Simmering
Smart for the Future
Implementation Report
of Smarter Together Vienna
Austria Vienna
France Lyon
Germany Munich
Spain Santiago de Compostela
Italy Venice
Bulgaria Sofia
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Vienna is committed to its vision of being a Smart City with a high quality of life based on social integration, high ecological standards and future-oriented governance. Our contribution to the global societal and environmental challenges that we all have to tackle together is a social Smart City focusing on the needs of citizens, where technology is at the service of people.

In order to make this vision become reality, it’s necessary to showcase concrete solutions on the district level. Therefore in 2015, Vienna, together with Lyon and Munich, joined the club of Smart Lighthouse Cities within the EU funded programme Horizon 2020. In 2016, with the formal launch of the project, our goal was to boost urban renewal and climate action with innovative solutions in the emblematic worker’s district of Simmering. Our challenge was to develop a joint approach with numerous project partners and citizens in the district in order to achieve in practice the idea of being “smarter together”. The participation, as well as the partnership-oriented dialogue of all actors, stakeholders and citizens is essential for sustainable development.

Following a three-year-long phase of project implementation, Smarter Together has become one of twelve European Lighthouse projects, as well as Vienna’s cornerstone project in regard to Smart City urban renewal, offering a variety of great solutions and innovations for a liveable, green and socially sustainable city of the future. Smarter Together is forward-looking because it connects people, involves the economy, underlines the partnership-based cooperation of all, and even promotes Vienna’s attractiveness as an international business location.

We invite you to discover the panoply of Smarter Together, Vienna’s EU-funded project. The EU and its Horizon 2020 Programme have provided a great opportunity to meet the challenges thanks to all who have worked on co-creating the project with commitment and passion.

Enjoy the reading!

Michael Ludwig
Mayor of the City of Vienna

Kathrin Gaál
Executive Councillor
for Women and Housing
Dear fellow smarties,

and all who have co-created the success story of Smarter Together, dear readers,

It is a special pleasure to present a first summary of our project achievements in the name of the team. Based on a broad societal vision, responsibility and political mandate, we have implemented a huge number of actions. Moreover, we have succeeded all together to develop a dynamic that has triggered numerous additional processes, project activities and tangible results.

Initially, we developed a project involving key project partners from governance, businesses from SMEs to world players, as well as research institutions. We actively included nine departments, or units of the city administration, and 80 people from different local project partners. During the process, so many more institutions, local actors and stakeholders have joined our social Smart City journey with a human face. For us as Project Management, in addition to the set-up and coordination of activities, a positive dynamic and a steady progress was also important in order to reach our planned achievements. This has been a challenging, but very fulfilling and fun job – thanks to a motivated and great project team!

Thanks to the support of the EU H2020 call, Smarter Together Vienna has implemented far beyond 40 varied individual projects. With approximately 7 million Euros in funding, it has triggered a leverage effect leading to a total investment of over 80 Million Euros in Vienna alone.

What was very exciting for us was to get familiar with the district, its people and various local institutions. Many of them have become very important partners of Smarter Together. First-of-its-kind demonstrations and new add-ons to existing processes were implemented, which contributed to the idea of an Urban Living Laboratory. Thus, Smarter Together became the smart city token for urban renewal in Vienna, not only within the city but also internationally.

Smarter Together has also noticed an increasing international and local interest of people who want to know the story of the project. It is a privilege and a responsibility to report how our actions are working and what there is to learn in creating a city fit for the future. Smarter Together acts locally while having a European and a global vision.

Enjoy the reading!

Julia Girardi-Hoog  
Project manager  
Smarter Together Vienna

Stephan Hartmann  
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Smarter Together Vienna

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Siemens
e-mobility (e-forklifts e.a.), plant logistics, participation of employees

New Secondary Schools I+II
Enkplatz 4: extension incl. 4 zero-energy-gyms, PV-system + solar thermal with re-covery to district heating. Exhibition of the Project Competition

Community College VHS
Information and local activities

Refurbishment Lorystraße 54-60
95 flats on 8.800 m² and PV-system

Central Cemetery
E-Bikes at Gate 2

Data Management
Data Infrastructure in FIWARE: smartdata.wien

Sustainable Mobility
Strategy for the quarter, testing area for e-mobility, green path network, city logistics

Citizen’s participation
SIMmobile, Info stands, workshops, participation and co-creation in mobility and refurbishment, gamification

Smart City
Governance Learning, Replication, Research Cooperation, International, Network of Excellence

Images © (1) Siemens, (2) Burtscher-Durig ZT GmbH, (3) PID/Votava, (4, 5) Bojan Schnabl, (6) PID/Holzmann (7, 8, 9) Bojan Schnabl, (10) B&F Wien, Natter
Vienna’s “Smarter Together” urban renewal project area is located between the main road “Simmeringer Hauptstraße” and the Eastern rail track (i.e. the quarters of Geiselberg, Enkplatz, Braunhuberviertel).

