Business Plan 2023 – 2025
RAPTOR Call

Call Manual

EIT Urban Mobility – Mobility for more liveable urban spaces

EIT Urban Mobility

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eiturbanmobility.eu

History of changes

Version	Publication date	Change
1.0	12.12.2024	Initial version
2.0	18.12.2024	• Removal of city challenge Münster, Germany • Chapter 3: Increase of external experts • Chapter 3: Weights of Score adapted • Appeal period extended to seven calendar days

Any updates to this Call Manual are detailed in the table above. Amended versions of the Call Manual are published on the EIT Urban Mobility call website.

Contents

Glossary

Lead Applicant	The entity/person who submitted the proposal and will manage the project if it is selected. Once funding is awarded, the Lead Applicant becomes the Project Leader.
Project Leader	The Project Leader is the main contact point for EIT Urban Mobility from the moment the grant is awarded until the project has been implemented. In the case of multiple beneficiaries, the Project Leader represents the project and the consortium partners (the other partners participating in the project, if any) to EIT Urban Mobility. For mono-beneficiary grants, the single legal entity involved in the project also assumes the role of Project Leader.
Call for proposals	The call for proposals is the instrument used by EIT Urban Mobility to allocate funding to third parties through projects with a view to supporting the deployment and development of the Strategic Agenda (SA). EIT Urban Mobility deploys three types of calls in accordance with the provisions outlined in the specific rules for EIT Knowledge and Innovation Community (KIC) actions in Annex 5 of the Horizon Europe (HE) Model Grant Agreement (MGA): (1) Regular Open Calls; (2) Calls for Partners; and (3) Long-Term Open Calls / Long-Term Open Calls for Partners.
Call Manual	The Call Manual is the main document that establishes the terms, conditions and criteria for any call for proposals launched by EIT Urban Mobility, in accordance with the principles of transparency, equal treatment, open competition and sound procedural management.
City	The municipality, city or town that defines a niche urban mobility challenge to be addressed within a RAPTOR project by a startup or SME.
City Challenge	A niche urban mobility challenge issued by a participating city to which the Lead Applicant(s) can present their solution.
Consensus meeting	The consensus meeting is convened so that all experts who assessed the proposals can discuss their individual evaluation reports and agree on the comments and scores reflected in the Summary Evaluation Reports (SERs). This remote meeting is led by the Rapporteur with the support of the Quality Controller (an EIT Urban Mobility officer), who seek a consensus and ensure that proposals are evaluated fairly and in line with the established evaluation criteria.
Deliverable	Deliverables are tangible or intangible goods or services produced during the project implementation phase. They track progress made towards a project's objectives and can take the form of a report, document, software product, course, event or any other building block of a project. The deliverables specified must fully demonstrate the project's achievements and the judicious use of public funds.
EIT KPIs	Set of key performance indicators (KPIs) defined by the European Institute of Innovation and Technology (EIT) that reflect its operational objectives for education, entrepreneurship and innovation. These KPIs are used to measure how effectively a KIC or project meets EIT's objectives.
Evaluation process	Process by which EIT Urban Mobility, supported by external experts, assesses the quality of a proposal to determine whether it should be selected for EIT funding.

Evaluation Panel	A group of expert evaluators (usually at least three external individuals for calls) and one Rapporteur with proven expertise in a specific area or topic of the call for proposals. The role of this panel is to evaluate eligible proposals submitted to a particular call based on a set of predefined evaluation criteria. It is assisted by a Quality Controller from EIT Urban Mobility to ensure compliance. If a call involves a proposal of less than €60,000 in EIT funding, the panel must include at least one External Expert Evaluator.
Horizon Europe Model Grant Agreement	The Horizon Europe (HE) Model Grant Agreement (MGA) sets out the rights and obligations and the terms and conditions applicable to the grant awarded.
KIC-specific KPIs	A set of indicators defined by EIT Urban Mobility that reflect the societal challenge that the KIC is seeking to address.
Knowledge triangle integration	EIT Urban Mobility aims to create close partnerships between European education, research and business entities (knowledge triangles). It also involves cities, either through the composition of project teams or through the expected impact of the project.
Milestones	Control points to chart the progress of project implementation. They may correspond to the completion of a key deliverable that allows the next phase of work to begin.
Ranking list	List of proposals ranked according to the score awarded by the Selection Committee.
Selection Committee	The Selection Committee is responsible for selecting shortlisted proposals evaluated by the Evaluation Panel and defining the conditions for funding the selected proposals in the final EIT Urban Mobility portfolio. The Selection Committee is usually, but not always, composed of members of EIT Urban Mobility's executive management team.
Solution	A solution is an innovative good, product or service that addresses the challenge defined by the city. The minimum RAPTOR output required is an in-situ testable Minimum Viable Product.
Summary Evaluation Report	The final Summary Evaluation Report (SER) is issued by the Rapporteur for each proposal after the consensus meetings. This document summarises the proposal's final score, strengths, weaknesses, risks and any recommendations made.
Thematic Lead	Director of a EIT Urban Mobility Thematic Area and/or relevant Head who is actively involved in developing the content of a call for proposals.

Introduction

The dynamic and ever-evolving urban landscape requires innovative working methodologies to engage effectively with citizens, small and medium-sized enterprises (SMEs), major companies, and research and development (R&D) partners. The use of agile innovation methodologies has emerged as a pivotal approach for testing in-situ innovation products, services and technologies.

Within EIT Urban Mobility, cities serve as the primary engine driving the rapid application of innovations. To harness the city's wider capacity for innovation and bring innovation closer to citizens, we developed the Rapid Application for Transport (RAPTOR) programme.

RAPTOR is transformative in coalescing cities, innovators and SMEs around clear, simple objectives that are both time- and location-specific. Once the urban mobility challenges of cities are defined, a competition is launched for SMEs to propose solutions to tackle the original issue.

With the support of technical and business advisers, each city selects the most promising solution to receive a financial award. The proposal is put forward for testing in the city within six months. A powerful tool in EIT Urban Mobility's Innovation Programme agenda is agile entrepreneurial innovation to address the challenges that affect citizens directly and can be overcome rapidly in a specific location. It provides space for lateral thinking that extends beyond our own networks. In 2025, 14 cities or municipalities across Europe will be selected to implement a RAPTOR pilot project. A total of 59 mobility challenges will potentially be addressed in 51 cities over a three-year period.

RAPTOR is an agile innovation call for proposals and, as such, is compatible with and complementary to our traditional, larger-scale projects funded as part of the EIT Urban Mobility Business Plan. Moreover, the internal competition within RAPTOR fuels the wider urban mobility agenda and draws cutting-edge innovators and SMEs into our community.

With the new edition of the RAPTOR programme in 2025, EIT Urban Mobility will select up to 14 projects from across Europe to develop solutions to niche mobility challenges. Existing documentation and lessons learned from RAPTOR's previous editions will provide a key resource for accelerating change in cities, thus bringing solutions at the cutting edge of innovation closer to citizens.

We look forward to seeing what our cities, partners, startups and SMEs can achieve within this successful agile innovation setup. With this call for proposals, we are paving the way for the development and scaling up of innovative solutions together across Europe.

Call summary

Call for proposals: main features	
Key dates in the call calendar[1]	• **Call opening:** 12 December 2024 • **Call closing (submission of completed applications):** 12 February 2025 at 17.00 CET • **Eligibility and admissibility check:** February 2025 • **Evaluation of proposals:** late February to March 2025 • **Panel hearing:** April 2025 • **Communication of results:** May 2025 • **Tentative start date for projects:** June 2025
Total estimated EIT funding allocated to this call	Up to 14 projects will be funded through this call, up to a total of €560,000. EIT funding is €40,000 (67.5% of the project budget) per selected project. Each proposal must have co-funding of €19,500 (32.5% of the project budget), resulting in a fixed lump sum of €59,500 per selected project.
Project duration	RAPTOR projects will run from June to November 2025.
Submission portal	1. Register on the EU Funding and Tender Opportunities Portal to obtain a Participant Identification Code (PIC). 2. Obtain login credentials for the NetSuite platform: - For unregistered organisations: submit the Partner Information Form (PIF) to obtain credentials. - For organisations previously registered on PLAZA: please contact servicedesk@eiturbanmobility.eu. 3. Access the new EIT Urban Mobility NetSuite platform after setting a new password.
List of documents to be submitted	• Application Form (available on the NetSuite platform)
List of documents to take into consideration	• Call Manual • Guidelines for Applicants (available soon) • EIT Urban Mobility Strategic Agenda 2021-2027 • Eligibility of Expenditure • Appeal Procedure • Template for the Financial Support Agreement (FSA) • Project Implementation Handbook • Horizon Europe (HE) Model Grant Agreement (MGA) • RAPTOR 2025 City Challenges (Annex II)

[1] Please note that this calendar is indicative. Dates might be subject to slight changes.

	• Financial Sustainability Guidelines
Short summary of the topics to be addressed	Each city has issued a City Challenge, which can be found at www.raptorproject.eu and in Annex II. This highlights cities' niche mobility challenges and provides the information necessary to assess the issues and locations involved.
Evaluation criteria	**Phase 1: Quality evaluation** • strategic fit • excellence • impact • implementation **Phase 2: Panel hearings** • results of the hearing • portfolio fit • City Challenge fit and replicability potential

1. Call requirements

1.1. Scope of the call

Rapid Applications for Transport (RAPTOR) is a challenge-based, city-driven agile innovation programme created and managed by EIT Urban Mobility's Innovation Thematic Area. RAPTOR identifies cities' urban mobility challenges and holds a competition to select the best solutions presented by startups and SMEs. It then supports a period for the development of solutions, which results in an in-situ demonstration lasting a minimum of two weeks. The defining feature of RAPTOR is its agility; cities and startups/SMEs within the programme work collaboratively, communicatively and swiftly to implement and test a new or improved/customised product or service.

To meet the general fit requirements of the RAPTOR Call, proposals must comply with **all of the following conditions**:

a) They must develop their solution to overcome the City Challenge between June and November 2025.

b) They must conduct an in-situ demonstration of the solution for a minimum of **two weeks** by 30 November 2025.

c) They must implement comprehensive testing and ensure full usage of the product, service or solution with **the city** within the project implementation period.

d) They should **not** have received funding from EIT Urban Mobility for development of the same product.

e) They must have an **existing track record** of product development, innovation and sales.

f) This track record must have led to **increased revenue and turnover**.

