



FLOOD-serv

D 2.3. Report on the public participation procedures and citizen involvement

The report includes the comparative study regarding stakeholder interactions, public participation and citizen involvement in the open government

Project acronym:	FLOOD-serv
Project full title:	Public FLOOD Emergency and Awareness SERvice
Grant agreement no.:	693599
Responsible:	BILBAO
Contributors:	IP TULCEA, GENOVA, BSK, EXDWARF, CMVNF, ANS
Document Reference:	D2.3
Dissemination Level:	<PU>
Version:	1.1
Date:	29/01/18



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

History

<i>Version</i>	<i>Date</i>	<i>Modification reason</i>	<i>Modified by</i>
0.1		Initial draft	Bilbao
0.2		Development of sections 1.1 and 2.2	Bilbao
0.3		Development of sections 1.2, 3, 4 and 5, including appendixes and executive summary.	Bilbao
0.4		First final draft + IP TULCEA review	Bilbao/IP TULCEA
0.5		Modifications of questionnaire feedback from Bratislava and changes in sections 3, 4, 5 and Appendix II.	Bilbao/IP TULCEA
0.8		Review	IP TULCEA
0.9		Quality check	SIVCO
1.0		Final reviewed deliverable	
1.1		Modification of section 4 to extend the conclusions in relation to the pilot cases and Flood_Serv system. Definition of Appendix IV to include the questionnaire model shared with the project partners.	Bilbao
		Review	
		Review	
2.0		Changes in response to Final Review Report (described in detail in Section 1.1)	SIVCO, Bilbao.

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Executive summary

FLOOD-Serv project's goal is to implement service application that will enhance the involvement of the citizen with the collaborative power of ICT networks to raise awareness on flood risks and to enable collective risk mitigation solutions and response action.

The present report, related to the task 2.3 of WP2, aims to define key concepts about public participation procedures and citizen involvement, including the comparative study regarding stakeholder interactions and public participation and citizen involvement in the open government.

For the purpose of analysing the stakeholders' interactions and the public participation procedures in flood risk management, the following framework has been developed in order to undertake a comparative analysis across the pilot cases involved in the development of the project, such as Genova (Italy), Comune Vila Nova de Famalicao (Portugal) Danube Delta (Tulcea- Romania), Bratislava (Slovakia) and Bilbao (Spain).

According to objective of covering the scope of work of the present deliverable, a review of the scientific literature is carried out, as an initial step, to identify the scientific literature related to the stakeholders' interactions and procedures for public participation focusing on flood risk management, and define the lines of analysis that are more oriented to the object of the deliverable.

Based on the review, the lines of analysis that will be followed in the document are mentioned below:

- Type of stakeholders
- Stakeholders' participation (authority & power)
- Stakeholders' participation (communication and decision mode)
- Stakeholders' interactions in flood risk managements
- Stakeholders' communication flows and communication aims
- Public participation procedures

These lines of analysis form the structure of both the deliverable D2.3 and the questionnaire designed to be completed by each of the pilot cases (see section3.2). The goal of the questionnaire is to inventory the stakeholder interactions and public participation in each pilot case (existing currently), in the context of flood risk managements.

All the information completed and submitted by each of the pilot cases in the selected countries (this information can be consulted in "APPENDIX I: Structure of the questionnaire", has been analysed and evaluated, in order to achieve delivery objective D2.3.

The information provided through the questionnaires and analysed for each pilot case can be consulted in "APPENDIX III: Analysis of each pilot cases" and the section for GENOVA, section BILBAO, section BRATISLAVA, section TULCEA and section VILANOVA DE FAMALICAO.

As part of the results of the analysis of each pilot case, the information contained in Table 1, can be consulted with information extracted as a summary of the most complete analysis that can be found in section 4 (Systematization and benchmark of Flood-Serv pilot cases). This table presents the data according to the percentage (%) of the results more significant for each criterion of analysis.

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<i>Criteria</i>	<i>Genova</i>	<i>Bilbao</i>	<i>Bratislava</i>	<i>Tulcea</i>	<i>Vilanova de Famalicao</i>
TYPE OF STAKEHOLDERS	Regional (30 %) Local authorities (20%)	Local authorities (38%) Regional (21 %)	National (40 %) Entrepreneurs (13%) Citizens (13 %)	Provincial & public services (21 %) Citizens (16 %) Local authorities (11%)	Local authorities (25%) Regional (20 %)
STAKEHOLDERS' PARTICIPATION (AUTHORITY & POWER)	Self-management (55 %) Consultation (20%)	Self-management (45 %) Delegation & Consultation (15%)	Self-management (54 %) Collaboration (21%)	Self-management (25 %) Collaboration (21%) Provision information (21 %)	Self-management (75 %) Collaboration (15%)
STAKEHOLDERS' PARTICIPATION (COMMUNICATION AND DECISION MODE)	Technical Expertise (50 %) Develop Preferences (20 %)	Technical Expertise (52 %) Explicit data collection (Human sensor) (12 %)	Deliberation and negotiate (56 %) Vote & bargain for interests (22 %)	Deliberation & neg. (18 %) Explicit data collection (Human sensor) (18 %) Technical Expertise (14 %) Vote & bargain for interests (14 %) Express Preferences (14 %)	Technical Expertise (80 %) Vote & bargain for interests (15 %)
STAKEHOLDERS' INTERACTIONS IN FLOOD RISK MANAGERMENTS	From municipality (27 %) To municipality (24 %) Within municipality (8 %) Outside municipality (41 %)	From municipality (20 %) To municipality (20 %) Within municipality (38 %) Outside municipality (23 %)	From municipality (16 %) To municipality (16 %) Within municipality (0 %) Outside the municipality (67 %)	From municipality (42 %) To municipality (37 %) Within municipality (11 %) Outside municipality (11 %)	From municipality (17 %) To municipality (37 %) Within municipality (14 %) Outside municipality (32 %)
STAKEHOLDERS' COMMUNICATION FLOWS AND COMMUNICATION AIMS	Prevention (15 %) Preparedness (34 %) Response (37 %) Recovery (15 %)	Prevention (47 %) Preparedness (2 %) Response (45 %) Recovery (7 %)	Prevention (17 %) Preparedness (11 %) Response (46 %) Recovery (26 %)	Prevention (34 %) Preparedness (24 %) Response (32 %) Recovery (10 %)	Prevention (44 %) Preparedness (44 %) Response (11 %) Recovery (0 %)
STAKEHOLDERS' COMMUNICATION FLOWS AND COMMUNICATION CHANNELS	INTERNET, EMAIL, (51.5 %) FACE TO FACE (27.9 %) MUNICIPAL WEB (8.8 %) SOCIAL MEDIA (7.4 %)	TELEPHONE / FAX (35.4 %) INTERNET, EMAIL, (29.3 %) SOCIAL MEDIA (13.5 %) FACE TO FACE (13.5 %)	TELEPHONE / FAX (32,9 %) INTERNET, EMAIL, ... (31.6 %) FACE TO FACE MEETING (29,1 %)	TELEPHONE / FAX (38.2 %) FACE TO FACE (30.9 %) INTERNET, EMAIL, (18.2 %)	INTERNET, EMAIL, (43.8 %) TELEPHONE / FAX (37.5 %) MUNICIPAL WEB (6.3 %) NEWSLETTER (6.3 %) FACE TO FACE (6.3 %)

<i>Criteria</i>	<i>Genova</i>	<i>Bilbao</i>	<i>Bratislava</i>	<i>Tulcea</i>	<i>Vilanova de Famalicao</i>
PUBLIC PARTICIPATION PROCEDURES AND COMMUNICATION AIMS	Prevention (33 %)	Prevention (24 %)	Prevention (11 %)	Prevention (22 %)	Prevention (14 %)
	Preparedness (33 %)	Preparedness (0 %)	Preparedness (0 %)	Preparedness (11 %)	Preparedness (0 %)
	Response (33 %)	Response (24 %)	Response (44 %)	Response (44 %)	Response (71 %)
	Recovery (0 %)	Recovery (53 %)	Recovery (44 %)	Recovery (22 %)	Recovery (14 %)
PUBLIC PARTICIPATION PROCEDURES AND COMMUNICATION CHANNELS	FACE TO FACE (33.3 %)	TELEPHONE / FAX (21.9 %)	TELEPHONE / FAX (47,4 %)	TELEPHONE / FAX (39.1 %)	TELEPHONE / FAX (63.69 %)
	EMAIL (16.7 %)	MUNICIPAL WEB (25 %)			
	INTERNET (16.7 %)	SOCIAL MEDIA (28.1 %)	FACE TO FACE (21.1%)	FACE TO FACE (17.4%)	EMAIL (18.2 %)
	SOCIAL MEDIA (16.7 %)	INTERNET (12.5 %)	EMAIL (15,8 %)	CONSENSUS CONFERENCE (8.7 %)	FACE TO FACE (18.2 %)
	MOBILE APPS (16.7 %)				

Table 1: Benchmarking of Flood-Serv pilot cases

According to stakeholders' interactions in flood risk managements, it is possible to emphasize that the number of interactions between different stakeholders shows significant differences between the pilots cases, as well as in the case of the number of communications identified in the flood risk management between the different pilot cases.

Pattern repetition is not identified among the predominant interactions of the different pilot cases. According to each of pilot case predominates different type of interaction, such as "From municipality" (communication flows generated by municipality (or municipal departments) towards stakeholders NOT related to the municipality) in the case of Tulcea, "To municipality" (communication flows received by municipality (or municipal departments) from stakeholders NOT related to the municipality) in the case of Vilanova de Famalicao, "Within municipality" (communication flows, which are exclusively generated and received by stakeholders related to the municipality (or municipal departments)) in the case of Bilbao, and "Outside municipality" (communication flows, which are exclusively generated and received by stakeholders NOT related to the municipality (or municipal departments)) in the case of Bratislava and Genova.

Taking into account the results in Table 1 for each of the defined lines of analysis and each of the pilot cases, can be highlighted as points of similarity: 1) the type of stakeholders identified by the pilot cases are mainly "Local authorities" and "Regional", 2) the type of authority & power of stakeholders identified by the pilot cases is mainly "Self-management" 3) the communication and decision mode of the stakeholders most common in all the pilot cases is mainly "Technical Expertise" 4) the results of the pilot cases cover in different ways, the predefined options ("From municipality", "To municipality", "Within municipality" and "Outside municipality") but mainly the option "Outside municipality" 5) the result of the pilot cases covers all the predefined options, although mainly between the communication aims of "Response and "Prevention", 6) the most used communication channels related to stakeholders' communication flows are "telephone", "Internet, email" and "face to face meeting", 7) the most common communication aim of public participation procedures is mainly "response" and 8) the most used communication channels in public participation procedures are "telephone", "face to face", "social media" and "email".

As another result of the analysis and evaluation of each of the pilot cases through the information obtained from the circulated questionnaires, the representation of the interactions between stakeholders can be consulted, through the sociograms of relationships made for each pilot case (Pilot case of Bilbao in Figure 1, as example).

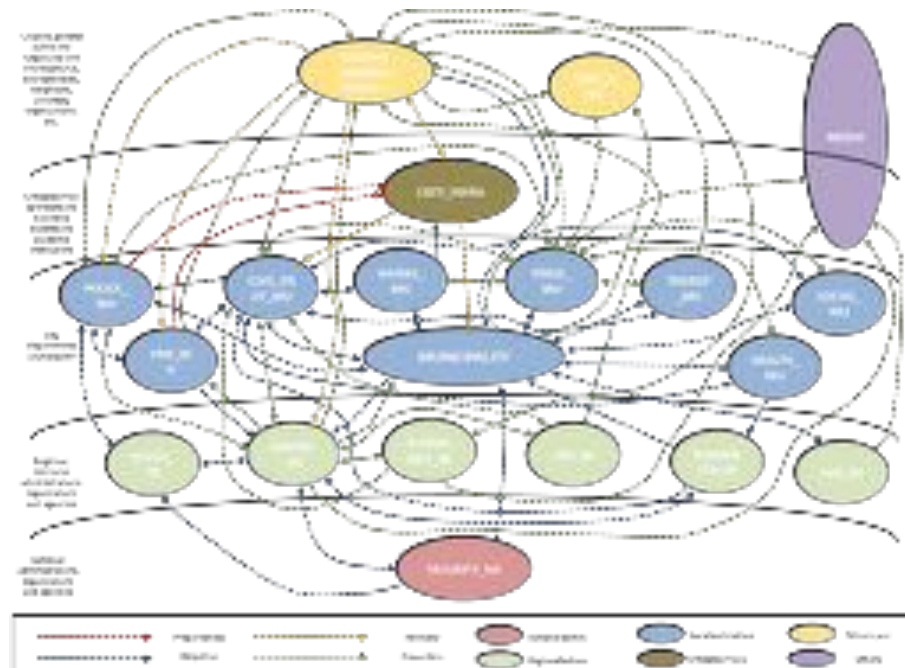


Figure 1. Sociogram about relationships between stakeholders. Bilbao.

In addition, a similar exercise is performed to represent the relationship of the existing public participation processes in each of the pilot cases (Pilot case of Bilbao in Figure 2, as example).

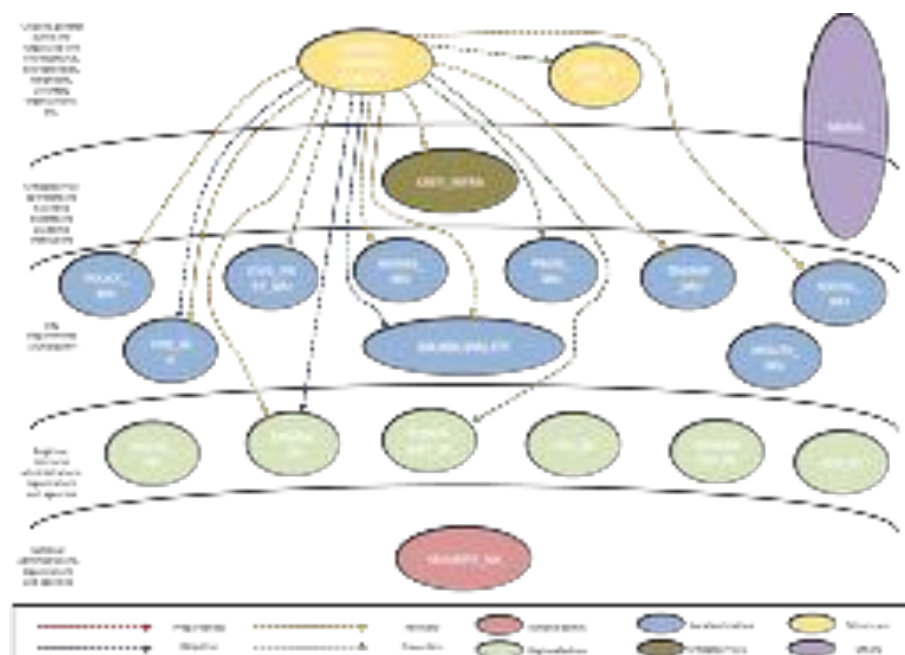


Figure 2. Sociogram about public participation procedures. Bilbao

Focusing on the analysis of sociograms, it is possible to emphasize that there are no established patterns between the interactions represented by the different pilot cases, both at the level of types of stakeholders and typologies of communication aims.

As a result, we find that the five pilots present some relevant differences in terms of participation in decision making, as well as in the interactions identified, but also some similarities. The first should be considered as challenges for the next WPs while the similarities should be considered as opportunities to design the platform.

In order to obtain a more detailed analysis of stakeholders and their interdependencies in the five countries, it might be advisable to have a similar sampling (differences in the number of stakeholder identified in the questionnaires are observed) and more exhaustive for each of the pilot cases, focused on the development of an in-depth analysis. However, it is considered that this type of analysis would go far beyond the objectives of the project.

1 Introduction

Public administration is the complex activity of organizing, execution and enforcement of the law through the institutions empowered in this sense, representing a cumulus of mechanisms through which state policies are carried out. It must always be ready to take concrete action with immediate effect so that it can be presented to the citizens. Successful results depend in most cases on constant dialogue with the social groups. At the level of the community the forms of consultation are institutionalized and because of this, the groups know their rights and obligations well and feel that their opinion really matters.

Modern administration puts first in its objectives the development of services for citizens, providing quality, consistent and current information in as friendly forms as possible to any citizen, irrespective of his/her level of training, and also creating the necessary tools for the active participation of any citizen in the administrative and political decisions that concern him/her. Achieving these objectives is crucially based on ICT.

The information society is defined by the predominance of informational processes based on information and communication technology, which implicitly lead to the re-conceptualization and the re-engineering of systems that provide information services and products. In this context, the specification of new methods of organizing work, integrating new skills for collecting, processing, organizing and communicating information becomes an indispensable requirement for the efficiency and effectiveness of a structure. The democratization of access to information, in fact creating the possibility for every citizen to have access to the information he needs, using modern technologies, has generated new forms of information and information dissemination services and products.

The public must be kept informed of the work of public authorities both at the stage of evaluating their work plans and when adopting and implementing decisions, providing them at all times with complete, objective and consistent information of a financial nature or related With the mission and strategic planning of public entities. Transparency allows any person to whom an act of a public entity has the effect of knowing its basis. For their part, public entities receive feedback from higher entities, consisting of a thorough assessment of their activity

The present *Report on the public participation procedures and citizen involvement* is part of the comparative study and analysis on hydrological risk reduction, carried out within Work Package 2 (WP2) of the FLOODserv project comprises also a comparative study of different flood risk management systems and an analysis on the characteristics and specifications of existing flood risk management public services and the use of ICT to support emergency flood management services in the selected regions- Municipality of Genova (Italy), Comune Vila Nova de Famalicao (Portugal) Danube Delta (Tulcea- Romania), Bratislava (Slovakia) and Bilbao (Spain).

The objectives of WP2 are to describe and compare the characteristics and specifications of flood risk management public services in different European countries and especially in the selected regions, focusing on: the governance structure at and between different levels, the strategic use of ICT, the level of participation among stakeholders and the public , the usage of open services and the involvement of different other actors, including NGOs and users, to create or coproduce new public services in the flood management field, the usage of new, smart and mobile public services in the project's domain, the way transparency tools bring

benefit to different sections of the population and establishing practices to challenge emerging inequalities.

Considering specifically task 2.3 of WP2, its objective is to define an initial inventory of stakeholders' interactions and public participation procedures, with the final purpose of developing a comparative study on stakeholder interactions and public participation and citizen involvement in the open government.

Task 2.3 is complemented and fits with the framework analysed in other tasks within WP2, such as task 2.1, in which a comparative study and analysis of different flood risk management systems organised in the selected regions is carried out. Additionally, it is complementary with task 2.2, and the analysis on the characteristics and specifications of existing flood risk management public services and the use of ICT to support emergency flood management services in the selected regions.

In the following sections of the present report, a preliminary review of the state of the question is presented and an analytical approach for understanding Flood-Serv pilot cases is defined. Based on this analytical approach, the topics of analysis are selected and the systematization and benchmark of Flood-Serv pilot cases is carried out. Finally the conclusions, overall lessons learned, recommendations and perceived challenges are identified.

1.1 Answers to Final Review Report Observations

Reviewers' observations	Explanations as to how observations are addressed
Unfinished document as Tables 97 and 98 not completed	<p>Tables 97 and 98 in the APPENDIX are template tables (for data collection) which were sent to Pilot Cities and Technical Partners for completion and return. They are presented as templates and meant to be empty.</p> <p>Data received by means of these data collection instruments were presented in Tables 16-19.</p> <p>No other changes in this report were made except the addition of this section, 1.1.</p>

2 State of the question

2.1 Key concepts about stakeholders' involvement and public participation in floods emergencies management.

According to scientific literature, there are different definitions of “stakeholders”. One of the most common is the following “Parties/persons that are involved in, effected from or have a relationship with a particular project, system or activity”[8].

The importance of the stakeholder participation in decision-making, and in flood risk management in particular, has been recognized by international and regional treaties such as the Aarhus Convention (1999) [1], which promotes public participation in decision-making on environmental issues. The European Flood Directive 2007/60/EC [3] requires the active participation of stakeholders within decision making, as well as the establishment of public participation mechanisms to ensure citizens' involvement in the flood management cycle.

Stakeholder involvement in the decision-making process is perceived differently by different people and depends on the objectives of the process. Stakeholder involvement should be designed to include clear objectives, understanding of the pros and cons and an analysis of the stakeholders that need to be involved. The role of each stakeholder and the mechanism of their involvement need to be carefully designed so that they can be sustainable in the long term.

With the objective of covering the scope of work of the present deliverable, related to the stakeholder interactions and procedures for public participation in flood risk management, a review of the scientific literature is carried out, as an initial step, to identify the lines of analysis that are more oriented to the object of the deliverable.

Based on the review, several interrelated lines of analysis are identified related to the scope of the present study, which have been structured in different sections. These sections form the structure of both the deliverable D2.3 and the questionnaire designed to be completed by each of the pilot cases (see section 3.2).

The lines of analysis defined about the procedures for public participation and stakeholder participation/interaction are strongly linked. Throughout the document, the information is kept traceable, identifying in a first step the different stakeholders (and categories) involved in the management. The information related to the different stakeholders is then characterized by the participation in decision making, as well as by the interactions between the different actors (stakeholders and citizens).

The objective of this section is to present the general concepts associated with the analysis lines (found in the literature on stakeholder participation in flood management), which will be analysed and characterized in more detail in the following sections of the report, once applied to each of the FLOOD-serv Project use cases.

The lines of analysis that will be analysed in the document are mentioned below:

- Type of stakeholders
- Stakeholders' participation (authority & power)
- Stakeholders' participation (communication and decision mode)
- Stakeholders' interactions in flood risk managements
- Stakeholders' communication flows and communication aims
- Public participation procedures

2.1.1 Type of stakeholders

In order to define the framework of the future analysis of the stakeholders' interactions, it is necessary to carefully identify the relevant stakeholders and all the players who should be involved in the participatory process and in the decision making.

All the possible stakeholders involved in flood risk management stages can be categorized into the six groups identified in Table 2, which are defined based on the revision of different scientific literature [8] [9], among others:

- Local authorities - Municipality:
 - City departments
- Other public administrations, organizations and agencies:
 - Provincial
 - Regional
 - National
- Critical service and infrastructure operators:
 - Public
 - Private
- Scientific experts and academic institutions
- Organized civil society:
 - NGOs
 - Entrepreneurs and business organizations
 - Neighbours organizations
 - Voluntary organizations
 - Etc.
- Citizens and general public

CITY DEPARTS. (MUNICIPI)	OTHER PUBLIC ADMINISTRATIONS, ORGANIZATIONS AND AGENCIES				CRITICAL SERVICE AND INFRASTRUCTURE OPERATORS			SCIENTIFIC EXPERTS AND ACADEMIC INSTITUTIONS	ORGANIZED CIVIL SOCIETY					CITIZENS AND GENERAL PUBLIC
LOCAL AUTHORITY	PROVINCIAL	REGIONAL	NATIONAL	OTHERS	PUBLIC	PRIVATE	OTHERS		NGOS	ENTREPRENEURS BUSINESSES ORGANIZATIONS	NEIGHBORS ORGANIZATIONS	VOLUNTARY ORGANIZATIONS	OTHERS	

Table 2. Type of participants in decision making ¹

2.1.2 Stakeholders' participation (authority & power)

The level of impact of stakeholder participation on decision making is a relevant dimension in flood risk management [9]. How is what participants say linked to what public authorities do?. Along this spectrum of influence and authority, six categories of institutionalized influence and authority are defined: provision of information (individual education), public hearings (communicative influence), consultation in decision-making, collaboration in decision-making, delegation of responsibilities (co-govern) and self-management (direct authority), as illustrated in Table 3. In Figure 3 each of the categories are described [8].

