OT3.2 - Trainings with stakeholders in 2 pilot areas how to become experts in RGD TIM

Interreg
Danube Transnational Programme
Amazing Amazon of Europe

PROJECT CO-FUNDED BY THE EUROPEAN UNION FUNDS (ERDF, IPA)

Project	Responsible Green Destination Amazon of Europe
Acronym	Amazing AoE
Duration	1.7.2020 – 31.12.2022
Website	http://www.interreg-danube.eu/approved-projects/amazing-aoe

Work Package	**T3**
Output/Deliverable	**Output**
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Institution	**Arctur**
Date	**30.6.2022**

Project co-funded by European Union funds (ERDF, IPA)

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1. EXECUTIVE SUMMARY

In the activity A.T3.1 Testing the RGD TIM model at specific micro locations in 2 transnational pilot areas: AoE West & AoE East three trainings with stakeholders (project partners) on how to become experts in RGD TIM model application were held in the period September 2020 – December 2021.

The first training (September 2020) was about introducing the RGD TIM to the partners and empowering them to proceed with the first RGD TIM activities, that is RGD TIM location selection and data mapping.

The second training (January 2021) follow-up on the first as it empowered project partners to start collecting the data for the selected location and inserting it into the RGD TIM. The process of data collection then proceeded during the year 2021.

The third training (December 2021) was about presenting the results of the data collection process in a form of a general presentation for all partners and individual consultations with each project partner where partners also learned how to use and interpret the RGD TIM results.

2. FIRST TRAINING – INTRODUCTION TO RGD TIM

The first training in the cycle of "Trainings for experts in RGD TIM model application at regional level" was held on 22.9.2020 from 9.00-12.00 CET online due to COVID restrictions (on the Gotomeeting platform).

The aim of the training was to provide an introduction for project partners as regional coordinators on how to use RGD TIM and also how to select the locations for RGD TIM assessments.

This selection process was very important, as it was the first step for project partners to start working directly with the RGD TIM tool. Also, the selected locations were not only the basis for data mapping but also for testing and validating RGD TIM in A.T.3.1 by doing RGD TIM assessments.

In this regard, at the training Arctur demonstrated to project partners the main features of RGD TIM as an online application and presented the guidelines for the selection of locations. The process of location selection and accompanying data mapping then started and is described in more detail in the deliverable DT1.2.1, Chapter 3.

The participants at the training included 22 persons from project partners.

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Programme of the training

Interreg
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Amazing AoE

Amazing Amazon of Europe
Responsible Green Destination Tourism Impact Model -
RGD TIM webinar for all partners
22nd September 2020

Meeting venue: GoToMeeting platform

Aims of the webinar are:

- To revise project aims and expectations
  - WP T1 T1.1– introduction training for PP to use RGD TIM and select their location. Feedback will help Arctur team to define sustainable framework of the RDG TIM model (questions and indicators). This is also starting point for T1.2 as PP will use knowledge to start data mapping (regional analysis).
- To define objectives for first 6 months of project
- To prepare project implementation plan for each WP

Webinar agenda:

9.00 - 12.00	**RGD TIM WEBINAR:** 1. A short summary of TIM (10 minutes) (Arctur) 2. Introduction to the TIM questionnaire and an overview (1 hour 20 min) (Arctur) 3. Break (15 minutes) 4. Q&A about TIM questionnaire (30 minutes) (PP) 5. Review of the selected locations for TIM assessment (30 minutes) (PP) 6. Next steps (15 minutes)
12.00 - 12.30	**Review of next steps for work packages:** **M Management** **C Communication** **T2**
12.30 - 13.00	**Any other business** **Conclusions**

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List of attendees

Amazing AoE RGD Tourism Impact Model - Webinar for all Projevt partners - Attendees GoToMeeting Summary

Meeting Date	Meeting Duration	Number of Attendees	Meeting ID
september 22, 2020 8:55 AM CEST	199 minutes	22	508-758-613

Details

Name	Email Address	Join Time	Leave Time	Time in Session (minutes)
Adela Sadiković	adela.sadikovic@obz.hr	9:01 AM	12:14 PM	192
Bolyós Ádám		8:55 AM	12:14 PM	199
City of Sombor	sasabosnjak1996@gmail.com	9:31 AM	12:15 PM	163
City of Sombor	sasabosnjak1996@gmail.com	8:55 AM	9:17 AM	22
Dragana - COS		8:55 AM	12:15 PM	199
Hrvoje Ratkajec	martina.murovec@arctur.si	8:56 AM	12:15 PM	198
Ivana Vranić		8:55 AM	9:18 AM	23
Ivana Vranić		10:38 AM	11:13 AM	35
Ivana Vranić		9:22 AM	10:34 AM	72
Ivana Vranić		11:15 AM	12:09 PM	53
Ivana Vranić		12:11 PM	12:15 PM	3
Marinela Ćurčić		8:55 AM	11:19 AM	144
Marinela Ćurčić		11:20 AM	12:14 PM	54
Marinela Ćurčić		11:19 AM	11:20 AM	0
Mirela Kalazić		8:55 AM	12:15 PM	199
Nikola Pavić (Varaždin County)	cyclistwelcome.varazdincounty@gmail.com	10:10 AM	11:03 AM	53
Nikola Pavić (Varaždin County)	cyclistwelcome.varazdincounty@gmail.com	9:06 AM	10:09 AM	63
Nikola Pavić (Varaždin County)	cyclistwelcome.varazdincounty@gmail.com	11:03 AM	12:10 PM	67
Nikola Pavić (Varaždin County)	cyclistwelcome.varazdincounty@gmail.com	12:11 PM	12:15 PM	3
Nina		9:02 AM	12:14 PM	192
Petra and Iva (TZMZ)	petra.tzmz@gmail.com	8:55 AM	12:14 PM	199
Renata Municip		8:55 AM	12:15 PM	199
Rudi Trinko		11:00 AM	12:15 PM	74
Rudi Trinko		9:01 AM	10:42 AM	101
Sabina Zelinscek	martina.murovec@arctur.si	8:59 AM	12:15 PM	195
Urska Dolinar		9:00 AM	12:15 PM	194
Urska Starc-Peceny	martina.murovec@arctur.si	9:01 AM	9:06 AM	5
Urska Starc-Peceny	martina.murovec@arctur.si	9:18 AM	11:10 AM	111
Urska Starc-Peceny	martina.murovec@arctur.si	9:07 AM	9:16 AM	8
Urska Starc-Peceny	martina.murovec@arctur.si	11:10 AM	12:13 PM	63
Vesna Kobal	martina.murovec@arctur.si	8:55 AM	12:15 PM	199
VladimirSadek		8:56 AM	9:01 AM	5
VladimirSadek		9:08 AM	11:12 AM	124
VladimirSadek		11:13 AM	12:14 PM	61
Weber Wolfgang	weber@geosys.at	8:57 AM	12:14 PM	197
Werner		9:03 AM	10:57 AM	113
Zoltan Pamer	pamer@logframe.hu	9:30 AM	12:14 PM	164
dinkopesic dinkopesic		8:55 AM	12:14 PM	199

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3. SECOND TRAINING – RGD TIM DATA COLLECTION

The second training in the cycle was held on 19.1.2021 (9.00-11.00 CET) as a follow-up to the first training. It was also held online due to COVID restrictions (on the Gotomeeting platform).