Each city has issued a City Challenge as described at www.raptorproject.eu and attached as Annex II. This highlights cities' niche mobility challenges and provides the information needed to assess the issues and locations involved.

1.2. Eligibility of applicants

1.2.1. Who can apply

The RAPTOR Call is an open call targeted at startups and SMEs[2]. As a mono-beneficiary scheme, it is aimed at single legal entities and **all proposals must therefore be submitted by a single entity. Consortia are not permitted.**

Additionally:

- They must be registered as legal entities in either an EU member state or a third country associated with Horizon Europe, including the United Kingdom.
- To ensure a balanced project portfolio, SMEs selected for the EIT Urban Mobility 2024 RAPTOR Call and the previous SME Market Expansion 2024 open call are not eligible to apply for this call.

Special case for Swiss entities

In duly justified cases (innovativeness of the product and clear benefit for the EU market), entities established in Switzerland are eligible to participate and receive an EIT allocation of €40,000 per organisation for this call.[3]

Applicants must respond to the City Challenges defined for the RAPTOR programme. Submissions to multiple City Challenges are allowed, but only one award per applicant can be given.

Applicants must plan to develop and test their proposed solution with the city corresponding to the City Challenge to which they are applying.

Applicants should pay attention to the requirements outlined in this Call Manual to ensure the RAPTOR Call mechanism is suited for the company and/or product/service/solution.

This call for proposals follows the main rules and principles established by EIT Urban Mobility's general principles. Call processes respect the principles of openness, transparency, equal treatment and efficacy.

2 Please refer to the European Commission's definition of SME: https://single-market-economy.ec.europa.eu/smes/sme-fundamentals/sme-definition_en.
3 Please note that one Swiss entity cannot receive more than €59,999,99 in EIT funding for the entire duration of the Business Plan 2023-2025.

1.3. Call objectives

1.3.1. Strategic objectives

Proposals submitted to this call must support EIT Urban Mobility's vision and mission and directly contribute to tackling our strategic objectives (SOs). Proposals must demonstrate how the proposal will actively contribute to, not merely align with, EIT Urban Mobility's Strategic Agenda (SA) for 2021-2027.

Proposals must contribute to the following strategic objectives:

- SO3/TSO3: Deploy and scale green, safe and inclusive mobility solutions for people and goods;
- SO4/TSO4: Accelerate market opportunities with an agile innovation approach.

Applicants must pay attention to the requirements outlined in this Call Manual to ensure the RAPTOR Call is suited to their company and product or service.

1.3.2. Project options

This call aims to support startups/SMEs to develop a new or significantly improved product, service or solution by addressing one of the 14 RAPTOR 2025 City Challenges, as described in Annex II: City Challenges.

1.4. Key performance indicators (KPIs) and deliverables

The EIT Urban Mobility Innovation Programme follows a results-based management approach to the portfolio, with a focus on performance and achievement of KPIs and deliverables. Therefore, projects selected for funding through the RAPTOR Call must deliver two KPIs and two deliverables.

Annex I provides information about the link between the KPIs and deliverables, and the lump sum payment mechanism.

The following subsections describe the requirements for the two KPIs and two deliverables.

1.4.1. Mandatory KPIs

Proposals submitted to this call are required to deliver both of the following KPIs:

- EIT KPI EITHE02.4 Marketed Innovations;
- EIT KPI KONHE20 # Designed/Tested Innovations.

Proposals selected for funding will be required to provide the supporting evidence described below by 30 November 2025.

Mandatory KPIs for the RAPTOR Call 2025
EITHE02.4 Marketed Innovations
KPI description: Number of innovations introduced onto the market during the project term, with documented sales revenue of at least €10,000. Innovations include new or significantly improved products (goods or services) and processes sold.
Supporting evidence required: 1. EITHE02.4 Marketed Innovations KPI template: Declaration from the product owner describing the innovativeness (new or significant improvement in terms of physical or functional parameters) of a product/process, link to the Knowledge and Innovation Community (KIC) societal challenge and the project, as well as information on the project's investment in development of the innovation. 2. Proof of sales: Documented proof demonstrating that purchases of at least €10,000 have been made by a customer or customers. This should include an official purchase order from the buyer (such as an invoice), including buyer invoice details (name, VAT number, etc.) AND acceptance of the invoice by the buyer, such as confirmation of invoice payment (e.g. a bank statement).
KONHE20 # Designed/Tested Innovations
KPI description: Number of innovative products/services resulting from innovative projects (a) filed for some form of intellectual property protection (e.g. patents, trademarks, registered designs, copyrights), or innovative products/services that have progressed towards commercialisation, defined as one or more of the following: progress by at least one technology or manufacturing readiness level (TRL/MRL); prototype / proof of concept / beta version developed; product/service/model piloted; or (b) innovative products tested through testbeds or other innovative platforms.
Supporting evidence required: Report with information about the innovative products/services, document describing innovative products/services, etc.

1.4.2. Deliverables

Proposals submitted to this call are required to produce both of the following deliverables:

DEL 1: Commercial agreement The commercial agreement signed between EIT Urban Mobility and the grantee should be submitted online.
DEL 2: Final performance report The final performance report should include the following: 1. EIT Urban Mobility will provide a **city confirmation letter** template. It should be signed by the city confirming that the SMART objectives, workplan and demonstration were successfully achieved by the SME within the project timeline.

2. EIT Urban Mobility will provide a template requesting information about the project's compliance with the EIT Urban Mobility Communication Guidelines and the EIT Urban Mobility Brand Book, as well as general promotional information about the grantee and project. The template must be completed by the grantee and submitted online.

1.5. Communication / dissemination of specific provisions

EIT Urban Mobility will maintain the website and social media channels for the RAPTOR programme.

Additionally, the selected applicants will be required to post about their official selection for the RAPTOR programme and disseminate at least one news or blog item on their website about their involvement in the RAPTOR programme. Awarded companies **must comply with the EIT Urban Mobility Communication Guidelines and the EIT Urban Mobility Brand Book, and place the EIT Urban Mobility logo on their website.**

1.6. Gender and diversity

Diversity gives us the power to offer the best solutions to pressing global challenges and enables us to make innovation happen. At the same time, we are aware that a more diverse workforce is essential to make our cities more liveable and address the needs of all community groups and that gender and diversity must be considered when new mobility products and services are developed.

EIT Urban Mobility aims to support organisations that also value diversity and gender equality. To this end, projects applying to this call should:

- demonstrate how gender and diversity are considered in the design and development of the project outputs (product/services, pilots and marketing material) and how these considerations interact with other identity traits such as age, race, class, sexual orientation and physical ability;
- describe the measures in place to promote a mixed team with women and underrepresented groups who will take an active role in project implementation, with a special focus on managerial positions.

1.7. Financial aspects

EIT funding is €40,000 (67.5% of the project budget) per selected project. Each proposal must have co-funding of €19,500 (32.5% of the project budget), resulting in a fixed lump sum of €59,500 per selected project. Up to 14 projects will be funded through this call.

The aim of this lump sum funding is to reduce administrative and financial errors and simplify complex and time-consuming reporting, thus making participation in the EIT Urban Mobility Community more transparent and accessible. More information on the lump sum design and processes can be found in Annex I at the end of this document.

For information on the eligibility of project budget costs, please refer to the Eligibility of Expenditure document published on the call webpage.

1.8. Contribution to EIT Urban Mobility's financial sustainability

To enable the KIC to become financially independent from EU funding, a financial sustainability strategy has been developed. This strategy is based on a combination of active earned income and passive investment revenue. These revenue streams will be complemented by financial contributions from projects funded by EIT Urban Mobility.

The project's contribution towards achieving EIT Urban Mobility's financial sustainability will be defined with the proposed commercial partner(s) in accordance with the following classification.

Sales pathway

Definition	A financial contribution to EIT Urban Mobility is agreed in exchange for support to scale up and grow the sales pipeline.
Description	The Financial Sustainability Mechanism (FSM) contribution includes a **fixed fee in exchange for a basic service package**, to be used during project implementation, and a **variable fee** that will apply to lead generation. Potential service upgrades can be discussed during the conditions clearing phase and/or project implementation. Further details of the services offered and pricing are available in the document Financial Sustainability Guidelines.

Phase 1: Conditions clearance	Once a project is selected, it will be awarded only when specific conditions outlined in the conditions clearance process are met. Part of this procedure involves establishing the general terms of the commercial agreement between EIT Urban Mobility and the commercial partner, which is an essential step that must be concluded before starting the project.
Phase 2: Project implementation	EIT Urban Mobility will monitor the conditions established in the commercial agreement. The company will benefit from the selected service package.

Dedicated support, including one-to-one meetings, to further understand the proposed FSM options and their obligations and benefits will be available throughout the entire call process, from the proposal stage to final selection. Interested entities should contact fsm@eiturbanmobility.eu.

Please note that the details of the FSM may still be subject to minor modifications over the course of 2025.

1.9. Additional call-related funding opportunities

Projects that are successfully selected through this call may receive additional financial support through the following two grant schemes:

1.9.1. Additional Grant for Equity FSM

If applicable, this type of grant is implemented **concurrently** with the RAPTOR grant.

Each startup/SME selected may receive additional financial support of up to €2 million. This additional grant may be allocated only to startups/SMEs that fulfil all of the three following conditions:

- having been awarded a RAPTOR grant;
- having scored 10/10 for the criteria 'portfolio fit' in the panel hearing evaluation for the RAPTOR call (see Chapter 2.2.2);
- having received a positive evaluation (i.e. a score of at least 21/30) in the evaluation for the Additional Grant for Equity FSM (see Chapter 3).

The financial model for this additional support will be to assign a subgrant to the startup/SME to pursue activities in line with EIT Urban Mobility's overall objectives. The general purpose of this additional subgrant is to provide financial support to foster the recruitment, growth, product development, R&D, legal and marketing development of the selected startup/SME. Startups selected to receive this additional financial support will contribute to EIT Urban Mobility's financial sustainability by offering it the opportunity to become a shareholder with an equity share for a nominal price or free of charge.

While the cost incurred from implementing the RAPTOR project will be part of a lump sum (i.e. it will be paid out upon successful receipt of the mandatory deliverables and achievement of the KPIs), the cost incurred from implementing the additional subgrant must be reported on a real-cost basis.

All details about the Additional Grant for Equity FSM (i.e. proposal submission and evaluation processes) are listed in Chapter 3.

