

3. Conclusion

¹⁸ See section 2.6 p.26

The deliverable (D.3.3) presents the pilots' implementation's operational details, achievements, and obstacles. The milestone of the pilots' progress is the Covid-19 restrictions which forced the partners to rearrange the implementation timeline and readapt some of the main actions. The report included a detailed presentation of these changes per pilot, with the relevant justifications resulting 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 and a detailed description of research materials outputs are documented at the D4.3. Evaluation Report.

3.1 Athens

Pilots *A.1 – Groceries on Hold* and *A.2 – Mapping Community needs on empty buildings* were merely affected by the Covid-19 restrictions. The visits to the flea markets were implemented with slight delays, while the group meetings and workshops for both pilots took place either outdoors or in well-sanitised spaces with all the physical distance measures preserved. Thirty-six (36) people actively participated, in total, in the two pilots while a larger target group was engaged (e.g. the Association of flea markets). Preliminary data were produced during pilots' activities and specifically:

A.1 – Groceries on Hold

- Each pilot partner member from DAEM and OLA kept diaries and notes from the eight visits to the two flea markets, focusing on Citizens opinions on the service and the donations.
- Two producers responded to the questionnaire "Producers' Opinion about the Service."
- Two beneficiaries responded to the questionnaire "Beneficiaries' Opinion about the Service."
- The total amount of donations was 34€, and the average per visit was 0.77€.

A.2 – Mapping Community needs on empty buildings

- Members from DAEM and OLA used canvases to extract data on Gamification
- Sixteen participants responded to questionnaires on "Digital Literacy" and "Participants Opinion on the AR service."
- 60 buildings were mapped in two Athenian neighbourhoods (FirstLife), and approximately 70 uses were proposed
- Two PAs attended the Final Workshop

In general, people's engagement changed over the last months of pilots' implementation due to the unstable socio-political situation that the pandemic enforced.

3.2 Paris

The implementation of the Paris pilots was affected by the Covid-19 restrictions and the

sanitary protocols they encountered. Most of the in-person planned meetings, workshops and activities were implemented through online events. The first Scenario - *Contributory Clinic* required the physical presence of the practitioners to test if CO3 disruptive technologies (geolocalised social network and AR) could improve community and proximity relations. Hence, pilot partners developed engagement actions that responded to the coronavirus emergence and operated the pilot even with fewer participants. For the *2nd Scenario - Urban Modelling*, IRI developed the pilot within 12 educational institutions, capacitated more than 30 professors thanks to the Rectorate of Créteil support, and worked with more than 300 students during almost 100 in-class-interventions. The third scenario was not fully implemented as described in section 2.5. Instead, the pilot partners produced a scientific paper elaborating on the means that blockchain could disrupt and modernise the system of the *intermittents du spectacle* in France.

3.3 Turin

The Turin pilot and the different scenarios were strongly affected by the Covid-19 restrictions, which led to the unification of the different scenarios. Part of the group meetings and workshops took place in open spaces with all the physical distance measures preserved, while others were organised remotely. Four of the Engagement Actions that focused on launching the service and involving the citizens were incorporated into one big Launch Meeting due to the Covid-19 restrictions. Forty-five (45) people participated in Turin Pilot's activities, ten (10) questionnaires were filled during and after the workshops, and there were twenty-two downloads of the app. More than 1000 people interacted with the training materials through social media accounts, while 1000 postcards were available on the info desk at the three Case del Quartiere.