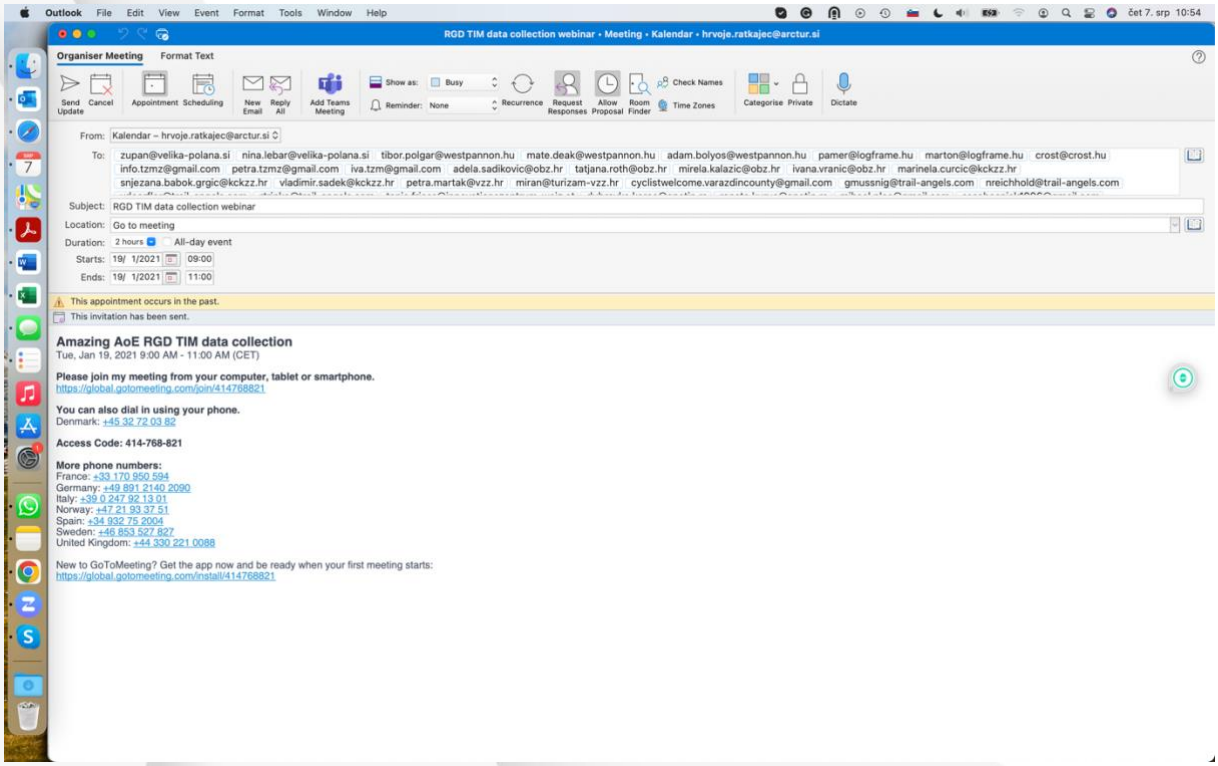
The aim of the second training was to build upon activities of location selection and data mapping and present the project partners with the data collection process.

Namely, in the period between two the trainings, the project partners, with the assistance of Arctur, selected the locations for RGD TIM assessments and completed the mapping of data sources for these locations. All of this is presented in more detail in the deliverable D1.2.1, Chapters 4 and 5.

So at the second training Arctur focused on empowering project partners on how to collect the data for the selected location using RGD TIM and useful tips and tricks in this process. Also, the general plan for data collection was presented and agreed upon by all partners.

In the appendix is the presentation (PPT) of Arctur at the 2nd training.

Invitation to the training



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4. THIRD TRAINING – RGD TIM RESULTS

The third and the final training in the cycle was a side event to the 6th SCOM (16.12.2021). It was held as an online training due to COVID restrictions, but using the Zoom platform. The aim of the training was to present to project partners RGD TIM results for their locations based on the data collection process, along with in-depth analysis, using the RGD TIM Main report and RGD TIM Data accuracy report.

The training was held in three different sessions.

The first session was a general presentation of the RGD TIM results and challenges for all locations and to all partners, held on 15.12.2021 (15.30-16.00 CET).

The second session was a presentation of RGD TIM results to individual project partners on 17.12.2021 (9.00 -12.00 CET). Each project partner (Crost Nonprofit Ltd., Westpannon Nonprofit Ltd., Osijek-Baranja County, City of Sombor and Varaždin County) had a half an hour meeting with Arctur where the latter presented the results and the detailed analysis using the RGD TIM Main report and the RGD TIM Data accuracy report, along with suggestions for project partners how to improve the data collected. In this way, project partners learned how to use and interpret the RGD TIM reports and results.

The third session was similar to the second and it was also held as half an hour meeting with other partners (Tourism Board Međimurje, Koprivnica Križevci County, Municipality of Apatin, Municipality of Velika Polana, Green Osijek and Die Oststeirische Städtekooperation-8Cities) on 20.12.2021 (9.30-10.00 and 12.00-15.00 CET).

The second and the third session were held as open Zoom links so each partner could join meetings at any time and listen to the analysis of the other partner. The lead partner (Iskriva) was the most active in this.

In the appendix is the presentation (PPT) of Arctur at the first session on 15.12.2021. During the second and the third session only RGD TIM reports were used.

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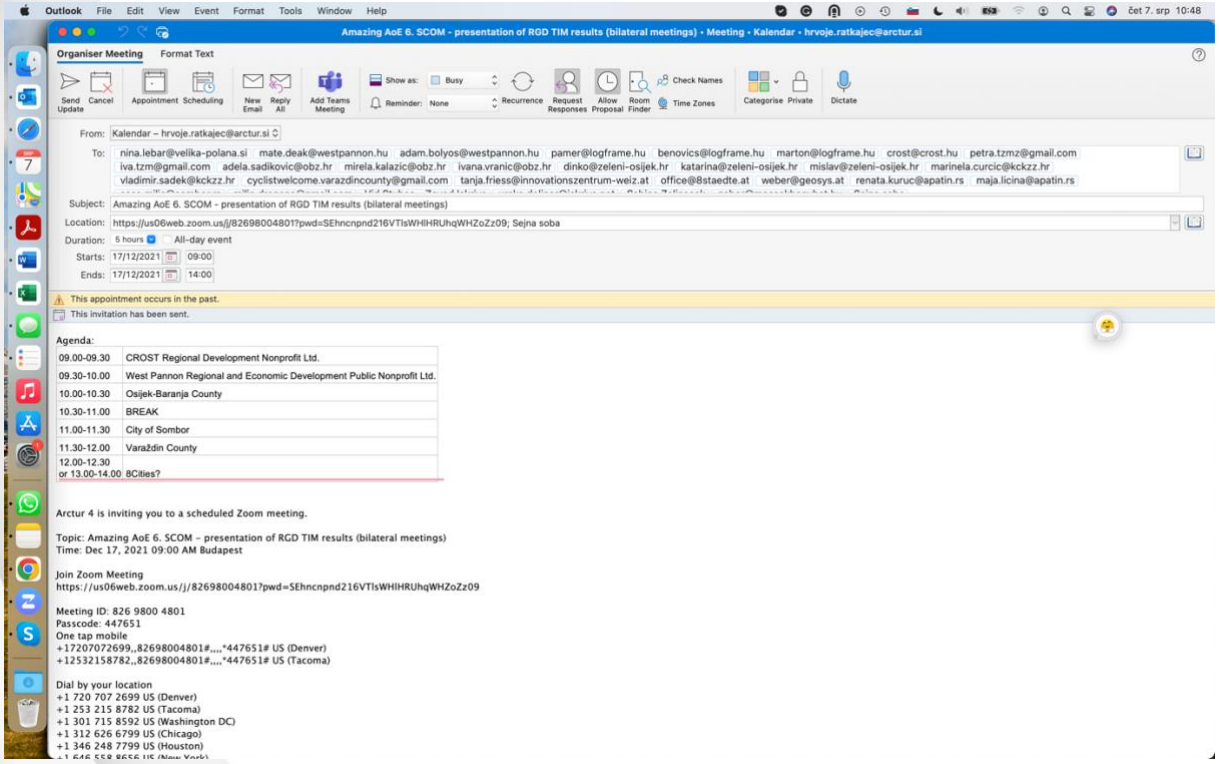
Invitations to all three sessions



Outlook File Edit View Event Format Tools Window Help — čet 7. srp 10:48

Amazing AoE 6. SCOM - presentation of RGD TIM results (bilateral meetings) • Meeting • Kalendar • hrvoje.ratkajec@arctur.si

Organiser Meeting | Format Text

Send Update | Cancel | Appointment | Scheduling | New Email | Reply All | Add Teams Meeting | Show as: Busy | Reminder: None | Recurrence | Request Responses | Allow Proposal | Room Finder | Check Names | Time Zones | Categorise | Private | Dictate

From: Kalendar – hrvoje.ratkajec@arctur.si

To: nina.lebar@velika-polana.si; mate.deak@westpannon.hu; adam.bolyos@westpannon.hu; pamer@logframe.hu; benovics@logframe.hu; marton@logframe.hu; crost@crost.hu; petra.tzmz@gmail.com; iva.tzm@gmail.com; adela.sadikovic@obz.hr; mirela.kalazic@obz.hr; ivana.vranic@obz.hr; dinko@zeleni-osijek.hr; katarina@zeleni-osijek.hr; mislav@zeleni-osijek.hr; marinela.curcic@kckzz.hr; vladimir.sadek@kckzz.hr; cyclistwelcome.varazdincounty@gmail.com; tanja.friess@innovationszentrum-weiz.at; office@8staedte.at; weber@geosys.at; renata.kuruc@apatin.rs; maja.licina@apatin.rs

Subject: Amazing AoE 6. SCOM - presentation of RGD TIM results (bilateral meetings)

Location: https://us06web.zoom.us/j/82698004801?pwd=SEhncnpnd216VTlsWHlHRUhqWHZoZz09; Sejna soba

Duration: 5 hours | All-day event

Starts: 17/12/2021 09:00

Ends: 17/12/2021 14:00

This appointment occurs in the past.