In total, 21,000 inhabitants will directly benefit from smart solutions in the areas of refurbishment, energy, mobility and information and communication technology.
Smarter Together at a Glance

Smarter Together is an EU-funded project under the Horizon 2020 Program bringing together the Lighthouse cities of Lyon, Munich and Vienna as well as the Follower cities of Santiago de Compostela, Sofia and Venice and the Observer cities of Kiev and Yokohama. The project was launched in February 2016, includes an implementation phase until 2019, followed by monitoring and evaluation activities to be concluded in 2021. The total EU funding of 25 million Euro and 7 million Euro for Vienna respectively, triggered a total investment of over 80 million Euro in Vienna alone, showing that the challenge of renewing Simmering was met. More recently, Smarter Together joined the EU network of 80 Lighthouse cities contributing with its experience to the common European Smart City vision.
Simmering. Vienna’s 11th district in the south-east, is a part of the city that is considered periphery and characterized by its working class history, a diverse building stock with a high share of municipal and subsidised housing. With a higher than average percentage of citizens with migration background and lower than average level of education, the project area is a perfect testbed for a real life implementation of innovative solutions that are relevant for replication.
Citizen Focus
Giving a Human Dimension to Smart City

Smarter Together tackles environmental and societal challenges that already have an impact on the local communities and on the everyday life of the citizens. With a proactive approach, Smarter Together ensures that the necessary change is supported and “owned” by the society as a whole. An open and participatory dialogue builds the trust and the commitment of stakeholders that is needed to ensure that many citizens are willing to contribute their individual “last mile” of environmental action. Over 10,000 local inhabitants participated directly in Smarter together activities designed to reach different target groups through a variety of approaches. Outreach was either information based or used gamification, making children the real Smart City ambassadors.
The SIMmobile

The SIMmobile is a mobile information and communication booth in public spaces used by a variety of partners and local actors for their outreach to the local population.

In co-operation with and operated by the Urban Renewal Office (Gebietsbetreuung Stadterneuerung, GB*) – a key institutional player with regard to citizen’s participation – the SIMmobile has been set up as a mobile Urban Living Lab.

From spring to autumn, it opens on average three days a week in different locations for six consecutive weeks before moving on in the district. It provides relevant project related or general information as well as interactive tools and offering workshops.

On one occasion, the SIMmobile set up camp at the Siemens factory site to disseminate project information and gather ideas for sustainable mobility solutions. The inputs received resulted i.a. in an e-bike and an e-car charging station implemented by the Siemens management.

More than 3,000 people visited the SIMmobile
Smart Kids

“Kids in focus” has become another pillar of Smarter Together’s outreach and particularly, in our effort to anchor responsible environmental behaviour in all generations. Starting from the school refurbishment, the smart kids programme encompassed a variety of activities.

WORKSHOPS IN SCHOOLS
Workshops were held in the two refurbished schools. They were created autonomously by the teachers that also explain the technology of the four new zero-energy-gyms.

WORKSHOPS BY SCIENCE POOL
Science pool is a local NGO fostering the knowledge community amongst school kids in Eastern Austria on energy, mobility and other smart city issues, reaching over 300 kids from 17 classes. Science Pool works with interactive methods designed to raise enthusiasm for smart city issues and technology. These workshops are usually not affordable for typical families in the district.

FIRST RESEARCH FESTIVAL IN SIMMERING
In November 2018, the festival was located in the Science Pool. It built on the series of workshops in schools, four classes from three schools have continued their smart city workshops autonomously. Their results have been awarded with a price by City Councillor Kathrin Gaál and renowned local science hero “Science Buster” Elisabeth Oberzaucher.

MURAL PAINTING
Some 50 youngsters painted a mural in a public space next to a railway station with the statement: “Simmering is our Future”. The activity was facilitated by Urban Renewal Office (GB*) in cooperation with Balu&Du, a local street worker’s NGO.

KEITH HARING-STYLE MURAL
Elaborated on own initiative by the refurbished sport school, promoted by Smarter Together.
Gamification

Easy access information and triggering interest through low-threshold outreach: Smarter Together employed gamification concepts to reach out to kids and through them also to their parents with often diverse backgrounds, thus contributing to community building across traditional borders.

BEAT THE STREET
A large scale active mobility and health game for kids that mobilized thousands of local inhabitants from all generations during 6 weeks in Autumn 2017 and in 2018. It also contributed to social integration and community building in the district (6,000 participants only in 2017!). School kids with their chips and elderly with their chip-cards had to touch at least two boxes in order to collect virtual points respectively kilometres counted. Winners were awarded with sports equipment.

In 2018, the Simmering pilot has been taken up in the district of Donaustadt with great success and reinstalled in Simmering due to the massive request of kids and their parents.

PHOTO COMPETITION
"Summer in the City" - a photo competition invited locals to reflect on climate change. Over 30 most authentic photos were presented. A real challenge for the awarding jury. The activity was supported by the local newspaper and local institutions.

