LIVING-IN.EU

WEBINAR

Building Smarter Communities: Empowering User Participation in Digital Twin Design



9 May 2023



14:00 - 15:30 CET



Online













PARTICIPATION GUIDELINES

- 1. KEEP YOUR MICROPHONE MUTED WHEN NOT SPEAKING
- 2. CLICK ON THE "PARTICIPANTS" BUTTON AT THE BOTTOM BAR OF YOUR ZOOM WINDOW, RENAME YOURSELF WITH YOUR NAME, FOLLOWED BY (ORGANISATION)



- 3. OPEN THE CHAT TO ASK QUESTIONS
- 4. THE PRESENTATIONS WILL BE SHARED AFTER THE WEBINAR

THIS SESSION IS RECORDED

By continuing to be in the meeting, you are consenting to be recorded

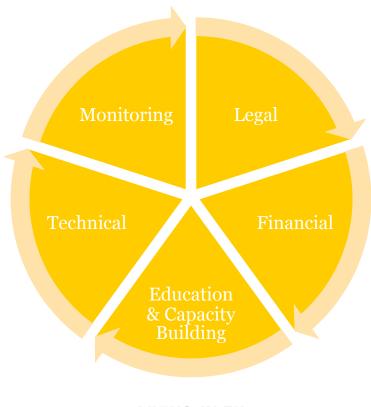
Agenda

Time	Agenda Point	Speakers
14.00 - 14.05	Welcome & objectives of the webinar	Martina Desole – European Network of Living Labs
14.05 - 14.15	Presentation of the topic and overview of Local Digital Twins	Giacomo Lozzi – European Network of Living Labs
14.15 - 15.00	Presentation of case studies and examples of user engagement in Digital Twin design	
	Urban digital twins for citizens?	Juho-Pekka Virtanen, Forum Virium Helsinki (FVH)
	Dynamic Visualizations to Enhance Citizens Engagement: the experience of DVECE project	Maria Konstantinidou — Centre for Research and Technology Hellas (CERTH)
	Scoping urban digital twins via imec's co-creative innovation management approach: PRECINCT, Bruges & City of Brussels use cases	Dimitri Schuurman – imec
15.00 - 15.25	Interactive roundtable with Q&A and comments from the audience	Juho-Pekka Virtanen — VFH Josep Maria Salanova Grau — CERTH Maria Konstantinidou — CERTH Dimitri Schuurman — imec Participants from the audience
15.25 - 15.30	Wrapping and conclusion	Giacomo Lozzi –European Network of Living Labs

Aim of today's webinar

To equip participants with practical methods and successful case studies of user and citizen involvement in the design, development, and use of Digital Twins.

Living-in.EU: 5 sub-groups



LIVING-IN.EU

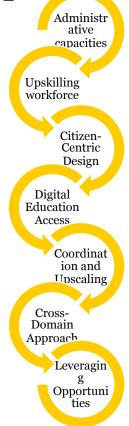
Education & Capacity Building sub-group

Led by the European Network of Living Labs (ENoLL)

Empowers innovation through education and capacity building

Leverages skills and methods for effective digitalization





Education & Capacity Building Work Plan Priorities 2023



Increase skills of public administrations on user involvement in Digital Twins Design

Support public administrations to identifying funding resources and increase levels of implementation

Assess & Review the inventory of tools of Go Li.EU



Empowering User Participation in Digital Twin Design



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Interactive roundtable

Juho-Pekka Virtanen – VFH
Josep Maria Salanova Grau – CERTH
Maria Konstantinidou – CERTH
Dimitri Schuurman – imec

Participants from the audience

Next steps

Join the Living-in.EU movement by signing the declaration

Register here for the first Living-in.EU **Mayors Digital Assembly** on June 15, 2023

Interested in steering the activities of this sub group? We are looking for a chair!



FORUM VIRIUM HELSINKI

Urban digital twins for citizens?

What is Forum Virium Helsinki?



- A non-profit innovation company of the City of Helsinki
- established in 2005.
- Three programmes: smart city, smart mobility and data.
- Employs 60 top experts.
- Annual project funding of EUR
 6–10 million.
- The company is financed by the City of Helsinki and the EU.
- Customer satisfaction 4.4/5.
- Impact:
 - New companies
 - Smart Kalasatama
 - Open data

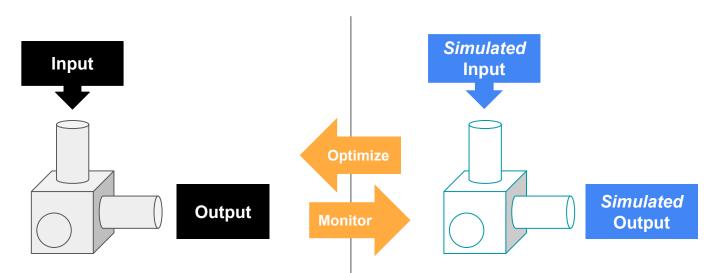


Recap: What is an urban

digital twin?