¹ Type of participants in decision making, based on our own elaboration after review of scientific literature

Provision of information	Public hearings, conferences	Consultation through workshops	Collaboration through advisory groups	Delegation (community cooperatives, development trusts, local councils)	Self-management (Local communities, individual)
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Table 3: Levels and methods of participation (authority & power).²

Participative methods	Purpose	Description
Provision of information	To provide knowledge about decisions	The authorities or decision makers make the final decisions from the start, in agreement with the public stakeholders before implementation. The stakeholder involvement is limited to receiving information. No further consultation is envisaged.
Public hearings, conferences	To be heard before decisions are made	The authorities make the final decisions and the public stakeholders are informed of the plans/decisions and their feedback is sought. If public hearing is envisaged, enforcement of stakeholders' final decisions is based on the extent of agreement in the public hearing. Stakeholders are involved in implementation.
Consultation through workshops	To influence the decision-making process	The authorities, decision makers, development agencies or NGOs set up a plan which is shared with the public and other stakeholders. Objectives and suggestions are sought. Stakeholders are made according to the implementation of the plan and will meet regularly through consultation.
Collaboration through advisory groups	To influence the decision-making process	Community bodies or groups representatives and stakeholders involvement make up an advisory group and work closely with the authorities or decision makers throughout the plan/decision-making process. The advisory group is informed regularly of progress made from the development and the implementation of plans. Decisions after suggestions and recommendations based on reports and progress made in the community level.
Delegation (community cooperatives, development trusts, local councils)	To make decisions jointly, agree on decisions	Stakeholders' views are discussed from the start by the representatives themselves and the authorities (NGOs and the community) through their representatives. Decisions made by stakeholders together. Stakeholder involvement is continuous and continues beyond the implementation stage and involves monitoring and evaluation to help improve the plan's effectiveness for future implementation.
Self-management (Local communities, individual)	To make their own decisions	A community or an individual makes its own decisions with or without support from the outside. Community-based management committees organise decisions as required in emergency situations.

Figure 3. Levels and methods of participation.³

² Levels and methods of participation (authority & power) based on [8]

³ Levels and methods of participation based on [8]

2.1.3 Stakeholders' participation (communication and decision mode)

A second dimension of stakeholders' interactions (and public participation) in flood risk management concerns how stakeholders interact in decision making.

Initially six main modes of communication and decision-making in participatory settings were defined [4]. According to new scientific contributions for covering the integration of the new technologies of information and communication (ICT) in the public participation for situation awareness in flooding proceedings [6], the total number of communication and decision modes increase to the following eight, as can be seen in Table 4.

- **Technical Expertise:** Participants with training and professional specialization (planners, regulator, social workers and the like).
- **Deliberation and negotiation:** Participants deliberate to find out what they want individually and as a group. Process characterized by the interaction and exchange of perspectives and experiences that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.
- **Vote and bargain for interests:** Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.
- **Develop Preferences:** Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues which are far less common.
- **Express Preferences:** Participants can express their preferences to the audience.
- **Explicit data collection (Human sensor):** Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.
- **Listen as Spectator:** Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.
- **Implicit data collection (Social sensor):** Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.

Technical Expertise	Participants with training and professional specialization (planners, regulator, social workers and the like)
Deliberation and negotiation	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.
Vote and bargain for interests	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.
Develop Preferences	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.
Express Preferences	Participants can express their preferences to the audience.
Explicit data collection (Human sensor)	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.
Listen as Spectator	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups
Implicit data collection (Social sensor)	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.

Table 4: Modes of communication and decision-making.⁴

⁴ Modes of communication and decision-making, based on [9]

2.1.4 Stakeholders' interactions in flood risk managements

The objective of this section is to identify all possible interactions between stakeholders related to flood risk management. All potential flows of existing relationships are identified in Table 5, selecting the stakeholder of origin (column "FROM"), and then, all the different stakeholders of destination (rows "TO") that can be associated with the origin, considering the flood risk management, in general, and more detailed the interactions within the municipal emergency plans, action protocols, coordination processes, communication procedures, public participation processes, etc.

INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																				
TO ...	FROM ...																			
	SH_1	SH_2	SH_3	SH_4	SH_5	SH_6	SH_7	SH_8	SH_9	SH_10	SH_11	SH_12	SH_13	SH_14	SH_15	SH_16	SH_17	SH_18	SH_19	SH_20
SH_1	■																			
SH_2		■																		
SH_3			■																	
SH_4				■																
SH_5					■															
SH_6						■														
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SH_16																■				
SH_17																	■			
SH_18																		■		
SH_19																			■	
SH_20																				■

Table 5: Stakeholders' interactions. ⁵

2.1.5 Stakeholders' communication flows and communication aims

The relationships identified among the stakeholders in the previous point form the basis for characterizing, in this section, the flows of existing relationships detailing for each one of them:

- **Communication aims** (prevention, preparedness, response and recovery)
- **Content of communication** (Recommendations, procedures, protocols, alerts, etc.)
- **Communication channels** (Social media, internet, phone, radio, face to face, etc.)

⁵ Stakeholders' interactions, own elaboration based on the revision of scientific literature.

The information provided in 2.1.4 (Stakeholders' interactions in flood risk managements) in addition to the information obtained in this section (Stakeholders' communication flow and communication aims), will be the basis for the analysis about the relationships between stakeholders and, if the case, represent results as of the example of sociogram in Figure 4, [5] [2].

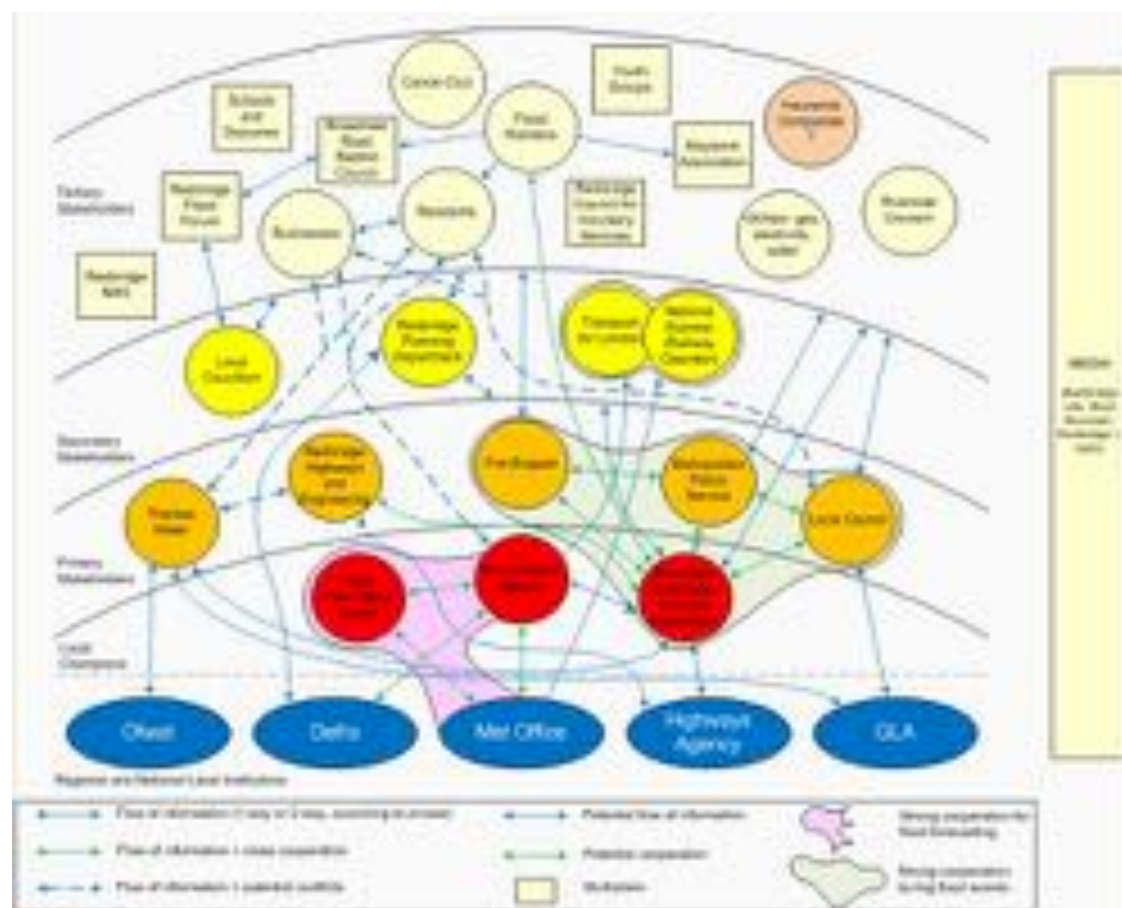


Figure 4. Example of sociogram about relationships between stakeholders⁶

2.1.6 Public participation procedures

According to the scientific literature, “public participation” encompasses a group of procedures designed to consult, involve, and inform the public to allow those affected by a decision to have an input into that decision. In this analysis, “input” is the key phrase, differentiating participation methods from other communication strategies.

Although public participation and interaction between stakeholders are strongly linked, in this section, a framework to characterize the existing public participation procedures in the pilot cases under study is defined.

Within the scope of the evaluation, the most formalized participation methods are considered, based on the review of the scientific literature [7].

⁶ Example of sociogram about relationships between stakeholders [5] [2]

The relationships identified between the citizen environment and the rest of stakeholders, will be the basis for characterizing the flows of existing relationships detailed for each one of them, with the criteria identified in Table 6:

- **Communication aims** (prevention, preparedness, response and recovery)
- **Public participation methods** (Referenda, Public hearing/inquiries, etc.) [7]
- **Communication channels** (Social media, internet, phone, radio, face to face, etc.)
- **Authority & power** (classification of section 2.1.2)
- **Communication & Decision Mode** (classification of section 2.1.3)

COMMUNICATION FLOW (INTERACTION)		COMMUNICATION AIMS		PUBLIC PARTICIPATION METHODS		AUTHORITY & POWER	COMMUNIC. & DECISION MODE
CITIZENS (FROM)	STAKEHOLDER (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication	Channels	Remarks		
CITIZENS							

Table 6: Public participation procedures.⁷

2.2 Literature review, state of the art and challenges.

The aim of the search is the identification of scientific literature related to the stakeholders' interactions and procedures for public participation focusing on flood risk management. This search covers the realization of an inventory of the types of stakeholders involved in flood risk management and their characterization from different approaches analyzed in the scientific literature.

The defined search criteria have also been focused on inventorying and analyzing the interactions between stakeholders and the processes of public participation in the management of flood risk.

The main sources criteria:

- English-language literature
- Main sources of literature:
 - Major databases of scientific journals such as: Science Direct, Web of Science.
 - Open access journals Directory: OpenAIRE, RECOLECTA
 - Other sources: Scholar Google (<https://scholar.google.es/>)

⁷ Public participation procedures, own elaboration based on the revision of scientific literature.

- Type of publication: Refine filters to limit the publications to flooding and flood risk management scopes.
- Keywords: A list of keywords were used to search related papers, using a combination of the following keywords in all fields and in the fields "Abstract", "Title" and "keywords". These keywords include, among others:
 - Flood risk management OR Flood management OR Flooding OR ...
 - AND Stakeholders
 - AND Citizens
 - AND Participation OR Engagement
 - AND Decision-making
 - AND Interactions of stakeholders
 - AND Public participation procedures
 - AND Citizens observatory
 - Flood risk management OR Flood management OR Flooding AND Stakeholders
 - Flood risk management OR Flood management OR Flooding AND Citizens
 - Flood risk management OR Flood management OR Flooding AND Participation
 - Flood risk management OR Flood management OR Flooding AND Participation AND Citizens
 - Flood risk management OR Flood management OR Flooding AND Participation AND Stakeholders
 - Flood risk management OR Flood management OR Flooding AND Citizen observatory
 - Flood risk management OR Flood management OR Flooding AND Decision-making
 - Flood risk management OR Flood management OR Flooding AND Interactions of stakeholders
 - Flood risk management OR Flood management OR Flooding AND Public participation procedures
 - ...

In general, majority of papers of interest identified are sourced from international journals, followed by reports from governmental authorities, guidances and reports from research institutes and specialized agency, such as the United Nations (UN).

Many papers published in international journals are associated with fields of Flood Management Policy, Information Systems for Crisis Response and Management, Environmental Science, Biological Conservation, among others.

3 Analytical approach for understanding Flood-Serv pilot cases

3.1 Deliverable 2.1 and Emergencies management plans summaries of Flood-Serv pilot cases as starting point.

By 2015, Member States drew up the flood risk management plans for the areas where a potential significant flood risk was identified. These plans include measures to reduce the probability of flooding and its potential consequences, addressing all phases of the flood risk management cycle, but focusing on preventing damage caused by floods by avoiding construction of houses and industries in present and future flood-prone areas, or by adapting future developments to the risk of flooding by taking measures to reduce the likelihood of floods and/or the impact of floods in a specific location such as restoring flood plains and wetlands and providing instructions to the public on what to do in the event indicate to policy makers and the public the nature of the risk and the measures proposed to manage these risks of flooding.

Due to the nature of flooding, more flexibility on objectives and measures are left to the Member States in view of subsidiarity. D2.1 deliverable of FLOODserv project carried out the analysis of indicating the public in the selected regions - Genova (Italy), Comune Vila Nova de Famalicao (Portugal), Danube Delta (Tulcea- Romania), Bratislava (Slovakia) and Bilbao (Spain)- the nature of the risk and the measures proposed to manage these risks.

Chapter 8 of Floods Directive, states that all stages of implementation are carried out with the active involvement of the interested parties, encouraging reviewing and updating of documents according to the negotiated policies. Thus, the Directive shifts the focus from operational processes management, to risk management and offers an interactive perspective when empowers the public with parts of the decision.

Communication in emergency situations is crucial and Member States developed different codes and channels in order to facilitate the transmission of the information as quickly and as efficiently as possible. Actually, communication flow is closely related to the decision flow, as shown in the following synoptic figure (Figure 5).

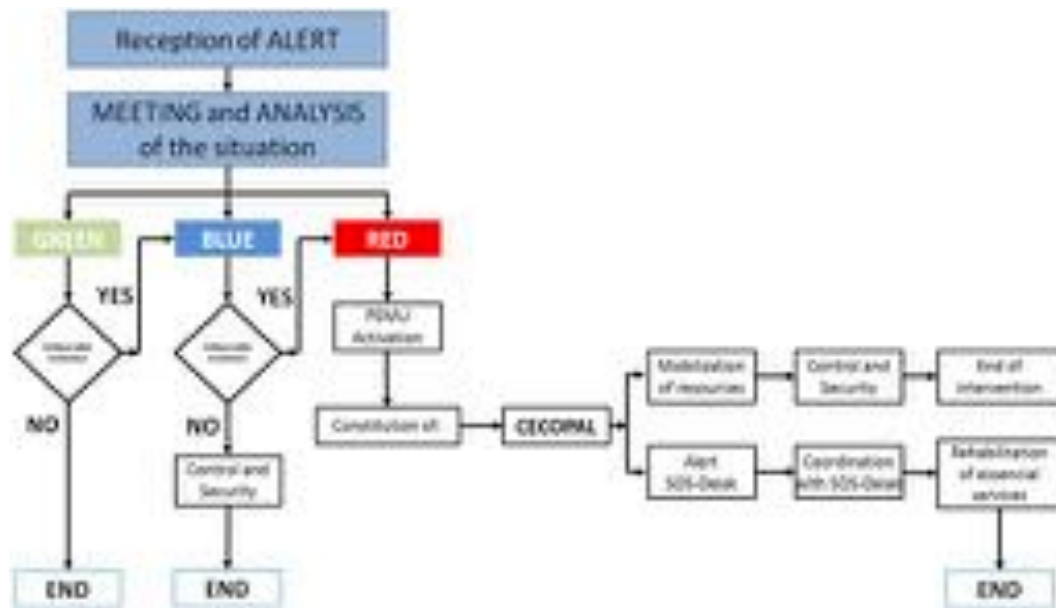


Figure 5. Synoptic structure of decision making process in flood management in BILBAO

3.2 Individual questionnaire of Pilot cases defined to deliverable D2.3 and cities' reference documents.

The present questionnaire has been developed within Task2.3, included in WP2. The goal of the questionnaire is to inventory the stakeholder interactions and public participation in each pilot case (existing currently), in the context of flood risk managements.

For the purpose of analysing the stakeholders' interactions and the public participation procedures in flood risk management, the following framework has been developed to undertake a comparative analysis across the pilot cases.

The information completed by the cities and river basins in the selected countries (pilot cases), have been finally analysed and evaluated, to reach the aim of deliverable D2.3.

The structure of the questionnaire follows the topics:

- Identification of stakeholders involved in the flood risk management.
- Characterization of stakeholder type.
- Characterization of stakeholder's authority & power.
- Characterization of stakeholders' communication and decision mode.
- Stakeholders' interactions in flood risk managements.
- Stakeholders' communication flow and communication aims.
- Public participation procedures.

For further information, all the tables and formats developed for each topic of investigation are included in “APPENDIX I: Structure of the questionnaire” for its consultation.

Additionally, all the information completed and submitted by each of the pilot cases in the selected countries, which it has been analysed and evaluated in order to achieve delivery objective D2.3 can be consulted in “APPENDIX II: Questionnaires of pilot cases”.

3.3 Topics of analysis:

The main topics of analysis, which have guided the development of the present deliverable, are collected in the following paragraphs. These topics are aligned with the information requested to each of the pilot cases involved in the project, through the distribution of the questionnaire structure in section 2.2.

3.3.1 Classification of stakeholders

As a first step to carry out an inventory of the stakeholders' interactions and of the processes of public participation, it is necessary to be able to characterize the stakeholders based on a predefined typology that will constitute the framework for each of pilot cases. The definition of the typologies identified has as a starting point the revision and analysis of the scientific literature according to the criteria defined in section 2.2., integrating the different type of stakeholders who may be directly or indirectly involved in the management of flood risk and / or share the concern about the consequences of a flood event in their territory.

The types of predefined stakeholders have been identified with the idea of covering the different administrative levels, critical services operators, academic institutions and organized civil organizations, in addition to citizens and public in general. They are the following:

- Local authorities - Municipality:
 - City departments
- Other public administrations, organizations and agencies:
 - Provincial
 - Regional
 - National
- Critical service and infrastructure operators:
 - Public
 - Private
- Scientific experts and academic institutions
- Organized civil society:
 - NGOs
 - Entrepreneurs
 - Neighbours organizations
 - Voluntary organizations
 - Etc.
- Citizens and general public

The following figures represent the stakeholders' classification for each of the pilot cases analysed: Genova (Figure 6), Bilbao (Figure 7), Bratislava (Figure 8), Tulcea (Figure 9), and Vilanova de Famalicao (Figure 10).

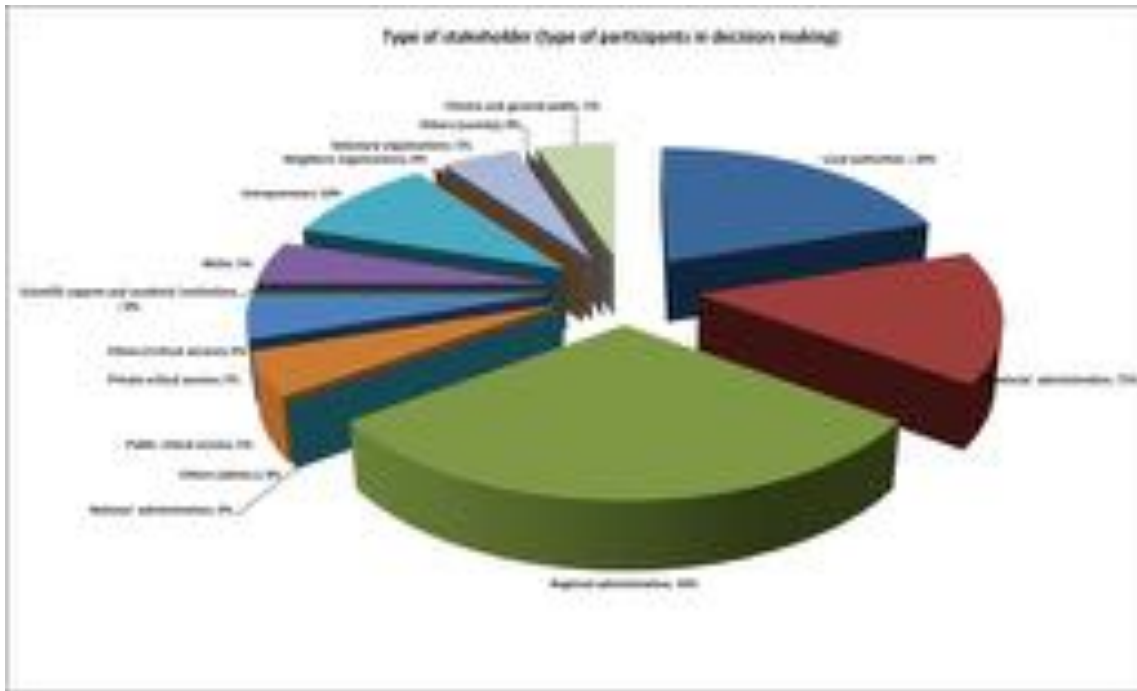


Figure 6. Stakeholders identified in questionnaire of Genova.

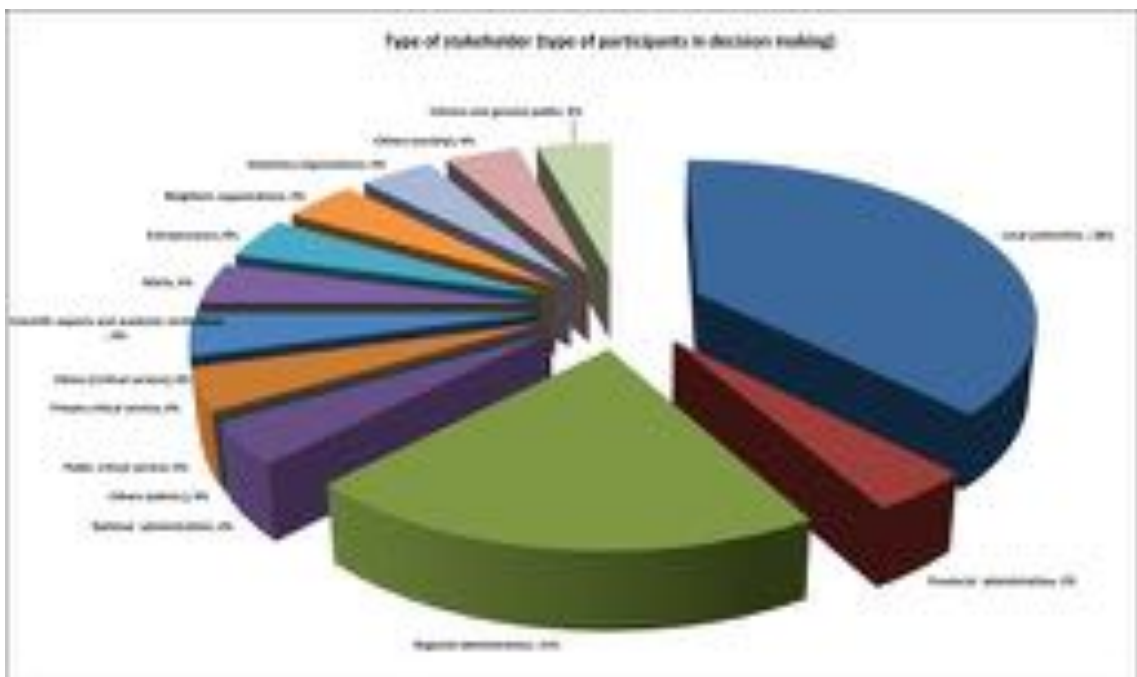


Figure 7. Stakeholders identified in questionnaire of Bilbao.