This invitation has been sent.

Agenda:

09.00-09.30	CROST Regional Development Nonprofit Ltd.
09.30-10.00	West Pannon Regional and Economic Development Public Nonprofit Ltd.
10.00-10.30	Osijek-Baranja County
10.30-11.00	BREAK
11.00-11.30	City of Sombor
11.30-12.00	Varaždin County
12.00-12.30 or 13.00-14.00	8Cities?

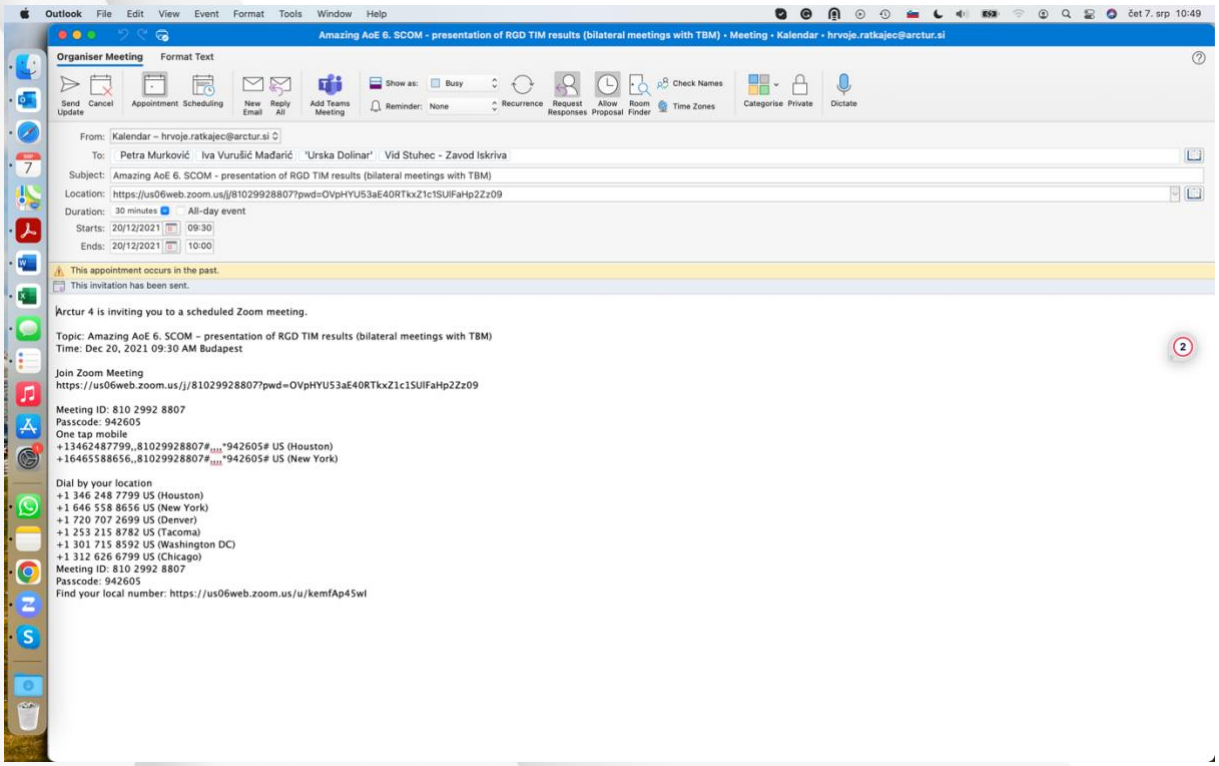
Arctur 4 is inviting you to a scheduled Zoom meeting.

Topic: Amazing AoE 6. SCOM – presentation of RGD TIM results (bilateral meetings)
Time: Dec 17, 2021 09:00 AM Budapest

Join Zoom Meeting
https://us06web.zoom.us/j/82698004801?pwd=SEhncnpnd216VTlsWHlHRUhqWHZoZz09

Meeting ID: 826 9800 4801
Passcode: 447651
One tap mobile
+17207072699,,82698004801#,,,,*447651# US (Denver)
+12532158782,,82698004801#,,,,*447651# US (Tacoma)

Dial by your location
+1 720 707 2699 US (Denver)
+1 253 215 8782 US (Tacoma)
+1 301 715 8592 US (Washington DC)
+1 312 626 6799 US (Chicago)
+1 346 248 7799 US (Houston)



Outlook File Edit View Event Format Tools Window Help — čet 7. srp 10:49

Amazing AoE 6. SCOM - presentation of RGD TIM results (bilateral meetings with TBM) • Meeting • Kalendar • hrvoje.ratkajec@arctur.si

Organiser Meeting | Format Text

Send Update | Cancel | Appointment | Scheduling | New Email | Reply All | Add Teams Meeting | Show as: Busy | Reminder: None | Recurrence | Request Responses | Allow Proposal | Room Finder | Check Names | Time Zones | Categorise | Private | Dictate

From: Kalendar – hrvoje.ratkajec@arctur.si

To: Petra Murković; Iva Vurušić Mađarić; 'Urska Dolinar'; Vid Stuhec - Zavod Iskriva

Subject: Amazing AoE 6. SCOM - presentation of RGD TIM results (bilateral meetings with TBM)

Location: https://us06web.zoom.us/j/81029928807?pwd=OVpHYU53aE40RTkxZ1c1SUlFaHp2Zz09

Duration: 30 minutes | All-day event

Starts: 20/12/2021 09:30

Ends: 20/12/2021 10:00

This appointment occurs in the past.

This invitation has been sent.

Arctur 4 is inviting you to a scheduled Zoom meeting.

Topic: Amazing AoE 6. SCOM – presentation of RGD TIM results (bilateral meetings with TBM)
Time: Dec 20, 2021 09:30 AM Budapest

Join Zoom Meeting
https://us06web.zoom.us/j/81029928807?pwd=OVpHYU53aE40RTkxZ1c1SUlFaHp2Zz09

Meeting ID: 810 2992 8807
Passcode: 942605
One tap mobile
+13462487799,,81029928807#,,,,*942605# US (Houston)
+16465588656,,81029928807#,,,,*942605# US (New York)

Dial by your location
+1 346 248 7799 US (Houston)
+1 646 558 8656 US (New York)
+1 720 707 2699 US (Denver)
+1 253 215 8782 US (Tacoma)
+1 301 715 8592 US (Washington DC)
+1 312 626 6799 US (Chicago)
Meeting ID: 810 2992 8807
Passcode: 942605
Find your local number: https://us06web.zoom.us/u/kemfAp45wl