1.9.2. Fast-track mechanism

The successful execution and completion of all activities financed within the framework of the present call may unlock the possibility of receiving additional EIT Urban Mobility funding **for scaling-up purposes after project completion**. This process is regulated by the provisions included in EIT Urban Mobility's guidance on the fast-track mechanism.

1.10. Support for proposal preparation

When preparing their proposals, applicants must consult this Call Manual and the supporting documents listed in the call summary table. These will be available on the EIT Urban Mobility website. Any updates to the call will also be published on the website.

To guarantee maximum support for applicants in preparing and submitting their proposals, EIT Urban Mobility will host one call launch information session and two live Q&A sessions online. These online information events will focus on the content of the call, challenges, submission and evaluation procedures and financial aspects. These three events will be recorded and made available on the EIT Urban Mobility YouTube channel and in the news section of the RAPTOR project website.

The calendar of events and the link to register can be found in the table below:

Type of event	Topic covered	Date and time (CET)	Access to platform
Webinar	Call info session	16 December 2024 10.00 to 11.30 CET	Register on Zoom EIT Urban Mobility YouTube channel (recording will be available after the session)
Webinar	Live Q&A – challenge description (first half)	17 December 2024 10.00 to 11.30 CET	Register on Zoom
Webinar	Live Q&A – challenge description (second half)	18 December 2024 11.00 to 12.30 CET	Register on Zoom

In parallel to the call information sessions, applicants may contact EIT Urban Mobility to resolve any concerns or doubts they may have about general or technical procedures and call content. Below are the key contact details for the EIT Urban Mobility team for questions related to this call:

Type of contact	Email
EIT Urban Mobility Agile Innovation Team	agileinnovationteam@eiturbanmobility.eu

1.11. Submitting a proposal

Before starting to draft a proposal, all applicants must follow the steps outlined below:

- STEP 1: register in the EU Funding and Tender Opportunities Portal to obtain the nine-digit **Participant Identification Code (PIC)**. If an organisation has already a PIC, there is no need to register again.
- STEP 2: access the new EIT Urban Mobility NetSuite platform by submitting the **Partner Information Form (PIF).**

NB: Organisations that are already registered on the PLAZA platform should not submit the PIF form but should **contact the EIT Urban Mobility Service Desk** to obtain the credentials needed to access the new NetSuite platform.

- **STEP 3**: access the EIT Urban Mobility NetSuite platform and find open calls at *Menu --> Call for Proposals --> Open Calls --> RAPTOR 2025 Open Call --> Apply*

The following documentation must be submitted by Project Leaders through the NetSuite online submission platform no later than **12 February 2025 at 17.00 CET**:

- Application form.

Please read the registration and submission processes outlined in the Guidelines for Applicants document carefully. Keep in mind that registration of a new entity in the submission tool can take up to two (2) working days. Therefore, please ensure that you have correctly registered on the submission tool a few days before the deadline.

Any proposals submitted after the deadline will be ineligible.

2. Evaluation and selection process

Once applicants have submitted their proposals, the EIT Urban Mobility team will proceed to:

- check the eligibility and admissibility of the proposals;
- if successful, start to evaluate the content, assisted by independent expert evaluators.

2.1. Eligibility and admissibility check

A proposal will be **admissible** if it fulfils the criteria detailed below:

1. Completeness	The submitted proposal is complete, has been submitted on time by the applicant via the NetSuite submission tool, is in English, has all mandatory sections filled out and is accompanied by supporting documents.

If a proposal is not admissible, it will not proceed to the eligibility check. A proposal will be eligible if it fulfils the criteria detailed below:

2. Applicant eligibility	Applicants meet the requirements established in Section 1.2 (Eligibility of applicants).
3. Applicant registration	Applicants have fully completed the PIF in the NetSuite online submission tool, including their PIC. See Section 1.9.

4. Mandatory deliverables and KPIs	All proposals must include the following mandatory deliverables and related KPIs: • DEL 1: Commercial agreement / Equity agreement • DEL 2: Final performance report • KPI: EITHE 02.4 Marketed Innovation • KPI: KONHE20 Designed/Tested Innovations.

Proposals containing one or more ineligible elements will receive an official communication from EIT Urban Mobility setting out the outcome of the admissibility and eligibility check and explaining why the proposal failed to meet the criteria.

In the case of missing or incorrect information linked to deliverables, KPIs or registration, applicants will be given **five calendar days** from the date of the official communication to complete or correct the application and resubmit it. If the applicant responds positively to this requirement within the time limit, the proposal will proceed to the next step of the evaluation process (see Section 2.2 below). If the applicant fails to respond or responds after the deadline, the proposal will be ineligible and will not be processed further.

In the event that the applicant disagrees with the decision to reject a proposal on the grounds that it is inadmissible or ineligible, they may lodge an appeal. This appeal must be made within seven calendar days[4] of the official notification of inadmissibility or ineligibility from EIT Urban Mobility (see the document Appeal Procedure published on the call webpage).

2.2. Evaluation of proposals

The evaluation process consists of two phases: the quality evaluation and the panel hearing.

1. The **quality evaluation** has a maximum of 70 points.
2. The **panel hearing** has a maximum of 30 points.

Each evaluation phase comprises different groups of criteria and subcriteria, which will be assessed according to the following scores:

Score	Description	
0	*None*	The information requested is missing or incomplete.
1	*Very poor*	The information provided is considered irrelevant or inadequate, compared to the specific call provisions.
2	*Poor*	The information provided lacks relevant quality and contains significant weaknesses, compared to the specific call provisions.

4 A few additional days might be granted, depending on the circumstances (e.g. public holidays or weekends). In such cases, the applicant will be informed of the exact appeal period by email.

3	*Fair*	The overall information provided is adequate; however, some aspects are unclearly or insufficiently detailed, compared to the specific call provisions.
4	*Good*	The information provided is adequate with sufficiently outlined details, compared to the specific call provisions.
5	*Excellent*	The information provided is outstanding in its detail, clarity and coherence, compared to the specific call provisions.

2.2.1. Phase 1: Quality evaluation

The purpose of the **quality evaluation** is to assess the strategic fit, excellence, impact, quality and efficiency of the implementation of each proposal that successfully passes the eligibility and admissibility check.

During the quality evaluation phase, each proposal will undergo an initial assessment of its strategic fit, which consists of two subcriteria, each valued at five points (see below). Proposals must achieve a minimum score of three points in each subcriterion to meet the threshold and advance to the evaluation of the remaining criteria.

The quality evaluation for each proposal will be conducted by one External Expert Evaluator, who will be invited to evaluate and score each proposal according to the criteria described below.

The External Expert Evaluator will produce a Summary Evaluation Report (SER) for each proposal assessed. SERs may be discussed and agreed with a Quality Controller.

2.2.1.1. Strategic fit

The strategic fit evaluation assesses the extent to which the proposal contributes to EIT Urban Mobility's strategic objectives and aligns with the specific RAPTOR City Challenge it addresses.

Only proposals that successfully pass the strategic fit evaluation will undergo the full proposal evaluation.

In line with the provisions set out in the call, the evaluation criteria that define the strategic fit will be evaluated first and independently of the full evaluation performed by the External Expert Evaluator.

The strategic fit evaluation will consist of two questions, with a total score of 10 points.

Strategic fit (10 points)	Max. scoring
Strategic objectives • The proposal contributes to EIT Urban Mobility's strategic objectives; see Section 1.3.1.	5 points
City Challenge • It addresses the RAPTOR City Challenge defined in Annex II.	5 points

The threshold for the strategic fit evaluation is **three points in each subcriterion**, so only proposals that receive at least three points in each of the strategic fit evaluation questions will move on to the full quality evaluation stage.

The score resulting from the strategic fit criteria will be carried forward for inclusion in the final evaluation.

2.2.1.2. Excellence, impact and implementation

Once the proposal achieves the minimum points required for the strategic fit criteria, it will proceed to the full quality evaluation phase, which consists of assessing the excellence, impact and implementation of the proposal.

Excellence: novelty and innovation (15 points)	Max. scoring
Product/service • **The product/service proposed is clearly described**, including core elements such as functionalities and components to be developed, and **demonstrates novelty and competitiveness**.	5 points
Need and relevance • The proposal demonstrates the **need and relevance of the product/service for the target user** (municipality, citizens, public transport operator, mobility provider, police and security services, public infrastructure provider, maintenance company, etc.).	5 points
Commercial track record • The proposal describes a **track record of product development, innovation and sales** (at least one recent customer).	5 points

Impact: social, economic, financial and general sustainability (15 points)	Max. scoring
Overall impact and diversity • The **social, economic and environmental impact** of the proposal is clearly defined and is measurable at a quantitative level for the city (challenge). • The proposal **supports gender equality** and **promotes wider diversity and inclusiveness** in the mobility sector.	5 points
Scalability potential • The proposal presents the **existing traction (need) in the market** and provides a **credible commercialisation and development strategy** for scaling up the specific product/service in other European contexts.	5 points
Intellectual property • The proposal defines clear measures for **managing intellectual property rights** to manage the commercialisation and exploitation of results.	5 points

Implementation: planning and sound financial management (30 points)	Max. scoring
Workplan and demonstration plan • The workplan is clearly outlined and has a reasonable **timeline, identifies risks and mitigation measures**, and is connected to the **objectives** and **KPIs expected**. • The proposal sufficiently describes the timeframe for and scope of product/service **testing and in-situ demonstration.** • The proposal identifies **resources and needs for the successful pilot implementation** in the city, such as accessible information, infrastructure access, data, specific software and communication systems.	5 points x 2 (10 points)
SMART objectives • The proposal **objectives are clearly stated** and are **SMART** (specific, measurable, achievable, realistic and time-bound).	5 points

Project team • The proposal identifies and describes the startup/SME's **technical and business experience** in the relevant field, including **the expertise of key staff members** to effectively manage and deliver the project.	5 points
Dissemination • The proposal defines clear **plans for dissemination** of the project activities during the pilot phase to reach the target audience, achieve the outcomes at the end of the project and promote results, aligned with the RAPTOR City Challenge.	5 points
Budget • The proposed cost allocation per category, the resources mobilised and the resulting overall lump sum are **plausible and reasonable**.	5 points

The total score of 70 points is distributed as follows:

	Max. score
Strategic fit	10 points
Excellence	15 points
Impact	15 points
Implementation	30 points
Total points	70 points

The proposals will be ranked according to their scores. **The top four proposals for each City Challenge that reach or exceed the threshold of 40 points** will be invited to the online panel hearing. If two or more proposals receive equal scores in the first phase of the evaluation process, prioritisation will be based on the following criteria, in order of importance: strategic fit, excellence, implementation and impact. The fifth-ranked proposal may be invited to the online panel hearing in the event of a tie; this decision will be made by the evaluators based on the strategic fit, excellence, implementation and impact criteria.