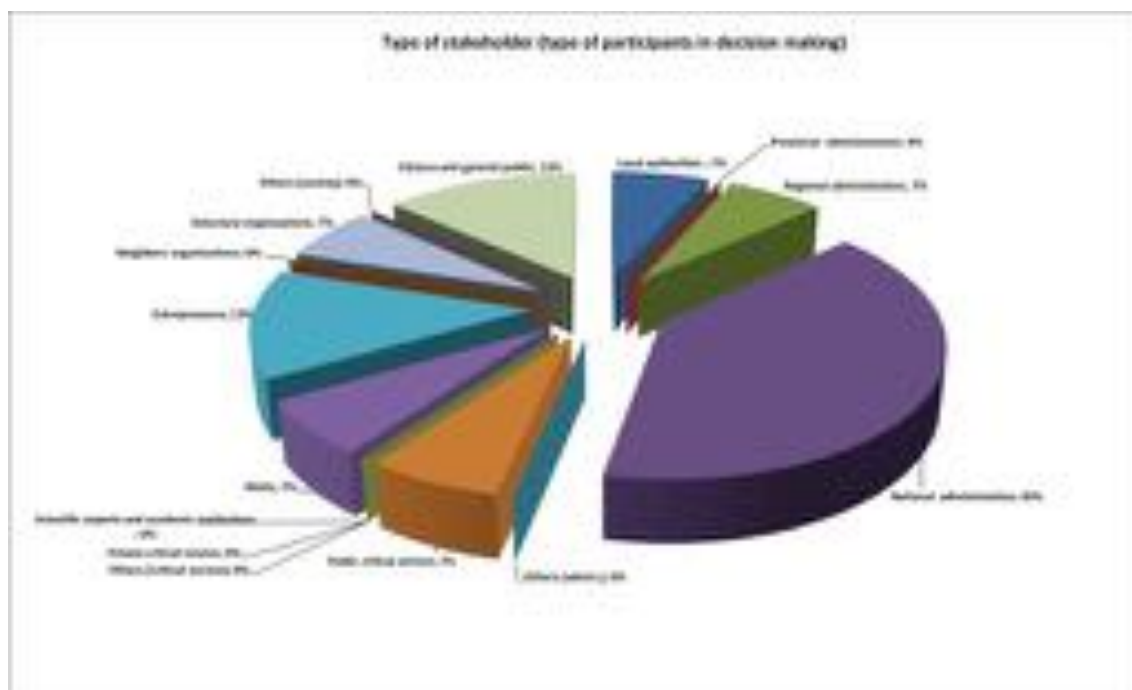


Figure 8. Stakeholders identified in questionnaire of Bratislava.

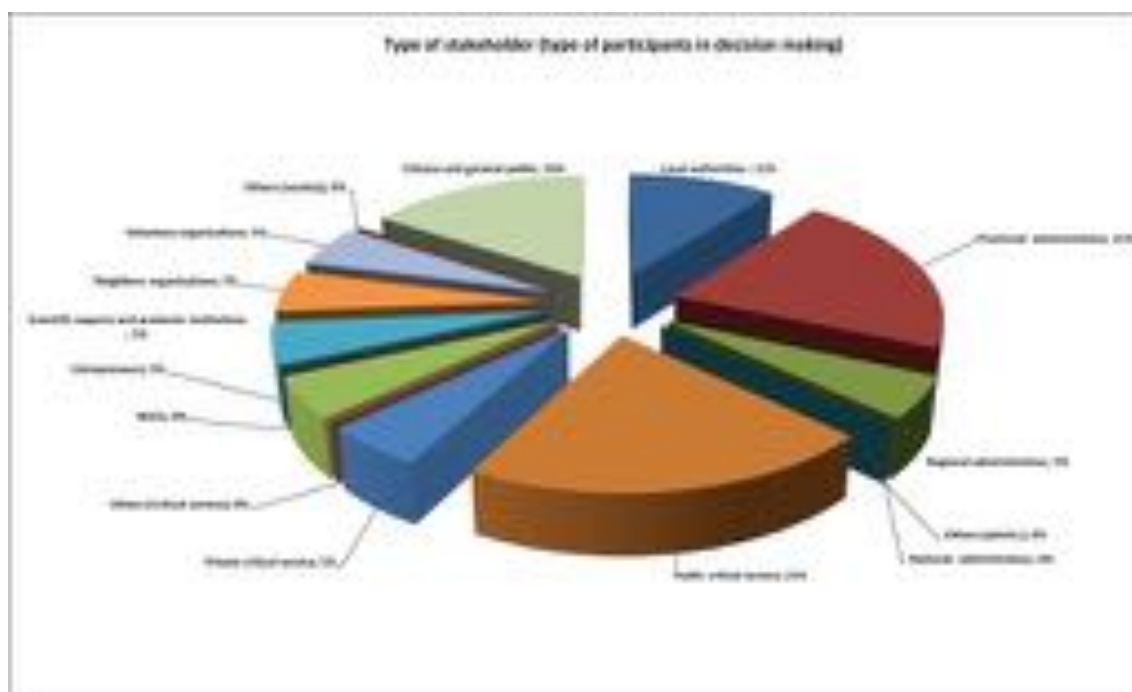


Figure 9. Stakeholders identified in questionnaire of Tulcea.

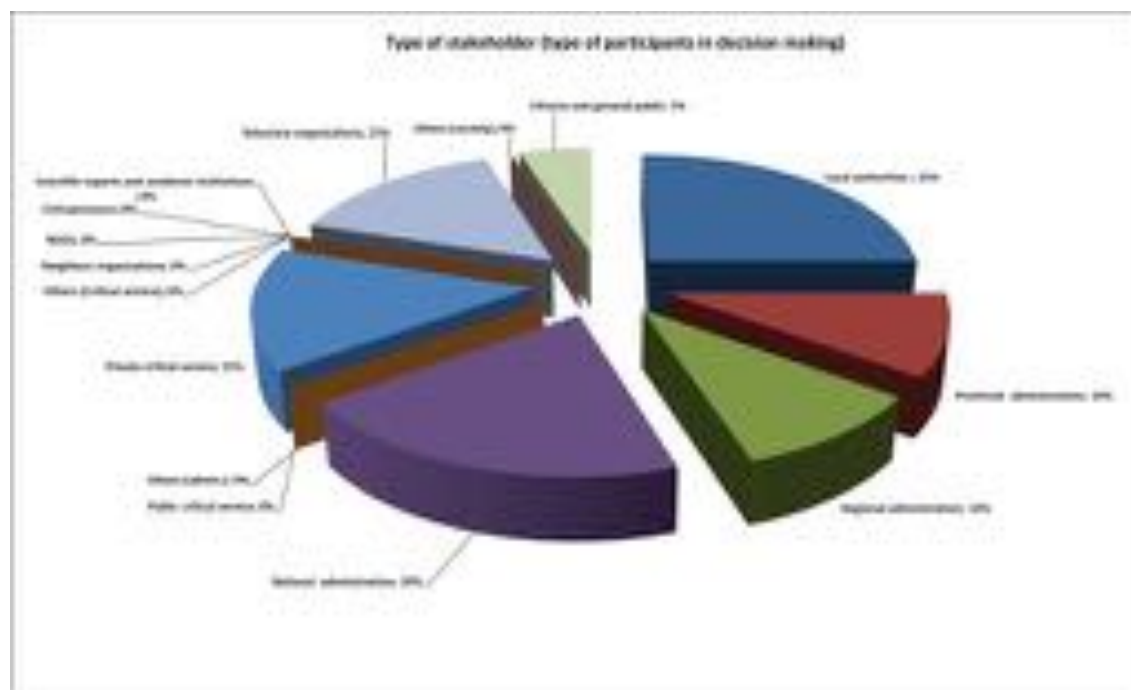


Figure 10. Stakeholders identified in questionnaire of Vilanova de Famalicao.

Complementarily to the evaluation of the “stakeholders’ type”, is considered the analysis of two additional dimensions, encompassed in the framework of the analysis of stakeholders’ participation. One dimension (Stakeholder’s authority & power) is related to the level of impact of participation on decision making, and the other (Stakeholders’ communication and decision mode) concerns how participants interact in decision making [9].

These key concepts are explained in section 2.1.2 and 2.1.3 respectively and consider the adaptation to fully capture the possibilities of ICT-enabled citizen observatories [9].

The results of each of the dimensions mentioned in the previous paragraph, in relation to the participation of stakeholders in decision making (stakeholder type, stakeholders’ authority & power and stakeholders’ communication and decision mode) can be consulted for further analysis in section 4 (Systematization and benchmark of Flood-Serv pilot cases), and more specifically for each one of the pilot cases in “APPENDIX III: Analysis of each pilot cases” and the section for GENOVA, section BILBAO, section BRATISLAVA, section TULCEA and section VILANOVA DE FAMALICAO.

3.3.2 Communication flow

The analysis of stakeholders’ interactions as well as of the public participation procedures can be carried out analysing the relationship flows maintained between the participating agents. This analysis can be carried out from different perspectives, which enable a characterization of the communication between stakeholders, from different approaches.

One of the analysed approaches that we have denominated “communication flow” relates the source stakeholder (generates the communication) and the final stakeholder (receives the

communication). This analysis classifies the flows of communication in four typologies, based on the scope of the communication:

- From municipality: Communication flows generated by stakeholders related to the municipality (or municipal departments) with a destination towards stakeholders NOT related to the municipality.
- To municipality: Communication flows received by stakeholders related to the municipality (or municipal departments) with an origin of the communication exclusively from stakeholders NOT related to the municipality.
- Within municipality: Communication flows, which are exclusively generated and received by stakeholders related to the municipality (or municipal departments).
- Outside municipality: Communication flows, which are exclusively generated and received by stakeholders NOT related to the municipality (or municipal departments).

Following these criteria, the results of this analysis can be consulted for further analysis in section 4 (Systematization and benchmark of Flood-Serv pilot cases), and more specifically for each one of the pilot cases according to following figures: Genova (Figure 11), Bilbao (Figure 12), Bratislava (Figure 13), Tulcea (Figure 14), and Vilanova de Famalicao (Figure 15).

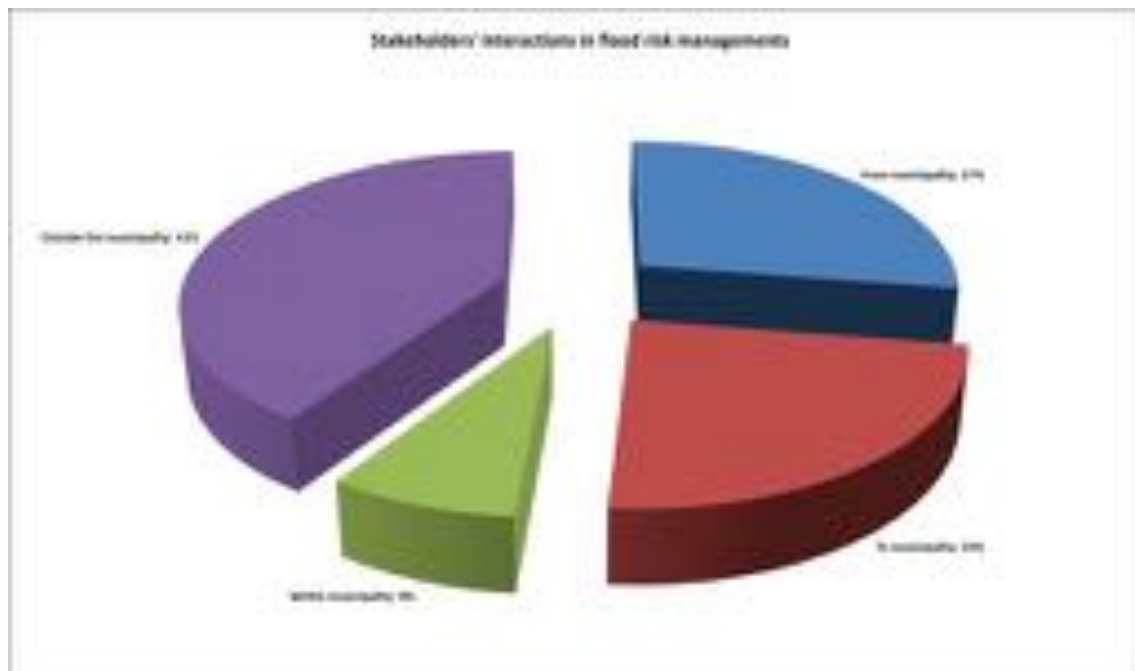


Figure 11. Stakeholders' interactions in flood risk managements. Genova.

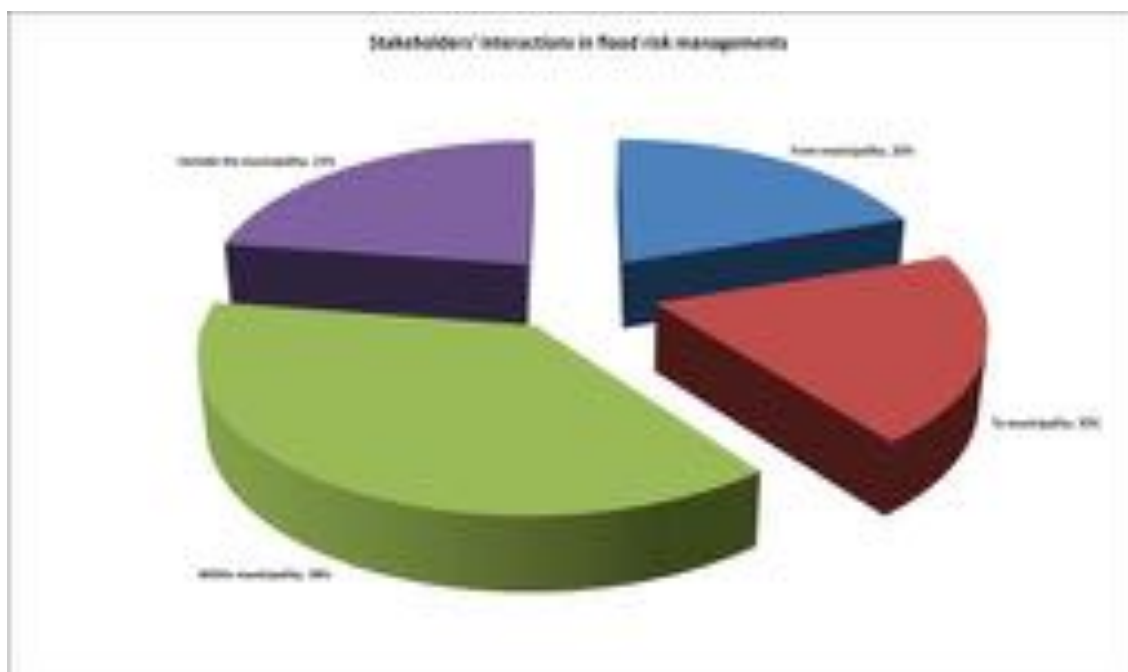


Figure 12. Stakeholders' interactions in flood risk managements. Bilbao.

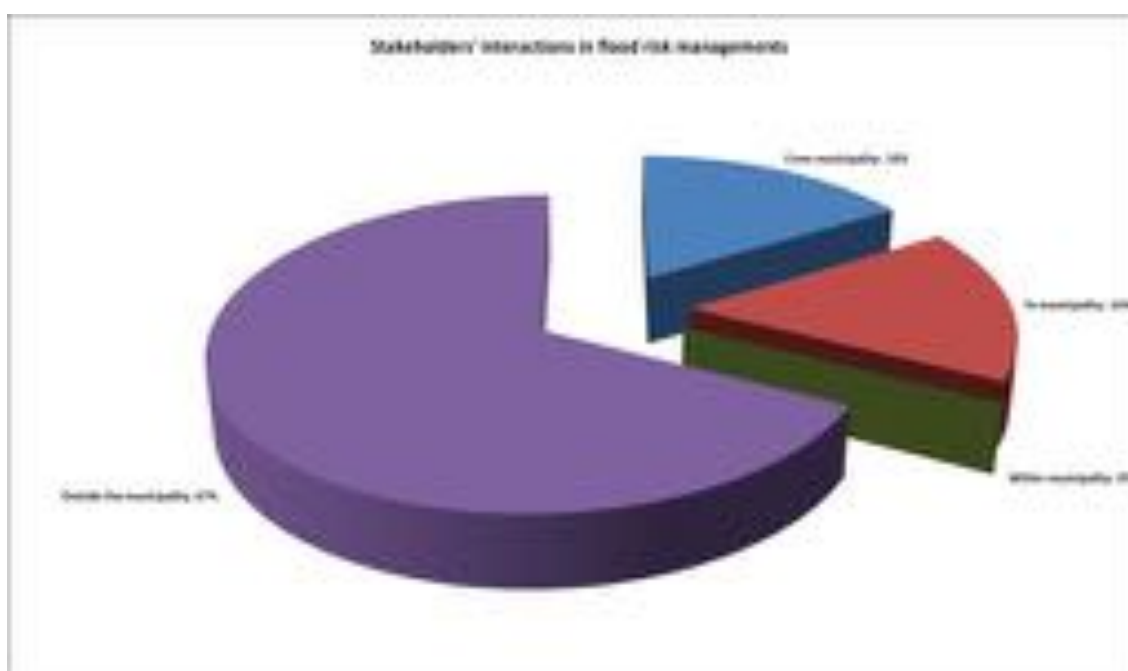


Figure 13. Stakeholders' interactions in flood risk managements. Bratislava.

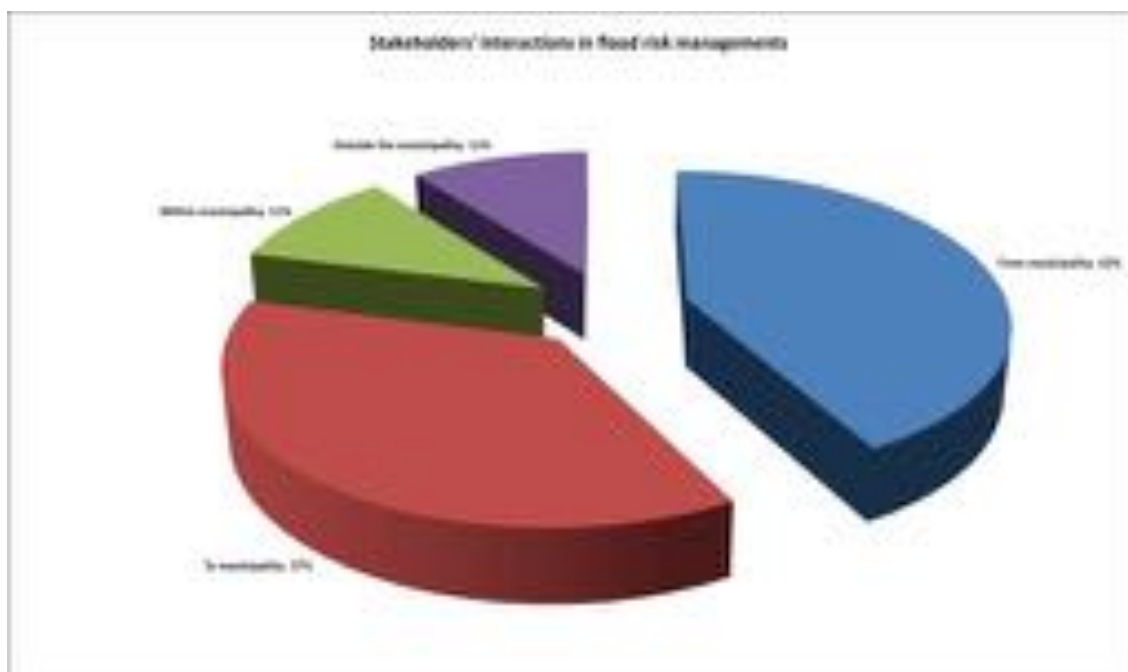


Figure 14. Stakeholders' interactions in flood risk managements. Tulcea.

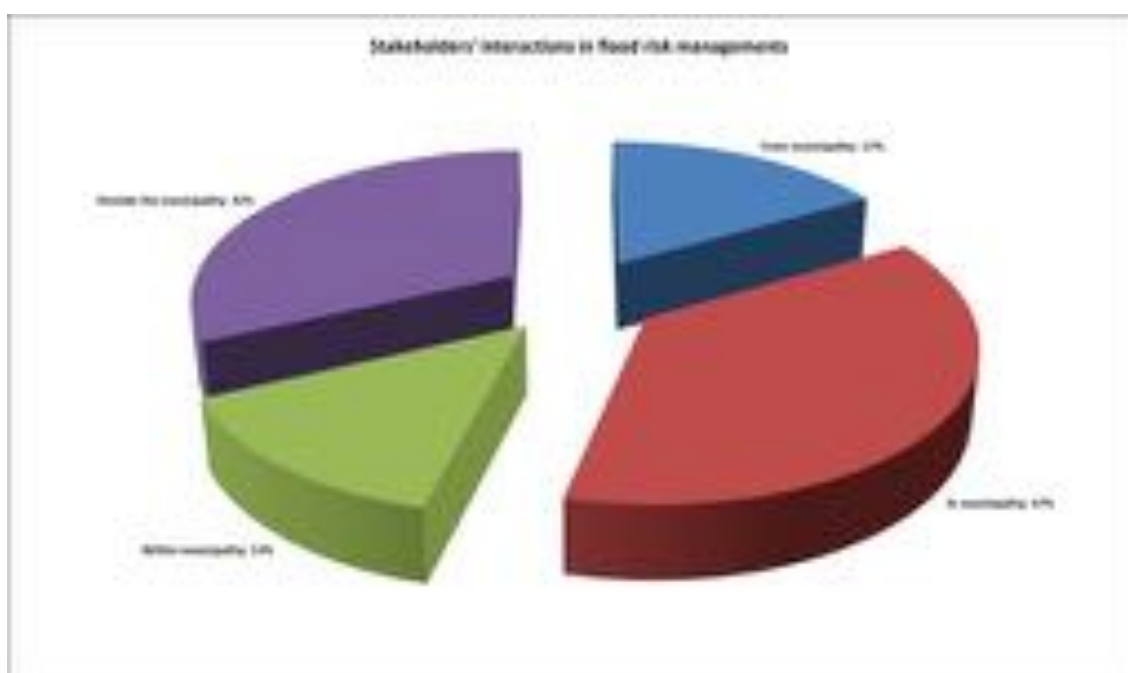


Figure 15. Stakeholders' interactions in flood risk managements. Vilanova de Famalicao.