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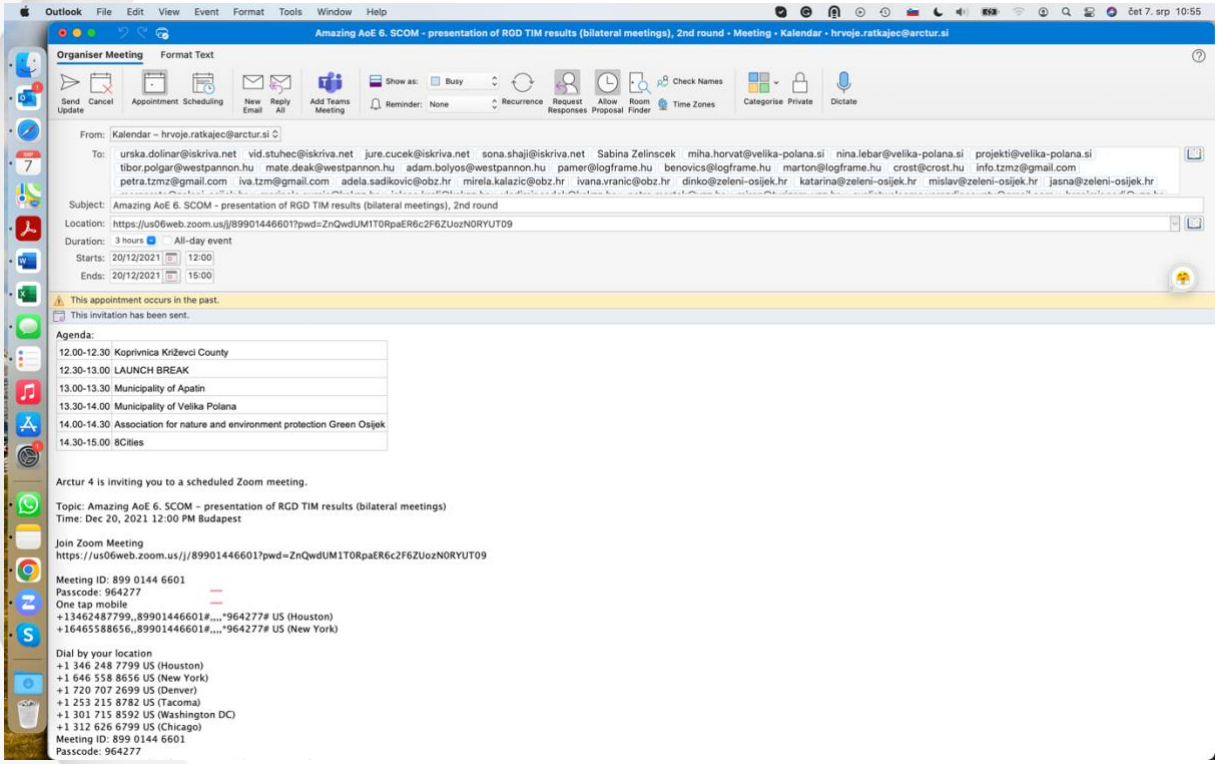
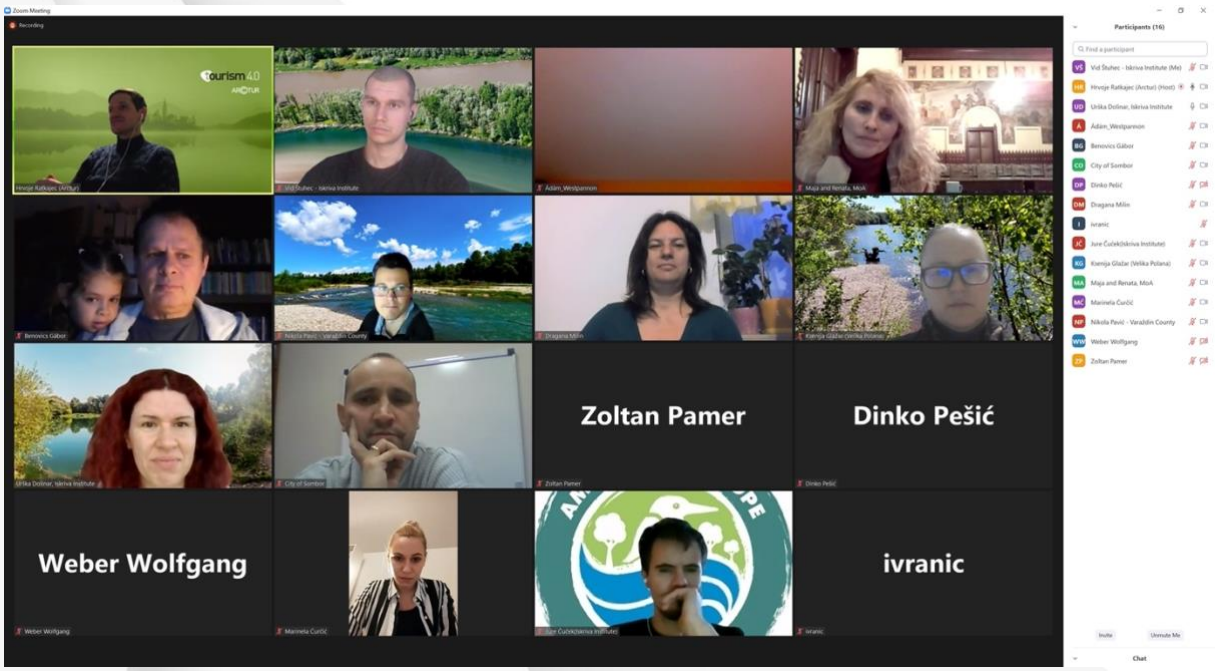


Screenshot from the first session



Project co-funded by European Union funds (ERDF, IPA)

Amazing Amazon of Europe – RGD TIM

Data collection training

Hrvoje Ratkajec, Phd

January 2021

Interreg
EUROPEAN UNION
Danube Transnational Programme
Amazing Amazon of Europe

PROJECT CO-FUNDED BY THE EUROPEAN UNION FUNDS (ERDF, IPA)

AGENDA FOR DATA COLLECTION TRAINING

1. General time plan of data collection
2. Tips and tricks for data collection and a presentation of new features of the TIM questionnaire
3. Project partners time plan
4. Q&A

GENERAL TIME PLAN OF DATA COLLECTION

1. Objectives:
   a. Assess selected locations with RGD TIM
   b. Make two rounds of assessments (in 2021 and 2022) to get results for a longer period of time

2. Time plan:
   a. at least one location completed by **30.4.2021**
   b. first RGD TIM report generated and feedback **(May-June 2021)**
   c. other locations completed by **31.8.2021**
   d. second RGD TIM report generated and summary **(autumn 2021)**
   e. second round of RGD TIM assessments (Jan. - May 2022)
   f. RGD TIM completed (September 2022)

TIPS AND TRICS

1. Complete TIM questionnaire 100%!
2. Use info (“i”) to get directions how to collect/insert data
3. Use TIM expert’s estimation when no reliable data can be provided!
4. Use proxy data (calculate from other data)
5. Try to provide data or expert estimation for a tourism season
6. Use Expert comments

CALENDAR TYPE QUESTIONS

1. Key Issue: there are only yearly data available
    a. Recommendation: divide the yearly data into monthly data. In SDAQ2 mark »once per year« and in SDAQ3 »estimation«. Please also put a comment what you did in the Expert comment.

- 2. Key issue: data are available only for one or two months per year.
    a. Recommendation: insert available data for the relevant month(s) and add estimated data for other months. In SDAQ2 mark »several times per year« and in SDAQ3 »estimation«. Please also put a comment what you did and for which month(s) the real data are available in the Expert comment.

- 3. Key issue: the data are available per month, but not for a local level (only for regional/national) level
    a. Recommendation: if possible, calculate the data for the local level from the regional/national level. In SDAQ2 mark »monthly« and in SDAQ3 »real-world« or »estimation« depending on the reliability of the calculation (here TIM expert decides). Please also put a comment what you did in the Expert comment.

- 4. SDAQ1 recommendation:
- »Not measured« should be marked only if there are no sources, meaning there is no data at all about a certain topic. If there is any source (written or verbal) other option apply: »Third party« is only from sources that are not from the local government (ie. third organisation, TIM expert opinion/calculation). Other options (» fully/partly digital«, »analogue«) are used for sources from the local government – in the case of a verbal source, »analogue« is to be used.

- 5. SDAQ3 recommendation:
- Here we primarily trust the judgement of the one who answers the question. So, if that person judges that something is closer to the real world than to the estimation than »real world« should be selected. A general approach is that »real world« means something that is measured or something that is very true or something that is calculated by using quite reliable data following logical and verifiable approach. On the opposite, »estimation« should be chosen if something is very much a guess.