What is a digital twin? The "traditional" definition





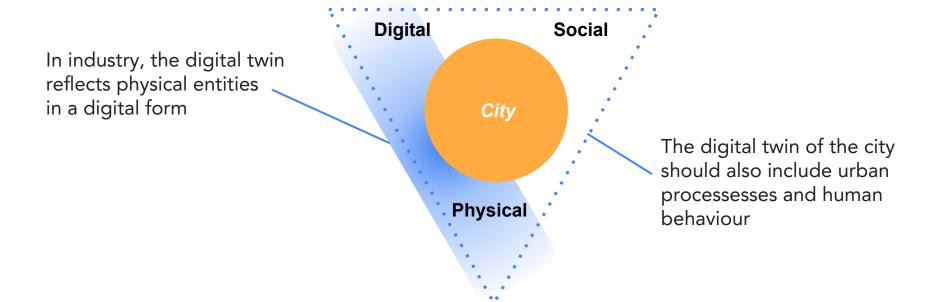
An industrial component *Pumps, drives, valves, meters...*

Digital Twin CAD-model, flow-rate equations, simulation models, noise & emission functions etc...

A digital twin of a city







A system of systems

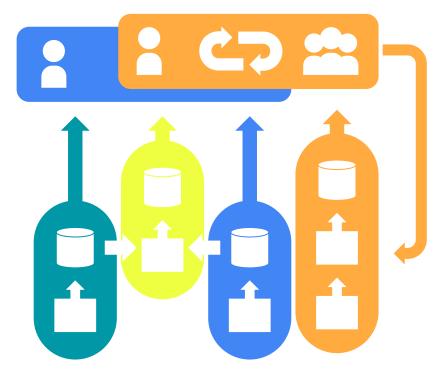


Digital twin tools, users and processes Online participation tools

Standardized APIs
3D Tiles

Individual systems and data
3D City model

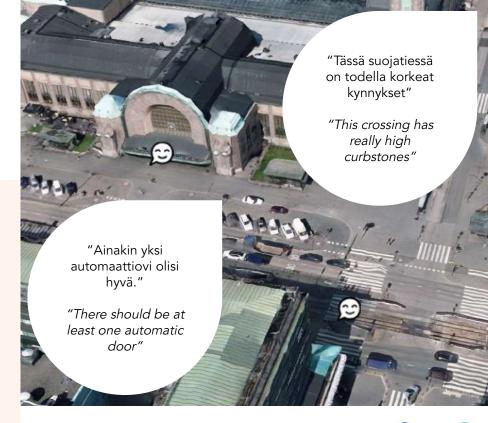
Processes & roles
Base mapping



"Loop of returning data" Feedback points How are urban digital twins connected with citizens?

Platforms for feedback & participation

- Visualization on the existing and proposed urban environment
- Multiple tools available for facilitating participatory actions with 3D city models
- Already an existing action in city planning organizations
- Feedback can be cycled back to design process as data asset



Kuva: xD Twin / xD Visuals







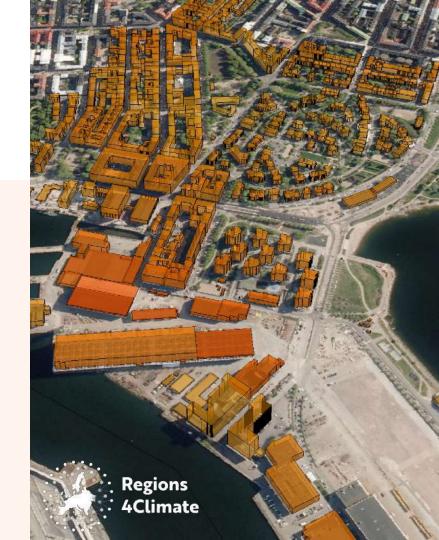
Understanding the urban environment

- Holistic analysis from a combination of data sources
 - Both spatial and semantic properties
- Towards the urban experience:
 e.g. walkability, green comfort
- Human interpretation of analysis results in rich context



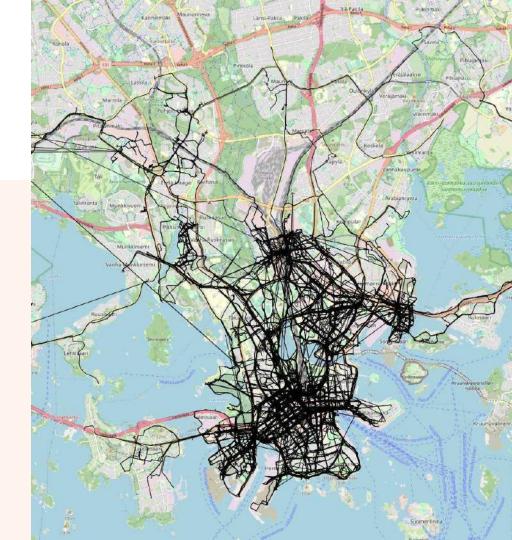
Combining social and spatial factors

- Interpreting combinations of physical and social properties:
 E.g. vulnerability to extreme heat
- Understanding the context and implications of analysis results
- From physical phenomena (urban heat island) to effects and mitigation