Beat the Street 2018, Kickoff, © Mobilitätsagentur Wien/Christian Fürthner
1st Research Festival in Simmering, © PID/Bohmann
Images from top left ©:
Mobilitätsagentur Wien/Christian Fürthner
B&F Wien/Tobias Natter, GB*, PID/Bohmann,
SmarterTogether/Sakir Sarioglu (Flying Pizza),
PID/Bohmann

Beat Box

Bike bell

SIMmobile at VHS Simmering

SIMmobile team with Sakir Sarioglu

Kathrin Gaál and Elisabeth Oberzaucher at the 1st Research Festival Simmering
VHS Simmering

VHS Simmering, the adult education college and cultural centre has become one key geographic anchor of the project. Numerous events take place in the event hall and numerous workshops and trainings in class rooms.

THEMATIC EVENTS AND CONFERENCES.
In 2017, Smarter Together held three thematic events linked to the project issues energy, mobility, data management and infrastructure.

ON-SITE VISITS
The VHS Simmering is regularly the starting point for local or international visitor groups to the project area and hosts debriefing meetings or workshops for these groups.

A HIGH-END TOUCHSCREEN COMPUTER
was supplied to the local municipal library for kids with project information and the possibility for creative use by start-ups.

EDUCATION QUARTER SIMMERING
Vienna is structuring co-operation amongst education institution from a certain neighbourhood. Smarter Together’s many school-oriented activities have prepared the ground for this well before the formal start of the co-operation. Those activities will be intensified.

URBAN GREEN
In addition Smarter Together also focus on the network of green and open spaces in the district. A concept was created by the Urban Planning Department and actions are under evaluation.
**Co-Creation**

Co-creation is what we call the direct involvement of citizens in the development of a solution. Smarter Together deployed a variety of activities from information to deeper Co-Creation to increase citizen’s and stakeholder’s ownership of their city and neighborhood.

**E-CAR SHARING**

The e-carsharing in the co-operative social housing BWSG Hauffgasse has been initially conceptualized in order to provide additional dimensions to the concept of social housing. Smart mobility is deployed in light of the smart city concept. It had been promoted in co-operation with “wohnbund:consult”, a long term implementation partner of the social housing provider BWSG.

Initial surveys and in-depth interviews resulted in the definition of the initial concept with three different cars and an “Active Group” with some 15 members that takes care of the everyday management. Some 80 users (out of 1000 tenants) drive up to 4000 km per month and car.

From the start, the highly advantageous tariffs in the testing phase have been communicated as a promotion tool for the new smart city concept. This “Active Group” is intensely involved in the elaboration of the final business case “carsharing in social housing”. This is done closely with the carsharing operator Caruso.

During the academic year 2018/2019, a group of students from the Sustainability Challenge, implemented by the four major universities of Vienna, will make a field study in view of the future business model as a contribution to the achievement of the UN SDGs (Sustainable Development Goals).

The BWSG e-carsharing represents a best practice of co-creation within Smarter Together.
REFURBISHMENT
Two refurbishment sites of Municipal Housing in Lorystraße and Herbertgasse were addressed regarding the participation process in cooperation with the City’s responsible communication and mediation unit called “wohnpartner”. A novel design of communication strategy on upcoming refurbishments has been elaborated and tested. It is shifting the focus from top down information to information relevant for individual tenant concerns. This new communication strategy is now deemed best practice and will be rolled out to all units dealing with some 220,000 municipal flats and a quarter of Vienna’s population. In Lorystraße, the tenants participated in the decision-making on the use of the green backyard, triggered a new technical solution for the ventilation of the staircase in case of fire and decided in a voting on the colour-scheme of the facade.

SIEMENS PLANT SIMMERING.
The Simmering plant of Siemens is an example on how the partnership concept can also include decision-makers in their function as inhabitants, citizens and multipliers. The institutional framework of the EU programme and the project communication culture allowed decision makers from mid-level management to boost innovative ideas suggested from within the workforce using Smarter Together as a ideas amplifier. As a result, new energy saving charging stations for electric tools have been piloted and then rolled out. A new centre for logistics of small items has been conceptualized and built within Smarter Together adding value to the initial new e-forklifts and leading to a high ecological impact at the production site. Another result of the co-creative process is the installation of charging stations for employee’s e-bikes as well as two charging stations for e-cars.

E-BIKE SHARING BY SYCUBE
In the popular district of Simmering, e-bike sharing and e-car sharing were very little known and used. Smarter Together launched a series of information activities in order to give inhabitants often the first opportunity to test different brands of e-bikes. Based on an on-site survey one specific type of e-bike was chosen for the planned future e-bike sharing scheme. 2 terminals with 12 e-bikes and a CargoBike are up and running.

A SURVEY IN THE SCHOOL YARD
on ideas for the future school has been carried out by GB* while the SIMmobile was stationed during one month in front of the school yard. Results have been forwarded and integrated in the planning of the school. As a result of the particular interest in “solar benches” in the future courtyard, those benches have been installed in 2017.
Information and Communication

Smarter Together Vienna has established an internal communication structure that focuses on the project dynamics and supports future replication. It supports all citizens participation activities as well as the communication endeavors of the international partners.