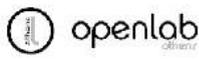
Annexes

Usage Data

Code	Title	Description	Pilot Reference (evaluation action)	System(s)
D.1	Age Group	under 18 / 19-29 / 30-39 / 40-49 / 50 +	T.2.10	LiquidFeedback
D.3	Gender	Male / Female / Other / Rather not say	T.2.10	LiquidFeedback
D.4	Area	postal code (CAP in Italy) / rather not say	T.2.10	LiquidFeedback
W.1	Volume of tokens raised	Volume of tokens raised in the pilot or in specific Wallets/User Group	A.1.1, T.2.1	Wallet
W.2	Volume of tokens consumed	Volume of tokens consumed in the pilot or by specific Wallets/User Group	A.1.3, T.2.2	Wallet
W.4	Average purchase of tokens	The average purchase of tokens by User Groups	T.2.2	Wallet
W.5	Average balance	The average balance of wallets in the pilot or in specific Wallets/User Group	T.2.2	Wallet
W.6	Average time to spend	The average time in which the tokens are spent in the pilot or by specific Wallets/User Group	T.2.2	Wallet
W.7	Number of users that use tokens	Number of users that use tokens and distinction by user group	T.2.6 , T2.12	Wallet
W.9	Tokens consumed or exchanged for money	Usage of tokens by wallets (redemption or exchange)	T2.11	Wallet
W.11	Users of specific token type	Number of users of specific token type or combination of types	T.4.1, T.4.3.	Wallet
W.12	Volume height of specific token type	How many tokens have been created for a specific token type	T.4.3	Wallet
W.13	Issuers that accept 3rd party tokens	Number of Issuers that accept tokens other than their own	T.2.14	Wallet

W.14	users of tokens to participate to activities	Number of users that use tokens in order to participate to activities	T3.1	Wallet
FL.1	Number of AR objects placed	Number of items mapped through the AR App in FL	P.2.1, P.1.2, T.1.2	AR App , FirstLife
FL.2	Items mapped	The content of the items mapped through the AR App in FL	A.2.1 , P.1.5, P.1.6, P.2.2	FirstLife
FL.3	Items mapped by type	The type of items mapped/placed in AR	A.2.1, T.3.3	AR App , FirstLife
FL.4	User views by item	Views of single users per item	A.2.1, T.1.3, T.3.2.	FirstLife
AR.1	Logged Time	Time in the platform linked with items placed during that time	P.1.1, P.2.3	AR App , FirstLife
AR.2	Number of ACA created	Number of ACA created	P.2.4	AR App
AR.3	AR Content Creation	Number of people that create AR contents	T.1.1	AR App
AR.4	Number of POI (point of interest)	Number of points in the map where AR objects have been placed	P.2.1, P2.4	AR App , FirstLife
AR.5	Number of 3D models created for ACA	Number of different 3D models loaded in the app per ACA	P.2.1	AR App , FirstLife
AR.6	People participating in events	Number of people participating in events promoted through AR	T1.3	AR app
LF.1	Number of Proposal and comment	Numerical analytics on the discussions made in LF for the items in FL	A.2.3, P.2.1, P2.2	LiquidFeedback
G.1	Badges earned	Number of badges earned	T.2, T.3, T.4, P.2.1, A.2.2	Gamification (Ontomap)

Athens | Groceries on Hold



M.1.1 Collect opinions from the producers about the service

record number: date: location:

record fil:

1.1.A. Which are the main problems that you face?

1.1.B. Digital literacy / 35

- What kind of devices do you use in your daily life?

mobile phone smartphone tablet desktop/laptop more than one

- How often do you use your device(s) for something other than communication (news, wikipedia search, etc.)

never every 3 month every month weekly daily

- How often do you use the Internet to search for information about the daily needs?

never every 3 month every month weekly daily

- How often do you use more than one sources to cross-reference information or news on the Internet?

never every 3 month every month weekly daily

- In what way do you communicate with your family, friends and colleagues? (multiple choice)

Calls and sms

Chat via applications (messenger)

In group chat - content exchange

Use of asynchronous communication platforms

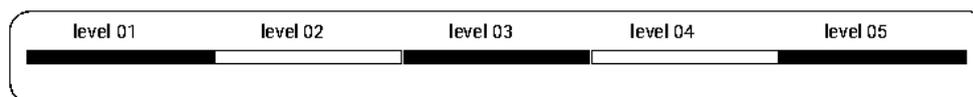
- At what level are you familiar with creating digital content?