NEW TIM FEATURES

1. Login screen
2. Expert comments
3. Location selection menu

PROJECT PARTNERS TIME PLAN

Which location will be first, which second…

Q&A

Amazing Amazon of Europe - 6th SCOM

WP T3 - RGD TIM results

Hrvoje Ratkajec, Phd, R&D Project Manager

Arctur d.o.o., 15.12.2021

Interreg
EUROPEAN UNION
Danube Transnational Programme
Amazing Amazon of Europe

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WP T3 - RGD TIM results

A.T3.1 - Testing the RGD TIM model at specific micro locations in 2 transnational pilot areas: AoE West & AoE East

- 24 total locations
- 13 locations satisfactory completed (above 80%)
- 4 locations partially completed (above 50%)
- 7 locations still not completed (below 50%)

WP T3 - RGD TIM results

1. Key issues with data:

- *Environment:* Drinking water, Energy management, Waste management, Sewage system
- *Economy:* Jobs, Investments, Real estate and consumer goods, Local economy
- *Society and Culture:* Numbers of visitors (overnight and one night stays), Health and safety, Education

		Murska Sobota	Velika Polana	Lenti	Mohacs	Čakovec	Sveti Martin na Muri	Draž	Kneževi vinogradi	Bilje	Drava sands	Central Podravina	Varaždin
Sewage system DCC			x		x	x	x						x
Drinking water DCC			x	x		x	x				x	x	x
Energy management DCC		x	x	x		x	x		x	x	x	x	x
Waste management DCC			x	x		x	x		x	x	x	x	x
Tourism income DCC				x									
Investments DCC		x			x	x	x	x		x			
Tourism accommodation capacity DCC											x	x	
Jobs DCC		x	x	x	x	x	x	x	x	x	x	x	x
Local economy DCC			x		x	x	x	x	x				
Real estate and consumer goods DCC			x		x		x	x	x		x	x	x
Visitors and satisfaction of locals with tourism DCC				x	x	x	x	x	x	x	x	x	
Social responsibility DCC					x								
Education DCC		x			x			x					
Telecommunication DCC							x	x					
Health and safety DCC					x		x	x	x				

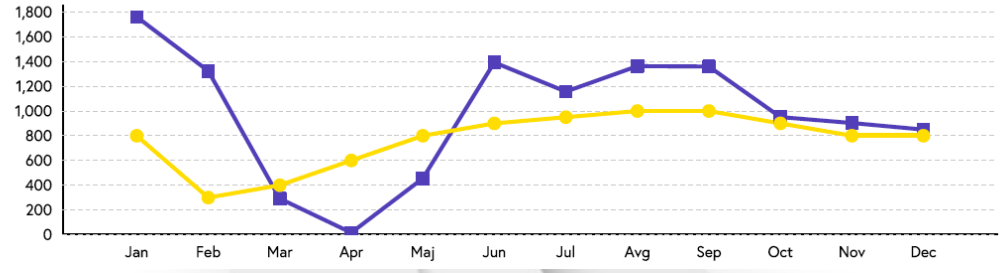
2. Data availability and reliability is critical!

WP T3 - RGD TIM results

Impact of COVID-19

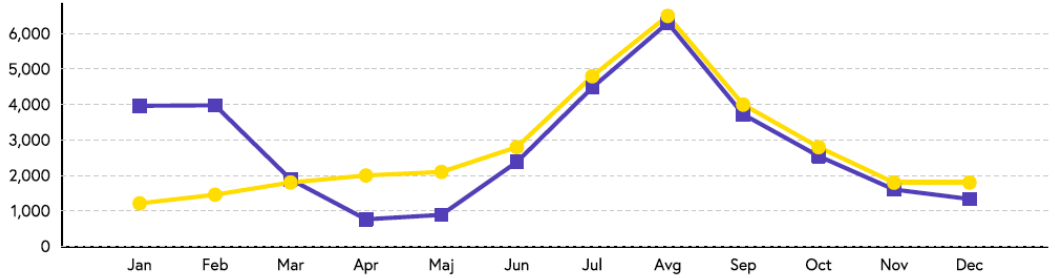
Sombor (SRB)

Figure 3: Overnight stays in last year (2020) and current year (2021)



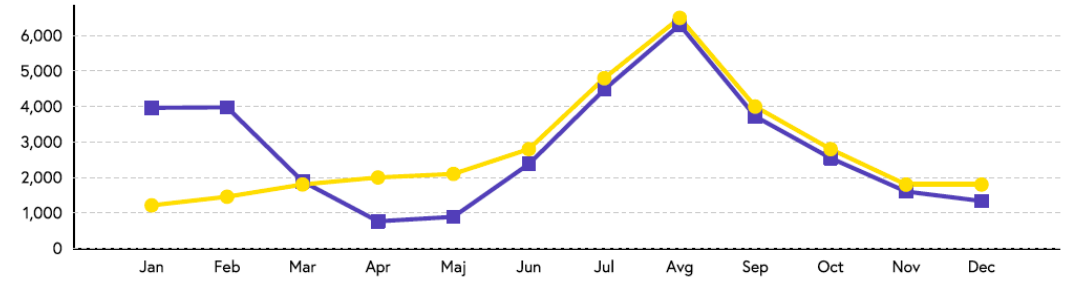
Varaždin (CRO)

Figure 3: Overnight stays in last year (2020) and current year (2021)



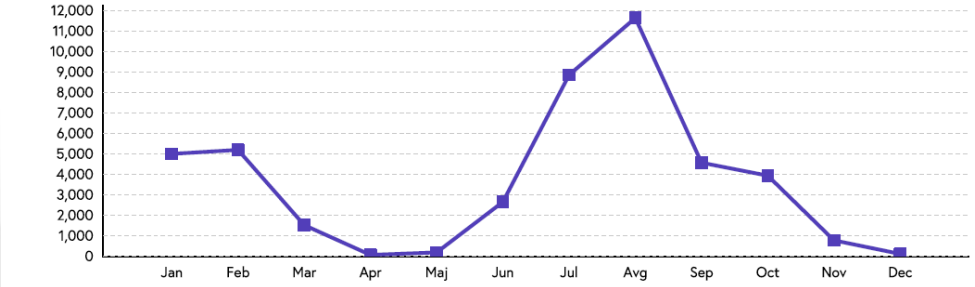
Draž (CRO)

Figure 3: Overnight stays in last year (2020) and current year (2021)



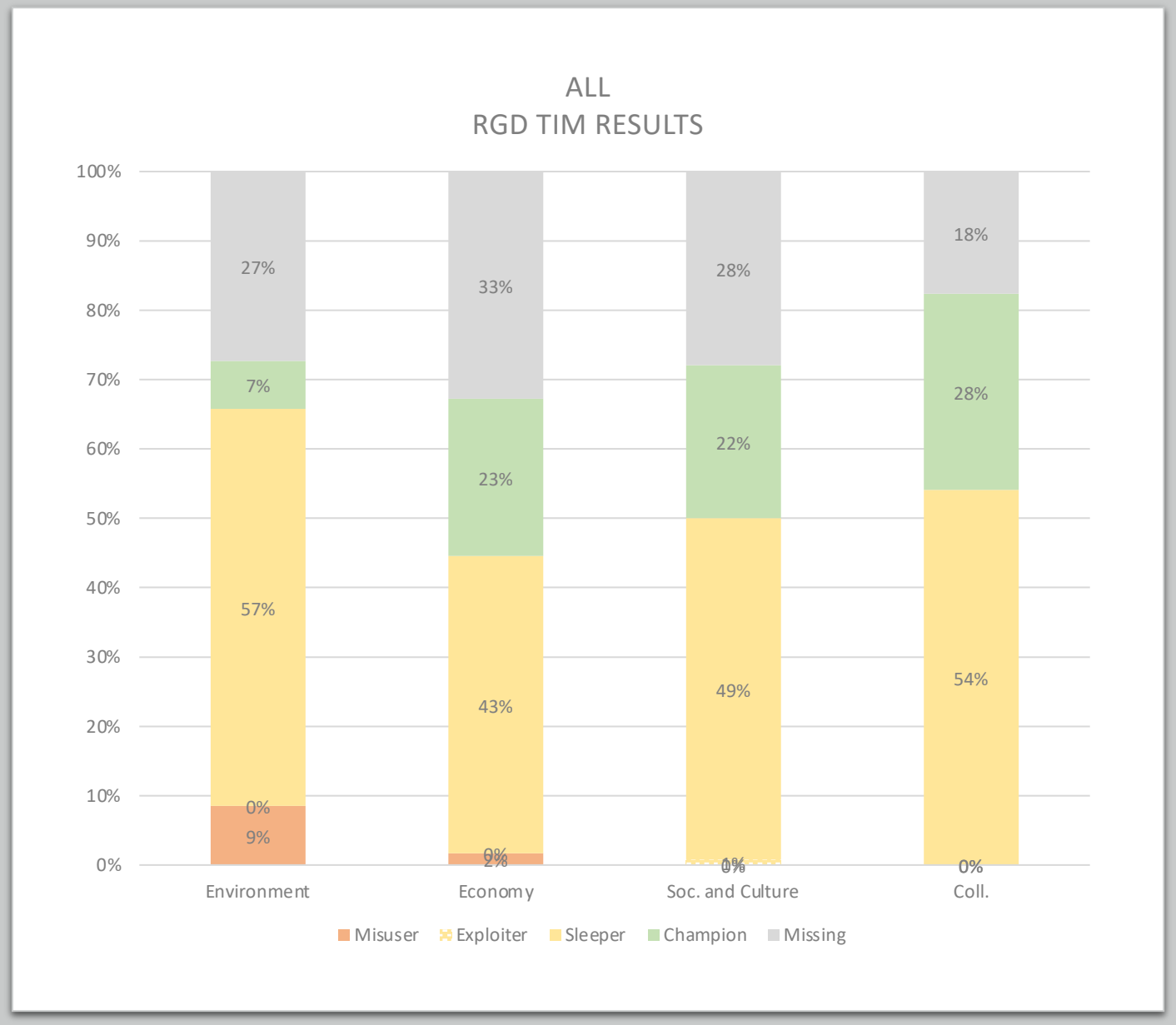
Lenti (HU)