Instructions on how to prepare for the panel hearing will be provided via email to the corresponding applicants, together with the invitation to the panel hearing.

2.2.2. Phase 2: Panel hearing

The final project portfolio will be selected through a panel hearing with the EIT Urban Mobility Selection Committee. The Selection Committee will be composed of one External Expert Evaluator, a city representative and two members of EIT Urban Mobility, the Innovation Director or their respective representative/deputy, and a business specialist. An additional EIT Urban Mobility business specialist and city representative may join as observers.

There will be one panel hearing per City Challenge. Each panel hearing will take place remotely via Zoom and will last **20 minutes**. Applicants will be asked to prepare a five-minute pitch describing **the solution for the city, how they plan to carry out a live demo of the solution, and the commercial readiness of the solution.** After the pitch, a 15-minute Q&A session will be held in which the applicant will respond to questions from the Selection Committee.

The panel will then have a closed discussion about the proposed solutions and will assess the proposals based on the criteria described below (total of 30 points).

Assessment factor	Description of the assessment	Max. score
Results of the hearing	• credibility and quality of the pitch delivered; • clarity of the responses to questions, issues and concerns posed by the Selection Committee; • clarity of the responses to issues and concerns expressed by the External Expert Evaluator in the SER, if applicable.	10 points (5 points x 2)
Portfolio fit	• complementarity of the proposal within the current/past portfolio of the Thematic Area and/or EIT Urban Mobility; • entities from underrepresented countries within the EIT Urban Mobility portfolio and, if applicable, relevance of Swiss entities (innovativeness of the product and clear benefit for the EU market).	10 points (5 points x 2)
City Challenge fit and replicability	• relevance and suitability of the solution for the City Challenge; • potential for expansion within the city, in light of cost efficiency, resource availability and integration with existing city systems or infrastructure; • unique selling proposition (USP) of the solution for replicability in other European contexts.	10 points (5 points x 2)

Proposals that do not meet a minimum threshold of six points for City Challenge fit and replicability or portfolio fit will not be considered for inclusion in the portfolio.

Successful proposals that achieve a score of 10 points for portfolio fit will be invited to apply for the Additional Grant for Equity FSM selection process (see Chapter 3).

	Max. score
Results of the hearing	10 points
Portfolio fit	10 points
City Challenge fit and replicability	10 points
Total points	30 points

The score from the panel hearing will be provided to applicants invited to this phase to complement the original first-stage evaluation report.

In the event of a tie, the Innovation Director or their respective representative/deputy will have the deciding vote.

If an applicant submits multiple proposals and these proposals reach the panel hearing phase, only the best-ranked proposal in the portfolio ranking list will be preselected. In such cases, the other proposal(s) from the same applicant will be disregarded from the ranking list and the next proposal(s) in the portfolio ranking list will be preselected.

The Selection Committee will also create a reserve list (if applicable) that will remain valid in the event that there are sufficient funds and throughout the duration of this Business Plan.

2.3. Communication of results to applicants

All applicants will receive notification of the final evaluation results (the SER, together with the panel hearing evaluation, if applicable). If the proposal is preselected, the evaluation results may include a set of recommendations and/or conditions. The email notification will include a fixed, non-negotiable deadline. The applicant of a preselected proposal subject to conditions will be required to respond and update the proposal in accordance with these conditions within the timeframe outlined in the notification.

If the applicant fails to comply with the conditions provided or does not respond before the deadline, EIT Urban Mobility reserves the right to withdraw the notification of conditions. In such cases, the applicant who submitted the next proposal on the portfolio ranking list will be contacted, in line with the ranking list defined after the panel hearings.

After this compliance check, the applicant will receive final confirmation of their inclusion in the EIT Urban Mobility portfolio.

The successful execution and completion of the activities financed within the framework of the present call may unlock the possibility of receiving additional EIT Urban Mobility funding. This process is regulated by the provisions included in EIT Urban Mobility's guidance on the fast-track mechanism.

2.4. Appealing against evaluation results

Any applicant of a rejected proposal who disagrees with the decision may appeal only in the event that a quality evaluation comment clearly contradicts the information provided in the proposal. In this case, the applicant will have seven calendar days after receiving the final evaluation results to submit an appeal (see Appeal Procedure document published on the call webpage).

2.5. Onboarding and contracting phase

Should all conditions be met within the indicated timeframe, EIT Urban Mobility will initiate the onboarding and contracting process. The contract will be signed only after 30 days have elapsed since the preselection decision.

As outlined in the Project Implementation Handbook, entities receiving EIT Urban Mobility funding for the implementation of projects will become subgrantees of the Business Plan 2023-2025 (and potentially of the forthcoming Business Plan 2026-2028 under the conditions outlined in Section 3.7), thereby committing themselves to work towards achieving the related targets. Entities that have never been part of projects funded by EIT Urban Mobility and do not have a PIC validated by the European Commission's Research Executive Agency (REA) will be subject to a PIC validation process managed by the EIT Community Onboarding Service. All validated entities will proceed with the signing of the Financial Support Agreement (FSA).

Additionally, EIT Urban Mobility reserves the right to request that a Financial Assessment Capacity be conducted by the EIT Community Onboarding Service to check the financial capacity of any entity of a selected proposal. In such cases, EIT Urban Mobility may request:

- an enhanced financial responsibility regime, i.e. joint and several liability for all subgrantees or joint and several liabilities of affiliated entities, if any;
- prefinancing paid in instalments (multiple/additional prefinancing);
- (one or more) prefinancing guarantees.

Otherwise, it might:

- propose no prefinancing;
- request that the entity be replaced; or
- reject the entire proposal.

In other words, if the assessment results are not satisfactory, EIT Urban Mobility might withdraw this entity's right to participate and then check whether the proposal is still eligible.

3. Additional Grant for Equity FSM

Applicants having been awarded a RAPTOR grant and having scored 10/10 for the portfolio fit criterion in the panel hearing evaluation (see Chapter 2.2.2) may receive additional financial support up to a maximum of €2 million. The selected proposal will undergo an additional evaluation to determine whether additional support funds will be allocated. This second evaluation will be performed by one external evaluator and one EIT Urban Mobility evaluator. The final decision will be made by a Selection Committee composed of EIT Urban Mobility experts. If the startup/SME receives a positive evaluation, an additional grant may be allocated. The cost incurred from implementing the additional subgrant must be reported on a real-cost basis. For information on the eligibility of project budget costs, please refer to the document Eligibility of Expenditure published on the call webpage.

The additional activities to be implemented within the framework of additional financial support will depend on the maturity of the startup and the results of the overall internal evaluation stemming from the final reviews. However, they should cover:

- the development of new products/services/solutions serving urban and suburban mobility ecosystems; or
- the significant improvement of existing products/services/solutions for expansion into a new business sector or new geographic area.

Startups should have the following characteristics:

- Their operations, products and/or services should contribute positively to at least one of EIT Urban Mobility's Core Sustainable Development Goals (SDGs): SDG 3 (Good health and well-being), SDG 7 (Affordable and clean energy), SDG 8 (Decent work and economic growth), SDG 9 (Industry, innovation and infrastructure), SDG 11 (Sustainable cities and communities) and SDG13 (Climate action).
- Their ideas should demonstrate commercial prospects and a good track record.
- They should have management and technical expertise.
- Special focus: companies must meet the requirements of any of the following four areas:
    1. Companies that have achieved the Seal of Excellence (or an equivalent national quality-label award).
    2. Deep tech: companies whose technology is based on tangible engineering innovation or scientific advances and discoveries applied for the first time as a product, especially those that address critical societal and environmental challenges for the first time.

3. Female-led companies: EIT Urban Mobility strongly supports gender equality. A key factor in evaluating companies is the quality and experience of the founding team and a significant strength is a balanced team in terms of gender representation.
4. RIS countries: EIT Urban Mobility is particularly interested in companies from underrepresented startup ecosystems. Companies operating out of RIS counties where entrepreneurial opportunities are less common will be prioritised in our evaluation process.

- EIT Urban Mobility will prioritise the provision of financial support to urban mobility companies in pre-seed and seed stages.

Startups should focus on providing deliverables and outputs linked to the project plan proposed in the subgrant agreement. The **minimum core deliverables expected** of a project are shown in the table below. This provides the list of mandatory deliverables to be submitted by the end of project implementation. Minor additional deliverables may be needed, depending on the product, service or solution.

Mandatory deliverables	Description	Due date
Financial report	Cost reporting for subgrantees	At the end of project implementation
Activity report	Activity reporting for subgrantees	At the end of project implementation

In addition, activities funded under fast-track mechanisms can contribute to one or more of the following KPIs.

KPI code	KPI title	KPI definition
EITHE02.1	Innovations launched on the market	Total number of innovations introduced onto the market during the project term or within three years of completion. Innovations include new or significantly improved products (goods or services) sold. Innovations introduced onto the market must be directly linked to the KIC added value activity (KAVA) and reported in the first year of revenue (but not later than three years after completion of the project).
EITHE02.4	Marketed innovations	Number of innovations introduced onto the market with documented sales revenue of at least €10,000. Innovations include new or significantly improved products (goods or services) and processes sold. Innovations introduced onto the market must be directly linked to the project and reported in the first year of revenue.
EITHE06.1	Investment attracted by KIC-supported startups and	Total amount (in euros) of private and public capital attracted within year N by supported startups/scale-ups that have received support from KIC business creation services for a total duration of at least two months, within a maximum of three years following the last KIC project support activity received.

	scale-ups (in millions of euros)	

More information on the project life cycle (implementation, monitoring and reporting phases) is included in the document titled 'EIT Urban Mobility Project Implementation Handbook 2023 – Financial Support to Startups'.

Evaluation criteria

Applicants successfully selected for the RAPTOR Call, with a score of 10/10 for the portfolio fit criterion in the panel hearing evaluation (see Chapter 2.2.2), will undergo an additional evaluation stage. If they receive a positive evaluation, i.e. a score of at least 21/30, an additional grant may be allocated, up to a maximum of €2 million.

Below is the list of criteria assessed during this phase.

Step 1. First assessment

The first assessment evaluation will be performed by three External Expert Evaluators.