3.3.3 Communication aims

Other approach analyzed in order to evaluate the stakeholders' interactions as well as of the public participation procedures, is the "communication aims" that generates the interaction between stakeholders.

This analysis classifies the aims of communication in four typologies:

- Prevention
- Preparedness
- Response
- Recovery

Following these criteria, the results of this analysis can be consulted for further analysis in section 4 (Systematization and benchmark of Flood-Serv pilot cases), both in the case of the analysis of the interaction between the stakeholders as well as for the processes of public participation.

The results specifically for stakeholders' interaction for each one of the pilot cases are represented in the following figures: Bilbao (Figure 16), Genova (Figure 18), Vilanova de Famalicao (Figure 20), Bratislava (Figure 22) and Tulcea (Figure 24).

On the other hand, the results specifically for public participation procedures for each one of the pilot cases are represented in the following figures: Bilbao (Figure 17), Genova (Figure 19), Vilanova de Famalicao (Figure 21), Bratislava (Figure 23) and Tulcea (Figure 25).

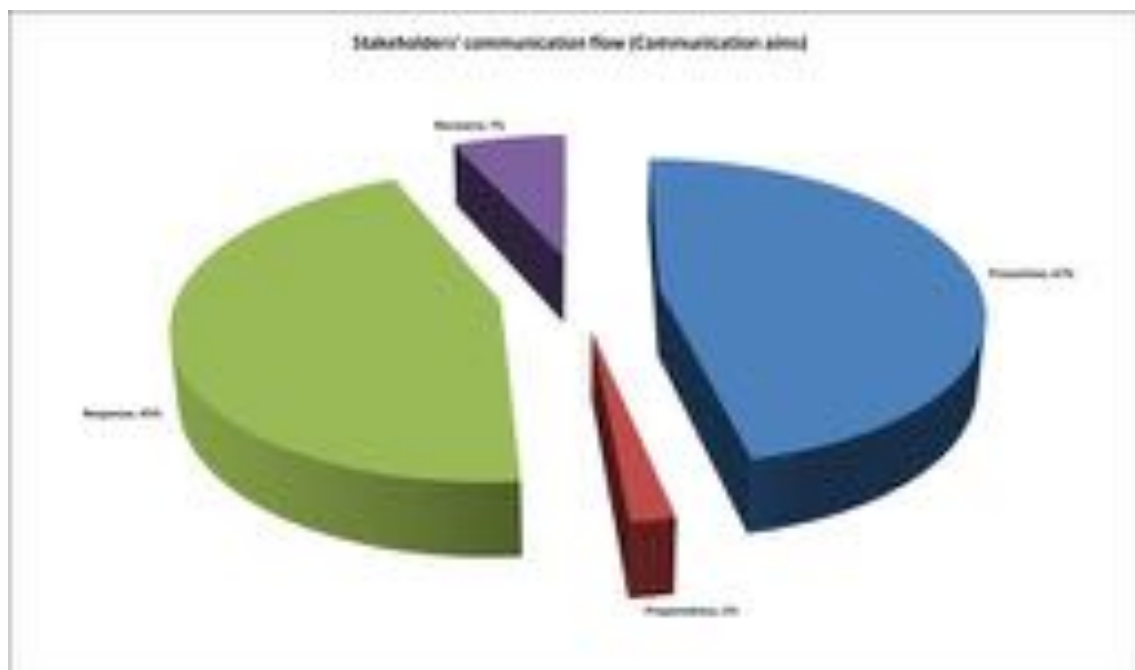


Figure 16. Stakeholders' communication flow (Communication aims). Bilbao.

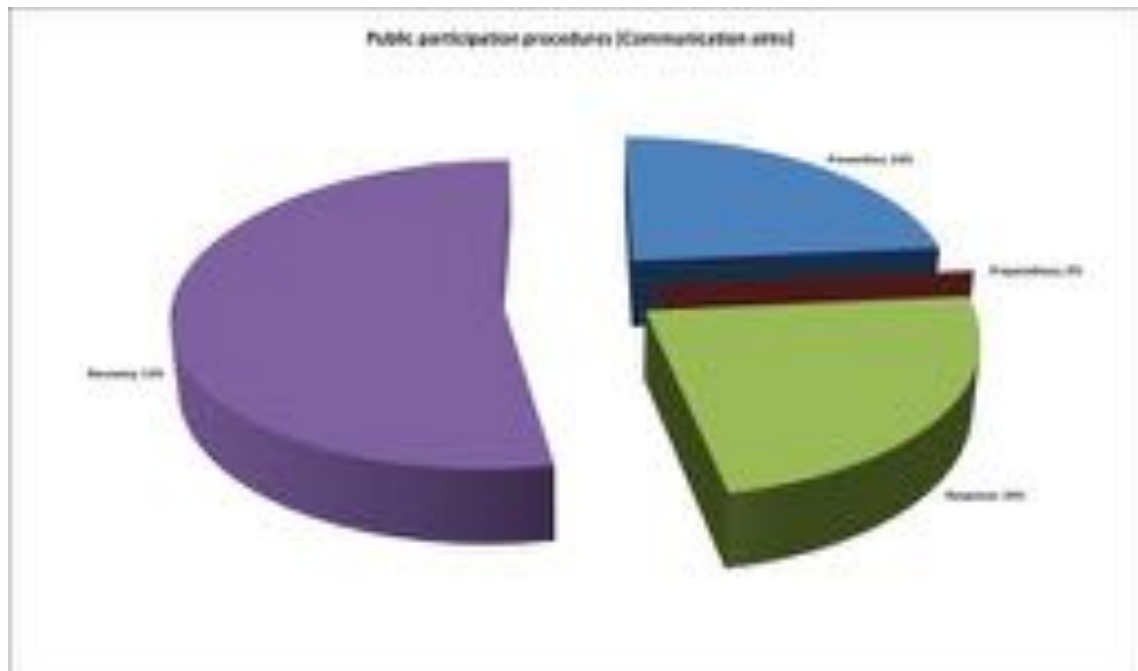


Figure 17. Public participation procedures (Communication aims). Bilbao.

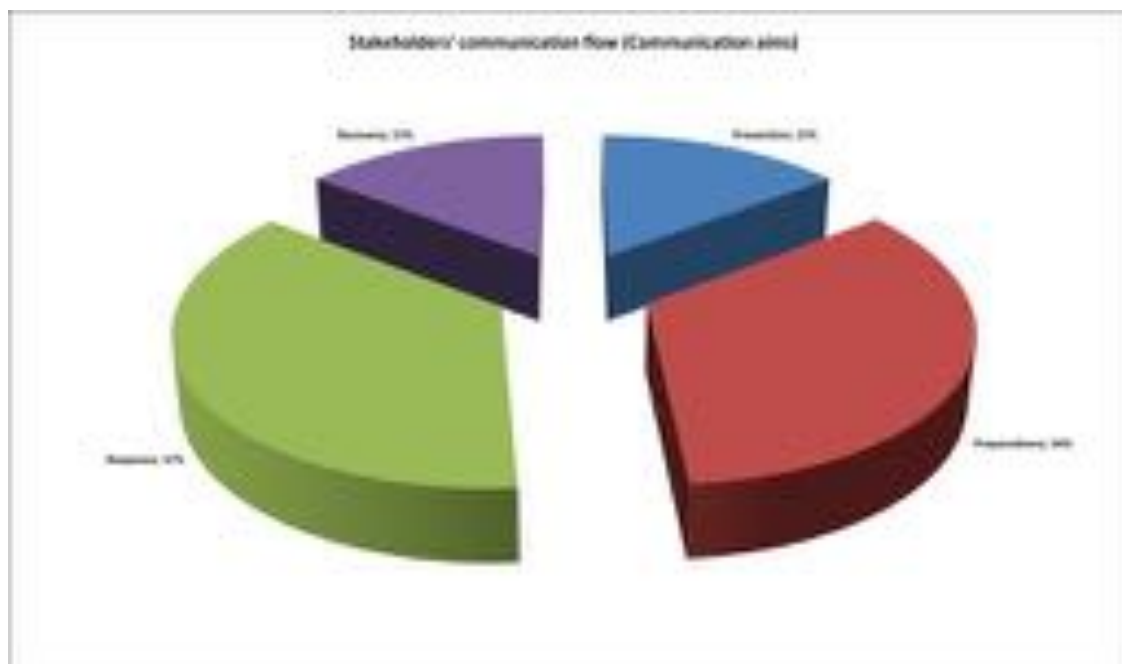


Figure 18. Stakeholders' communication flow (Communication aims). Genova.

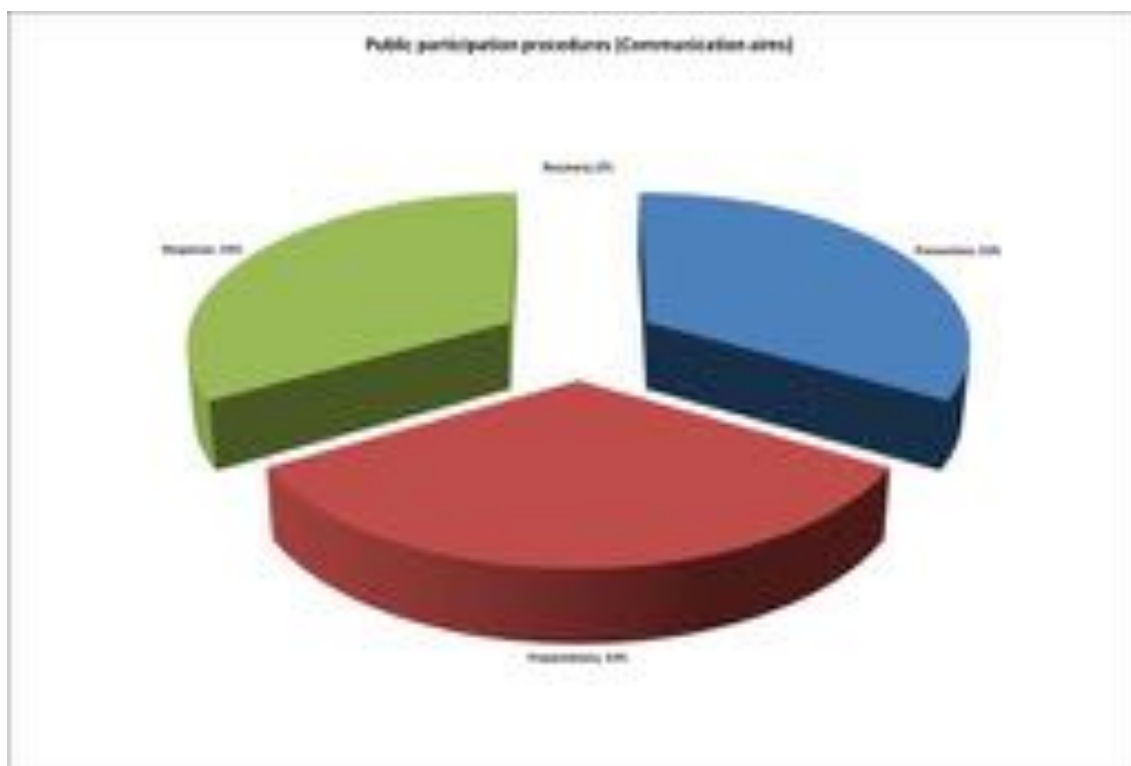


Figure 19. Public participation procedures (Communication aims). Genova.

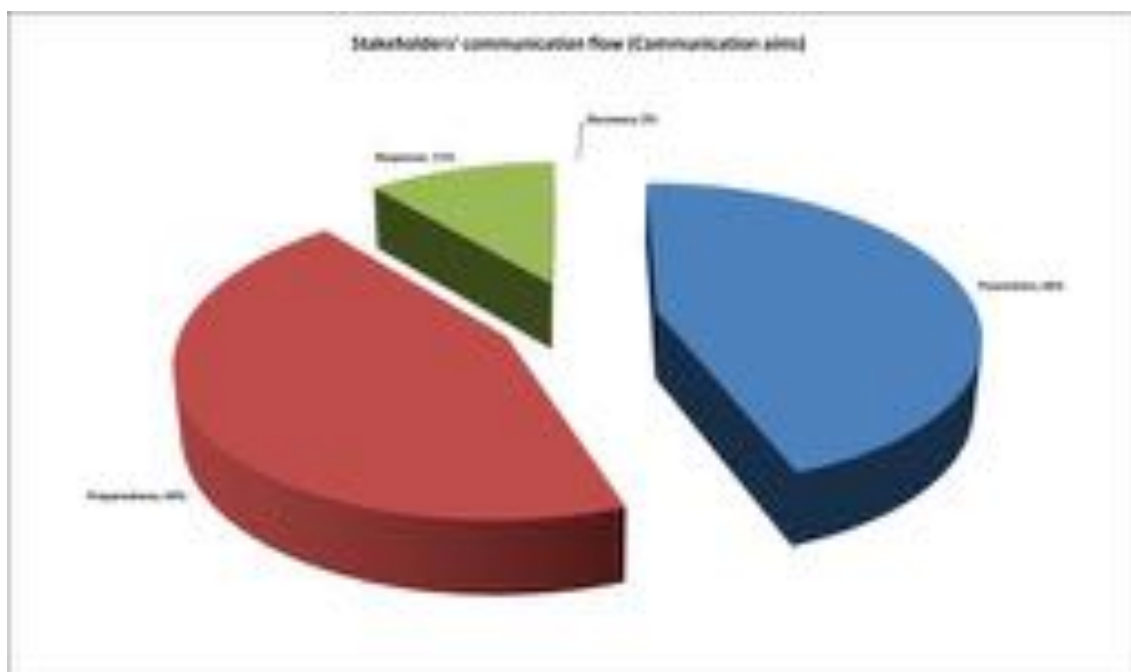


Figure 20. Stakeholders' communication flow (Communication aims). Vilanova de Famalicao.

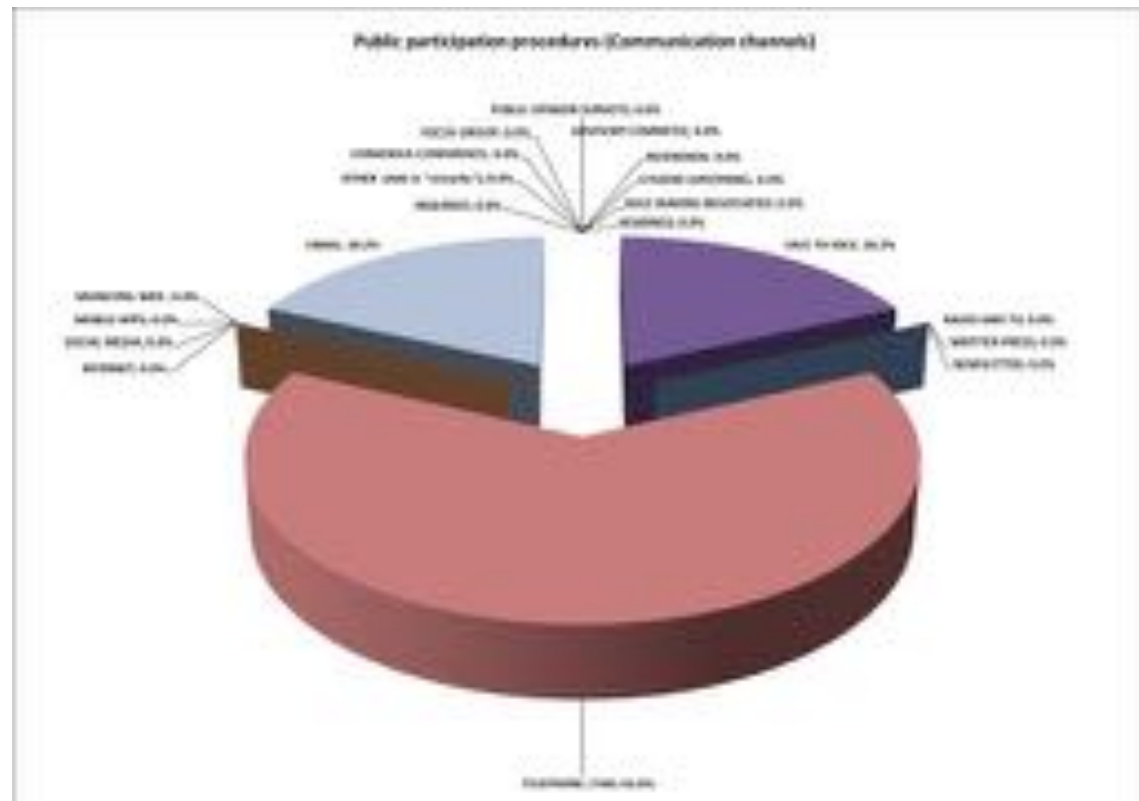


Figure 21. Public participation procedures (Communication aims). Vilanova de Famalicao.

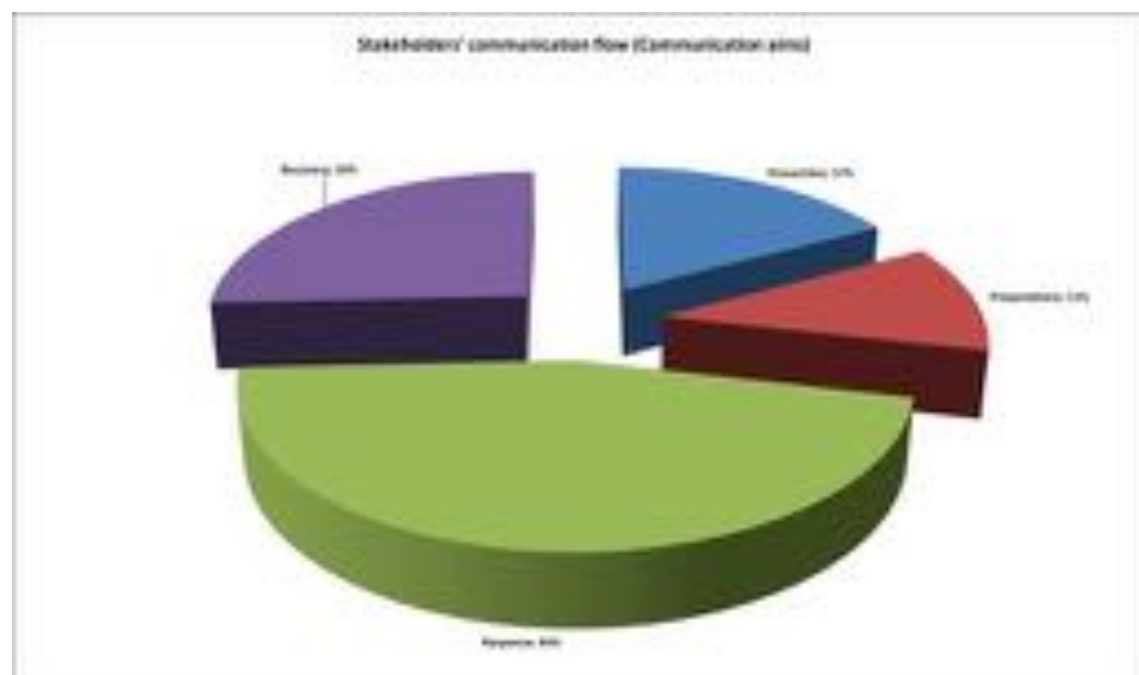


Figure 22. Stakeholders' communication flow (Communication aims). Bratislava.

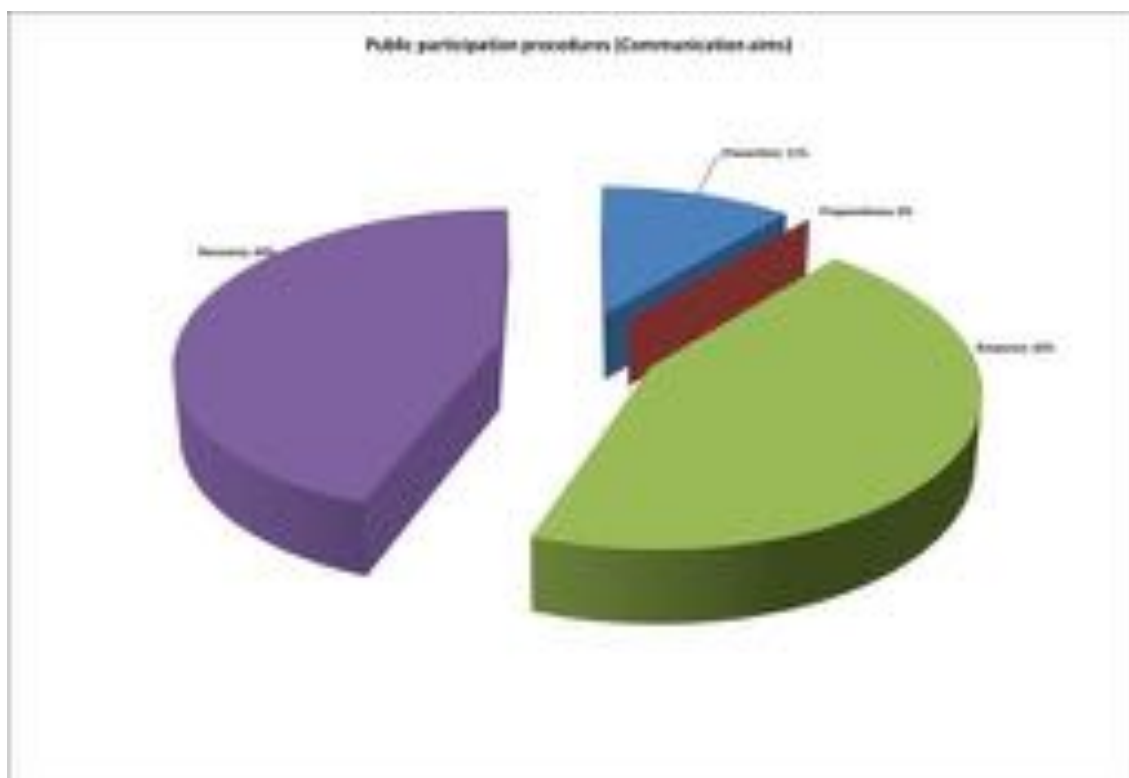


Figure 23. Public participation procedures (Communication aims). Bratislava.