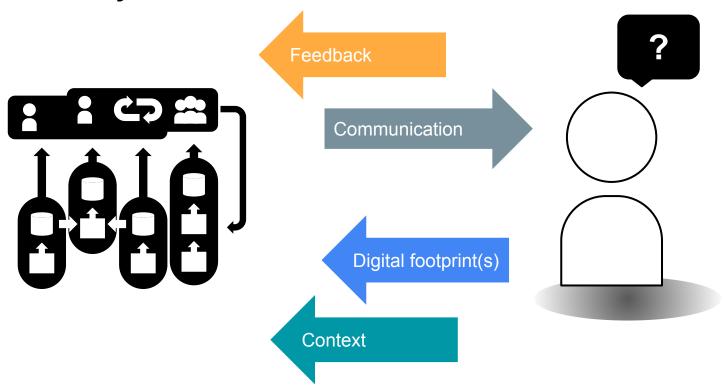
High resolution multitemporal data

- Increasing data availability for multitemporal data -"our digital footprints"
 - Occupancy
 - Mobility
 - Service use
- Towards individual-oriented data
- Unanswered questions concerning privacy & generalization

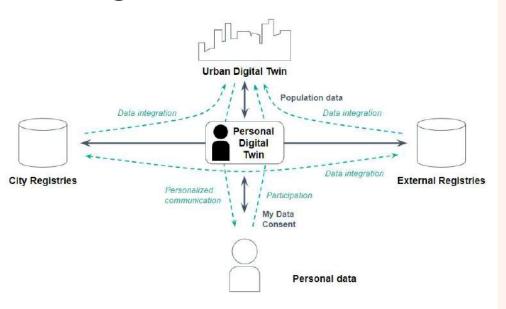




Summary



Conclusion: "Social dimension of digital twin"



Conceptual links between a personal digital twin and city data still to be discovered

Data sources depicting social processes and artifacts

- Feedback
- Participatory activities
- Urban Experience

DT as channel for gathering, storing and distributing feedback data

Calibrated synthetic populations in DT

Join us in co-creating urban futures!

FORUM VIRIUM HELSINKI

@forumvirium | forumvirium.fi











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Dynamic Visualizations to Enhance Citizens Engagement: the experience of DVECE project

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DVECE project - Dynamic Visualizations to Enhance Citizens Engagement









The objectives of DVECE were:

- ✓ to achieve higher citizens engagement by using dynamic visualization tools in co-creation process;
- ✓ to generate project knowledge on how to update and bring designs from the mobility plans and citizens opinions into the dynamic visualization tools Digital Twins
- ✓ to utilize DigiTwin in citizens engagement for 3 pilot locations
- ✓ to understand how these processes can be integrated in the best ways to citizens engagement
 platform creating a bridge between Decidi(U)M and Digital twin









Methodological approach



Through a series of ideation, co-creation and validation/evaluation workshops within 3 living labs, DVECE collects, prioritizes and matches mobility needs set by different groups of **vulnerable users** in a **neighborhood**, with policy plans and real time data incorporated in Digi Twins. The verification of the usability of the dynamic visualization tools for and within Dicidi(U)M, performed in Helsinki, is a next milestone in the platform development.

- **Ideation workshops**: neighborhoods are the key element of this step. Interactive discussions to collect all "subjective" and mobility "user needs" information of the target groups in their neighborhoods are organized.
- Co-creation workshops: Feedback of the citizens on the results of the incorporation of their views with policy plans for their neighborhood within Digi twin environment. Together with citizens a set of impact scenarios is developed and visualized using digital twin to provide enhanced information about the impacts of the specific measures they want to see and the impact of mobility policy plans on their neighborhoods.
- Validation workshops: Feedback of citizens and stakeholders on the final results, the DVECE approach and their participation experience

THESSALONIKI



Target Group: pedestrians

Neighborhood: Egnatia road. Due to high levels of congestion, the lack of parking slots and insufficient infrastructure (e.g inconsistencies in ramp corridors) it is one of the most challenging areas for pedestrians and vulnerable groups

IDEATION workshop

✓ A list of clustered problems in the examined ✓ area was created: Pedestrian crossings,
 Pavement condition and geometric characteristics, Obstructions and illegal parking, Infrastructure for disabled people,
 Signing



COCREATION workshop

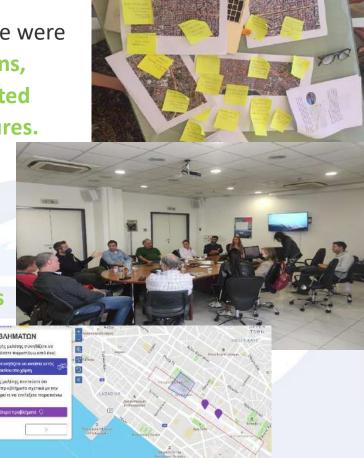
✓ Impact scenarios

✓ Specific measures of high importance were suggested: measures for intersections, policy measures, infrastructure related measures and multimodality measures.