Figure 3: Overnight stays in last year (2020) and current year (2021)

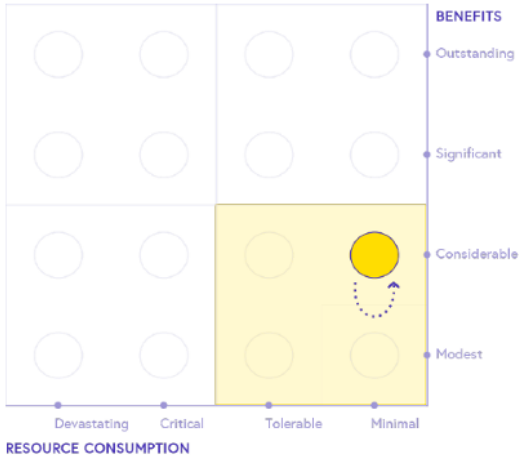
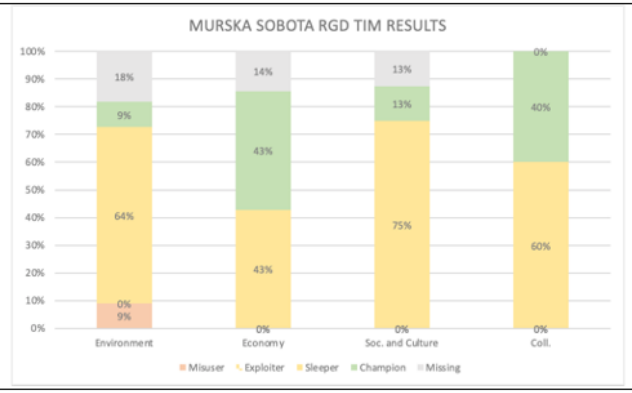
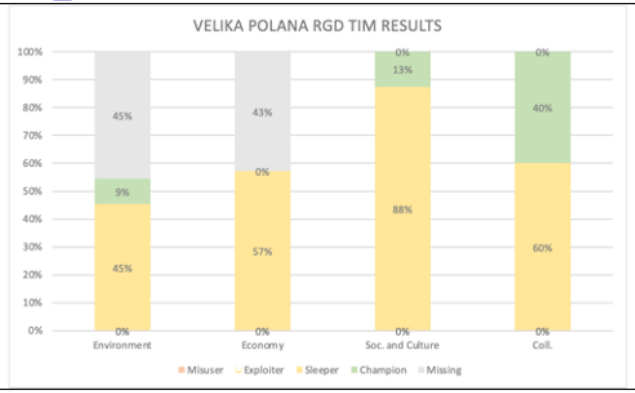


WP T3 - RGD TIM results

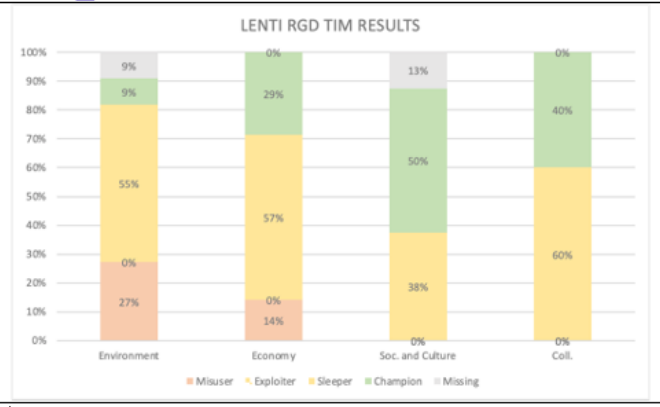
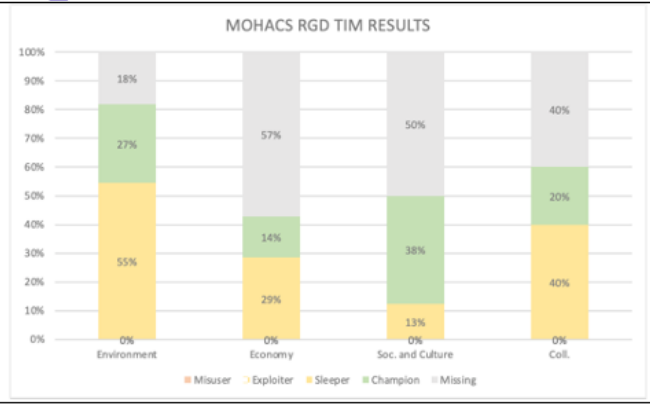
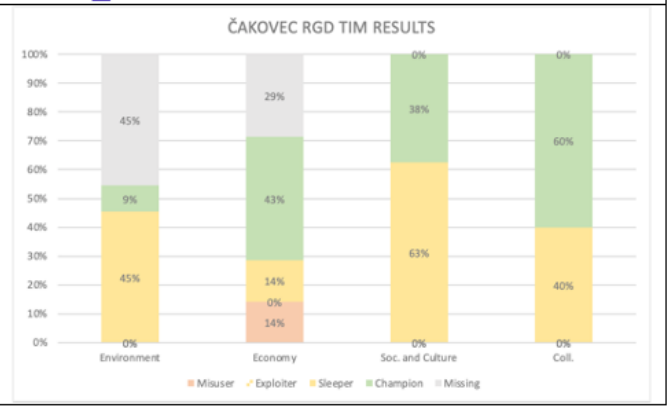
1. Locations show predominately **Sleeper character** (low benefits but also low negative impact of tourism) with some **Champion character**
2. Possible explanation:
   - Locations have underdeveloped tourism according to RGD TIM criteria
   - Data used for analysis are from 2020 and we can observe the impact of COVID-19



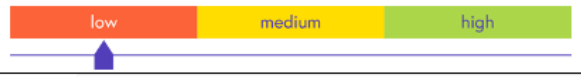
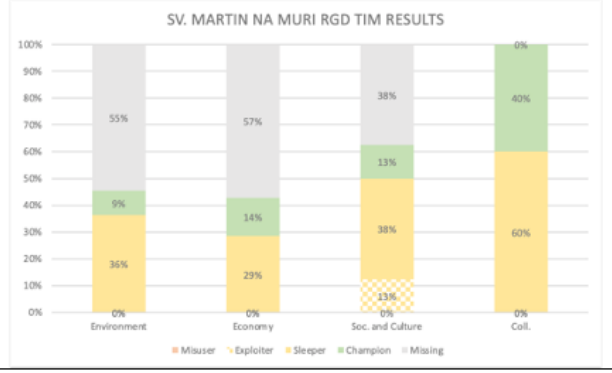
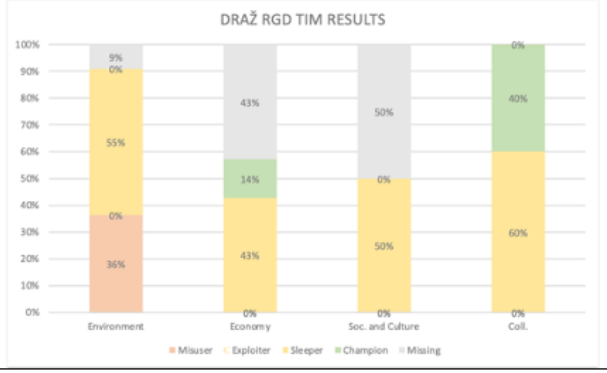
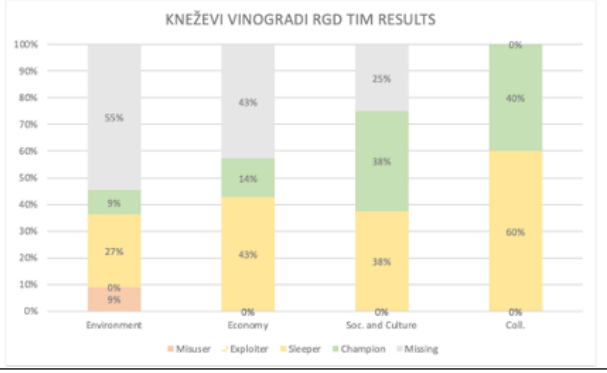
WP T3 - RGD TIM results