Take photos and videos that remain in the memory cart of my device

Post or share photos and videos on social media

Edit videos or photos via smartphone before posting or sharing

Specialized knowledge of using image or video editing programs



1.1.C. Are you interested in the service? yes no

WHY NOT: not useful for me (P1) difficulties of use (P2) legal barriers (Legal, A.1.6)

I will not get any help for this (FC) it will damage the image of the market (SI)

accounting barriers (Legal, A.1.6) it will change the way the market works (Disruptive)

overlaps with the existing stamps system (A.1.14) other

WHY YES: useful for me (P1) easy to use (P2) good impression (S1)

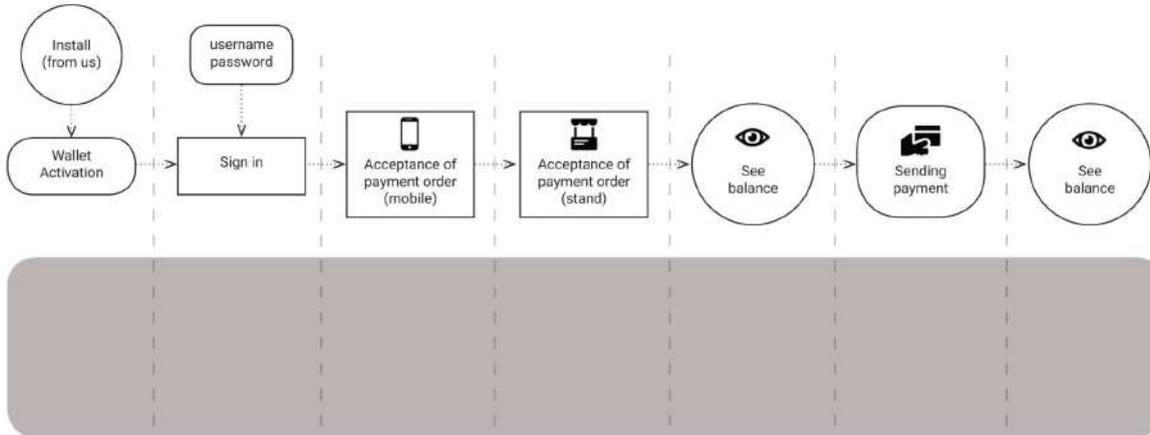
I will participate and will get help from you (FC) better than the stamps (A.1.14)

it will revitalise the way the market works (Disruptive) other

openlab | M.1.4 Report issues of use and acceptance of the system by the producers

record number: date: location: record file:

A.1 Flow observations



B.1 How much easy was using the service? ① not at all easy ② slightly easy ③ somewhat easy ④ moderately easy ⑤ extremely easy

B.2 What made it difficult for you?

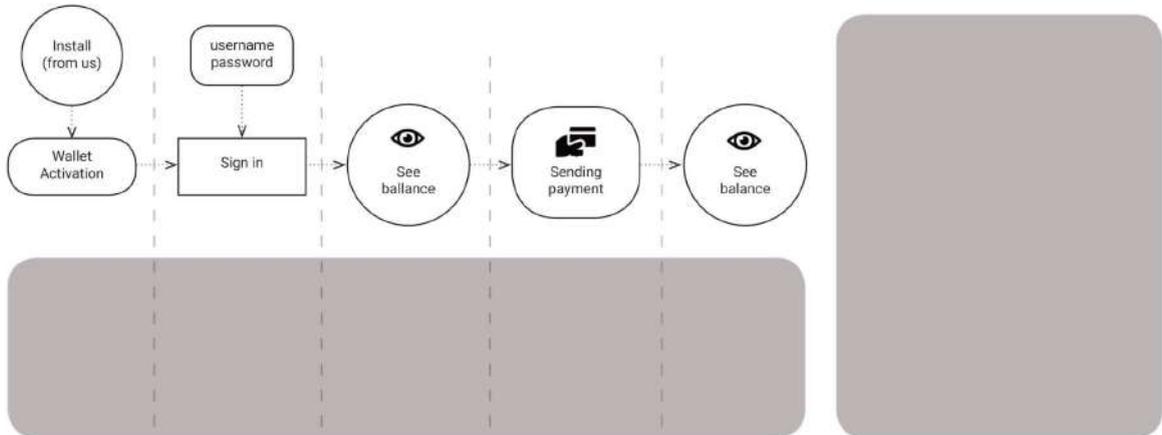
B.3 Do you think other producers could use it? yes no

openlab | M.1.5 Report issues of use and acceptance of the system by the beneficiaries

record number: date: location: record file:

A.1 Flow observations

A.2 Comments section

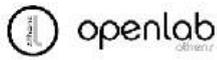


B.1 How much easy was using the service? ① not at all easy ② slightly easy ③ somewhat easy ④ moderately easy ⑤ extremely easy

B.2 What made it difficult for you?