A COMMON VISION AND MISSION STATEMENT

on communication has been elaborated at the start of the project implementation ensuring that Smarter Together serves as a promotion tool for all project partners which substantially contributed to their individual activism and multiplied their project outcomes.

It also contributed to the “translation” of the international perspective to a citizen's-oriented approach including the local branding of the project in a dialect variant of the project name “Gemeinsam g'scheiter” (Smarter Together in Viennese dialect).

THE COMMUNICATION WITH CITIZENS

in general and with different target groups in particular is the responsibility of all partner institutions within their specific competencies in order to ensure a long-term sustainability. Specific communication activities were undertaken by GB*, wohnpartner, wohnbund:consult, VHS Simmering, Science Pool, DIE UMWELTBERATUNG, Balu&Du, WAFF, and many more.

COMMUNICATION HUB

Smarter Together Vienna serves as a communication hub employing different tools and platforms such as the website smartertogether.at, monthly (bilingual) newsletter, Twitter, Flickr (a database of pictures and clips comparable to Wikipedia Commons), Facebook etc.

MEDIA COVERAGE

Smarther Together has a vast track of local, regional, national and international media coverage confirming its status as thematic leader, setting issues in the public discourse.

INTERNATIONAL OUTREACH

Smarter Together Vienna is regularly invited to international conferences in Austria and abroad in order to share its best practices.

VIDEO CLIPS

Smarter Together Vienna produced a series of video clips that are featured via the project website or via project partners.
Holistic Refurbishment
An essential of Urban renewal

Housing refurbishment is at the core of any urban renewal as the existing housing stock is a major energy consumer and thermal retrofitting is a priority in light of our climate targets. The advantage of Vienna: the large social (subsidized) housing and municipal housing stock where deep renovations are much more likely than in private multi-apartment buildings.
The housing estate Hauffgasse 37-47 was built by the social housing association BWSG in the late 1970s. There are 486 flats, a community center and a kiosk.

The thermal refurbishment of the façade reduces the heat energy demand by 80 percent, from 120 kWh/m² per year to approximately 25 kWh/m² per year. In addition, the project partner "KELAG Wärme" installed a 360 m² large PV-System with 66 kWp on the roof. The electricity generated will be used for warm water supply and will save about 70 MWh per year. The energy savings and the CO₂ emission reductions are a valuable contribution to combating climate change. The living comfort has significantly increased too through the improvement of elevators, staircases and commonly used facilities.

Green areas will be upgraded too. Furthermore, an additional 75 flats have been added in a rooftop extension.

The mediation institute wohnbund-consult fostered dialogue and social interaction during the refurbishment process. It is a key partner in all dialogue activities by Smarter Together including the installation and running of the e-car-sharing.

First E-Carsharing in an existing residential site

Heat energy demand was reduced by 80 %

Two additional levels constructed during refurbishment

Energy from PV-Systems will save 70 MWh per year

BWSG Hauffgasse
Holistic Refurbishment
The municipal housing estate in Lorystraße 54-60 was built from 1964 to 66. There are 95 flats, 3 laundries and 2 business units.

The thermal refurbishment of the façade reduced the heat energy demand by more than 80 percent, from 130 kWh/m²yr to approximately 23 kWh/m²yr. Additionally, a 50 m² large PV-System with 9 kWp was installed at the roof. The electricity generated will be used for elevators, laundries and other common facilities. The surplus will be fed into the grid.

The refurbishment process was accompanied by an innovative communication and participation in co-operation with “wohnpartner”. It shall be rolled out all over Vienna.

Both municipal housing estates are owned and managed by Wiener Wohnen, the City owned housing company owning 220,000 dwellings, and provide housing at very affordable rents to their tenants. The refurbishment ensures energy savings and CO₂ emission reductions as well as additional improvements to make the buildings fit for the future.
Jürgen Czernohorszky and Barbara Novak at the NMS Enkplatz school

Temporary playground Greifgasse

Groundbreaking ceremony NMS Enkplatz school

Images from top left ©: SWM/Zsolt Marton, PID/Jobst, SWM/Zsolt Marton, PID/Gökmen, A. Tschismasia, PID/Jobst
Smart Energy Resources, Instruments and Actions

In its Smart City Framework Strategy the City of Vienna has set the goals of reducing its CO₂ emissions by 80% in 2050. The necessary reduction of energy demand and increase in the share of renewable energy and waste heat requires sound strategies, resources, instruments and, finally, actions.