Evaluation criteria	Description	Max. score
Implementation	**Solution: product fit** • Analyse the alignment between the customer's needs and/or pain points and the solution. Assess whether the solution is unique and effectively solves the problems it is intended to address.	5
	Market/sector added value • Examine the degree of novelty embedded in the core business line, benchmark the offering against industry/sector champions. • Examine the timing: is the product's market entry too early, just right or too late? • Reflect on the unique selling proposition (USP) and expected market advantage of the product/service/technology offered.	
	Market opportunity size • Examine the scale of the market based on the financial ability (purchasing power) of the targeted communities / buyer personas to buy products and services and whether	

	the predictions are overly optimistic. Assess average growth from competitors with the aim of recognising challenges (political, economic, sociocultural and technological – PEST) that reveal opportunities and potential threats early on.	
	Time to market (costs, risks) • Examine the relationship between the time to market (TTM) and the total addressable market (TAM), serviceable addressable market (SAM) or serviceable obtainable market (SOM). For example, the late introduction of a product can decrease the window of opportunity for revenue generation and accelerate the product's obsolescence. • Reflect on the costs and risks associated with market launch or expansion related to the sector/industry that the prospect is targeting.	
Scalability	**Product** • More in-depth explanation of the TRL described in the application (e.g. pilot projects, customer feedback on these, and the product development trajectory). • Business model: presentation of the business approach (business to business – B2B, business to government – B2G etc.) in combination with the sales approach. • Sales and financials: number of users, customer pipeline volume, customers (e.g. customer acquisition cost – CAC, customer lifetime value – CLV, margin, churn rate), revenue development and projections.	5
	Fundraising: current round and future roadmap • Current round: reason why EIT Urban Mobility should become an investor, status of soft and hard commitments of co-investors, planned milestones if startup receives funding. • Future roadmap: how will runway be stretched to the maximum, exit scenario, who will eventually buy EIT Urban Mobility's shares and why?	
Impact	**Impact: SDGs** • A positive contribution to one of the core SDGs has been presented convincingly.	5

	Core KPIs • Presentation of positive/negative impact on EIT Urban Mobility's strategic KPIs: contribution to societal infrastructure, jobs and taxes, contribution to reduction in greenhouse gas and non-greenhouse gas emissions.	
Excellence	**Team** Evaluate the founders' experience to impartially prevent biases. Assess stress adaptability as a key trait for successful entrepreneurs. Ensure that diverse management teams mirror the demographics of the target markets/segments: • Technical and business-oriented co-founders, strengths and complementary skills of the management team. • Team with a unique advantage or edge (e.g. serial entrepreneurs, other unique traits): in-depth expertise in the sector, previous track record and industry experience, etc. • Diverse and gender-balanced team.	5
Total		**20**
Total weight		**70%**

Step 2. Second assessment

The final decision will be made by a Selection Committee composed of EIT Urban Mobility's CEO or CFO and the Director of the Impact Ventures Thematic Area (or their deputy).

The applicant will be invited to present their pitch in front of the Selection Committee.

Evaluation criteria	Description	Max. score
Strategic fit	The application's alignment with the Impact Ventures financial support thesis.	5
	The application's alignment with EIT Urban Mobility's strategic objectives.	
	The credibility and quality of the startup based on the pitch delivered.	
	Clarity of the responses to questions and concerns posed by the Selection Committee.	

Portfolio fit	Business model, hardware/software integration, vertical balance (portfolio enrichment).	5
	Cannibalisation of existing portfolio (direct competition in the region).	
	EU dimension and pan-European impact/balance.	
Total		10
Total weight		30%

Annex I: Financial aspects. Lump sum funding

The aim of lump sum funding is to reduce administrative and financial errors and simplify complex and time-consuming reporting, thus making it easier to participate in the EIT Urban Mobility Community.

Main features of the budget

All project proposals must provide a detailed cost estimation, which must be an approximation of the actual costs. The estimation provided must be:

- subject to the same eligibility rules as an actual cost grant, i.e. cost estimations can only be included if the same cost item/type would be eligible in an actual cost grant;
- detailed in terms of tasks, i.e. applicants must identify the budget assigned to each task and the expected end date of the task;
- in line with normal practices;
- reasonable / not excessive;
- in line with and necessary for the proposed activities.

Payments

Types of payments:

First payment

The first payment will be disbursed following the signing of the Financial Support Agreement (FSA) and submission of the commercial agreement / equity agreement (DEL 1) and will represent up to 50% of EIT Urban Mobility's contribution (maximum €20,000).

Final payment (payment of the balance)

This concludes the financial aspects of the grant and takes place after the project is officially closed.

The remaining balance of the EIT Urban Mobility contribution to be received by the beneficiary – up to 50% of the total EIT Urban Mobility contribution (maximum €20,000) – will be paid according to the total number of mandatory deliverables declared fully completed and approved by EIT Urban Mobility, as well as declared partially completed and approved or completely rejected. The project performance, submission of mandatory deliverables and achievement rate of KPIs **might affect payment of the balance** (i.e. application of the performance rate methodology to the balance payment).

Mandatory deliverables and KPIs

To prove that the activity has been successfully implemented, and to thereby earn the right to receive the EIT Urban Mobility contribution according to its defined value, the following compulsory deliverables and KPIs must be submitted and approved by EIT Urban Mobility:

	Value assigned to deliverables as a percentage of the total EIT URBAN MOBILITY contribution to be received
DEL 1: Commercial agreement The report will contain: • A copy of the signed commercial agreement.	30% of the total EIT Urban Mobility contribution
DEL 2: Final performance report The report will contain: • A letter from the city accepting the demo; • Proof that the branding requirements have been met.	30% of the total EIT Urban Mobility contribution
KPIs achieved The evidence submitted should include: • Completed KPI reporting templates; • Invoice(s) from marketed innovation.	40% of the total EIT Urban Mobility contribution

Reporting

Reporting periods and technical reporting comply with the rules and procedures established in sections 6 and 7 of the Project Implementation Handbook, with a focus on successful completion and approval of the mandatory deliverables submitted and KPIs achieved by the partners.

If a mandatory deliverable and/or KPI cannot be completed for scientific or technical reasons, the applicant must ask for an amendment from EIT Urban Mobility to make it feasible, including the possibility of extending the project term, if EIT Urban Mobility allows it.

Before a lump sum mandatory deliverable and/or KPI is rejected as incomplete, the applicant will be invited to respond to the comments from the EIT Urban Mobility Project Officer(s).

If a mandatory deliverable and/or KPI is declared incomplete or needs to be improved, it will be rejected by EIT Urban Mobility, and the lump sum amount concerned will be not paid at that point in time. Accordingly, the beneficiary will then have to complete or improve the mandatory deliverable and/or KPI and resubmit it at the end of any subsequent reporting period for approval and subsequent payment.

If the rejection of the mandatory deliverable is confirmed, the total project budget (or percentage) linked to it will not be paid or will be refunded.

Assessment

EIT Urban Mobility will assess the reports and status of the mandatory deliverables and KPIs at the end of the project (final reporting). For each mandatory deliverable submitted and KPI achieved, EIT Urban Mobility will assess and choose between 'completed', 'partially completed' and 'not completed'. When EIT Urban Mobility declares a mandatory deliverable to be 'partially completed', the percentage of completion will be calculated according to the specific grant reduction methodologies established by EIT Urban Mobility:

DEL/KPI	Indicator	Weight (%)
DEL 1	1. Commercial agreement • Commercial agreement signed: no reduction. • Commercial agreement not signed: 30% reduction.	Up to 30%
DEL 2	1. City acceptance letter • City acceptance letter signed: no reduction. • City acceptance letter not signed: 20% reduction. 2. Proof that the branding requirements have been met • The branding reduction will be made proportionally and according to the EIT Urban Mobility 2023-2025 Brand Book and the EIT Urban Mobility 2023-2025 Communication Guidelines. • Branding requirements not addressed: 10% reduction.	Up to 30%
KPIs	1. EITHE02.4 Marketed Innovations: KPI 35% • All KPIs achieved: no reduction. • No KPIs achieved: 35% reduction. 2. KONHE20 Design/Tested Innovations: 5%. • All KPIs achieved: no reduction. • No KPIs achieved: 5% reduction.	Up to 40%

EIT Urban Mobility will reject a mandatory deliverable and/or KPI when a significant or essential part of the information has not been provided or is incomplete and has not been justified or accepted. If EIT Urban Mobility intends to reject a mandatory deliverable and/or KPI, the beneficiary will be given the opportunity to respond to the observations of EIT Urban Mobility. In this case, EIT Urban Mobility will either send the beneficiary a request for additional information or reject the technical report and ask the beneficiary to justify the completion of the mandatory deliverable and/or KPI.

Annex II: City Challenges

AARHUS, DENMARK

City	City of Aarhus
Area	*Inner City*
Challenge Statement (Question format)	How can Aarhus gather data and effectively manage accessible parking spaces, enhancing equality and independence for residents with disabilities?
Challenge title (Max. three words)	*Enhancing Accessible Parking*
Challenge Area (Select one from the dropdown list)	Health and mobility
Situation as-is Description of the challenge you want to address (300 words max.)	Currently, Aarhus Municipality lacks adequate information on the usage of accessible parking spaces in the city center. There is uncertainty about whether the number of these reserved spaces is sufficient or not. The lack of reliable data makes it difficult for the city to ensure that accessible parking meets the needs of residents with disabilities. Accessible parking is crucial for the mobility and independence of people with disabilities, as it allows them to participate in daily activities such as work, shopping, and healthcare. The absence of well-managed, sufficient parking can lead to barriers in accessing city facilities, increasing social isolation and decreasing quality of life for disabled individuals. Moreover, current solutions being tested, like sensor technology for business parking spaces, face challenges

	due to high operational and maintenance costs, which complicate large-scale implementation. To address these issues, Aarhus Municipality seeks innovative solutions to develop a functional, efficient system for managing accessible parking. The ideal solution would address the need for accurate, real-time data on the usage of accessible parking spaces, support user-friendly availability notifications, and provide insights to optimize curbside management while ensuring inclusivity. The goal is to support the daily mobility needs of people with disabilities by creating a reliable and accessible parking environment that balances operational feasibility with equity for all residents.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• Real-time information on available accessible parking spaces. • Improved accessibility for disabled individuals, enhancing mobility and independence. • Data-driven planning for optimized placement and number of accessible parking spaces. • Fair and inclusive access to the city's facilities for all residents. • Reduced operational and maintenance costs through efficient curbside management strategies.