B.3 Do you think that people, with similar need as you, could use the service? yes no

Athens | Urban Modelling on Empty Buildings



M.2.1 Digital Literacy Measurement Tool

record number: date: location:
record fil:

1.1.A. Digital literacy / 35

- What type of devices do you use in your daily life?

mobile phone ① smartphone ② tablet ③ desktop/laptop ④ more than one ⑤

- How often do you use your device(s) for something other than communication (news, wikipedia search, etc.)

never ① every 3 month ② every month ③ weekly ④ daily ⑤

- How often do you search on the internet about information or data in your routine?

never ① every 3 month ② every month ③ weekly ④ daily ⑤

- How often do you use more than one sources to cross-reference information or news on the Internet?

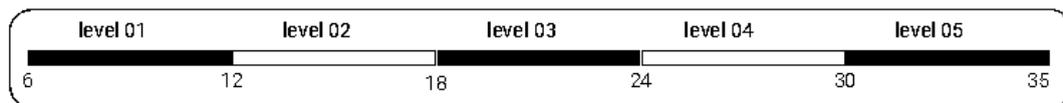
never ① every 3 month ② every month ③ weekly ④ daily ⑤

- How do you interact with your personal and working environment? (multiple choice)

- ① Calls and sms
- ① Chat via applications (messenger)
- ① In group chat - content exchange
- ② Use of asynchronous communication platforms

- At what level are you familiar with creating digital content?

- ① Take photos and videos that remain in the memory cart of my device
- ② Post or share photos and videos on social media
- ③ Edit videos or photos via smartphone before posting or sharing
- ⑤ Specialized knowledge of using image or video editing programs



1.1.B. Do you know what Augmented Reality is?

yes no

M.2.7 Collect opinions from participants after the conclusion of the pilot implementation

record number: data: location:
record file:

1.1. How useful do you think this service is, in relation to the current socio-economic situation?

NOT USEFUL ① ② ③ ④ ⑤ VERY USEFUL

1.2. To what extent do you think that Augmented Reality has facilitated the mapping community needs?

① ② ③ ④ ⑤

2.1. Describe the positive and negative attributes of the technology.

3.1 How would you evaluate the functionality of the Liquid Feedback platform regarding:

Creating a digital space for dialogue between citizens and local government?

① ② ③ ④ ⑤

The referendum service?

① ② ③ ④ ⑤

4.1. How important is the contribution of the municipal officials in the process?

NOT IMPORTANT ① ② ③ ④ ⑤ VERY IMPORTANT

Turin | Augmented Commoning

CO3 Evaluation Actions

BASELINE – without CO3 [\[BOTH PRELIMINARY AND FINAL QUESTIONNAIRES\]](#)

1. Consider the following activities related to the CdQ management and evaluate them according to the scale:
 1. To be improved
 2. Sufficient
 3. Good
 4. Excellent

	1	2	3	4
Ways in which the CdQ activities are proposed to visitors				
Volunteers' activities management				
Producing a yearly program targeted on real users/public interest				
Management of the citizens' participation to CdQ activities				

Additional comments:

2. [\[PRELIMINARY Q.\]](#) Are you interested in using the CO3 app for the following scopes?
 - content creation through AR
 - Payment of CdQ activities using the CO3 wallet
 - management of volunteers activities
 - annual planning of CdQ activities

3. [\[FINAL Q.\]](#) Did you use the CO3 app for the following scopes?
 - content creation through AR
 - Payment of CdQ activities using the CO3 wallet
 - management of volunteers activities
 - annual planning of CdQ activities

AUGMENTED CONTENT

4. Express your agreement with the following sentences: AR can be used for increasing

	not at all	Just a little	quite a lot	a lot
the promotion of CdQ activities				
the participation to the CdQ activities				

5. What do you think about the use of AR in the CO3 app
1 = not at all agree; 5= completely agree

	1	2	3	4	5
it is useful					
it is easy to use					
it is very intuitive					
I felt very confident using the system.					
I will need the help of someone for using it					
I would imagine that most people would learn to use this system very quickly.					