VALIDATION/EVALUATION workshop

✓ Visualizations of implemented measures in Digital twin and charts with the related impacts

✓ Introduction to the participatory platform Maptionnaire.



THESSALONIKI VALIDATION/EVALUATION workshop



Increasing the green interval of the traffic lights for pedestrians at Kamara crossing



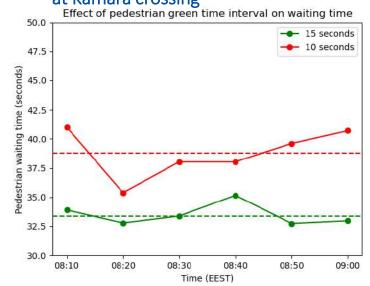
Adding a 4th pedestrian crossing at Iasonidou and Egnatia

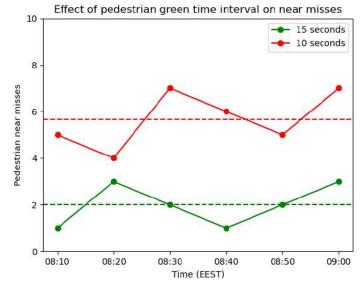
intersection



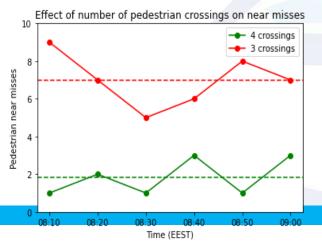
Effect of increasing pedestrian green time interval on waiting time and near misses

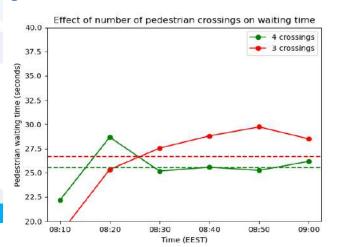
at Kamara crossing





Effect of adding a 4th pedestrian crossing on waiting time and near misses at lasonidou and Egnatia intersection





BREDA



Target Group: inhabitants from the Hoge Vucht.

Neighborhood: Hoge Vucht neighbourhood in the north-east part of the city, with relatively significant numbers of social housing, people with low incomes, low levels of education, health issues and limited life expectancy.

IDEATION workshop

✓ A group of local residents joined the first workshop, presenting their views on the assets and issues in the neighborhood and placing their concrete experiences on the maps that were later translated into the Digital Twin environment.



COCREATION workshop

✓ Open discussion with stakeholders about the integration of crowdsourced citizens data into the digital twin and the usefulness of digital twin as tool in citizens engagement

VALIDATION/EVALUATION workshop

- ✓ Other categories of the Hoge Vucht urban space users, such as representatives of the local business and schools;
- Discussion on potential usability and connection to the existing neighbourhood activities and local online citizens engagement platform



BREDA





The workshops illustrated that different neighborhood stakeholders are interested in the tool. However, to confirm their interest they need to see clear added value additionally to the available engagement methods as well as to experience it themselves.

HELSINKI



Target Group: vulnerable user groups

Neighborhood: four neighbourhoods in Helsinki and the city center (accessibility issues)

IDEATION workshop

✓ The participants were asked to share their thoughts on the mobility-related issues in their own living environment with regards to accessible routes.

COCREATION workshop

✓ Test of the online **feedback** channel





VALIDATION/EVALUATION workshop

- ✓ Validation of the results with stakeholders
- ✓ Discussion about the possible use cases of the digital twin in citizen engagement



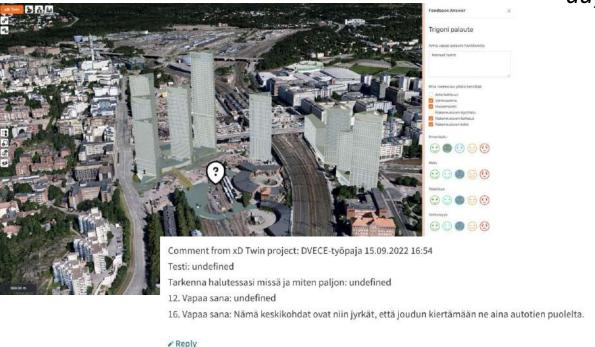






"Giving feedback was very easy."

"With this type of a tool, the collection of information would be improved. I hope it'll be available one day."



- better understanding of the city when the city can be looked at from all angles in 3D and 4D.
- allows accurate location data for any feedback and the tool available 24/7 to all online users
- numerous possibility for visualisation of complex interdependencies
- engagement and communication to many directions: from citizens to citizens and to the city, from the city to the citizens

The xD Twin platform collects user feedback that is visible on the Digital Twin for all users to read. The comments and answers to these questions were transferred through an API to the Decidim test environment.

Lessons learnt and recommendations



Citizens' engagement in activities and projects such as DVECE is a critical point in order the policy makers to be able to address the mobility challenges in local scale.