Smarter Together shows innovative approaches for increasing energy efficiency. Replacing fossil solutions with renewables as well as for integrated energy planning: Two heat solutions through the integration of waste heat from a data centre and the use of the return flow of district heating have been planned. In addition, the installation of photovoltaic panels and the integration of solar thermal energy into the district heating grid were realized. These pilot actions were complemented by a systematic analysis of energy and building data of the area, which forms the basis for integrative energy planning. With this combination and integration of activities, Smarter Together contributes to a holistic view helping to develop a strategy for the energy transformation of the building stock.
The reconstruction and modernisation of a public gym and the addition of 16 class rooms to the schools serves as a testbed for the use of new energy solutions in non-residential buildings. It is a pilot project testing climate friendly smart city solutions.

The extension encompasses 4 zero-energy gyms, 16 classrooms, in total 3800 m² (gross floor area). The current energy performance of 104 kWh/m²a (total) will be reduced to 27 kWh/m²a after refurbishment. The renewable energy will be sourced from a photovoltaic system (67 kWp/a) and a near-surface geothermal energy (heat pump) which will also allow for cooling services to inhabitants in anticipation of ever more frequent periods of extreme heat. The solar thermal system will allow for reflux of surplus heat into the secondary district heating system. This is an important testbed for the integration of sources of renewable heat into the district heating system. An ICT-based central monitoring and energy management for regulating the solar heat energy flow into the secondary district heating grid will be established.

The gym provides a welcome opportunity to broaden the project’s scope and reach-out to more target groups in the district (students, teachers, parents and neighbours).
For the first time the City of Vienna carried out a detailed energy assessment of a quarter. The maps that were drawn up are designed to provide a) standard information about the energy demand, b) type of energy used and c) potential for renewable energy sources. The potentials for refurbishment and coverage by renewables were also determined. Data gaps were identified. The refinement of an energy planning for the entire city was initiated. In addition, Smarter Together identified specific urban development instruments and actions necessary for integrative energy planning in the building stock.

Several PV projects have been carried out in the area. On the refurbishment objects Hauffgasse 66 kWp were installed and on Lorystraße 9 kWp. The electricity generated will be used for elevators, hot water generation and other building services. A further 310 kWp were installed on the roof of a new logistic centre in the area.

In addition, two solar benches in the front yard of the schools on Enkplatz were constructed demonstrating how renewables work in public spaces. These benches feature pv panels on the desk as well as batteries and sockets for everyone to charge their electronic devices with renewable energy.

In order to reduce CO₂ emissions the density of the district heating system needs to be increased. This will also help to reduce the duplication of infrastructural installations and of housing management costs.
Energy Saving: Workshops and Quiz

WORKSHOPS
Smarter Together provides energy saving workshops on the correct use of new appliances for households of those refurbished buildings. "DIE UMWELTBERATUNG" is a specialized environmental counselling institution. Additional workshops targeted at specific needs of asylum seekers are also provided in co-operation with Caritas.

LEAFLETS
Information material on energy saving through behaviour in households has been translated into English by Smarter Together as a support.

ENERGY QUIZ
As part of the gamification strategy and needs for the communication of the GB* within the SIMmobile, an energy quiz has been developed in co-operation with DIE UMWELTBERATUNG and used especially in interaction with children.
Smarter Together worked intensely on innovative (e-)mobility as part of an integrated urban renewable approach. 8 mobility projects were implemented to provide alternative services and vehicles for energy and climate efficient mobility of the future.
In the refurbished residential building BWSG-Hauffgasse, an e-carsharing was launched in October 2017 as a first of its kind. 3 e-cars are intensively used. A group of active tenants takes care of the everyday handling. It also promotes the scheme.

The service is operated by BWSG in co-operation with Caruso while wohnbund:consult is supporting promotion and co-creation activities. It is already making concrete planning for replicating the scheme.

Since September 2018, the first public Mobility Point in Vienna provides different mobility services in one location. The “WienMobil Station” offers an all-season public E-Bike and E-Cargo Bike terminal, a charging station for e-cars, a Carsharing rental, lockable bike boxes, a digital information terminal, an air pump and a bench. The principle operator is “Wiener Linien”, It is co-operating with 4 different sub-operators which underlines the connected approach of future mobility.

A first E-Bike terminal was opened in April 2018 at the central cemetery of Vienna by Sycube. The cemetery proved an excellent partner, interested in offering a modern mobility service to its many visitors to navigate the expansive site. A second terminal is at the mobility point. 12 E-Bikes and a Cargo-Bike are in operation. The E-Bikes are available via the SIMBike App or through a chip card offered at the spot. Sycube developed the whole system including a new locking system for the E-Bikes.

During 2017 a special promotion campaign for e-cargo bikes was run in Vienna. Smarter Together tagged onto this campaign to also promote and inform about cargo bikes. The project also offers a Bakfiets e-cargo bike to citizens through the Local GB*. This fits in well with the project focus on energy efficient modes of transport.

images from left to right © BWSG/Reinhard Holzmann, Wiener Linien, B&F Wien/Tobias Natter, Mobilitätsagentur Wien/Christian Fürthner
E-Logistics at Siemens and Post

One of the focus areas of Smarter Together in Vienna is on e-mobility solutions for logistics. Through the cooperation with Siemens Austria more than 20,000 litres of diesel are being saved every year through the use of e-forklifts, an e-delivery car and an e-transport carrier. In addition, E-Car and E-Bike charging stations were installed at the factory site in Simmering.