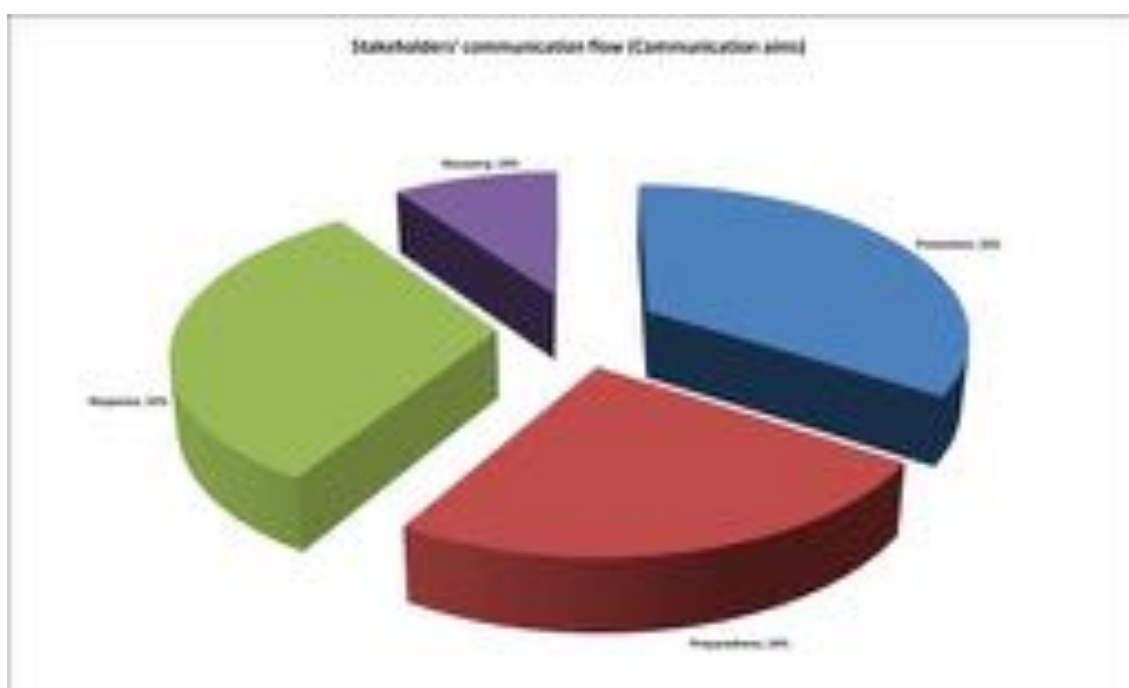


Figure 24. Stakeholders' communication flow (Communication aims). Tulcea.

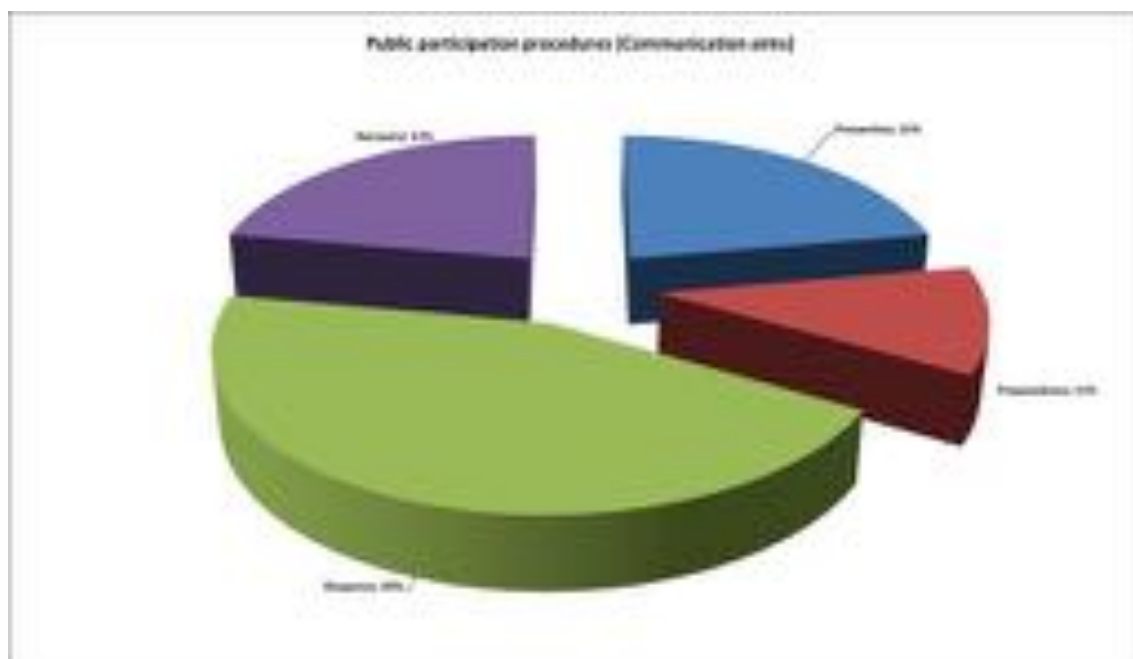


Figure 25. Public participation procedures (Communication aims). Tulcea.

3.3.4 Communication channels

Finally, the third approach analyzed in order to evaluate the stakeholders' interactions as well as the public participation procedures, is the "communication channel" through which generates the interaction between stakeholders.

In the analysis of stakeholders' interaction, the alternatives considered are classified in:

- Municipal web
- Mobile apps
- Social media
- Radio and TV
- Telephone/fax
- Newsletter
- Internet, email
- Face to face meeting
- Others

In the case of public participation procedures, the alternatives are extended to consider the most formalized participation methods, based on the revision of the scientific literature [7].

- | | |
|--------------------------|-----------------|
| • Referenda | • Radio and tv |
| • Hearings | • Written press |
| • Inquiries | • Newsletter |
| • Public opinion surveys | • Telephone/fax |
| • Rule making negotiated | • Municipal web |
| • Consensus conference | • Mobile apps |
| • Citizens jury/panel | • Social media |
| • Advisory committee | • Internet |
| • Focus group | • Email |
| • Face to face | • Others |

Following these criteria, the results of this analysis can be consulted for further analysis in section 4 (Systematization and benchmark of Flood-Serv pilot cases), both in the case of the analysis of the interaction between the stakeholders as well as for the processes of public participation.

The results specifically for stakeholders' interaction for each one of the pilot cases are represented in the following figures: Bilbao (Figure 26), Genova (Figure 28), Vilanova de Famalicao (Figure 30), Bratislava (Figure 32) and Tulcea (Figure 34).

On the other hand, the results specifically for public participation procedures for each one of the pilot cases are represented in the following figures: Bilbao (Figure 27), Genova (Figure 29), Vilanova de Famalicao (Figure 31), Bratislava (Figure 33) and Tulcea (Figure 35).

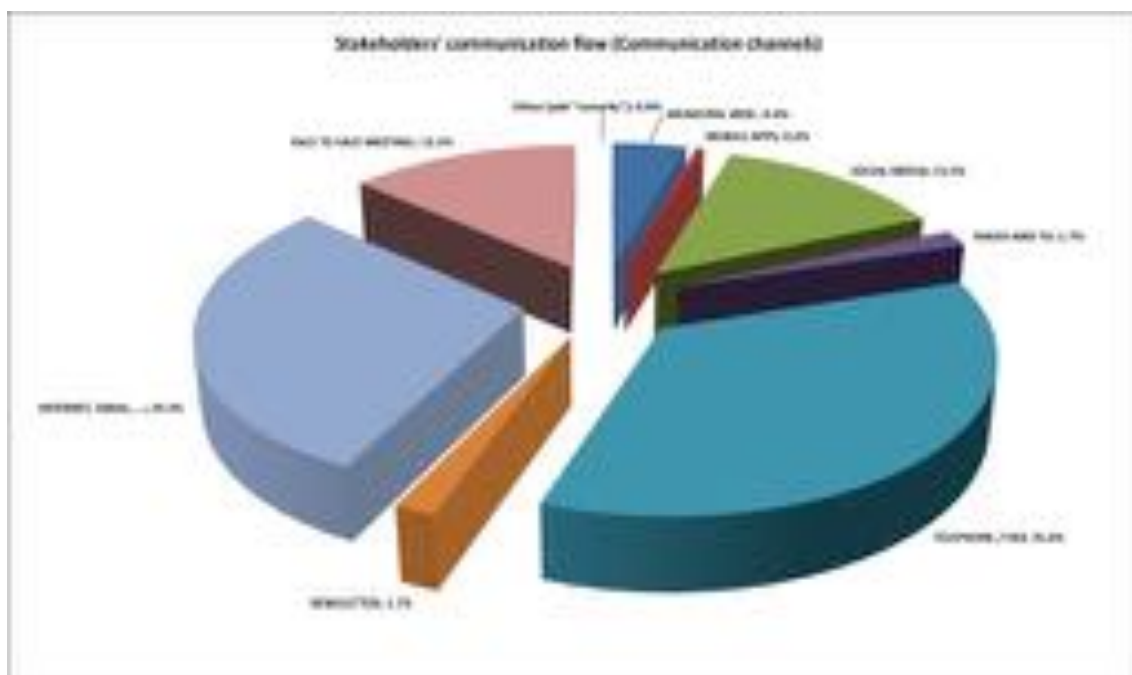


Figure 26. Stakeholders' communication flow (Communication channels). Bilbao.

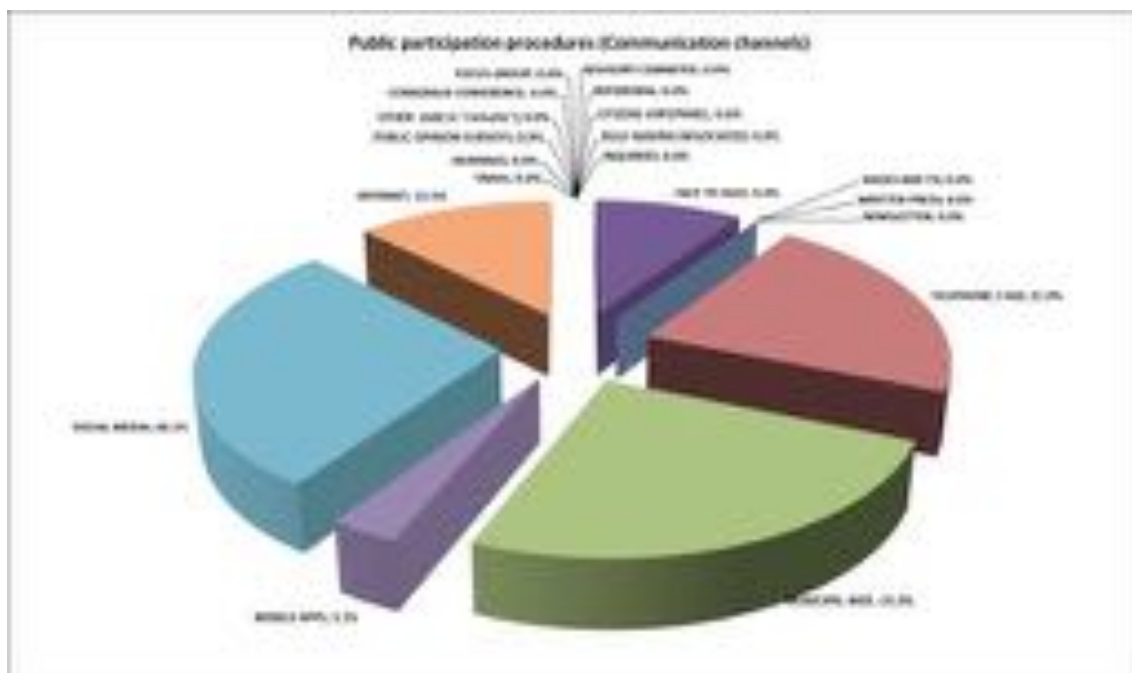


Figure 27. Public participation procedures (Communication channels). Bilbao.

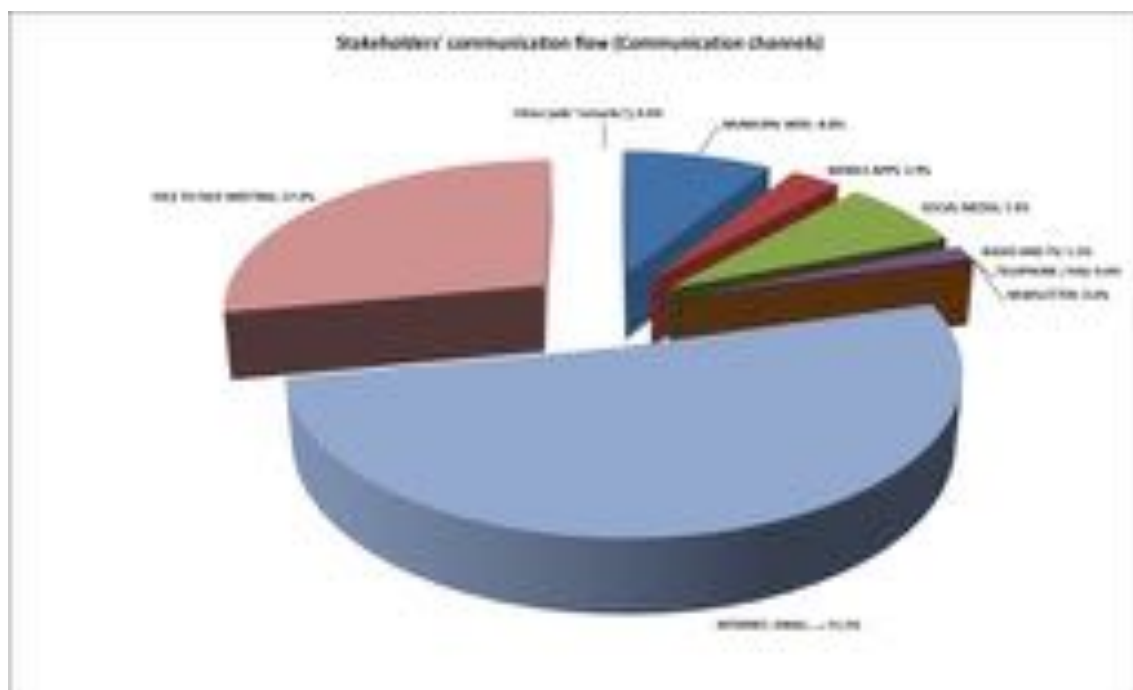


Figure 28. Stakeholders' communication flow (Communication channels). Genova.

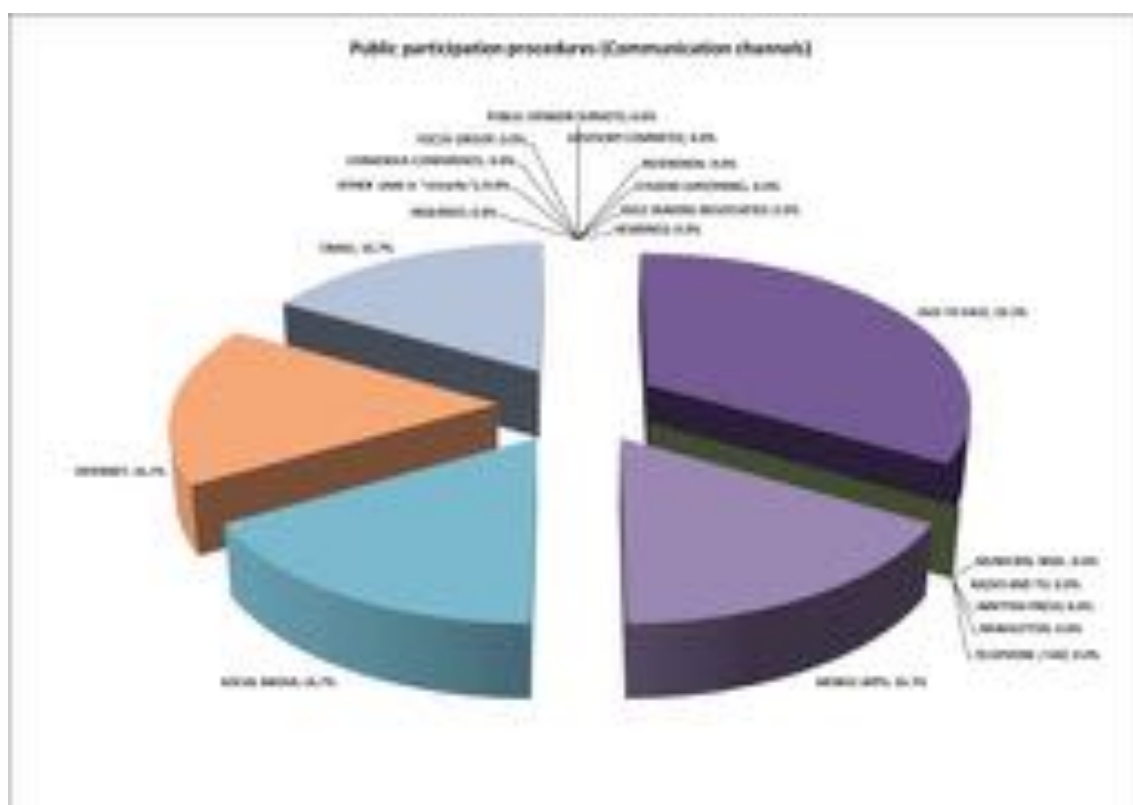


Figure 29. Public participation procedures (Communication channels). Genova.

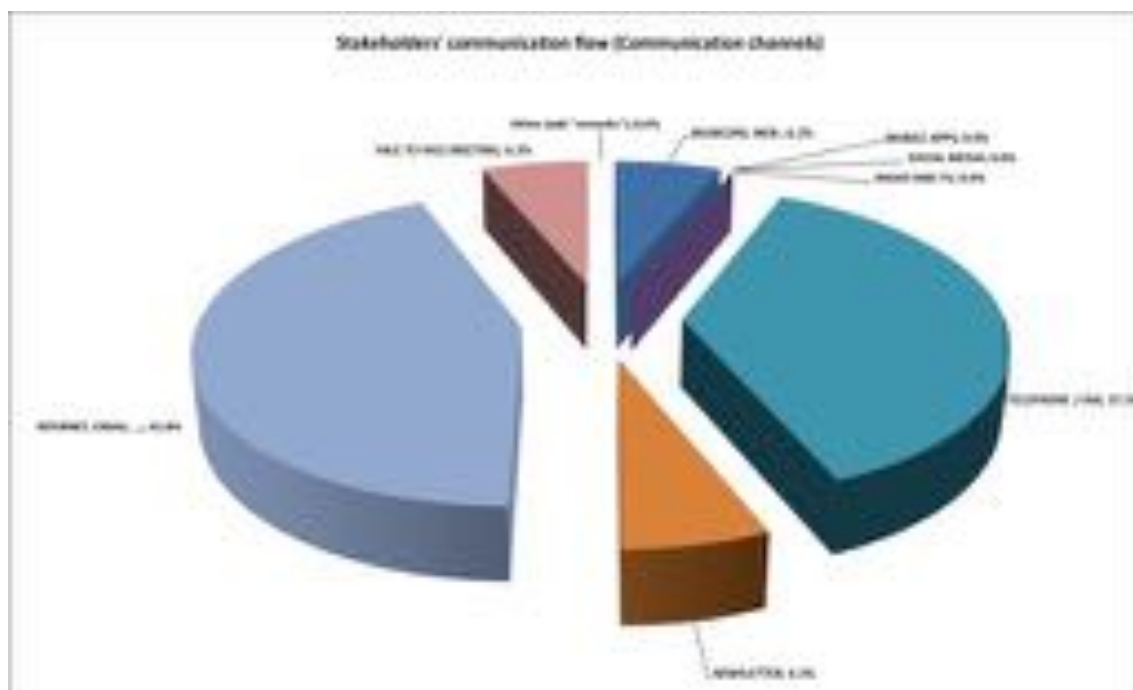


Figure 30. Stakeholders' communication flow (Communication channels). Vilanova de Famalicao.

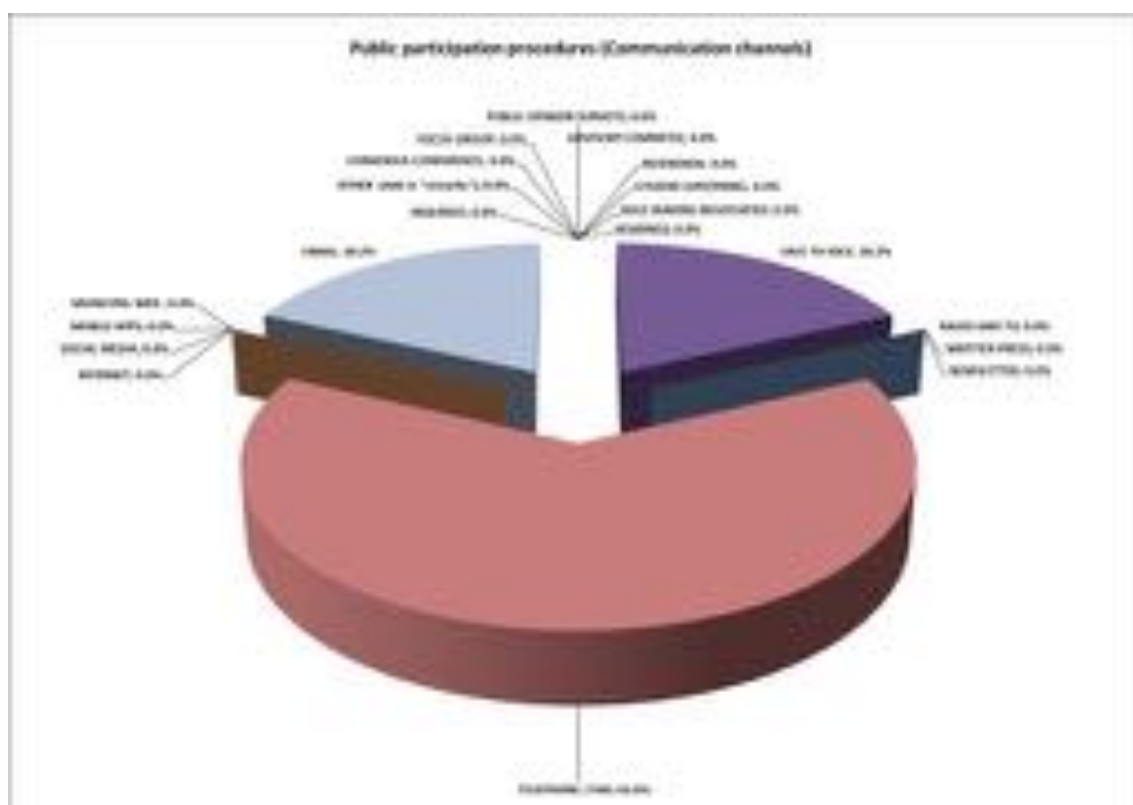


Figure 31. Public participation procedures (Communication channels). Vilanova de Famalicao.