PRE-PAID SYSTEM - CO3 wallet

6. How much are you interested in the possibility of using a pre-paid system for the participation to the activities of CdQ?
- not at all interested
 - slightly interested
 - interested
 - very interested
 -

7. What do you think about the CO3 wallet?

1 = not at all agree; 5= completely agree

	1	2	3	4	5
it is useful					
it is easy to use					
it is very intuitive					
I felt very confident using the system.					
I will need the help of someone for using it					
I would imagine that most people would learn to use this system very quickly.					

8. according to your opinion which are the main benefits for the usage of the CO3 wallet?

<p><u>CdQ managers</u></p> <ul style="list-style-type: none"> ● improvement of daily work ● It is possible to carry out the work in faster way ● It is possible to carry out the work in a more easy way ● Bureaucracy is reduced ● possibility to reach additional target users ● other 	<p><u>Visitors</u></p> <ul style="list-style-type: none"> ● improvement of the organization ● faster ● increased transparency ● other:
--	--

9. which are the main obstacles in the use of the CO3 wallet
- difficult to use
 - I need too much time for learning to use it
 - I do not know who could help me in case of needed assistance
 - it does not seems to me a reliable system
 - other:

VOLUNTEERS' ACTIVITIES MANAGEMENT AND ANNUAL PLANNING

10. Express your agreement with the following sentences: CO3 app can be used for improving

	not at all	Just a little	quite a lot	a lot
the management of volunteers' activities				
the production of a yearly program targeted on real users/public interest				
the production of a yearly program targeted on real users/public interest				

FINAL EVALUATION ON CO3 APP

11. Which functionality or characteristic of the CO3 app did you like most?
12. Which functionality or characteristic of the CO3 app do you think is more difficult to use or not useful?

Gamification Elements

Athens

Rules

Action	Reward	Reward	Reward	Referral reward
Add a picture	CO3 Points +10	Participation Points +1	Building Points +1	n/a
Add a Place	CO3 Points +10	Mapping Points +1	Building Points +1	n/a
Start an initiative	CO3 Points +20	Idea Points +1		n/a
Support an initiative	CO3 Points +20	Deliberation Points +1		Idea Points +1
Add suggestion	CO3 Points +10	Deliberation Points +1		Idea Points +1
Assess suggestion	CO3 Points +10	Deliberation Points +1		Idea Points +1
Register in Pilot	CO3 Points +10			User Points +1

Levels

Badge			
Active Citizen – Level 0	CO3 Points: 0		
Active Citizen – Level 1	CO3 Points: 30		
Active Citizen – Level 2	CO3 Points: 60	Participant - Beginner	
Active Citizen – Level 3	CO3 Points: 100		
Active Citizen – Level 4	CO3 Points: 150	Active Local - Beginner	
Active Citizen – Level 5	CO3 Points: 200		
Active Citizen – Level 6	CO3 Points: 260	Promoter - Beginner	
Active Citizen – Level 7	CO3 Points: 330		
Active Citizen – Level 8	CO3 Points: 400	Commoner – Beginner	
City Planner – Level 1	CO3 Points: 500	Active Local - Advanced	
City Planner – Level 2	CO3 Points: 600		
City Planner – Level 3	CO3 Points: 700	Promoter - Advanced	
City Planner – Level 4	CO3 Points: 800		
Commoner	CO3 Points: 1000	Commoner – Advanced	
Commoner – Guru	CO3 Points: 1300	Active Local - Expert	
Commoner – Super Guru	CO3 Points: 1600	Promoter - Expert	
CO.CO.CO. Commoner	CO3 Points: 2000	Commoner – Expert	