✓ Cooperation of all related stakeholders and citizens:



- Establishment of a regular dialogue and communication
- ► Incentivize citizens to participate in planning processes
- All citizens should be informed about the opportunity to visualize the impact of their decisions through Digital Twins actively participating in decision making.
- Introduction of crowdsourced citizen data (need of location based feedback)

✓ Digital Twin as an engagement tool accessible to all



- ➤ Give voice to different user groups to mobility planning; when planning the city's mobility solutions, it's important to include persons with mobility impairments or from different social backgrounds
- Further developments are required in order for the digital twin to become an engagement tool accessible to all (e.g. visually impaired persons)

✓ Digital Twin as a part of the participatory democracy processes in Decidim.



The integration of Digital twin with Decidim platform was achieved in test scale in Helsinki pilot. However, its further development and scalability depends on ownership, management, and marketing aspects.



Thank you!

Visit us!

- HIT: imet.gr
- Lab: smartmlab.imet.gr/
- Dashboard: thessmd.imet.gr/
- Open data portal: opendata.imet.gr/



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Innovation Management for scoping DT use cases

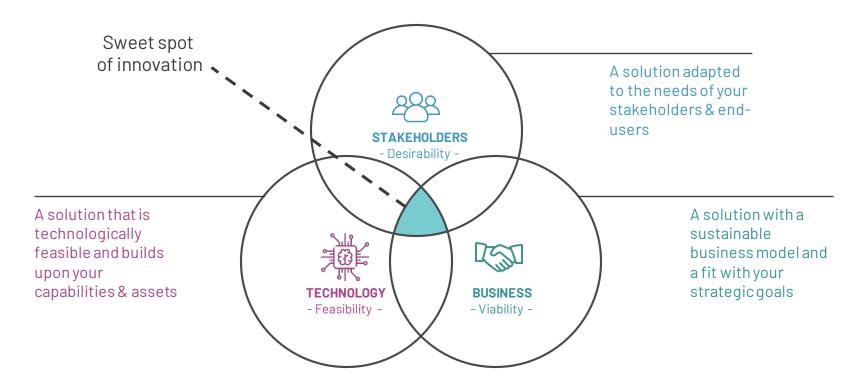
Dimitri Schuurman (PhD)

Innovation Expert

@dimischuurman

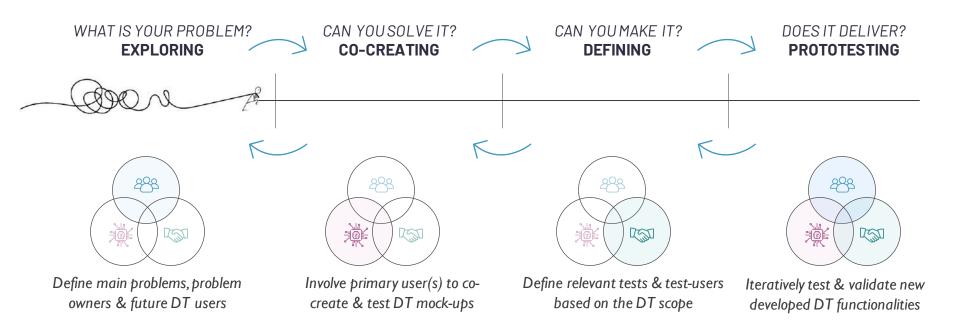
Dimitri.Schuurman@imec.be

Three elements of (data) solutions





Imec's innovation management process





IDENTIFYING & TESTING ASSUMPTIONS

INNOVATRIX







Stakeholder (incl. SDP role)			
Needs / Opportunities			
Current Practices			
Currents Datasets / Models			
Jobs-to-be-done			
Value Creation			
Key Resources			
Trustworthiness Requirements		Г	
Barriers			SMART DATA USE CASE