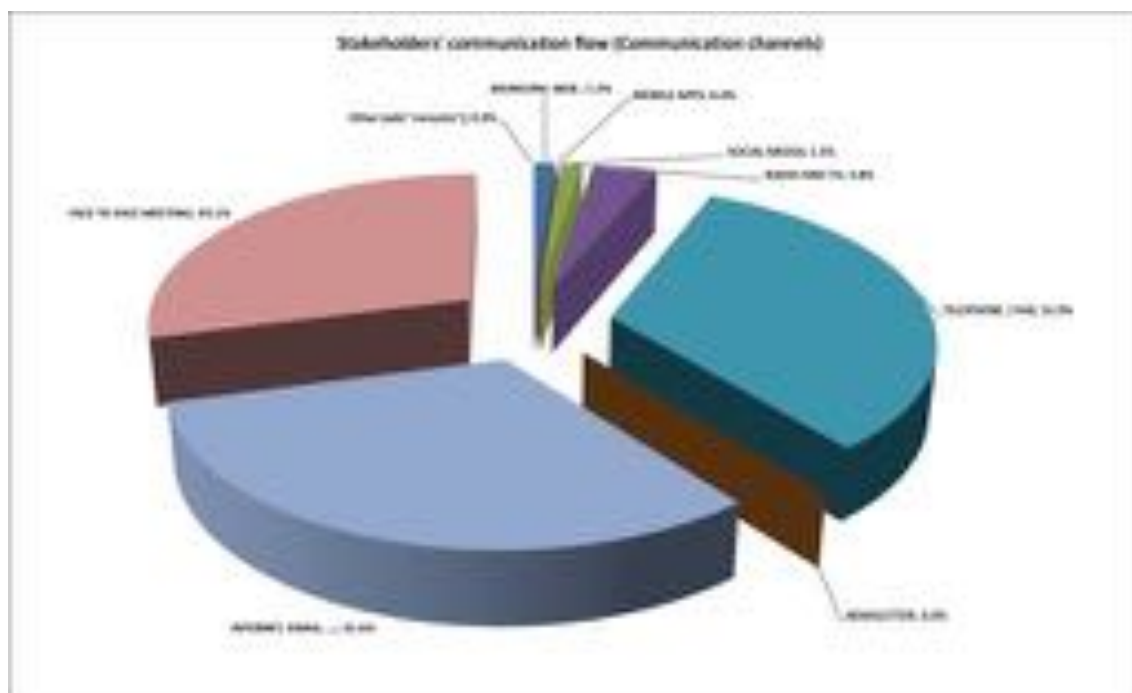


Figure 32. Stakeholders' communication flow (Communication channels). Bratislava.

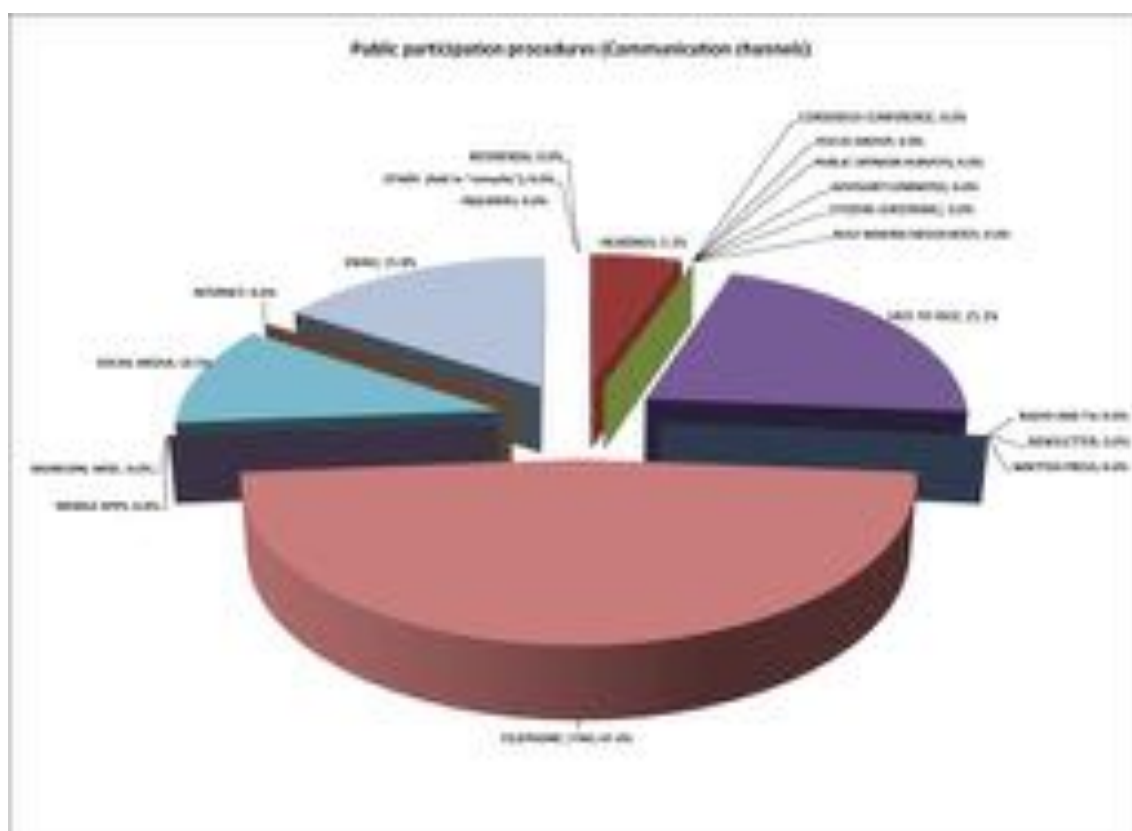


Figure 33. Public participation procedures (Communication channels). Bratislava.



4 Systematization and benchmark of Flood-Serv pilot cases.

As already mentioned in this report, the final objective of this deliverable is the evaluation of stakeholders' interactions and the analysis of public participation procedures in the preparation of the flood risk management plans in the selected regions.

The information received from the different pilot cases through the shared questionnaire has been analysed and finally, a comparative study has been carried out with the results of the pilot cases. The information related to this comparative study can be consulted in the present section.

The information provided through the questionnaires and analysed for each pilot case can be consulted in "APPENDIX III: Analysis of each pilot cases" and the section for GENOVA, section BILBAO, section BRATISLAVA, section TULCEA and section VILANOVA DE FAMALICAO.

The evaluation of the interactions between stakeholders as well as the analysis of public participation procedures is carried out taking into account the lines of analysis identified in the report and the structure of the questionnaire provided to the pilot cases.

It is taken into account, as a starting point of the comparative study, the inventory of the stakeholders of each pilot case, for inventory later the interactions of the stakeholders and the public participation that currently exists in each pilot case, in all cases the context of the flood risk management.

The criteria of the comparative study between the pilot cases is structured taking into account the lines of analysis mentioned previously. These are the following:

- Type of stakeholder (type of participants in the decision making)
- Stakeholders' participation - Authority & power in the flood risk managements
- Stakeholders' participation - Communication and decision mode in the flood risk managements
- Stakeholders' interactions in flood risk managements
- Stakeholders' communication aims and communication channels.
- Public participation procedures and communication aims
- Public participation procedures and communication channels.

Analysis on these dimensions is carried out in the following subsections 4.1 to 4.7.

The table with the summary of the comparative study between pilots cases performed for each line of analysis can be found in the subsection 4.8, Table 15.

4.1 Type of stakeholder (type of participants in decision making)

PILOT CASES	# / %	OTHER PUBLIC ADMINISTRATIONS, ORGANIZATIONS AND AGENCIES					CRITICAL SERVICE AND INFRASTRUCTURE OPERATORS			SCIENTIFIC EXPERTS AND ACADEMIC INSTITUTIONS	ORGANIZED CIVIL SOCIETY					CITIZENS AND GENERAL PUBLIC	TOTAL
		Local authorities	Provincial	Regional	National	Others	Public	Private	Others		NGOs	Entrepreneurs businesses organizations	Neighbors organizations	Voluntary organizations	Others		
BILBAO	#	9	1	5	1	0	1	1	0	0	1	1	1	1	1	1	24
	%	38%	4%	21%	4%	0%	4%	4%	0%	0%	4%	4%	4%	4%	4%	4%	100%
GENOVA	#	4	3	6	0	0	1	1	0	0	1	2	0	1	0	1	20
	%	20%	15%	30%	0%	0%	5%	5%	0%	0%	5%	10%	0%	5%	0%	5%	100%
CMVNF	#	5	2	2	4	0	0	3	0	0	0	0	0	3	0	1	20
	%	25%	10%	10%	20%	0%	0%	15%	0%	0%	0%	0%	0%	15%	0%	5%	100%
BSK	#	1	0	1	6	0	1	0	0	0	1	2	0	1	0	2	15
	%	7%	0%	7%	40%	0%	7%	0%	0%	0%	7%	13%	0%	7%	0%	13%	100%
TULCEA	#	2	4	1	0	0	4	1	0	1	0	1	1	1	0	3	19
	%	11%	21%	5%	0%	0%	21%	5%	0%	5%	0%	5%	5%	5%	0%	16%	100%
ALL	#	21	10	15	11	0	7	6	0	1	3	6	2	7	1	8	98
	%	21.4%	10.2%	15.3%	11.2%	0.0%	7.1%	6.1%	0.0%	1.0%	3.1%	6.1%	2.0%	7.1%	1.0%	8.2%	100%

Table 7: Benchmarking of type of stakeholder between pilot cases.

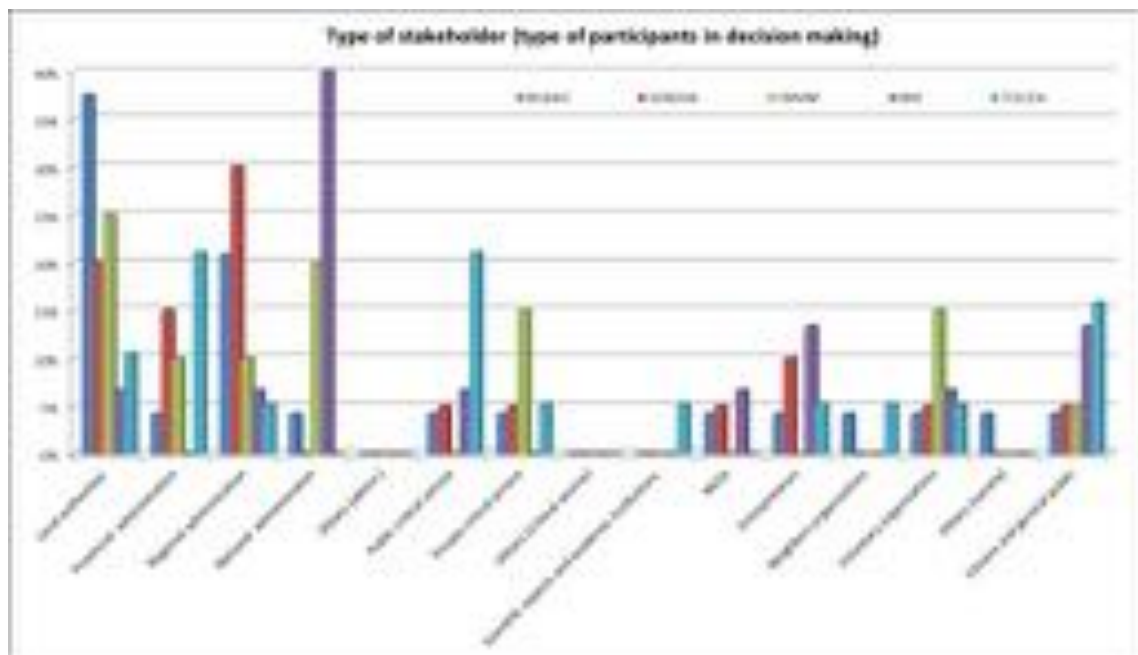


Figure 36. Benchmarking of type of stakeholder between pilot cases.

The data collected in Table 7 above shows the values of type of stakeholders identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 36 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the most frequently identified “type of stakeholders” are mainly “local authorities” (21.4%) and “regional” (15.3%).

Taking into account the analysis of the type of stakeholder most frequently identified by each of the pilot cases it can be highlighted for the case of Genova (“Regional administration”, with a percentage of 30% of those identified), Bilbao (“Local authorities”, with a percentage of 38%), Bratislava (“National”, with a percentage of 40%), Tulcea (“Provincial administration” and “Public critical service” with a percentage of 21%) and Vilanova de Famalicao (“Local authorities”, with a percentage of 25%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 15 to 24 records, being Bilbao the pilot case that more information identifies in this section.

4.2 Stakeholders' participation - Authority & power in the flood risk managements

PILOT CASES	# / %	Self-management (Local communities, individual)	Delegation (community cooperatives, development trusts, local councils)	Collaboration through advisory groups	Consultation through workshops	Public hearings, conferences	Provision of information	TOTAL
BILBAO	#	9	3	2	3	1	2	20
	%	45%	15%	10%	15%	5%	10%	100%
GENOVA	#	11	0	3	4	0	2	20
	%	55%	0%	15%	20%	0%	10%	100%
CMVNF	#	15	1	3	0	0	1	20
	%	75%	5%	15%	0%	0%	5%	100%
BSK	#	13	2	5	1	1	2	24
	%	54%	8%	21%	4%	4%	8%	100%
TULCEA	#	6	4	5	3	1	5	24
	%	25%	17%	21%	13%	4%	21%	100%
ALL	#	54	10	18	11	3	12	108
	%	50.0%	9.3%	16.7%	10.2%	2.8%	11.1%	100%

Table 8: Benchmarking of type of Stakeholders' participation (Authority & power) between pilot cases.

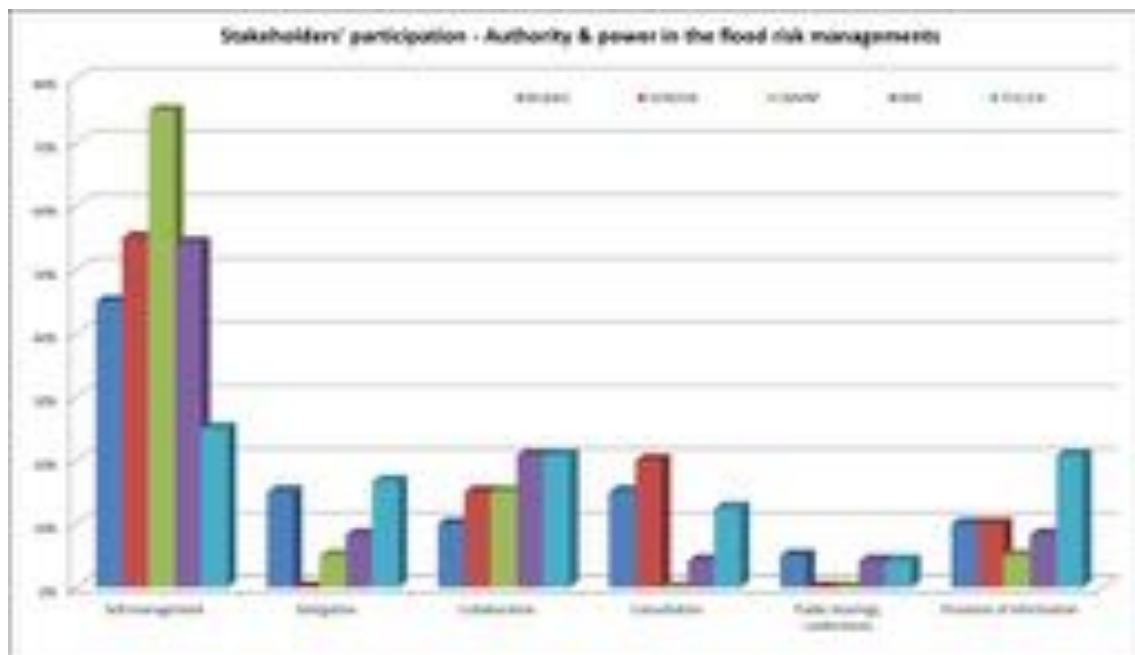


Figure 37. Benchmarking of type of Stakeholders' participation (Authority & power) between pilot cases

The data collected in Table 8 above shows the values related to the type of stakeholders' participation (Authority & power) identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 37 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the type of authority & power of stakeholders most frequently identified by the pilot cases is mainly "Self-management" with a percentage of 50% of the total.

Taking into account the analysis of the type of authority & power of stakeholders most frequently identified by each of the pilot cases, it can be highlighted that in all the cases is "Self-management" the more selected option. For the case of Genova ("Self-management", with a percentage of 55% of those identified), Bilbao ("Self-management", with a percentage of 45%), Bratislava ("Self-management", with a percentage of 54%), Tulcea ("Self-management" with a percentage of 25%) and Vilanova de Famalicao ("Self-management", with a percentage of 75%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 20 to 24 records, being Bratislava and Tulcea the pilot cases that more information identifies in this section.

4.3 Stakeholders' participation - Communication and decision mode in the flood risk managements

PILOT CASES	# / %	Technical Expertise	Deliberation and negotiate	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)	TOTAL
BILBAO	#	13	2	1	1	1	3	2	2	25
	%	52%	8%	4%	4%	4%	12%	8%	8%	100%
GENOVA	#	10	1	0	4	2	2	1	0	20
	%	50%	5%	0%	20%	10%	10%	5%	0%	100%
CMVNF	#	16	0	3	0	0	0	0	1	20
	%	80%	0%	15%	0%	0%	0%	0%	5%	100%
BSK	#	2	10	4	0	0	1	0	1	18
	%	11%	56%	22%	0%	0%	6%	0%	6%	100%
TULCEA	#	4	5	4	2	4	5	1	3	28
	%	14%	18%	14%	7%	14%	18%	4%	11%	100%
ALL	#	45	18	12	7	7	11	4	7	111
	%	40.5%	16.2%	10.8%	6.3%	6.3%	9.9%	3.6%	6.3%	100%

Table 9: Benchmarking of type of Stakeholders' participation (Communication and decision mode) between pilot cases.

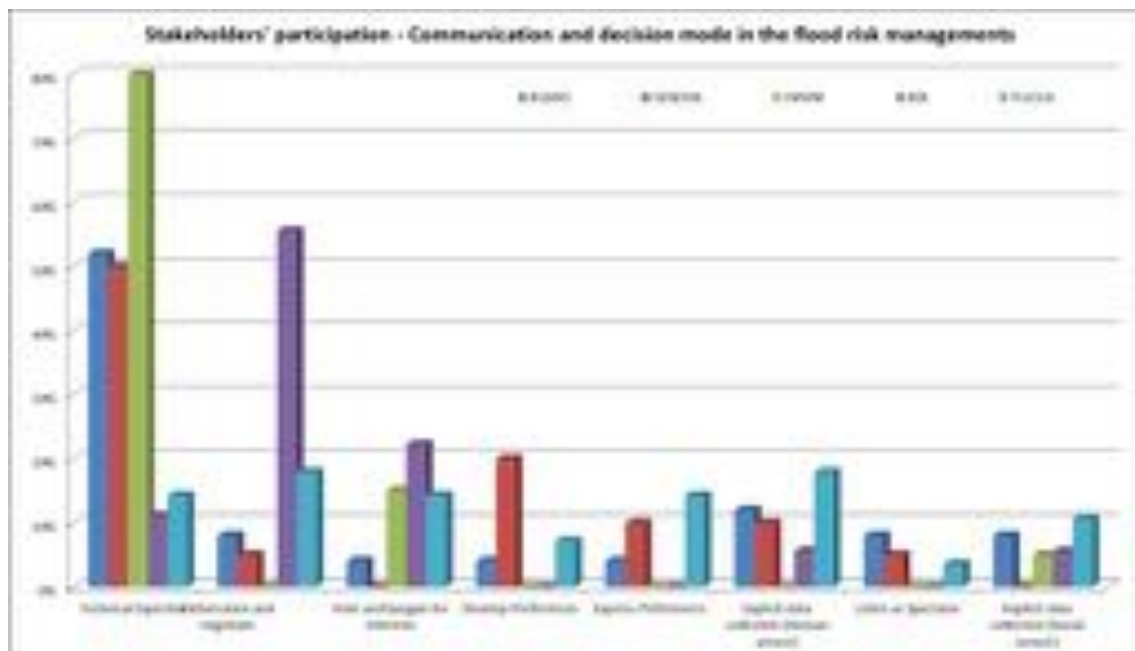


Figure 38. Benchmarking of type of Stakeholders' participation (Communication and decision mode) between pilot cases.

The data collected in Figure 11 above shows the values of the communication and decision mode of the stakeholders by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 38 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the communication and decision mode of the stakeholders most common in all the pilot cases is mainly “Technical Expertise” with a percentage of 45% of the total.

Taking into account the analysis of the communication and decision mode most frequently identified by each of the pilot cases it can be highlighted for the case of Genova (“Technical Expertise”, with a percentage of 50% of those identified), Bilbao (“Technical Expertise”, with a percentage of 52%), Bratislava (“Delivery and negotiation”, with a percentage of 56%), Tulcea (“Delivery and negotiation” and “Explicit data collection (Human sensor)” with a percentage of 18%) and Vilanova de Famalicão (“Technical Expertise”, with a percentage of 80%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 18 to 28 records, being Tulcea the pilot case that more information identifies in this section.

4.4 Stakeholders' interactions in flood risk managements

PILOT CASES	# / %	From municipality	To municipality	Within municipality	Outside the municipality	TOTAL
BILBAO	#	21	21	40	24	106
	%	20%	20%	38%	23%	100%
GENOVA	#	31	27	9	46	113
	%	27%	24%	8%	41%	100%
CMVNF	#	13	29	11	25	78
	%	17%	37%	14%	32%	100%
BSK	#	14	14	0	58	86
	%	16%	16%	0%	67%	100%
TULCEA	#	8	7	2	2	19
	%	42%	37%	11%	11%	100%
ALL	#	87	98	62	155	402
	%	21.6%	24.4%	15.4%	38.6%	100%

Table 10: Benchmarking of Stakeholders' interactions in flood risk managements between pilot cases.



Figure 39. Benchmarking of Stakeholders' interactions in flood risk managements between pilot cases.

The data collected in Table 10 above shows the values of the stakeholders' interactions identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 39 show only the data of each of the pilot cases and not the totals.

Regarding the interactions between the stakeholders, the results of the pilot cases cover in different ways, the predefined options ("From municipality", "To municipality", "Within municipality" and "Outside municipality"). However, considering the total values accumulated for all pilot cases, the option most frequently identified are mainly the flows " Outside the municipality" with a percentage of 38.6 % of the total.

Taking into account the analysis of the flow related to stakeholders' interactions most frequently identified by each of the pilot cases it can be highlighted for the case of Genova ("Outside municipality", with a percentage of 41% of those identified), Bilbao ("Within municipality", with a percentage of 38%), Bratislava ("Outside municipality", with a percentage of 67%), Tulcea ("From municipality" with a percentage of 42%) and Vilanova de Famalicao ("To municipality", with a percentage of 37%).

Regarding to the amount of data provided by each pilot case, the range is maintained between a minimum of 19 to a maximum of 113 records, being Genova and Bilbao the pilot cases that more information identifies in this section.

4.5 Stakeholders' communication aims and communication channels.

PILOT CASES	# / %	Prevention	Preparedness	Response	Recovery	TOTAL
BILBAO	#	49	2	47	7	105
	%	47%	2%	45%	7%	100%
GENOVA	#	6	14	15	6	41
	%	15%	34%	37%	15%	100%
CMVNF	#	4	4	1	0	9
	%	44%	44%	11%	0%	100%
BSK	#	6	4	16	9	35
	%	17%	11%	46%	26%	100%
TULCEA	#	14	10	13	4	41
	%	34%	24%	32%	10%	100%
ALL	#	79	34	92	26	231
	%	34.2%	14.7%	39.8%	11.3%	100%

Table 11: Benchmarking of Stakeholders' communication (aims) in flood risk managements between pilot cases.