BELGRADE, SERBIA

City	Belgrade
Area	Belgrade waterfront
Challenge Statement (Question format)	How can Belgrade improve pedestrian and cyclist safety on key walking and cycling routes?
Challenge title (Max. three words)	Smart Pedestrian Safety

Challenge Area (Select one from the dropdown list)	Other
Situation as-is Description of the challenge you want to address (300 words max.)	25% of all movements in Belgrade are on foot, while only 1% are by bicycle and e-scooter. The city currently has 120 km of bicycle paths, and its aim is to promote active and sustainable mobility. To encourage more residents to choose active travel modes, Belgrade is committed to ensuring that pedestrian and cycling areas are both attractive and safe. In car-free zones, bicycles and scooters, despite having dedicated paths, often encroach on areas exclusively intended for pedestrians and sometimes move at inappropriate speeds. Likewise, pedestrians frequently walk on bike paths, creating risks for all non-motorized users. Belgrade is open to solutions that provide dynamic, real-time preventive measures beyond static regulations. These solutions could include the installation of sensors or cameras, the customization of a dashboard for municipal use, and/or a platform for residents to access information about the safest walking, cycling, and scooter routes at different times of the day.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points	• **Solution that gathers real or near real time dynamic data** about pedestrian, cycle, and scooter lane usage and speed along Belgrade waterfront promenade and enables influencing the behavior of active users • **At least one citizen engagement event or campaign** in which residents are informed about the big picture objective to make travelling on foot, by bike, or by scooter safer and more attractive • **Roadmap to next steps,** assuming the pilot is a success, showing how the solution can be scaled within the city

DUBLIN, IRELAND

City	Dublin
Area	Dún Laoghaire Town, the 'County Town' of Dún Laoghaire Rathdown Municipality
Challenge Statement (Question format)	How can we safely provide EV charging for residents without driveways, integrating infrastructure seamlessly with public footpaths while meeting health and safety standards?
Challenge title (Max. three words)	Safe On-Street EV Charging
Challenge Area (Select one from the dropdown list)	Electrification
Situation as-is Description of the challenge you want to address (300 words max.)	In 2020, the four Dublin Local Authorities commissioned a study on Dublin's EV charging needs through 2030 to align with government targets on EV update. Published in 2022, the study outlined that Dublin's local authorities will focus on neighbourhood charging for residents without off-street parking and support commercial installations of charging hubs and rapid chargers for residential developments, en-route, and destination charging. For DLR, combined slow and rapid charger requirements were estimated at:

Neighbourhood charge points
Rapid hub charging points

		2025 EVCP requirement			2030 EVCP requirement		
		Residential	En-route	Destination	Residential	En-route	Destination
Rapid hubs	Dublin City	65	19	280	247	55	1,065
	South Dublin	23	13	149	85	38	560
	Fingal	23	14	157	86	41	589
	DLR	23	11	135	85	33	509
	Total in Medium scenario	133	**57**	**722**	504	**166**	**2,723**
	Total in CAP Ambition scenario for comparison	206	92	1,126	802	265	4,363
Mixed technology	Dublin City	329 + 47	19	243	1,280 + 176	55	918
	South Dublin	176 + 12	13	129	685 + 47	38	481
	Fingal	169 + 13	14	110	658 + 49	41	514
	DLR	219 + 10	11	110	850 + 38	33	411
	Total in Medium scenario	**893 + 82**	**57**	**592**	**3,474 + 310**	**166**	**2,324**
	Total in CAP Ambition scenario for comparison	1,402 + 127	92	1,001	5,545 + 494	265	3,724

Currently the number of neighbourhood charging units controlled by DLR is under 30, with no rapid chargers installed as of November 2024.

On the neighbourhood level, residents who live in terraced houses or buildings without private driveways or garages, lack options for at-home EV charging, as any setup would require crossing public footpaths with charging cables to public parking spaces. This creates health and safety concerns, as well as trip hazards, making the adoption of EVs more challenging for these residents. Currently, the absence of suitable charging infrastructure in these areas can disincentivize EV ownership, limiting the town's overall EV adoption rates and slowing progress toward sustainable urban mobility.

The city is keen to explore solutions that would allow residents to access safe and convenient on-street EV charging without requiring significant new infrastructure installations, especially in dense, residential areas where public space is limited.

	Solutions should not include leveraging existing street furniture, using retractable or covered cable systems, but may include introducing new on-street charging units specifically designed for high-density, footpath-centric neighbourhoods. Solutions should prioritize safety, accessibility, and scalability to other similar urban areas, with a minimal impact on pedestrian movement and public space aesthetics.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	1. **Measured interest in EV adoption** based on charging improvements. 2. **Reduction of EV Charging cables** crossing public footpaths **3. Number of community members engaged** in the pilot via feedback or surveys. **4. Utilisation factor for the charging units – above 25% will show significant local requirements and uptake**

GOTHENBURG, SWEDEN

City	Gothenburg
Area	The city center
Challenge Statement (Question format)	How can Gothenburg support the large-scale adoption of e-bikes and e-cargo bikes for commercial use through effective public space management?

Challenge title (Max. three words)	Enhancing Commercial Cargo Bikes Adoption
Challenge Area (Select one from the dropdown list)	Urban Vehicle Access Regulations (UVAR) */Mobility Data Management*
Situation as-is Description of the challenge you want to address (300 words max.)	The city of Gothenburg aims to promote the use of electric bikes and cargo bikes for commercial purposes to encourage quiet, emission-free transport of goods and people in the city centre, creating a cleaner and more spacious environment. With the recent launch of Sweden's first Mobility Hotel in Gothenburg, combining micromobility and micro-logistics services to transport both people and goods within the inner city, there is increased interest from businesses in transitioning to these sustainable modes of transport due to the ease and cost-free nature of parking these vehicles. However, as companies slowly adopt e-bikes and cargo bikes for deliveries, improper parking has become an issue, that might lead to congestion and obstructed pedestrian pathways. The city needs to address these challenges to create a safe and efficient urban environment. To facilitate the large-scale adoption, the city seeks to understand user behaviour and needs. By gathering data on the flow and usage patterns of these vehicles, the city aims to identify optimal locations for designated parking areas, ensuring that infrastructure effectively supports users and enhances the overall flow of city life. Preliminary discussions with businesses using e-cargo bikes indicate a reluctance towards GPS monitoring due to employee privacy concerns, which must be considered in solution design. Gothenburg is looking for methods or innovative technological solutions to map and/or simulate urban areas and collect data on the behaviours, routes, and parking requirements of sustainable small vehicles used for professional purposes. The city intends to gain valuable insights into the dynamics of the city center and improve planning for sustainable commercial e-mobility. The city is **not** looking for physical bike parking solutions.

Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	The successful implementation of data-gathering solutions for commercial cargo bikes is anticipated to significantly enhance the city's ability to monitor and manage commercial e-micromobility in Gothenburg. The following outcomes are expected: - Comprehensive data collection on the flow, usage patterns, and parking behaviours of cargo bikes in the city center. - Improved decision-making processes based on real-time data insights, leading to optimized parking locations and infrastructure planning. - Enhanced understanding of user needs and behaviours, allowing for tailored services and improved user satisfaction. - Effective identification of congestion points and areas needing intervention, facilitating proactive management of urban space. KPIs: - Data accuracy - Reduction in parking violations/incidents - Increased user satisfaction - Increased use of cargo bikes by companies and professionals (trips made etc.)

GREATER MANCHESTER, UK

City	Greater Manchester
Area	Urban centre of Manchester

Challenge Statement (Question format)	How can Greater Manchester leverage data-driven decision-making to enhance the efficiency, safety, and sustainability of its multimodal transport network?
Challenge title (Max. three words)	Optimizing Multimodal Transport Network
Challenge Area (Select one from the dropdown list)	Mobility data management
Situation as-is Description of the challenge you want to address (300 words max.)	Over the past five years, Transport for Greater Manchester (TfGM) has reformed bus operations, making the Bee Network the region's main transport system, becoming the first outside of London to do so. The Bee Network, established as the main public transport system, promotes affordable and sustainable travel for everyone.

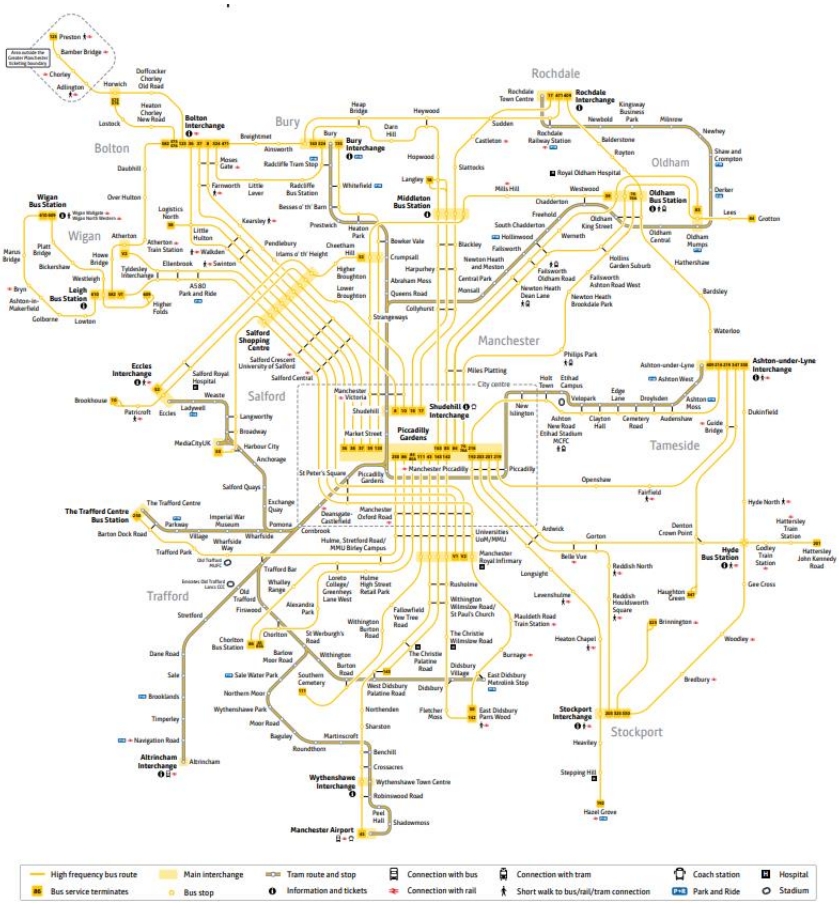


Fig 1. Bee Network Coverage in Greater Manchester (as of November 2024)

The shift to managing operations has introduced new challenges, particularly in efficiently managing key bus routes into the city centre. These corridors are sensitive to congestion and disruption, which impacts the bus network and surrounding transport systems, causing delays, higher emissions, safety risks, and a poor passenger experience. Ensuring the reliability and safety of these routes is a top priority for TfGM and its users.

