



## SINFONIA`s toolkit for stakeholder involvement

**SINFONIA** is a six-year initiative to deploy innovative energy solutions in mid-sized European cities, demonstrated in two demo cities – Bolzano and Innsbruck.

Experiences gained in the involvement of stakeholders throughout the project runtime were collected in the online toolkit for stakeholder involvement. It poses tools for other cities and their stakeholders to facilitate the application of methods for the involvement of different stakeholder groups on different spatial scales and in three different subjects of smart cities.

The tool gathers know-how on social and socio-economic aspects as well as documents and evaluates stakeholder involvement activities in Innsbruck and Bolzano. The website provides lessons learnt, challenges and recommendations for other cities, with the ambition to facilitate replication in the future.

### Contents – What do I get?

#### Stakeholder involvement for smart city applications in Innsbruck & Bolzano

Documentation & analysis

Lessons learnt

Best practice

Recommendations

Provision of information material

#### Processing of information for target groups



#### Objectives of the tool kit

- ▶ Capitalization of know-how of social and socio-economic aspects in the implementation of smart city concepts
- ▶ Documentation of stakeholder involvement activities in Innsbruck and Bolzano in the framework of SINFONIA
- ▶ Evaluation of stakeholder processes in Innsbruck & Bolzano in different categories
- ▶ Abstraction of lessons learnt, challenges and recommendations for other cities
- ▶ Facilitation of replication activities



### ► Stakeholder groups

Get a description of SINFONIA`s most important stakeholders and find out how tenants, schools and other key stakeholders were involved in the project. Check out the challenges we experienced and get recommendations for the involvement of stakeholders in your city!

### ► Methods

Here you can find descriptions of methods for stakeholder involvement and download applied involvement material (e.g. workshop concepts or questionnaires).

### ► Process

Learn about timeframes for stakeholder involvement, stakeholder mapping and profiling. Get information on project management activities.

### ► Spatial scale

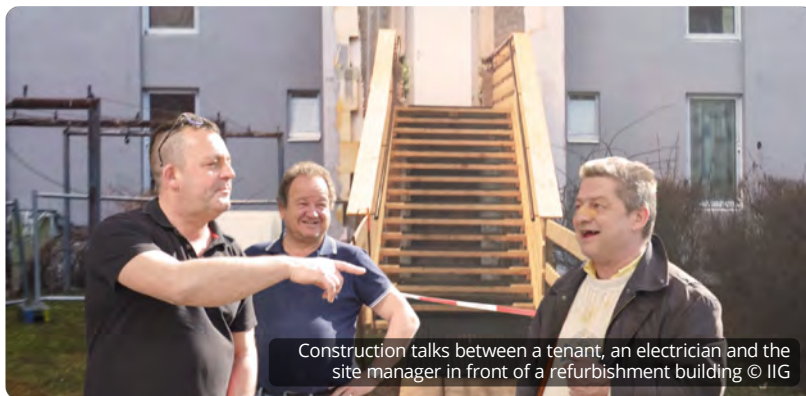
Here you get information about the applied implementation methods on different spatial scales starting from the smallest unit of single apartments to the level of Replication Cluster Cities. Find out what method is suitable for what spatial dimension.

### ► Subjects

Information provided here helps you to understand in which context the involvement activities performed in SINFONIA are embedded. Get background information of the technical implementations in the three main smart city activities in Innsbruck & Bolzano - district heating and cooling, energy efficient building refurbishment and electricity grid and innovative solutions for electricity supply.

*„While technical components, systems and business models are important, without a positive and constructive collaboration climate between all stakeholder, none of the technical systems can be implemented.“*

Håkan Perslow, Project coordinator



Construction talks between a tenant, an electrician and the site manager in front of a refurbishment building © IIG

The screenshot shows the SINFONIA web application interface. At the top, there is a navigation bar with icons for Project, Pilot Cities, Replication Cities, Smart City News, Knowledge Center, and Contacts. Below this is a search bar. The main content area is titled 'Stakeholder involvement in smart city projects'. It contains text about the SINFONIA project and a central graphic showing a circular diagram with segments for Process, Methods, Spatial scales, and Subjects. To the right of the main content is a sidebar with a list of links: Home, Stakeholder groups, Methods, Process, Spatial scales, Subjects, Set of solutions, and Contact. Below the sidebar are links for 'Info folder in your language', 'Factsheets of best practice examples', and 'Relevant project deliveries'. Arrows point to specific features: 'with key words via search function' pointing to the search bar, 'via index frame' pointing to the sidebar, and 'via clickable elements of the content graph' pointing to the central graphic.



SINFONIA stands for "Smart Initiative of cities Fully cOMmitted to iNvest In Advanced large-scaled energy solutions". This project has received funding from the European Union's Seventh Programme for research, technological development and demonstration under grant agreement No 609019