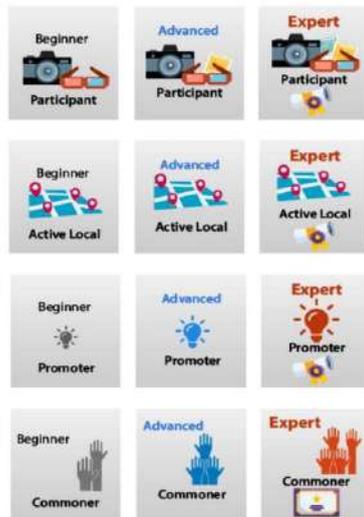
Individual badges

Participant			
Participant – Beginner	Participation Points: 2		
Participant – Advanced	Participation Points: 5		
Participant – Expert	Participation Points: 10	Active Local - Beginner	

Active Local			
Active Local – Beginner	Mapping Points: 2		
Active Local – Advanced	Mapping Points: 10		
Active Local – Expert	Mapping Points: 20	Participant - Beginner	

Promoter			
Promoter – Beginner	Idea Points: 2		
Promoter – Advanced	Idea Points: 8		
Promoter – Expert	Idea Points: 15	Participant - Beginner	Active Local - Beginner

Commoner			
Commoner – Beginner	Deliberation Points: 5		
Commoner – Advanced	Deliberation Points: 20	Participant - Beginner	Active Local - Beginner
Commoner – Expert	Deliberation Points: 50	Participant - Advanced	Active Local - Advanced



Collaborative badges

Co.creation	Weekly		
Co-Creation – Bronze	Building Points: 20		
Co-Creation – Silver	Building Points: 50		
Co-Creation – Gold	Building Points: 90		

Co.production	Weekly		
Co-Production – Bronze	Idea Points: 5		
Co-Production – Silver	Idea Points: 15		
Co-Production – Gold	Idea Points: 40		

Co.management	Weekly		
Co-Management – Bronze	Deliberation Points: 15		
Co-Management – Silver	Deliberation Points: 50		
Co-Management – Gold	Deliberation Points: 100		

Competitive badges

Active local of the week	Promoter of the week	Commoner of the week
Mapping Points	Idea Points	Deliberation Points
Active local of the week – 1st	Promoter of the week – 1st	Commoner of the week – 1st
Active local of the week – 2nd	Promoter of the week – 2nd	Commoner of the week – 2nd
Active local of the week – 3rd	Promoter of the week – 3rd	Commoner of the week – 3rd



Paris

Rules

Action	Reward	Reward	Reward	Referral reward
Add a picture	CO3 Points +10	Photo Points +1	Participation Points +1	
Add a video	CO3 Points +10	Media Points +1	Participation Points +1	
Add a Place	CO3 Points +10	Hotspot Point +1	Dropping Points +1	
Add a 3D Object	CO3 Points +10	Minetest Points +1	Dropping Points +1	
Register in Pilot	CO3 Points +10			User Points +1

Levels

Badge			
Citoyen.nes - Level 0	CO3 Points: 0		
Citoyen.nes - Level 1	CO3 Points: 30		
Citoyen.nes - Level 2	CO3 Points: 60		
Citoyen.nes - Level 3	CO3 Points: 100		
Citoyen.nes - Level 4	CO3 Points: 150		
Citoyen.nes engagé.es - Level 1	CO3 Points: 200		
Citoyen.nes engagé.es - Level 2	CO3 Points: 260		
Citoyen.nes engagé.es - Level 3	CO3 Points: 330		
Citoyen.nes engagé.es - Level 4	CO3 Points: 400		
Co-créateurs/Co-créatrices - Level 1	CO3 Points: 500		
Co-créateurs/Co-créatrices - Level 2	CO3 Points: 600		
Co-créateurs/Co-créatrices - Level 3	CO3 Points: 700		
Co-créateurs/Co-créatrices - Level 4	CO3 Points: 800		
Activists / Activistes - Level 1	CO3 Points: 1000		
Activists / Activistes - Level 2	CO3 Points: 1300		
Activists / Activistes - Level 3	CO3 Points: 1600		
Activists / Activistes - Level 4	CO3 Points: 2000		



Individual badges

Participant			
Participant – Partant	Participation Points: 2		
Participant – Challenger	Participation Points: 5		
Participant – Champion.ne	Participation Points: 10		

Dropper			
Dropper – Partant	Dropping Points: 2		
Dropper – Challenger	Dropping Points: 10		
Dropper – Champion.ne	Dropping Points: 20		