As the region's transport network grows more complex, building more infrastructure is no longer feasible. Instead, TfGM seeks to use innovative digital tools to improve the efficiency of the public transport system by taking decisions based on data. The goal is to use technology to better understand the on-the-

	ground situation and take decisions based on collected data to influence travel behaviour, understanding disruptions, and implementing traffic management solutions to keep the region moving smoothly. TfGM wants to explore the impact of policy-driven traffic management interventions, particularly through digital solutions. By collecting existing data from different sources and analysing data from various transport modes, TfGM hopes to improve the understanding and use of road network capacity, balance efficiency across transport modes, and help meet key goals such as reducing emissions and promoting sustainable travel. To provide a multimodal status view of the network, available data sources include: • Floating Vehicle Data • Automatic Traffic Count (ATC) – vehicle count, flow and classification • Bus automatic vehicle location (AVL) • Cycle hire • Video analytics sensing for multimodal count and classification Below are some potential applications and use cases for the data that TfGM is interested in exploring: • Data visualisation of all modes of transport: focussed on mobility policy drivers (optimising for bus, active travel, emissions) and the impact on network performance. • Fusion of data to provide insight and understanding on network usage and people movement. • Insight into incident Management – cause analysis and impact on Bee Network. • Map critical routes / corridors with key assets that are essential for maintaining network efficiency – data will be used to assess network sensitivity. This challenge seeks innovative solutions that leverage digital tools and existing datasets to produce key insights, better inform policy planning and improve the efficiency, safety, and environmental impact of Greater Manchester's transport

	network.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	By leveraging data insights across all modes of transport, TfGM will improve network efficiency and resilience, support sustainability goals, and enhance passenger satisfaction. Key outcomes will be: • Analysis of impact of traffic management interventions and policy driven operations. • A real time predictive tool to assist load balance across modes • New ideas for policy led traffic management interventions • Visualisation of the multimodal transport network in real or near real time Success will be measured through a number of indicators: • Bus journey reliability • Highway journey times • Average customer delay

MANNHEIM, GERMANY

City	**Mannheim**
Area	Suitable areas include Schwetzingerstadt/Oststadt, Innenstadt/Jungbusch, Neckarstadt-Ost, Neckarstadt-West and Lindenhof

Challenge Statement (Question format)	How can Mannheim reduce parking pressure in public spaces by facilitating underutilised private parking areas?
Challenge title (Max. three words)	Facilitating Shared Parking
Challenge Area (Select one from the dropdown list)	Mobility data management
Situation as-is Description of the challenge you want to address (300 words max.)	Public spaces, particularly in densely populated urban areas, experience significant parking pressure, leading reduced accessibility and increased traffic. Meanwhile, many privately owned parking spaces such as those of residential buildings, office complexes, and supermarkets often remain unused for large parts of the day. Private individuals who drive to work leave their parking spaces vacant for eight or more hours, company parking lots remain empty outside of working hours, and supermarket lots are unused when stores are closed. Potential solutions could leverage digital tools, platforms, or innovative methods for real-time monitoring and matching demand and offer of private parking spaces across various locations. The city envisions a collaborative and sustainable system that easily integrates with its existing mobility framework, promotes efficient resource usage, and enhances accessibility for both residents and visitors. The city welcomes applications that propose flexible, user-friendly platforms, and technology that private property owners can easily adopt.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	By efficiently matching the demand for parking with available private spaces, parking pressure in public areas is reduced. Key indicators of success include increased utilisation of private parking spaces (evident from higher occupancy rates in spaces previously underused) and, ideally, fewer cars parked in public areas.

	By reducing the time people spent searching for parking spots, the solution could indirectly decrease emissions and fuel consumption associated with vehicles looking for an empty space.

NANTES, FRANCE

City	Nantes
Area	Island of Nantes
Challenge Statement (Question format)	How can Nantes offer renting services such as carts, cargo bike, Light Electric Vehicle (LEV), and/or others services in order to help people live / move without a car?
Challenge title (Max. three words)	Light Vehicle Renting
Challenge Area (Select one from the dropdown list)	Other
Situation as-is Description of the challenge you want to address (300 words max.)	Nantes, via it´s urban development agency SAMOA, is currently developing new neighbourhoods focused on reducing car dependency for urban mobility in the city centre and around the city. To achieve this, the neighbourhoods are aiming at promoting proximity to essential services, creating pedestrian-friendly spaces, expanding bike infrastructure and enhancing public transportation.

	We are also looking to offer specific mobility services to address punctual needs such as carrying heavy loads (weekly food shopping, furniture, etc.), travelling 20-30km to the suburbs, and transporting passengers with low mobility who cannot use a conventional bicycle. Through RAPTOR, Nantes would like to experiment with mobility services that answer the above needs. We are looking for commercially minded innovators that can propose light vehicles offering practical, inclusive and sustainable mobility options with a renting / subscription service to facilitate the use of this vehicles.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	**Variety of light vehicles available** – multiple types of light vehicles should be available for residents to rent **Residents feedback** – locals must be engaged through the pilot through testing of the solution and giving feedback **Roadmap to full implementation** – the pilot should result in key findings for Nantes be plan for a larger implementation of a light vehicle renting solution in the longer term, across more of the city centre

NICOSIA, CYPRUS

City	Nicosia
Area	Nicosia Metropolitan Area
Challenge Statement (Question format)	How can Nicosia efficiently optimize waste collection routes and reduce emissions?
Challenge title	Optimized Waste Collection Routing

(Max. three words)	
Challenge Area (Select one from the dropdown list)	Other Waste Management
Situation as-is Description of the challenge you want to address (300 words max.)	Waste collection systems in Nicosia face significant challenges that hinder operational efficiency and environmental sustainability. The fleet of 31 vehicles is largely outdated, resulting in frequent mechanical breakdowns which significantly reduce the city's capacity to collect waste efficiently. Additionally, the varying sizes of the vehicles complicate operations, as larger trucks cannot access narrow streets, particularly in high-density areas like the old city, making waste collection in these zones challenging. While the fleet is equipped with GPS systems, the current route planning does not effectively optimize collection routes based on vehicle size, availability, or ongoing breakdowns. This lack of optimization leads to increased operational costs and service delays. The city is also facing pressure to adopt environmentally friendly waste management practices to align with decarbonization goals and climate commitments outlined in local reforms. Additionally, there is a lack of a licensed state facility for receiving and managing organic waste, which complicates the separation of organic waste from household garbage. In approximately one year, Nicosia will implement a "Pay As You Throw" system, which is expected to significantly impact the volume of waste collected and the planning of collection routes. Ideally, the RAPTOR solution would integrate with this, with a launch of the full system in 2026 To improve financial sustainability, Nicosia's waste management operations must optimize routes, reduce vehicle downtime, and enhance overall operational efficiency. By addressing the above challenges, the city can lower operational costs while simultaneously minimizing emissions and improving service delivery.

Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• **Route optimisation** – a solution which presents the most efficient routes to minimise the total number of waste collection hours, reduce the number of resources required, and target hard to reach areas • **Public engagement** – understanding about citizens' concerns related to improved waste collection • **Roadmap towards lower CO2 emissions** – calculations and plans to reduce fuel use (litres/km) and CO2 emissions (tons/year) thanks to optimised waste collection

PODGORICA, MONTENEGRO

City	Podgorica
Area	Podgorica city centre and some crossroads in the wider area which are under the most significant traffic pressure
Challenge Statement (Question format)	How can Podgorica best gather data about mobility related CO_2 emissions in order to best plan for climate neutrality?
Challenge title (Max. three words)	CO_2 data collection
Challenge Area	Mobility Data Management

Situation as-is Description of the challenge you want to address (300 words max.)	As a member of EU Mission of 100 Climate-Neutral and Smart Cities by 2030, i.e. city aiming for climate neutrality by 2030, Podgorica is seeking solutions to support their journey in increasing their knowledge about local CO_2 emissions. Podgorica is the capital of Montenegro, its administrative, cultural, economic centre, inhabited by one third of the state's population i.e. almost 200 000 inhabitants. Being rapidly developing city, Podgorica is under, inter alia, significant pressure coming from the large share of vehicles used to the significant extent by citizens, even though significant efforts are being put into improvement of public transport. This is confirmed by results of air quality monitoring, conducted annually which covers three city locations, out of which one is near frequent city road. In order to obtain comprehensive overview of the CO_2 emissions coming from transport, it is necessary to have larger area of city covered, with the data obtain in real time, from various relevant locations. In this way, it would be possible to make evidence based profound conclusions and to define and implement concrete activities toward CO_2 reduction. Additional issue is the fact that there are no data on the traffic flaw i.e. number of cars on the city's streets which is missing link in terms of analysing actual situation, elaborating possible solutions and defining and implementing concrete activities.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• **At least 5 installed devices** for real or near real-time monitoring of traffic and CO_2 in key urban areas • **Dashboard** designed with the Podgorica municipality in mind to be able to visualise the data and understand the key takeaways • **Roadmap for next steps** about which successful data collection methods can be expanded and which key interventions could be made when based on the data collected

POZNAN, POLAND

City	Poznań
Area	All tram routes (preferably) or key transport nodes.
Challenge Statement (Question format)	How can Poznan enhance the reliability and convenience of the city's public transport system by providing real-time information on route disruptions to the users?
Challenge title (Max. three words)	Real-Time Route Updates
Challenge Area (Select one from the dropdown list)	Public Transport
Situation as-is Description of the challenge you want to address (300 words max.)	Poznań, like many Polish cities, faces challenges with keeping residents informed about sudden, real-time changes in public transport routes. Currently, unexpected diversions due to accidents, traffic congestion, or infrastructure work can disrupt transit, leading to frustration among passengers. Currently the absence of an effective notification system impacts travel comfort and decrease trust in public transport services. Poznań seeks to address this with a solution that would inform users in real-time about changes to their planned routes and suggests alternative routes when disruptions occur. The city is looking for a digital solution that could integrate real-time GPS data from vehicles with scheduled routes, using GTFS (General Transit Feed Specification) and GTFS-RT (Real-Time) data, to detect and report disruptions.