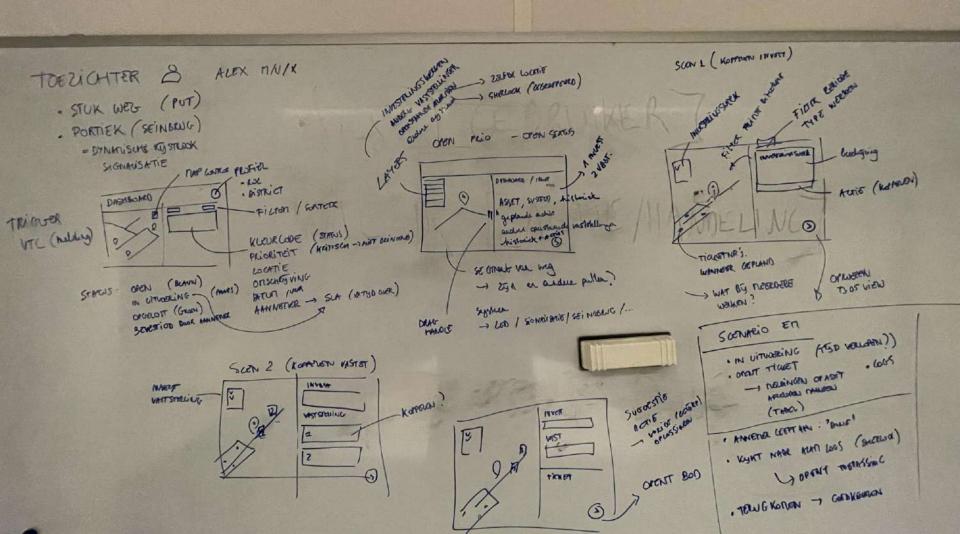


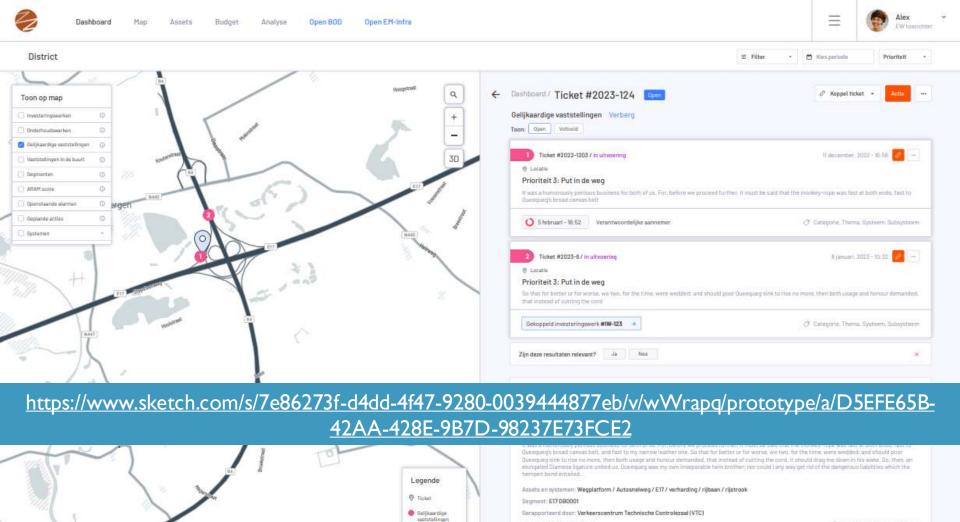
CANVAS

EXAMPLE I: PREDICTIVE MAINTENANCE OF ROAD ASSETS (FLEMISH DEPARTMENT OF MOBILITY)



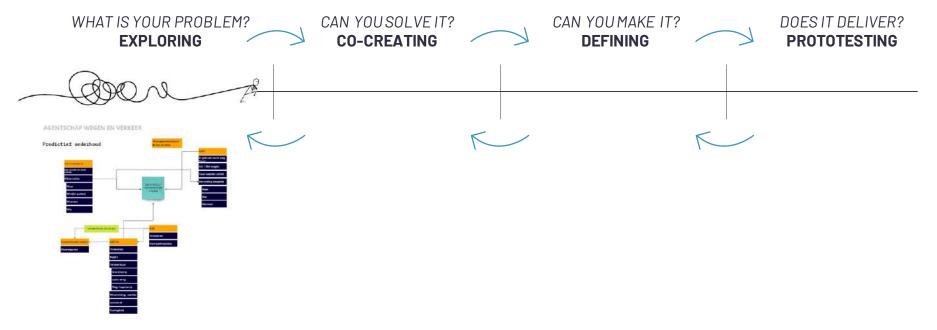






Appnemer: Naam aannemer

Schade Put, Snelweg Riibaan



- In the first stage, mainly 'deciders' were involved
- Their (too) high ambitions were challenged in later stages challenged by the operational complexity

Lesson learned: in the earlier stages of the Digital Twin use case scoping process, typically data quality & availability are overestimated and the barriers for adopting new ways of working are underestimated

EXAMPLE 2: PRECINCT – EU PROJECT



ABOUT

CONSORTIUM

LIVING LABS

PUBLICATIONS

EVENTS & UPDATES

SISTER PROJECTS

CONTACT



KU LEUVEN

unec







Preparedness and Resilience Enforcement for Critical INfrastructure Cascading Cyberphysical Threats and effects with focus on district or regional protection

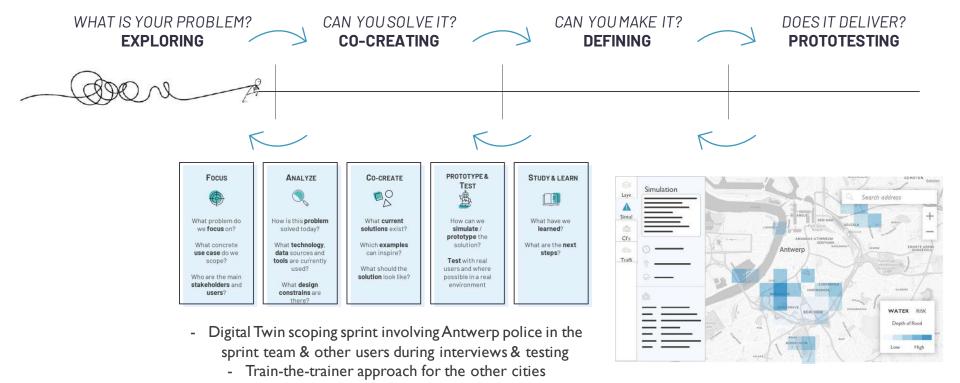
Transferability

PRECINCT

Partner







Lesson learned: when deeply involving the end-users of your Digital Twin in exploring & co-creating your DT use cases, the outcome can differ from what you were planning to do in the proposal...