Siemens also adapted their logistic concept to reduce truck deliveries and charging facilities employees’ vehicles were improved in an innovative bottom-up approach.

The Austrian Post is using e-vans for the first time ever in its fleet for the delivery of bigger parcels as part of their effort to achieve their goal of CO2-free delivery in urban areas.

Local Mobility Strategy

The drawing up of a local mobility strategy at the outset of the project was an important foundation for demonstration activities. A SWOT analysis of all modes of transport was carried out and potential measures and locations of mobility services were identified. In dialogue with the citizens on the street and relevant Stakeholders the mobility measures were closely interconnected at neighbourhood level with the Urban Renewable approach.

Mobility Survey

In 2016 and 2018 two mobility surveys were carried out (one on-site and one on the internet) by the Austrian Institute of Technology (AIT) in close cooperation with the project partners and the GB*.

241 full samples were evaluated in 2016, and the ongoing monitoring should assess changes on mobility patterns. Results were shared with all partners to feed into individual projects and monitoring.
Active Mobility

Arguably, one of the nicest ways to save energy is by using active mobility (walking and cycling) in your daily life. The second best mobility option is to use eco-friendly public transport followed by sharing e-mobility services and, lastly, individually owned e-vehicles.

WALKING CAFÉ
In co-operation with the Mobility Agency, a Walking Café was implemented in the Smarter Together area. This “café” attracted an acquainted audience from all over Vienna and allowed to share information on the Smart City project.

BIKE REPAIR WORKSHOPS
Within the outreach activities of the SiMmobile, the GB* also facilitated several bike repair workshops free of charge in order to boost the use of private bikes for daily mobility.

BEAT THE STREET
Awareness-raising for kids and parents with a rather subtle training of new mobility habits was implemented trough gamification within “Beat the Street” in Autumn 2017 and 2018. The events took place in co-operation with the Vienna Mobility Agency, among others.

MOBILITY AWARD
In September 2017 Smarter Together received the Mobility Award of the Verkehrsclub Österreich (VCÖ) in the category ‘Active Mobility and Public Space’.

Walking Café, © Mobilitätsagentur Wien/Christian Rupp
Beat the Street, © DDBVB/Mobilitätsagentur/Smarter Together/Philipp Lipiarski
VCÖ Mobility Award 2017, © VCÖ/Matthäus Schmid
Data management has traditionally been at the core of Smart City and still is an important issue as measurement is a relevant tool for understanding processes, developments, indicators. Smarter Together developed an open source data platform to enable long term sustainability and to avoid being bound to one particular vendor.
Along with the project implementation, infrastructure for data management and collection has been developed and put in place in dialogue with all stakeholders. The aim is to facilitate future use and analysis of data for the city as well as for the project partners in their respective fields of responsibility or business.

For all smart solutions implemented within Smarter Together Vienna, an integrated monitoring concept has been established by AIT and tested in a co-creation process involving various city stakeholders. It covers the whole automated process of sensor-based data collection, transfer and storage on the Vienna data management platform as well as the final consolidation, processing and timely visualization of the results to generate relevant indicators including energy savings achieved, share of RES and CO₂ reduction.

Based on an evaluation of data platforms used in different cities, the Viennese project team opted for the development of an open source data platform using FIWARE. Data has been integrated for the building, energy and mobility sectors from the following data sources: open data, statistical data based on measurements and assessments, sensor (real time) data. The platform allows, for instance, to view data for each e-car sharing vehicle. Users can view the (dynamic) datasets in the form of maps or different types of diagrams. A user management system ensures data privacy. The FIWARE data platform will be used for monitoring the implementation of projects of Smarter Together. The City of Vienna intends to employ the data platform as an IoT middleware and data source.

In December 2018, Smarter Together has been invited to join the ICT 2018 conference with some 6000 participants. Developers worked 48 hours on concrete apps based on the Smarter Together FIWARE platform. In addition, the Hackathon provided a huge target audience of decision makers and professionals in the ICT sphere to the 7 Smarter Together teams. Two of the teams were among the winners.
“Smarter Together” is in addition to the project name the expression of its programmatic cooperative approach. It is a contribution to Vienna’s future-oriented governance. Hence, the establishment of a “Network of Excellence” by all involved partners is amongst the most important structural successes. It enabled Smarter Together to make the shift from a “SMART” (Specific, Measurable, Attractive, Realistic, Timed) project implementation to a sustainable, process oriented approach. Through such a process oriented approach, human resources that are motivated, trained through time and process as well as finally skilled ensure the institutional anchoring of knowledge and innovation and the replication of the (pilot) projects in order to bring them after the pilot phase to bankable and ready for market solutions, in the business as well as in governance issues.
Governance Learning

Governance lies at the core of our endeavours to create sustainability of project results. In Smarter Together we are aiming to anchor any knowledge gained in a systematic way within the Vienna’s governance structure and processes.