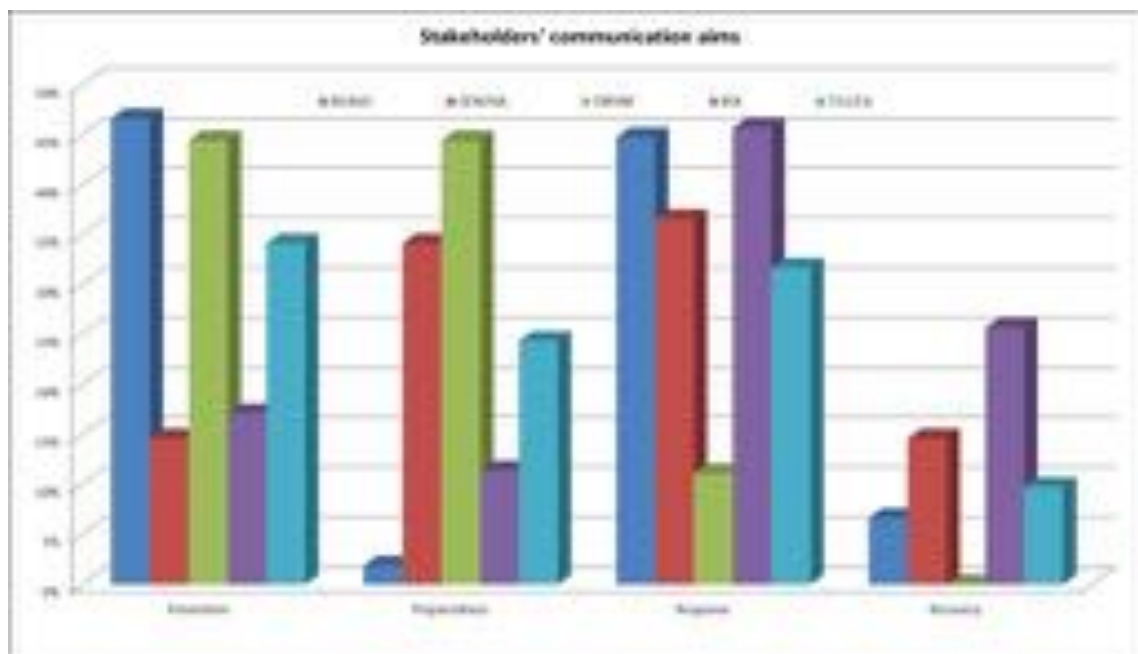


Figure 40. Benchmarking of Stakeholders' communication (aims) in flood risk managements between pilot cases.

The data collected in Table 11 above shows the values of type of stakeholders' communication flows and communication aims identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 40 show only the data of each of the pilot cases and not the totals.

According to the stakeholders' communication flows and communication aims, the result covers all the predefined options, although mainly between the communication aims of "Response", "Preparedness" and "Prevention". However, considering the total values accumulated for all pilot cases, the communication aim most frequently identified are mainly "Response" (39.8%) and "Prevention" (34.2%).

Taking into account the analysis of communication flows and communication aims most frequently identified by each of the pilot cases it can be highlighted for the case of Genova ("Response", with a percentage of 37% of those identified), Bilbao ("Prevention", with a percentage of 47%), Bratislava ("Response", with a percentage of 46%), Tulcea ("Prevention" with a percentage of 34%) and Vilanova de Famalicao ("Preparedness" and "Prevention", with a percentage of 44%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 9 to 105 records, being Bilbao the pilot case that more information identifies in this section.

PILOT CASES	# / %	MUNICIPAL WEB	MOBILE APPS	SOCIAL MEDIA	RADIO AND TV	TELEPHONE / FAX	NEWSLETTER	INTERNET, EMAIL, ...	FACE TO FACE MEETING	Other (add "remarks")	TOTAL
BILBAO	#	10	1	31	4	81	4	67	31	0	229
	%	4.4%	0.4%	13.5%	1.7%	35.4%	1.7%	29.3%	13.5%	0.0%	100%
GENOVA	#	6	2	5	1	0	0	35	19	0	68
	%	8.8%	2.9%	7.4%	1.5%	0.0%	0.0%	51.5%	27.9%	0.0%	100%
CMVNF	#	1	0	0	0	6	1	7	1	0	16
	%	6.3%	0.0%	0.0%	0.0%	37.5%	6.3%	43.8%	6.3%	0.0%	100%
BSK	#	1	0	1	3	26	0	25	23	0	79
	%	1.3%	0.0%	1.3%	3.8%	32.9%	0.0%	31.6%	29.1%	0.0%	100%
TULCEA	#	1	8	0	2	42	3	20	34	0	110
	%	0.9%	7.3%	0.0%	1.8%	38.2%	2.7%	18.2%	30.9%	0.0%	100%
ALL	#	19	11	37	10	155	8	154	108	0	502
	%	3.8%	2.2%	7.4%	2.0%	30.9%	1.6%	30.7%	21.5%	0.0%	100%

Table 12: Benchmarking of Stakeholders' communication (channels) in flood risk managements between pilot cases.

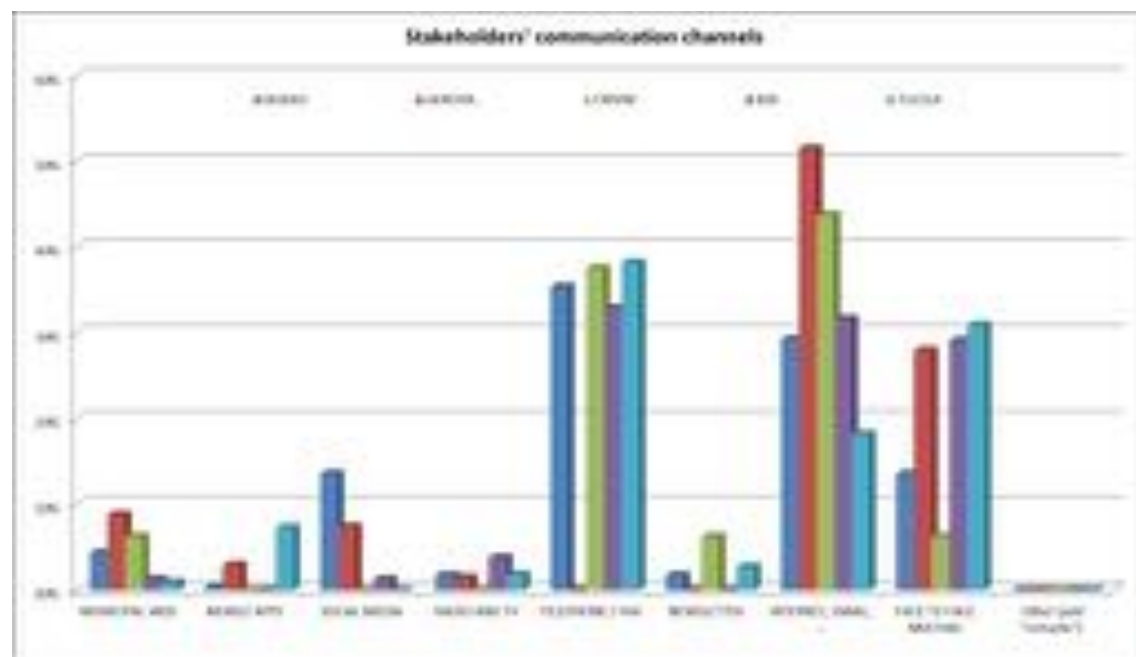


Figure 41. Benchmarking of Stakeholders' communication (channels) in flood risk managements between pilot cases.

The data collected in Table 12 above shows the values of type of stakeholders' communication flows and communication channels identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 41 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the most used communication channels in the stakeholders' communication flows are "telephone" (30.9%), "Internet, email" (30.7%) and "face to face meeting" (25.1%)

Taking into account the analysis of communication flows and communication channel most frequently identified by each of the pilot cases it can be highlighted for the case of Genova ("Internet, email", with a percentage of 51.5% of those identified), Bilbao ("telephone", with a percentage of 35.4%), Bratislava ("telephone", with a percentage of 32.9%), Tulcea ("telephone" with a percentage of 38.2%) and Vilanova de Famalicao ("Internet, email ", with a percentage of 43.8%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 16 to 229 records, being Bilbao the pilot case that more information identifies in this section.

4.6 Public participation procedures and communication aims

PILOT CASES	# / %	Prevention	Preparedness	Response	Recovery	TOTAL
BILBAO	#	4	0	4	9	17
	%	24%	0%	24%	53%	100%
GENOVA	#	1	1	1	0	3
	%	33%	33%	33%	0%	100%
CMVNF	#	1	0	5	1	7
	%	14%	0%	71%	14%	100%
BSK	#	1	0	4	4	9
	%	11%	0%	44%	44%	100%
TULCEA	#	2	1	4	2	9
	%	22%	11%	44%	22%	100%
ALL	#	9	2	18	16	45
	%	20.0%	4.4%	40.0%	35.6%	100%

Table 13: Benchmarking of public participation procedures (communication aims) in flood risk managements between pilot cases.

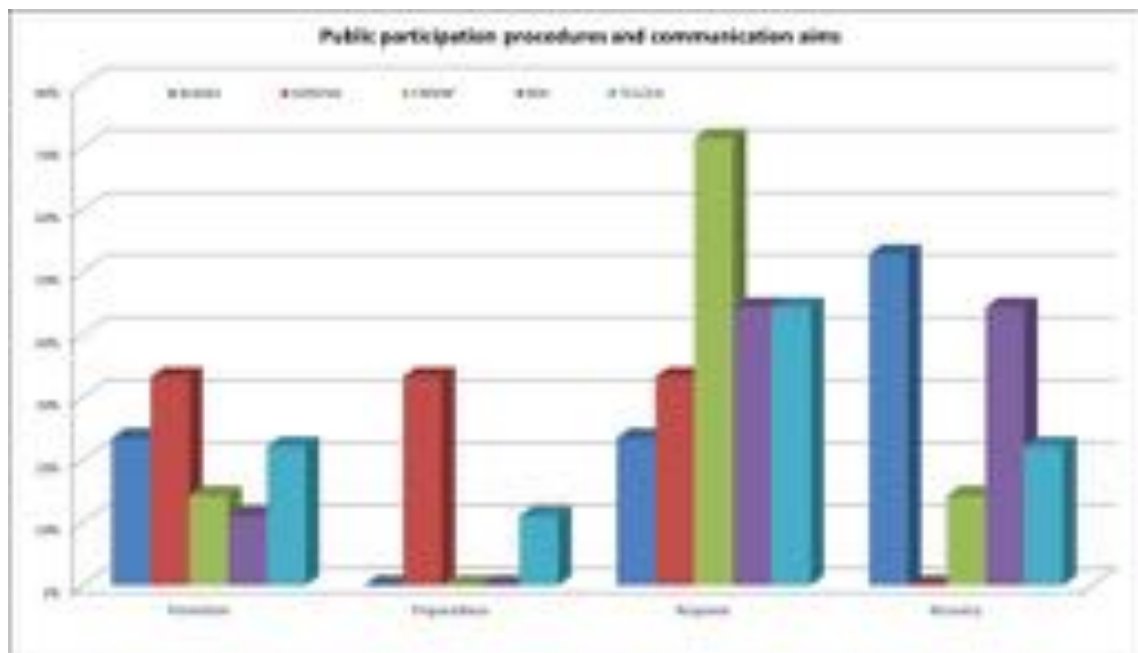


Figure 42. Benchmarking of public participation procedures (communication aims) in flood risk managements between pilot cases.

The data collected in Table 13 above shows the values of communication flows and communication aims of public participation procedures identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 42 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the communication aim most frequently identified are mainly "Response" with a percentage of 40 % of the total.

Taking into account the analysis of communication flows and communication aims most frequently identified by each of the pilot cases it can be highlighted for the case of Genova ("Response", "Preparedness" and "Prevention", with a percentage of 33% of those identified), Bilbao ("Recovery", with a percentage of 53%), Bratislava ("Response" and "Recovery", with a percentage of 44%), Tulcea ("Response", with a percentage of 44%) and Vilanova de Famalicao ("Response", with a percentage of 71%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 3 to 17 records, being Bilbao the pilot case that more information identifies in this section.

4.7 Public participation procedures and Communication channels

PILOT CASES	# / %	REFERENDA	HEARINGS	INQUIRIES	PUBLIC OPINION SURVEYS	RULE MAKING NEGOTIATED	CONSENSUS CONFERENCE	CITIZENS JURY/PANEL	ADVISORY COMMITTEE	FOCUS GROUP	FACE TO FACE	RADIO AND TV	WRITTEN PRESS	NEWSLETTER	TELEPHONE / FAX	MUNICIPAL WEB	MOBILE APPS	SOCIAL MEDIA	INTERNET	EMAIL	OTHER	TOTAL
BILBAO	#	0	0	0	0	0	0	0	0	0	3	0	0	0	7	8	1	9	4	0	0	32
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	21.9%	25.0%	3.1%	28.1%	12.5%	0.0%	0.0%	100%
GENOVA	#	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	1	1	1	0	6
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	16.7%	16.7%	0.0%	100%
CMVNF	#	0	0	0	0	0	0	0	0	0	2	0	0	0	7	0	0	0	0	2	0	11
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	63.6%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	100%
BSK	#	0	1	0	0	0	0	0	0	0	4	0	0	0	9	0	0	2	0	3	0	19
	%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	21.1%	0.0%	0.0%	0.0%	47.4%	0.0%	0.0%	10.5%	0.0%	15.8%	0.0%	100%
TULCEA	#	0	1	0	0	0	2	0	2	0	4	1	1	0	9	1	0	0	1	1	0	23
	%	0.0%	4.3%	0.0%	0.0%	0.0%	8.7%	0.0%	8.7%	0.0%	17.4%	4.3%	4.3%	0.0%	39.1%	4.3%	0.0%	0.0%	4.3%	4.3%	0.0%	100%
ALL	#	0	2	0	0	0	2	0	2	0	15	1	1	0	32	9	2	12	6	7	0	91
	%	0.0%	2.2%	0.0%	0.0%	0.0%	2.2%	0.0%	2.2%	0.0%	16.5%	1.1%	1.1%	0.0%	35.2%	9.9%	2.2%	13.2%	6.6%	7.7%	0.0%	100%

Table 14: Benchmarking of public participation procedures (communication channels) in flood risk managements between pilot cases.

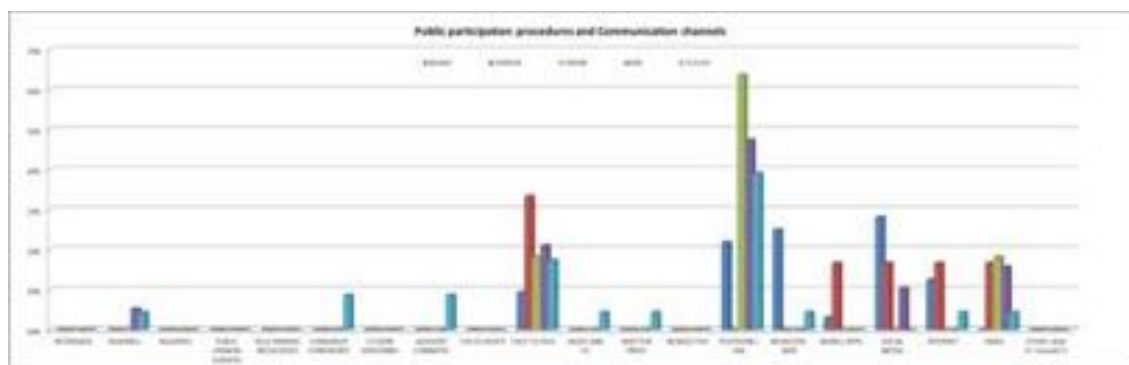


Figure 43. Benchmarking of public participation procedures (communication channels) in flood risk managements between pilot cases.

The data collected in Table 14 above shows the values of communication flows and communication channels of public participation procedures identified by each of the pilot cases, as well as the accumulated value of each predefined option for the total of the pilot cases analysed (last row of the table). The values of the Figure 43Figure 41 show only the data of each of the pilot cases and not the totals.

Considering the total values accumulated for all pilot cases, the most used communication channels in the public participation procedures are “telephone” (35.2%), “face to face” (16.5%), “social media” (13.2%). And “email” (7.7%).

Taking into account the analysis of communication flows and communication channel most frequently identified by each of the pilot cases, it can be highlighted for the case of Genova (“face to face”, with a percentage of 33% of those identified), Bilbao (“social media”, with a percentage of 28.1%), Bratislava (“telephone”, with a percentage of 47.4%), Tulcea (“telephone” with a percentage of 39.1%) and Vilanova de Famalicão (“telephone”, with a percentage of 63.6%).

Regarding to the amount of data provided by each pilot case, the range is maintained between 6 to 32 records, being Bilbao the pilot case that more information identifies in this section.

4.8 General discussion and analysis

Taking into account the results for each of the defined lines of analysis and pilot cases, these are presented and summarized in the following Table 15 in which it can be highlighted as points of similarity: 1) the type of stakeholders identified by the pilot cases are mainly “Local authorities” and “Regional”, 2) the type of authority & power of stakeholders identified by the pilot cases is mainly “Self-management” 3) the communication and decision mode of the stakeholders most common in all the pilot cases is mainly “Technical Expertise” 4) the results of the pilot cases cover in different ways, the predefined options (“From municipality”, “To municipality”, “Within municipality” and “Outside municipality”), but mainly the option “Outside municipality” 5) the result of the pilot cases covers all the predefined options, although mainly between the communication aims of “Response” and “Prevention”, 6) the most used communication channels related to stakeholders’ communication flows are “telephone”, “Internet, email” and “face to face meeting”, 7) the most common communication aim of public participation procedures is mainly “response” and 8) the most used communication channels in public participation procedures are “telephone”, “face to face”, “social media” and “email”.

For further information about the topic of investigation and the information provided through the questionnaires and analysed for each pilot case can be consulted in “APPENDIX III: Analysis of each pilot cases” and the section for GENOVA, section BILBAO, section BRATISLAVA, section TULCEA and section VILANOVA DE FAMALICAO.

As another result of the analysis and evaluation of each of the pilot cases through the information obtained from the circulated questionnaires, the representation of the interactions between stakeholders can be consulted, through the sociograms of relationships made for each pilot case.

The resulting sociogram of stakeholders’ interaction & public participation procedures for each one of the pilot cases are represented in the following figures: Genova (Figure 44), Bilbao (Figure 45), Bratislava (Figure 46), Tulcea (Figure 47).and Vilanova de Famalicao (Figure 48).

Focusing on the analysis of sociograms, it is possible to emphasize that there are no established patterns between the interactions represented by the different pilot cases, both at the level of types of stakeholders and typologies of communication aims.

D2.3 Report on the public participation procedures and citizen involvement

Criteria	Remarks (all)	Genova	Bilbao	Bratislava	Tulcea	Vilanova de Famalicao
Type of stakeholders: (Local authorities, Provincial, Regional and National administrations, Public and Private Critical Service, Scientific experts and academic institutions, Organized civil society (NGOs, Entrepreneurs, Neighbours organizations, Voluntary organizations, Etc.) and Citizens and general public)	The type of stakeholders identified by the pilot cases are mainly, Local authorities and Regional.	Regional (30 %) Local authorities (20%)	Local authorities (38%) Regional (21 %)	National (40 %) Entrepreneurs (13%) Citizens (13 %)	Provincial & public services (21 %) Citizens (16 %) Local authorities (11%)	Local authorities (25%) Regional (20 %)
Stakeholders participation (authority & power): (Self-management, Delegation, Collaboration, Consultation, Public hearings, and Provision of information)	The type of authority & power of stakeholders identified by the pilot cases is mainly "Self-management".	Self-management (55 %) Consultation (20%)	Self-management (45 %) Delegation & Consultation (15%)	Self-management (54 %) Collaboration (21%)	Self-management (25 %) Collaboration (21%) Provision information (21 %)	Self-management (75 %) Collaboration (15%)
Stakeholders' participation (communication and decision mode): (Technical Expertise, Deliberation and negotiate, Vote and bargain for interests, Develop Preferences, Express Preferences, Explicit data collection (Human sensor), Listen as Spectator, Implicit data collection (Social sensor).	The communication and decision mode of the stakeholders most common in all the pilot cases is mainly "Technical Expertise".	Technical Expertise (50 %) Develop Preferences (20 %)	Technical Expertise (52 %) Explicit data collection (Human sensor) (12 %)	Deliberation and negotiate (56 %) Vote & bargain for interests (22 %)	Deliberation and negotiate (18 %) Explicit data collection (Human sensor) (18 %) Technical Expertise (14 %) Vote & bargain for interests (14 %) Express Preferences (14 %)	Technical Expertise (80 %) Vote and bargain for interests (15 %)
Stakeholders' interactions in flood risk managements: (From municipality, To municipality, Within municipality, Outside the municipality)	Regarding the interactions between the stakeholders, the results of the pilot cases covers in different ways, the predefined options, mainly "out municipality	From municipality (27 %) To municipality (24 %) Within municipality (8 %) Outside the municipality (41 %)	From municipality (20 %) To municipality (20 %) Within municipality (38 %) Outside the municipality (23 %)	From municipality (16 %) To municipality (16 %) Within municipality (0 %) Outside the municipality (67 %)	From municipality (42 %) To municipality (37 %) Within municipality (11 %) Outside the municipality (11 %)	From municipality (17 %) To municipality (37 %) Within municipality (14 %) Outside the municipality (32 %)
Stakeholders' communication flows and communication aims: (prevention, preparedness, response and recovery)	According to the stakeholders' communication flows and communication aims, the result covers all the predefined options, although mainly "Response" and "Prevention"	Prevention (15 %) Preparedness (34 %) Response (37 %) Recovery (15 %)	Prevention (47 %) Preparedness (2 %) Response (45 %) Recovery (7 %)	Prevention (17 %) Preparedness (11 %) Response (46 %) Recovery (26 %)	Prevention (34 %) Preparedness (24 %) Response (32 %) Recovery (10 %)	Prevention (44 %) Preparedness (44 %) Response (11 %) Recovery (0 %)
Stakeholders' communication flows and communication channels: (Municipal web, Mobile apps, Social media, Radio and TV, Telephone/fax, Newsletter, Internet, email, Face to face meeting, Others)	The most used communication channels in the Stakeholders' communication flows are "telephone", "Internet, email" and "face to face meeting".	INTERNET, EMAIL, ... (51.5 %) FACE TO FACE MEETING (27.9 %) MUNICIPAL WEB (8.8 %) SOCIAL MEDIA (7.4 %)	TELEPHONE / FAX (35.4 %) INTERNET, EMAIL, ... (29.3 %) SOCIAL MEDIA (13.5 %) FACE TO FACE MEETING (13.5 %)	TELEPHONE / FAX (32.9 %) INTERNET, EMAIL, ... (31.6 %) FACE TO FACE MEETING (29.1 %)	TELEPHONE / FAX (38.2 %) FACE TO FACE MEETING (30.9 %) INTERNET, EMAIL, ... (18.2 %)	INTERNET, EMAIL, ... (43.8 %) TELEPHONE / FAX (37.5 %) MUNICIPAL WEB (6.3 %) NEWSLETTER (6.3 %) FACE TO FACE MEETING (6.3 %)
Public participation procedures and communication aims: (prevention, preparedness, response and recovery)	According to the stakeholders' communication aims, the most common communication aim of public participation procedures is mainly "response".	Prevention (33 %) Preparedness (33 %) Response (33 %) Recovery (0 %)	Prevention (24 %) Preparedness (0 %) Response (24 %) Recovery (53 %)	Prevention (11 %) Preparedness (0 %) Response (44 %) Recovery (44 %)	Prevention (22 %) Preparedness (11 %) Response (44 %) Recovery (22 %)	Prevention (14 %) Preparedness (0 %) Response (71 %) Recovery (14 %)
Public participation procedures and communication channels: (Referenda, Hearings, Inquiries, Public opinion surveys, Rule making negotiated, Consensus conference, Citizens jury/panel Advisory committee, Focus group, Face to face, Radio and tv, Written press, Newsletter, Telephone/fax, Municipal web, Mobile apps, Social media, Internet, Email, Others)	The most used communication channels in Public participation procedures are "telephone", "face to face", "social media" and "email"	FACE TO FACE (33.3 %) EMAIL (16.7 %) INTERNET (16.7 %) SOCIAL MEDIA (16.7 %) MOBILE APPS (16.7 %)	TELEPHONE / FAX (21.9 %) MUNICIPAL WEB (25 %) SOCIAL MEDIA (28.1 %) INTERNET (12.5 %)	TELEPHONE / FAX (47.4 %) FACE TO FACE (21.1%) EMAIL (15.8 %)	TELEPHONE / FAX (39.1 %) FACE TO FACE (17.4%) CONSENSUS CONFERENCE (8.7 %)	TELEPHONE / FAX (63.69 %) EMAIL (18.2 %) FACE TO FACE (18.2 %)

Table 15: Benchmarking of Flood-Serv pilot cases.