Competitive badges

Photographe de la semaine	Minetesteu.se.r de la semaine
Photos Points	Minetest Points
Photographe de la semaine – 1ere	Mitesteu.se.r de la semaine – 1ere
Photographe de la semaine – 2e	Mitesteu.se.r de la semaine – 2e
Photographe de la semaine – 3e	Mitesteu.se.r de la semaine – 3e

Activist.e de la semaine	Mapper de la semaine
Participation points	Hotspots Points
Activist.e de la semaine – 1ere	Mapper de la semaine – 1ere
Activist.e de la semaine – 2e	Mapper de la semaine – 2e
Activist.e de la semaine – 3e	Mapper de la semaine – 3e



Turin

Rules

Action	Reward	Reward	Reward	Referral reward
Add a picture	CO3 Points +10	Thumb up Points +1		
Add a video	CO3 Points +10	Thumb up Points +1		
Add a task	CO3 Points +10	Social Points +1		
Check in a task	CO3 Points +10	Help Points +1	Social Points +1	Social Points +1
Add an event	CO3 Points +20	Social Points +1		
Join an event	CO3 Points +10	Participation Points +1	Social Points +1	Social Points +1
Create a coin	CO3 Points +10	Economics Points +1		
Create a coupon	CO3 Points +10	Economics Points +1		
Spend/send coins	CO3 Points +10	Economics Points +1		
Spend coins in pub	CO3 Points +10	Mug Points +1		
Register in Pilot	CO3 Points +10	User points +1		User Points +1
Spend/send coupon	CO3 Points +10	Economics Points +1		

Levels

Badge			
Active Citizen – Level 0	CO3 Points: 0		
Active Citizen – Level 1	CO3 Points: 30		
Active Citizen – Level 2	CO3 Points: 60		
Active Citizen – Level 3	CO3 Points: 100		
Active Citizen – Level 4	CO3 Points: 150		
Active Citizen – Level 5	CO3 Points: 200		
Active Citizen – Level 6	CO3 Points: 260		
Active Citizen – Level 7	CO3 Points: 330		
Active Citizen – Level 8	CO3 Points: 400		
ACA Fellow – Level 1	CO3 Points: 500		
ACA Fellow – Level 2	CO3 Points: 600		
ACA Fellow – Level 3	CO3 Points: 700		
ACA Fellow – Level 4	CO3 Points: 800		
Commoner - Adept	CO3 Points: 1000		
Commoner – Guru	CO3 Points: 1300		
Commoner – Super Guru	CO3 Points: 1600		
CO.CO.CO. Commoner	CO3 Points: 2000		



Individual badges

La tazzina d'oro (aka chi spende e spande al bar...)			
Il tipo da bar	Mug points: 2		
Il sollevatore di tazzine	Mug points: 5		
Il degustatore	Mug points: 10		

Passepartout (aka il gran frequentatore)			
Il forestiero	Participation Points: 2		
Il nuovo dirimpettaio	Participation Points: 10		
Il veterano	Participation Points: 20		

Il pollice più veloce del West (aka quello che fa foto e video...)			
Quello social	Thumb up Points: 2		
Il cuggino fotografo	Thumb up Points: 8		
Il paparazzo	Thumb up Points: 15		

Chiavi d'oro del quartiere (aka il gran agitatore)			
Il preso bene	Social Points: 5		
L'Assessore	Social Points: 20		
Il Sindaco	Social Points: 50		

Braccio di ferro (aka il volontario)			
Il tuttofare	Help Points: 5		
Lo svitallampadine	Help Points: 20		
L'instancabile	Help Points: 50		



Competitive badges

(none)

Collaborative badges

Co.creation	Weekly		
Co-Creation – Bronze	Thumb up Points: 20		
Co-Creation – Silver	Thumb up Points: 50		
Co-Creation – Gold	Thumb up Points: 90		

Co.production	Weekly		
Co-Production – Bronze	Help Points: 5		
Co-Production – Silver	Help Points: 15		
Co-Production – Gold	Help Points: 40		

Co.management	Weekly		
Co-Management – Bronze	Social Points: 15		
Co-Management – Silver	Social Points: 50		
Co-Management – Gold	Social Points: 100		