PROCESS FOCUS

From the outset, the project design aims at ensuring sustainability of the individual project activities by intensively involving all relevant administration staff in the project implementation. This way, Governance Learning happens naturally through creative involvement and participation rather than through top down trainings and guidelines. The projects philosophy of interdepartmental co-operation is anchored in the administration by dedicated project financing for specific personnel who already hold functions in the respective area also after completion of the project.

LIGHTHOUSE AND FOLLOWER CITIES

Peer to peer learning facilitated through the involvement of Energy Cities also resulted in the deployment of Lighthouse ideas and solutions in Santiago de Compostela, Sofia and Venice. Specific local or on-site workshops contributed to the replication of solutions: In Venice the concept of SIMmobile and citizen’s focus was inspired to a significant degree by Vienna model. In Sofia too, specific exchange with Vienna enabled tailored solutions e.g. e-charging station rollout. Munich is working on its own “Beat the Street” project.

PEER TO PEER

Peer to peer learning and exchange is ensured on the European level through project partners like Fraunhofer Institute or Energy Cities and locally related to targeted interested experts and challenges.

70 staff members in Vienna
9 municipal departments
over 30 local project partners
Replication

Encouraging replication of the tested solutions is at the center of the endeavours of project partner Urban Innovation Vienna (UIV). First and foremost, replication efforts will concentrate on Vienna and include, inter alia, supporting the uptake of the experiences from Simmering in other parts of Vienna.

Smarter Together offers a wide range of experiences to share and replicate: from housing to mobility and from process to technological innovations. Accordingly, also the activities to foster replication are manifold:

**TARGETED EXCHANGE WITH MUNICIPAL DEPARTMENTS**

Smarter Together regularly gives insights to representatives from municipal departments or guided tours through the project area. Replication in this exchange is mostly process oriented covering methods and approaches rather than the implementation of a complete pilot solution in Simmering.

**THEMATIC HARVESTING WORKSHOPS**

A series of so called harvesting workshops have been organized with the aim of consolidating experiences within the partner organisations on site (institutional learning) and enabling in-depth knowledge transfer between administration and technical staff.

**LEARNING FROM PEERS**

Peers are often best placed to motivate and convince others. They offer first-hand experience in an authentic way. In Smarter Together, peers from housing operators, mobility providers, urban renewal office etc. support the take-up of the tested solutions by exchanging their first-hand experiences, e.g. on tenants involvement in the design and the implementation of the social housing e-car sharing scheme.

**CO-OPERATION WITH IBA_WIEN**

Work with the Vienna Housing Exhibition 2022 is programmed to enable sustainability for learning, processes as well as established networks regarding social housing.

**SMART CITY WIEN FRAMEWORK STRATEGY**

Monitoring, Evaluation and Development. Smarter Together feeds into the monitoring and update process of Vienna’s Smart City Framework Strategy ensuring the uptake of relevant learnings into the strategic development of the city.
Research Cooperation

Smarter Together aims at a high level of technical excellence and scientific standards. For this purpose, Smarter Together co-operates within the project with the AIT (Austrian Institute of Technology) and Fraunhofer Institute as well as other research institutions and universities and provides learning opportunities to students. Smarter Together also closely co-operates with the scientific board, especially as one board member is based in Vienna and the WU Wien. Finally, Smarter Together is also in close and regular contact with the city’s Housing Research Unit.

SUSTAINABILITY CHALLENGE
A structured cooperation of four of the major Vienna universities providing interdisciplinary learning and research opportunities for students.

In 2017/18, the Sustainability Challenge conducted a research on green facades that was taken into consideration during school planning as well as by the relevant municipal department MA 22.

In 2018/19, the Sustainability Challenge focuses on the elaboration of a sustainable business model for the BWSG e-car-sharing in the Hauffgasse 37-47 neighbourhood. It is considered to be a contribution to the UN Sustainable Development Goals.

FH VIENNA TEACHING
A regular co-operation is implemented with the university of applied sciences FH Wien combining courses, conferences and on-site visits in the project area of Simmering.

SCIENTIFIC PAPERS
Smarter Together is solicited to publish its findings and best practices. So far eight scientific papers on the findings have been published.

See more on smartertogether.at/mediathek/dokumentationen-und-jahresberichte
The international exchange is the most valuable expression of European integration and co-operation providing a huge number of opportunities and positive challenges for excellence.

**PEER EXCHANGE**
within Smarter Together Lighthouse and Follower cities is an important international source of knowledge and inspiration. Numerous solutions in the project are the direct result of the intensive exchange among project partners from Vienna, Munich, Lyon, Santiago de Compostela, Sofia and Venice. The conception of Vienna’s Mobility Point was preceded by an intensive exchange with Munich and its German network of best practices. In Venice, the participatory elements of a mobile Urban Living Lab is said to be inspired by Vienna’s SIMmobile. In Sofia, interest was expressed for some of Vienna’s mobility solutions, results of which are yet to materialise. Santiago de Compostela, too, showed a keen interest in Vienna’s refurbishment approaches in general and in the city’s way of involving tenants in particular.