	The solution should be able to identify route deviations automatically and provide immediate notifications to users about sudden changes, along with suggested alternative routes, preferably shown on a digital map layer. Given Poznań's extensive public transport network, including trams that are constrained by fixed tracks and buses that have more flexibility, the solution should effectively handle diverse route disruptions and dynamic re-routing needs. The solution should preferably be accessible via a mobile app (integration is possible with Smart City Poznan – an app owned by the city) and city´s transport website (e.g. https://www.ztm.poznan.pl/) and integrate well with other systems, supporting data sharing through a publicly available API for broader applicability.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• **Accuracy of the information provided to the users on disruptions and alternative routes** • **Enhanced user experience** and increased satisfaction through timely notifications, clear communication, and reliable alternative route suggestions. • **Increased trust in public transport** by minimizing frustration associated with unexpected delays and improving travel reliability. • **Data-driven optimization -** Leveraging collected data for ongoing assessment and enhancement of transit routes, identifying high-disruption areas, and improving service reliability over time. **Collaboration and Data Availability**: Poznań's Digitalization and Cybersecurity Office, along with the Public Transport Authority, will collaborate closely with a potential solution provider by offering insights, support, and access to necessary GTFS and GTFS-RT data.

TAURAGE, LITHUANIA

City	Taurage, Lithuania
Area	Taurage district region
Challenge Statement (Question format)	How can the city of Taurage assess its bus stop infrastructure to optimize its management and increase public transport usage?
Challenge title (Max. three words)	Bus Infrastructure Assessment
Challenge Area (Select one from the dropdown list)	Public Transport
Situation as-is Description of the challenge you want to address (300 words max.)	The City of Taurage has 103 bus stops in Taurage city and around 255 bus stops in surrounding district (excluding the city). Many of these bus stops suffer from various defects, such as missing signs, broken benches, missing timetables, full trash cans, damaged platforms, broken glasses etc. These infrastructure problems create accessibility challenges and a decline in public transport usage. To address this, a comprehensive assessment is needed to provide the city with a clear overview of the current situation, allowing for the prioritization of repairs and maintenance predictions, with the ultimate goal of enhancing the public transportation experience for all users.

Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	If we are able to identify the problems of bus stops and fix these problems, then we should have a much better infrastructure of public transport, which can result in increased number of public transport users, cleaner and safer environment. KPI: 1. The number of bus stops assessed 2. Increased overall satisfaction of public transport users 3. Increased number of public transport users. 4. Additional infrastructure information provided by the solution would be a nice-to-have (road assessment, accessibility of bus stops for people with disabilities, environmental conditions on bus stops (snow) etc.)

THESSALONIKI, GREECE

City	Thessaloniki
Area	Region of Central Macedonia
Challenge Statement	How can Thessaloniki effectively collect and use data on urban freight to strategically meet CO2 reduction target?
Challenge title	Data-Driven Decisions for Urban Freight
Challenge Area	Mobility data management
Situation as-is Description of the challenge you want to address (300 words max.)	Urban freight operations in Thessaloniki contribute to approximately 20% of the total kilometres travelled by vehicles within the city. As the city aims for climate neutrality, it is essential for city authorities and urban planners to base their decisions on accurate, real-time data. This data is crucial not only for optimizing traffic conditions, but also for enhancing the overall quality of life for residents.

	The primary challenge, however, is the difficulty in collecting this vital information. While almost all the freight vehicles are equipped with advanced sensors and telematics systems that can monitor their operations, fleet operators are often reluctant to share this data. Their hesitation stems from concerns about maintaining a competitive edge and avoiding regulatory scrutiny, which significantly hampers the ability of the city to make informed decisions and implement effective urban freight strategies. In conclusion, there is an urgent need for a neutral partner to create a secure, trusted environment for data sharing.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• **Accurate, real-time data on CO2 from freight:** Provide access to new sets of accurate, real-time data that shows the current state of CO2 emissions from freight, such that the city can plan to decrease freight traffic and reach their targets • **Enhanced traffic management:** Allow understanding of traffic flows during peak hours with a focus on planning to strategically reduce the number and duration of stops made by delivery vehicles • **Increased stakeholder collaboration:** Enhance the number and quality of collaborations among city planners, logistics companies, and technology providers, as evidenced by participation in roundtable discussions and joint projects.

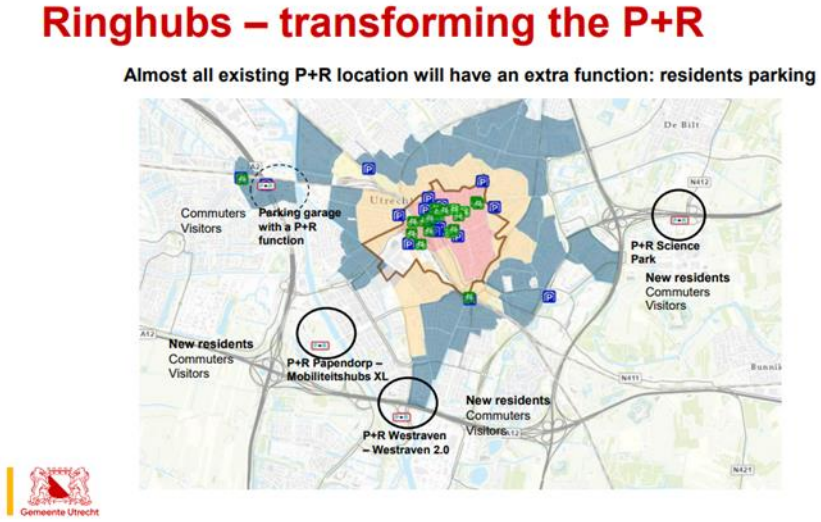
TRONDHEIM, NORWAY

City	Trondheim Municipality, Norway
Area	The city centre

Challenge Statement (Question format)	How can Trondheim municipality implement real-time monitoring and reporting of loading and unloading zones to optimise last-mile deliveries?
Challenge title (Max. three words)	Smart Loading Zone Monitoring
Challenge Area (Select one from the dropdown list)	Mobility data management
Situation as-is Description of the challenge you want to address (300 words max.)	Trondheim Municipality is committed to building a more sustainable, efficient urban logistics system, a key pillar of its climate strategy. A central aspect of this plan is enhancing last-mile delivery operations by optimizing the management of loading and unloading zones in the city centre. Currently, delivery operations are often inefficient and prioritize company convenience over urban needs. Observations indicate that fewer than 25% of delivery vehicles serve multiple recipients per trip, even within shopping centres that house dozens of stores. This single-stop delivery approach leads to an excess of delivery trips, elevated emissions, and increased congestion, especially in high-traffic areas, making it challenging to create a safer, cleaner, and more accessible city centre. To address these issues, Trondheim Municipality is interested to test smart loading and unloading zones linked with real-time occupancy monitoring. By capturing and reporting live data on loading zone usage, the municipality aims to support more efficient delivery scheduling, reduce unauthorized use of loading spaces, and help traffic flow more smoothly, especially in high-demand areas in the inner city of Trondheim. If possible, this information could also be shared with delivery companies to enhance planning and improve delivery efficiency.

	This system would enable more coordinated and optimized loading and unloading activities, aligning logistics operations with Trondheim's broader goals for environmental sustainability, smoother traffic flow, and an improved urban environment.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	Primary: • **Reduced Emissions:** By monitoring and optimizing loading zone occupancy, delivery trips can be better coordinated, leading to fewer overall trips and a decrease in greenhouse gas emissions and air pollution. • **Decreased Traffic Congestion:** Real-time monitoring of loading zones would minimize unauthorized use and improve delivery scheduling, reducing the number of vehicles circling or double-parking in high-traffic areas and leading to a smoother flow of traffic for all commuters. • **Improved Urban Environment:** Reduced congestion around loading zones would result in a quieter, more accessible city centre, creating a more welcoming environment for residents and visitors and supporting local businesses. Secondary: • **Better Working Conditions for Drivers:** With real-time occupancy data, drivers can plan more efficient routes, reduce wait times, and experience less stress in finding available loading zones, improving time management and overall job satisfaction. • **Enhanced Safety:** Fewer vehicles idling or searching for loading zones would lead to fewer road hazards, lowering accident rates and improving pedestrian safety in the city centre.

UTRECHT, NETHERLANDS

City	City of Utrecht
Area	*Park & Ride (P&R) Facilities in Utrecht*
Challenge Statement (Question format)	*How can Utrecht optimise its Park and Ride system so more commuters and visitors use it?*
Challenge title (Max. three words)	*Park and Ride Optimisation*
Challenge Area (Select one from the dropdown list)	Public Transport
Situation as-is Description of the challenge you want to address (300 words max.)	The city of Utrecht has implemented three Park & Ride areas on the edge of the city, which are designed to allow city visitors to park their car and continue their journey to the city centre by public transport or shared mobility.  *Fig 1. Location of P+R facilities in City of Utrecht and its (future) function.*

	Currently, only approximately 30% of the users use the P&R as intended: parking their car and taking public transport to the city centre. The large majority of users parks their car and then walks to nearby offices. We expect that this low share of 'intended use' can be attributed to a suboptimal customer journey. We often hear from users that the system can be quite complicated to use, both in terms of the actual trip planning beforehand, tariff structures, connection to public transport, wayfinding, etc. As part of the city's Mobility Plan 2040 (established in 2021), the number of on-street car parking spaces is aimed to reduce by 0.5% to 1% per year, freeing up inner city space and promoting sustainable urban mobility. As a counter balance, we are hoping to increase occupancy of the existing P&R facilities by improving accessibility for city visitors. We also have some developments of the P&R system planned, for which an optimal customer journey is essential. This is, for example, the addition of shared mobility to the P&R product and parking at the P&R for inhabitants of Utrecht.
Expected to-be situation How success could be measured with measurable KPIs? (max. 5 bullet points)	• **User feedback:** Increased knowledge about the reasons citizens use or do not use P&R • **Testing of hardware and/or software:** Enhanced parking validation, route planning support, easy-to-use mobile app, improved signage, and/or other tangible measures to make intended use P&R more accessible and appealing such that Utrecht can implement the successful measures on a wider scale • **Optimised P&R connectivity:** Improved connectivity of P&R facilities and systems to manage existing P&R sites. • **Roadmap for scaling:** a plan on how we can scale the solution to other P&Rs, what are the necessary steps