Location	MURSKA SOBOTA (SLO)	VELIKA POLANA (SLO)
TIM DCC	Figure 1: TIM Destination Character Chart You are: Consistent sleeper 	No TIM DCC, key data missing.
SDAQ		
Results of DCCs		

WP T3 - RGD TIM results

Location	LENTI (HU)	MOHÁCS AREA INCLUDING THE BÉDA RESERVE (HU)	ČAKOVEC (CRO)
TIM DCC	No TIM DCC, key data missing.	No TIM DCC, key data missing.	No TIM DCC, key data missing.
SDAQ			
Results of DCCs			

WP T3 - RGD TIM results

Location	SVETI MARTIN NA MURI (CRO)	DRAŽ (CRO)	KNEŽEVI VINOGRADI (CRO)
TIM DCC	No TIM DCC, key data missing.	No TIM DCC, key data missing.	No TIM DCC, key data missing.
SDAQ			
Results of DCCs			

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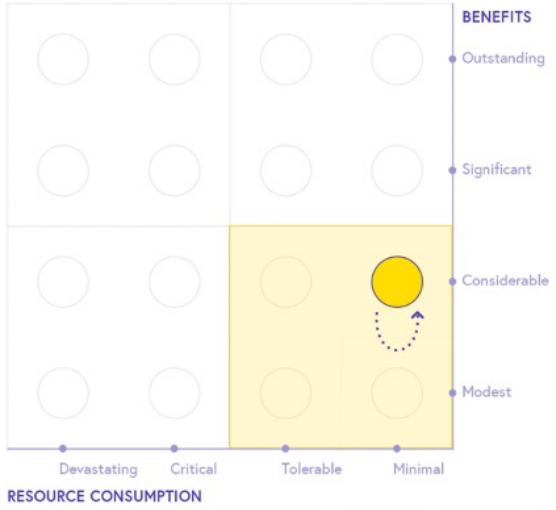
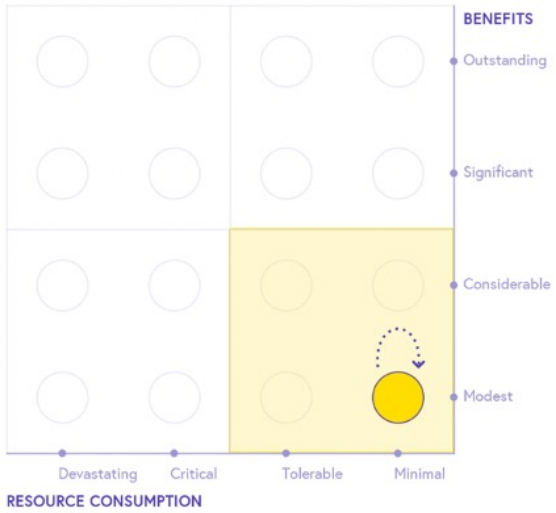
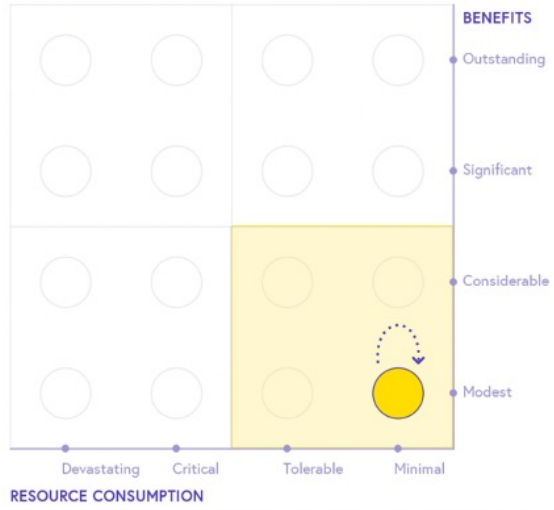
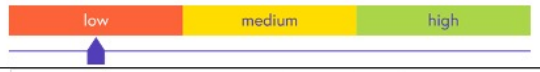
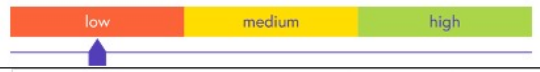
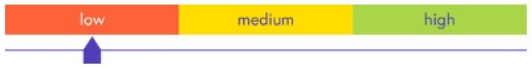
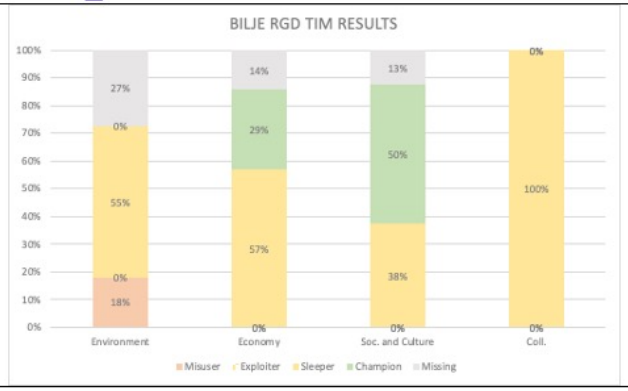
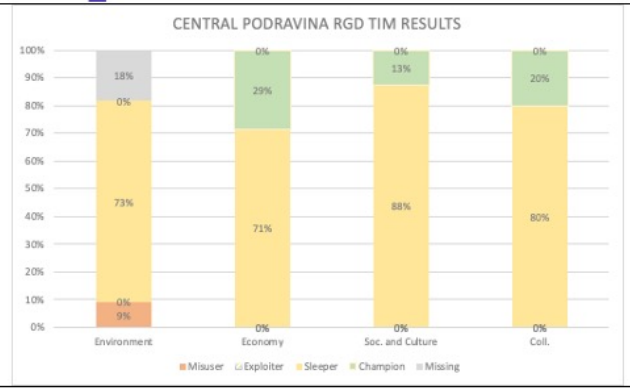
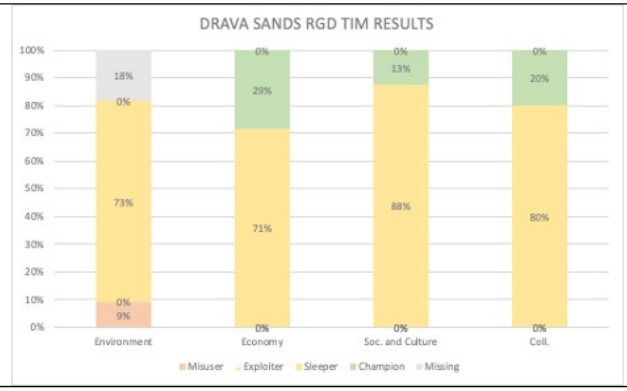
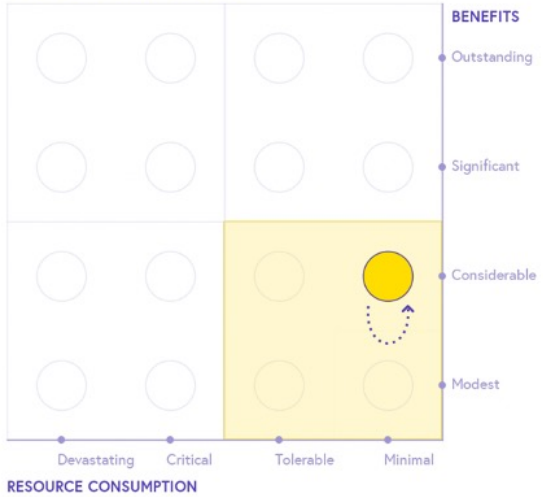
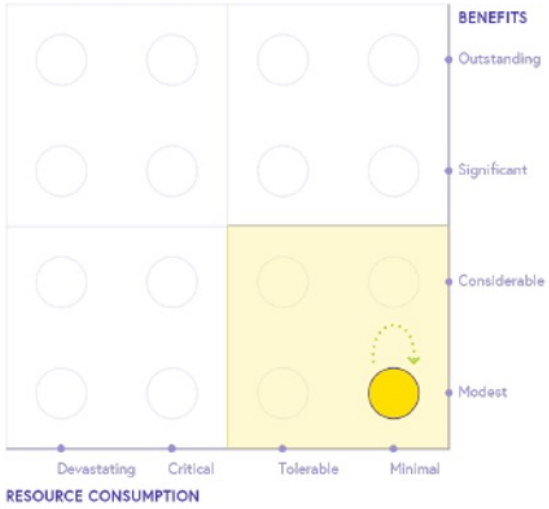
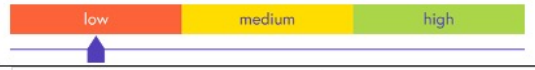
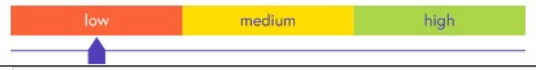
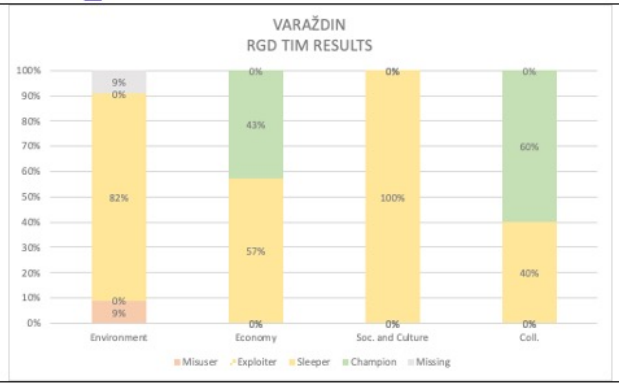
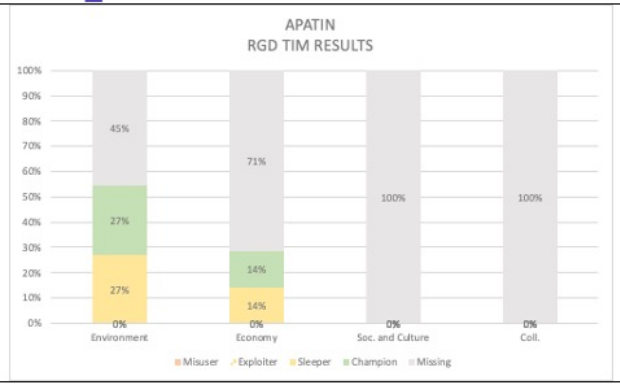
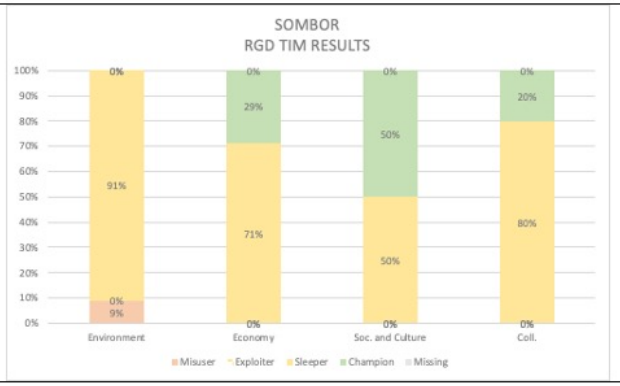
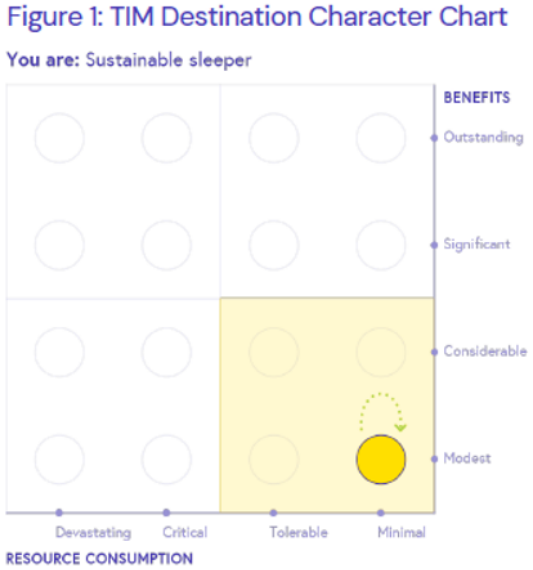