**EU EXCHANGE**
Smarter Together Vienna participates in knowledge sharing events in the EU community. In this context, Smarter Together closely co-operates with institutions such as GOPA-com and Energy Cities and all other H2020 Lighthouse projects.

**INTERNATIONAL SMART CITY FAIRS**
Smarter Together Vienna is regularly presented at international Smart City fairs and events to share best practice examples and look for new ideas to be implemented in Vienna. Barcelona Expo or Nordic Edge Expo are only two examples.

**FORMAL EU NETWORKS**
Smarter Together is also formally active in all H2020 network activities to promote the program and innovative solutions. Smarter Together Vienna has been appointed vice-chairmanship of the network of 80 Smart Cities within the H2020 program.

**BILATERAL INVITATIONS**
Smarter Together is regularly invited for exchanges, on a bilateral basis, to events in Europe, from Berlin to Rennes (FR), Koper (Slovenia), Larnaka (CY).

**INTERNATIONAL VISITS**
Smarter Together Vienna regularly hosts international delegations to share knowledge either in workshops and/or on-site visits of the project area.

**HOUSING FOR ALL CONFERENCE**
On December 4th and 5th 2018, Smarter Together co-operated with an own booth at the Housing for All Conference and hosted one on-site visit in the district for international guests. It underlined that Vienna’s social resp. subsidized housing is a major contribution in achieving the UN climate goals.
Housing for All-Conference

P2P Workshop

General Assembly 2018

General Assembly 2018

General Assembly 2018

Housing for All-Conference

Images from top left © SWM/Zsolt Marton, MA25/Andrea Klem, MA25/Stefan Zamisch, Bojan Schnabl MA25/ Stefan Zamisch, SWM/Zsolt Marton
The Smarter Together Network of Excellency in Vienna
For an Integrated and Social Smart City

DEPARTMENTS OF THE ADMINISTRATION OF THE CITY OF VIENNA

• MA 25 – Project management
• MD-OS – Strategic follow up data management
• MA 01 (MA 14) – Implementation of a data platform with real time data from projects
• MA 18 – with real time data from projects, green area network and evaluation
• MA 20 – participation in energy projects, Energy and building data
• MA 33 – Street lightning, solar benches at NMS and ONMS schools on Enkplatz 4
• MA 34 – Energy management
• MA 46 – Support of mobility projects
• MA 50 – Coordination refurbishment, housing research
• Wiener Wohnen – Refurbishment of two social housings
• MA 56 – Enlargement of NMS and ONMS schools Enkplatz

ENTITIES OF THE CITY OF VIENNA

• Wohnpartner – Participation
• Wohnfonds Wien – Refurbishment
• Wiener Wohnen Kundenservice – Refurbishment
• Urban Renewal Office (GB*) on the road in the district with the SIMmobile + participation

WIEN HOLDING

• EU Förderagentur GmbH – Accounting and staff
• WIP Wiener Infrastruktur Projekt GmbH – School building

OTHER PROJECT PARTNERS FROM THE CITY OF VIENNA

• VHS Simmering - Community College
• Vienna Cemeteries
• Mobility Agency Vienna
• MA 13 – City Libraries
• Vienna Business Agency
• IBA_VIENNA, New Social Housing
• Numerous schools in the 11th district within "Beat the Street"

OTHER IMPLEMENTATION PARTNERS

• Wohnbund:consult
• Caruso Carsharing
• DIE UMWELTBERATUNG
• Science Pool
• Dopplinger&Dopplinger

CONSORTIAL PARTNERS

• BWSG – Refurbishment housing
  Hauffgasse 37-47 & E-Carsharing
• Wiener Stadtwerke GmbH – Wien Mobil Station of the Wiener Linien with Upstream,
• Wien Energie: Infeed renewable into district heating, re-densification of district heating as well as photovoltaic
• Siemens – e-mobility and industrial logistics at the site Simmering
• Post AG – first e-vans in Austria for parcel delivery
• Kelag Wärme – Renewal of local heating network and PV
• Sycube – e-bike sharing, SIMBIKE
• Urban Innovation Vienna – Energy, Replication
• Austrian Institute of Technology – evaluation and monitoring

INHABITANTS AND BUSINESSES
in the project area

CITIES AND INTERNATIONAL NETWORK
Partners from Lyon, Munich, Santiago de Compostela, Sofia and Venice as well as additional European entities
Vienna’s Smarter Together Project Partners
Deliverable Number D5.11
Deliverable Title "D5.1.2. Lighthouse Project Simmering NW — Glossy Summary describing main activities and achievements"
All public SMARTER TOGETHER-Deliverables will be available on the project website https://www.smarter-together.eu/deliverables

Brochure Layout and Design
SKIP TO L.A.

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