EXAMPLE 3: DT BRUGES

Digital twin van de stad Brugge, demovideo | imec Vlaanderen on Vimeo







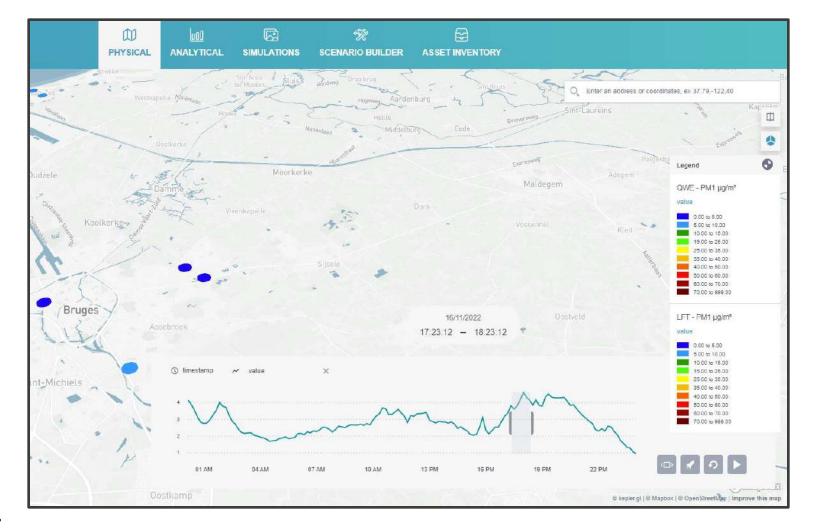
Computer says yes: Brugge bouwt digitale tweeling



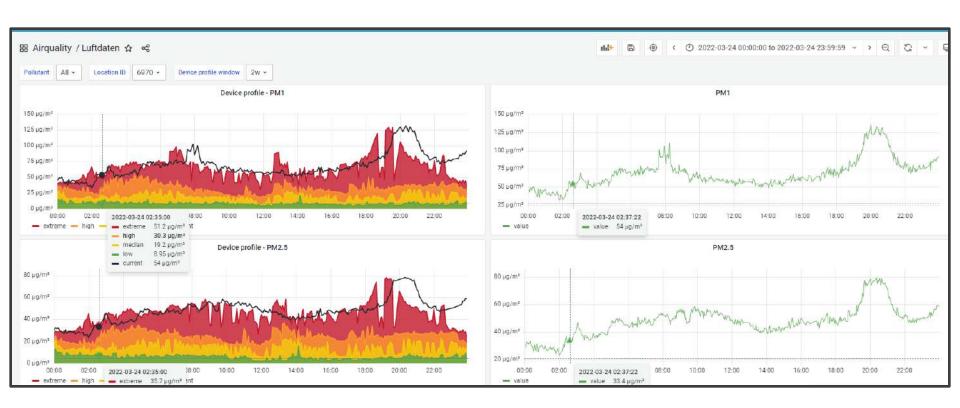
STEPHANIE DE SMEDT | 07 februari 2021 08:00

Brugge bouwt tegen eind dit jaar samen met het onderzoeksinstituut Imec zijn digitale even-beeld, om het verkeer beter te sturen en de luchtkwaliteit te vrijwaren. Een belangrijk piloot-project voor het enorme potentieel van digitale tweelingen, een technologie die oprukt.