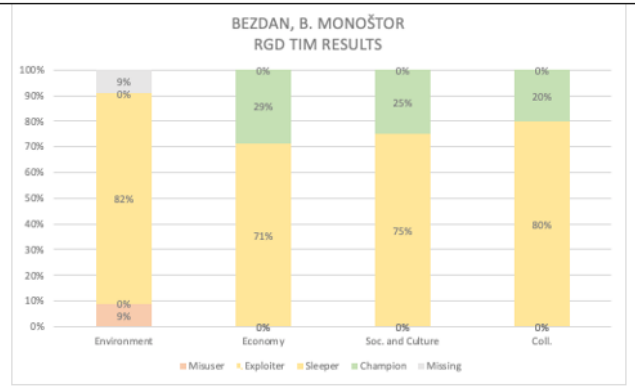
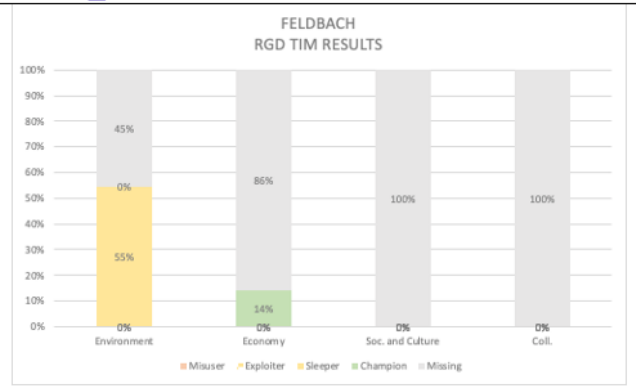
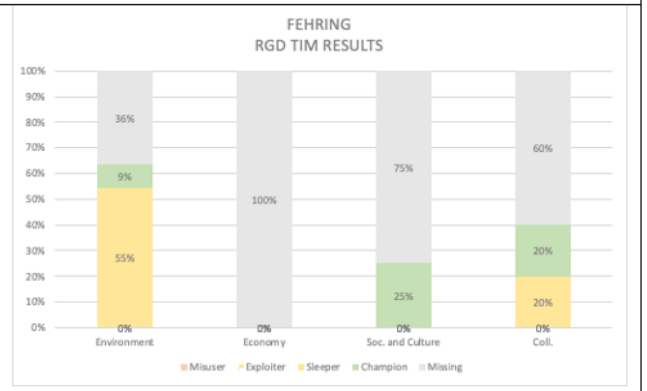
WP T3 - RGD TIM results

Location	BILJE (CRO)	CENTRAL PODRAVINA (CRO)	DRAVA SANDS (CRO)
TIM DCC	Figure 1: TIM Destination Character Chart You are: Consistent sleeper 	Figure 1: TIM Destination Character Chart You are: Consistent sleeper 	Figure 1: TIM Destination Character Chart You are: Consistent sleeper 
SDAQ			
Results of DCCs			

WP T3 - RGD TIM results

Location	VARAŽDIN (CRO)	APATIN (SRB)	SOMBOR (SRB)
TIM DCC	Figure 1: TIM Destination Character Chart You are: Consistent sleeper 	No TIM DCC, key data missing.	Figure 1: TIM Destination Character Chart You are: Sustainable sleeper 
SDAQ			
Results of DCCs			

WP T3 - RGD TIM results

Location	BEZDAN, B. MONOŠTOR (SRB)	FELDBACH (AT)	FEHRING (AT)
TIM DCC		No TIM DCC, key data missing.	No TIM DCC, key data missing.
SDAQ			
Results of DCCs			

WP T3 - RGD TIM results

Next steps:

1. **Arctur and project partners:** joint work on improving data accuracy – bilateral meetings or a small joint workshop?
2. **Project partners:**
   - Complete the missing locations
   - Possible to get the data for 2019?
3. **Arctur:**
   - New version of RGD TIM app – separated reports for each year, inc. 2019
   - Improvements to attributes (questions) in the RGD TIM model