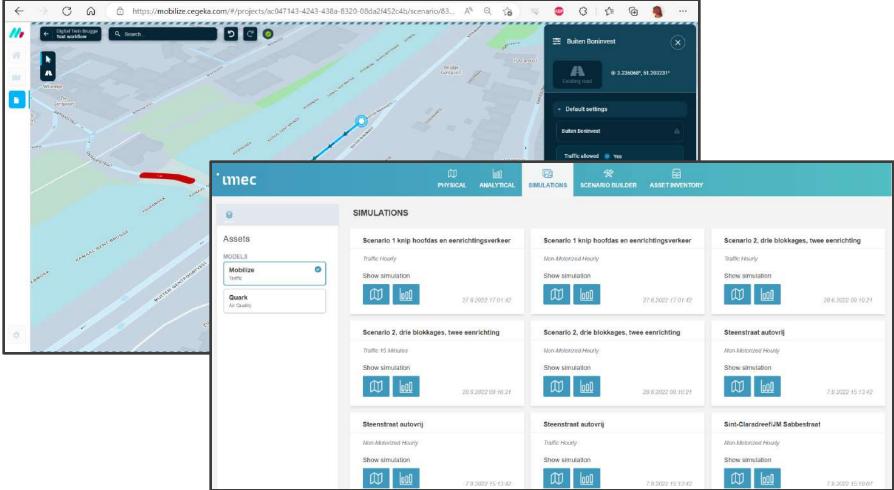


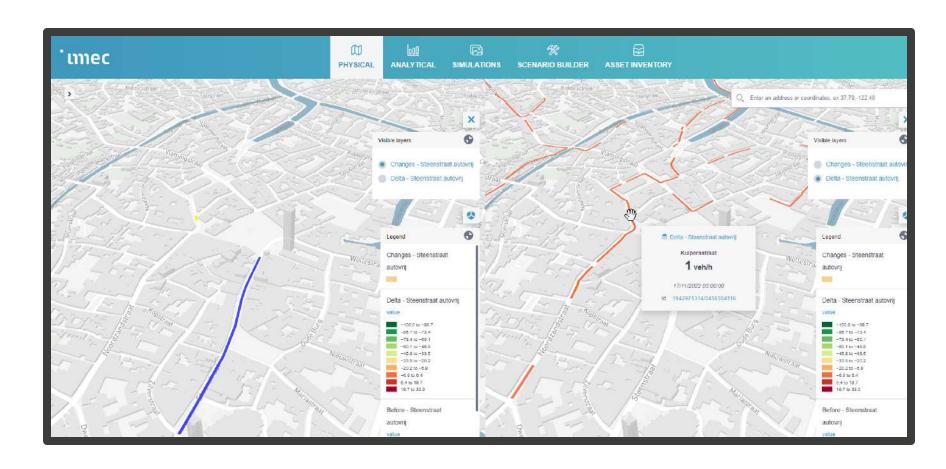






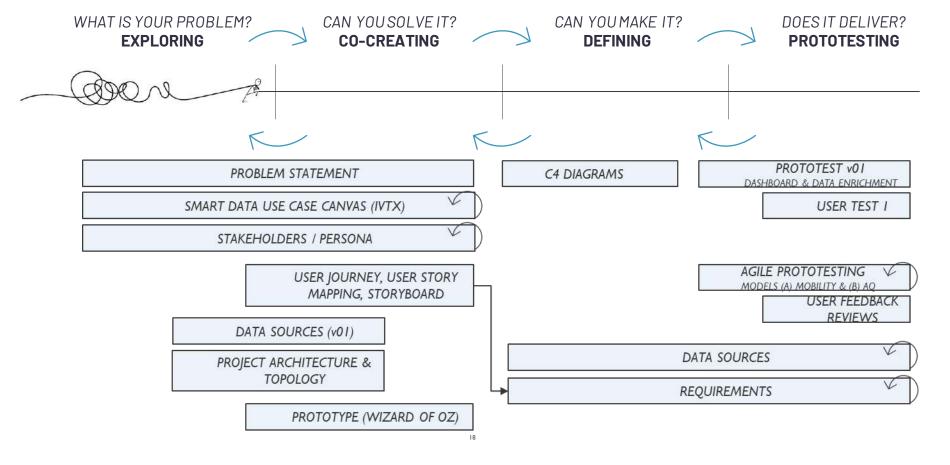












Lesson learned: involving end-users from the start resulted in a functional and adopted Digital Twin use case, however switching back from prototesting to co-creating should be possible

Further reading...

- Innovatrix: https://timreview.ca/article/1225
- Living Labs for scoping Digital Twins: https://openlivinglabdays.com/wp-content/uploads/2022/12/OLLD-2022-Proceedings.pdf
- Testing: https://timreview.ca/article/1204
- Living Lab methodology: https://timreview.ca/article/956
- PhD on Living Labs: https://biblio.ugent.be/publication/5931264/file/5931265.pdf

innec

OUR OWN INNOVATION MANAGEMENT TOOL

INNOVATRIX

INNOVATRIX.BE

Imec's platform for innovation and venture

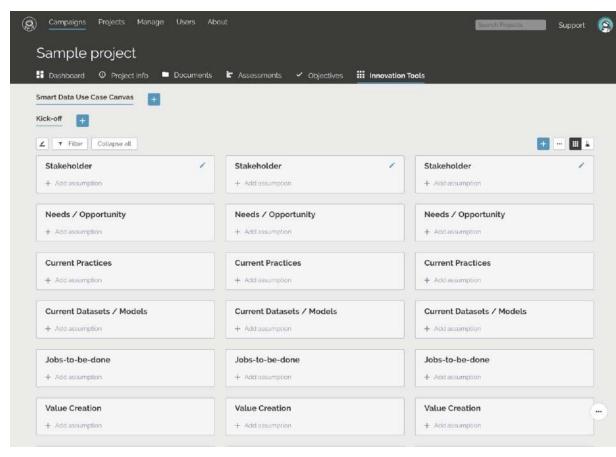
coaching: https://imec.innovatrix.be

Assumption-based approach to

innovation

- Map assumptions
- Validation activities
- Update board







mec

embracing a better life