Sociogram about relationships between stakeholders & public participation procedures. GENOVA

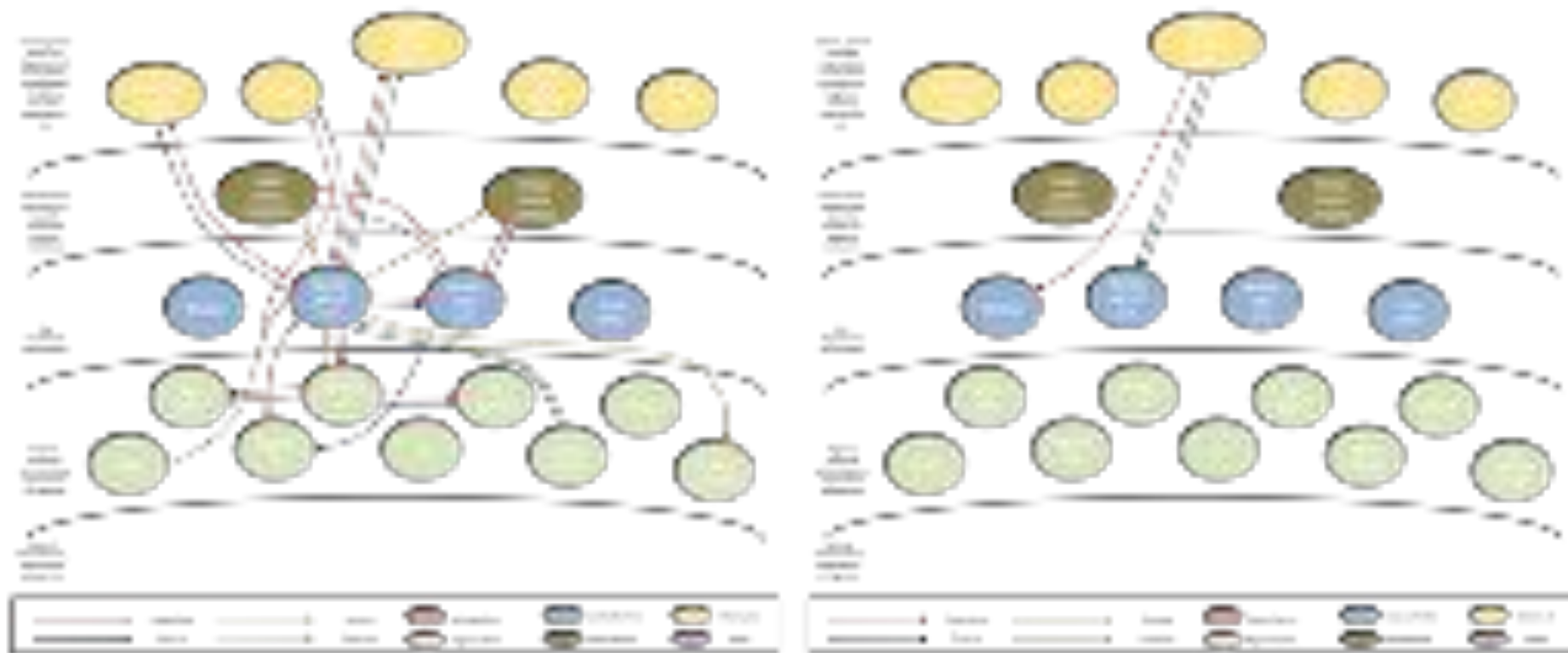


Figure 44. Sociogram about relationships between stakeholders & public participation procedures. GENOVA

Sociogram about relationships between stakeholders & public participation procedures. BILBAO

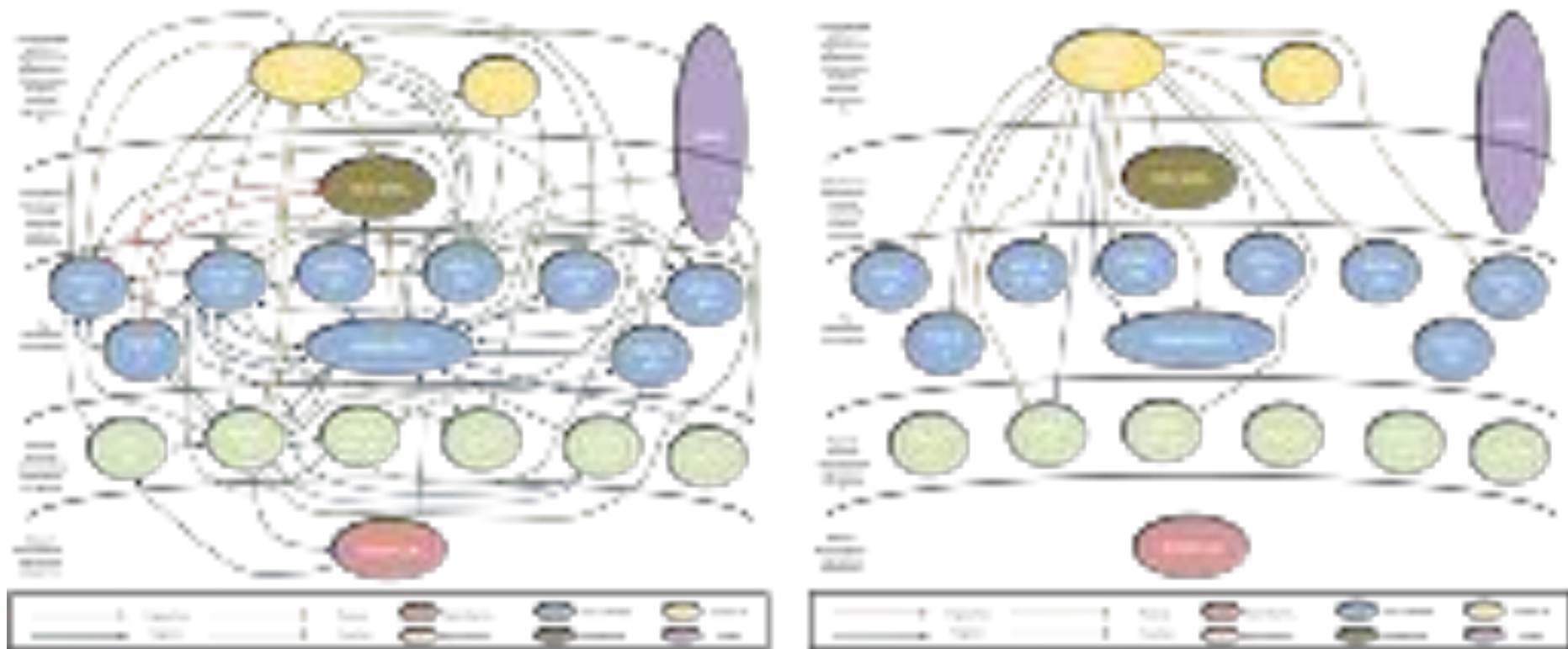


Figure 45. Sociogram about relationships between stakeholders & public participation procedures. BILBAO

Sociogram about relationships between stakeholders & public participation procedures. BRATISLAVA.



Figure 46. Sociogram about relationships between stakeholders & public participation procedures. BRATISLAVA

Sociogram about relationships between stakeholders & public participation procedures. TULCEA.

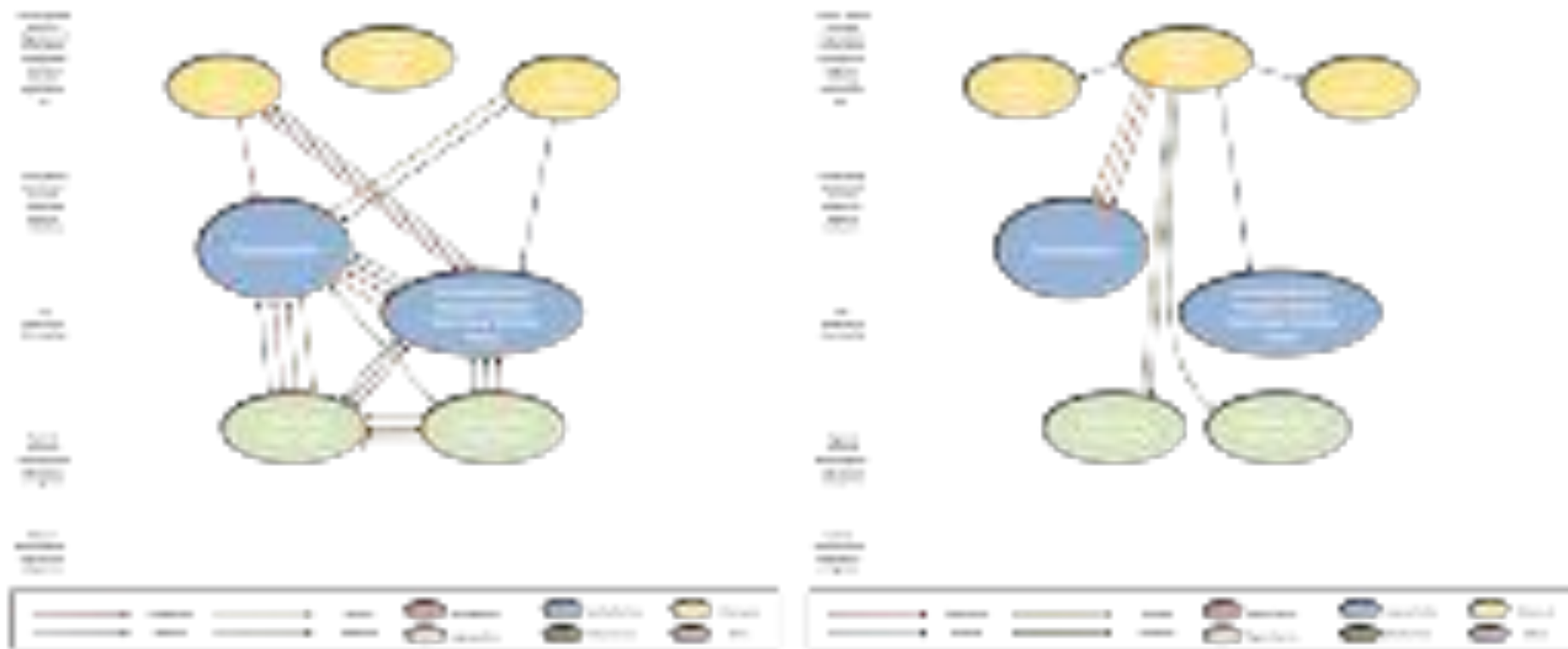


Figure 47. Sociogram about relationships between stakeholders & public participation procedures. TULCEA

Sociogram about relationships between stakeholders & public participation procedures. CMVNF.

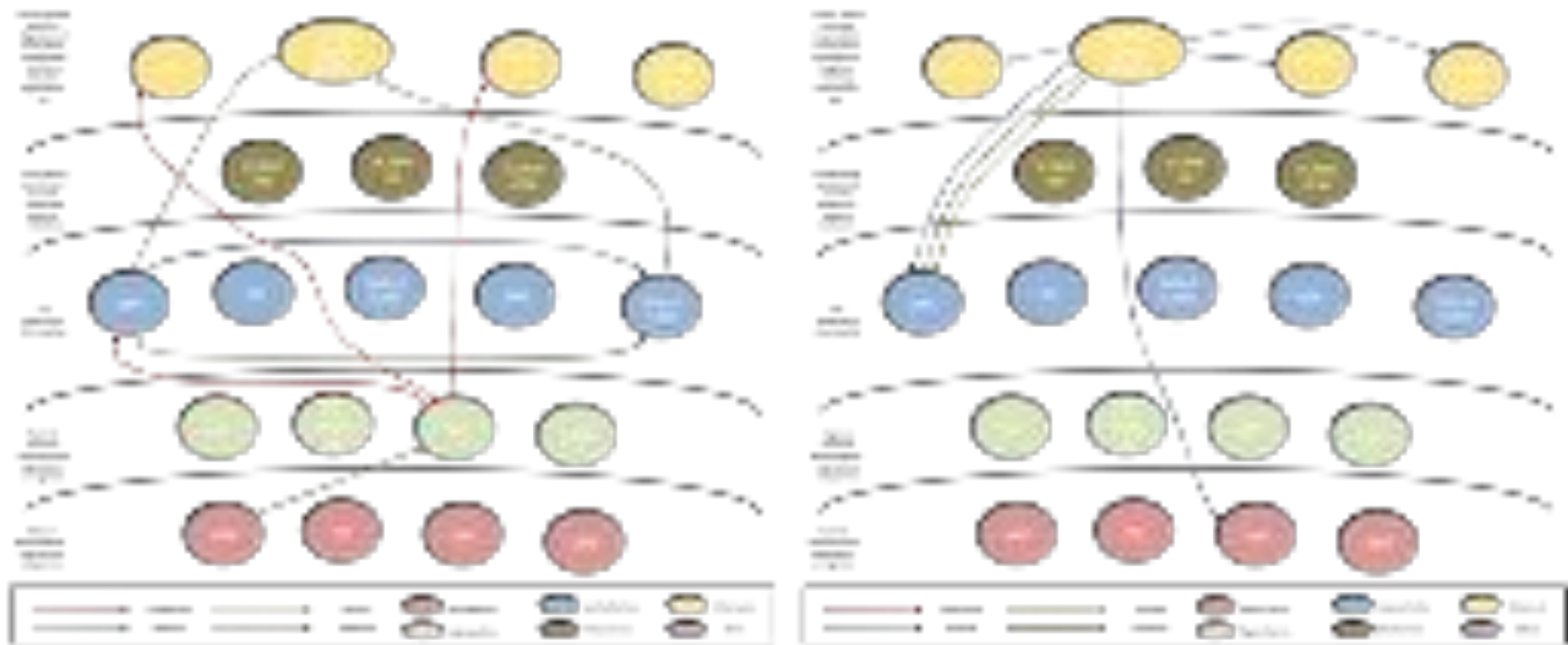


Figure 48. Sociogram about relationships between stakeholders & public participation procedures. CMVNF.

5 Conclusions. Overall lessons learned, recommendations and perceived challenges.

The present report aims to define the inventory the stakeholder interactions and public participation, including the comparative study regarding stakeholder interactions and public participation and citizen involvement in the open government.

The evaluation of the interactions between stakeholders as well as the analysis of public participation procedures is carried out taking into account the relevant lines of analysis identified in the report and the structure of the questionnaire provided to the pilot cases.

The comparative study of the interactions between stakeholders as well as the analysis of public participation procedures is carried out taking into account the information collected in the questionnaires by the pilot cases. This information can be consulted in “APPENDIX III: Analysis of each pilot cases”, in the section of GENOVA, BILBAO, BRATISLAVA, TULCEA and VILANOVA DE FAMALICAO.

Taking into account the benchmarking of Flood-Serv pilots cases, and the results for each of the defined lines of analysis and each of the pilot cases, we found out that the five project partners present some relevant differences in terms of stakeholders' interactions and the public participation, but also some similarities.

The table with the main conclusion and the summary of the comparative study between pilots cases performed for each line of analysis can be found in Table 15. This table presents the data according to the percentage (%) of the result for each criterion of analysis.

According to stakeholders' interactions in flood risk managements, it is possible to emphasize that the number of interactions between different stakeholders shows significant differences between the different pilots cases, as well as in the case of the number of communications identified in the flood risk management between the different pilot cases, being in the second case more significant the differences.

Pattern repetition is not identified among the predominant interactions of the pilot cases. According to different pilot case predominates different type of interaction: “From municipality” (Tulcea), “To municipality” (Vilanova de Famalicao), “Within municipality” (Bilbao) and “Outside municipality” (Bratislava and Genova).

The most frequent communication aims related to stakeholders' interactions mainly cover the dimensions of “Prevention” and “Response”, in similar levels. According to the public participation procedures the main communication aim is the dimensions of “Response”.

Focusing on the communication channels, the most frequent in the Stakeholders' communication flows are “telephone”, “Internet, email” and “face to face meeting”, while regarding to public participation procedures they are “telephone”, “face to face”, “social media” and “email”.

The following points of similarity (patterns), between pilot cases, can be highlighted:

- The type of stakeholders identified by the pilot cases are mainly, “Local authorities” and “Regional”.
- The type of authority & power of stakeholders most frequently identified by the pilot cases is mainly “Self-management”.
- The communication and decision mode of the stakeholders most common in all the pilot cases is mainly “Technical Expertise”.
- Regarding the interactions between the stakeholders, the results of the pilot cases cover in different ways, the predefined options (“From municipality”, “To municipality”, “Within municipality” and “Outside municipality”) but it can be highlighted mainly the option “Outside municipality”.
- According to the stakeholders’ communication flows and communication aims, the result covers all the predefined options, although mainly between the communication aims of “Response” and “Prevention”.
- The most used communication channels in the Stakeholders’ communication flows are “telephone”, “Internet, email” and “face to face meeting”.
- According to the stakeholders’ communication aims, the most common communication aim of public participation procedures is mainly “response”.
- The most used communication channels in Public participation procedures are “telephone”, “face to face”, “social media” and “email”.

Taking into account these “patterns” or trends detected between the pilot cases, an additional questionnaire has been shared to identify and extend conclusions in relation to the analysis developed in D2.3 deliverable. This questionnaire (APPENDIX IV: Questionnaire of conclusion of each pilot cases and technical partners) has been designed to recovery a greater detail in conclusions, related to both pilot cases and the project developments (by technical partners).

5.1 Conclusions of D2.3 related to the Pilot Cases.

For the identification of the information in this section, the questionnaire previously mentioned has been taken as a base. This questionnaire is divided into two parts. A first part of the questionnaire (see Figure 96) is focused to the pilot cases (Genova, Bilbao, Bratislava, Tulcea and Vilanova de Famalicao) with the objective of expanding the conclusions in relation to the analysis developed in D2.3.

This information related to the pilot cases is contained in the framework of three sections that are explained below.

5.1.1 Patterns and deviations. Reasons, justifications and conclusions.

Taking into account the patterns or trends detected in each line of analysis considering all the pilot cases of the project, the goal of this section is to validate this pattern or trends with the situation that reflects each pilot case, and if that is not the case, identify the possible causes or reasons that determine these differences.

In general terms, the trends or patterns identified coincide with the options of each of the pilots and this diagnosis has been validated by each of the pilots. The comments carried out by some of their own pilot cases are highlighted below and the rest of information can be consulted in the Table 16.

In the pilot case of Bilbao, the most common stakeholders' interaction is "'within municipality", followed by " Outside the municipality" (the pattern identified in this line of analysis) due mainly to the greater number of stakeholders identified within the typology of "Local authorities". Also in relation to public participation procedures and communication aims, the most common communication aim is "recovery", followed by "response" (the pattern identified in this line of analysis), due in large part to the existence of the different flows of communication by citizenship with these "Local authorities".

In the case of Bratislava, the type of stakeholders is mainly from National administration, and then Local and Regional authorities, considering more appropriate, in the case of this pilot, the allocation of the percentage of "Entrepreneurs" to these latter types of stakeholders. In relation to the criteria " Stakeholders' participation (communication and decision mode)" the reclassification of the options is proposed, being for Bratislava the most important the "Deliberation and negotiate", then "Technical expertise" and "Vote & bargain for interest".

5.1.2 Future perspectives in the pilot cases.

In this section the pilot cases are asked for future perspectives of changes that imply modifications in the situation of previous section, associated to each pilot case.

In general terms, there are no identified perspectives of future changes, respect to the basic diagnosis associated with each pilot, except the comments mentioned by some of their own pilot cases, which are highlighted below. The rest of information can be consulted in the Table 17.

In the pilot case of Genova and in relation to the "Stakeholders' communication flows and communication channels", is expected in the future the experimentation of Mobile App (mugugn.app) to collect and georeference the indications of citizens on the state of conservation of the territory.

In the case of Vilanova de Famalicao and related to the criteria of "Public participation procedures and communication aims" the expectation is that prevention takes on greater importance in public participation procedures.

5.1.3 Needs and opportunities.

The needs and opportunities detected by each pilot case, are identified in this section grouped by the different lines of analysis established in D2.3. All the information can be consulted in the Table 18.

Type of stakeholders

- Greater interoperability between data produced by different public administrations (Genova)

Stakeholders participation (authority & power)

- Make the needs visible and increase the attention of the public decision-makers (Genova)
- Simplification of the technical questionnaires from nation to local authorities during the flood crisis (due to insurance monitoring) (Bratislava)

Stakeholders' participation (communication and decision mode)

- Effectiveness of communication (Genova)

Stakeholders' interactions in flood risk managements:

- Create a network of risk aware citizens (Genova)

Stakeholders' communication flows and communication aims

- Be informed to be more resilient (Genova)
- It would be a good opportunity to collaborate in prevention actions (Bilbao)
- The opportunity can be in the enhancement in communication regarding prevention. (Bratislava)

Stakeholders' communication flows and communication channels

- Find the correspondence between the technical terms and the words of the current language. (Genova)
- Based of FLOOD-serv project the opportunity can be to enhance the "Internet, email" communication flow or modern technologies e.g. web and mobile apps. (Bratislava)
- Needs: the main weaknesses of the intervention system are related to the lack of vehicles (special machines, ships, equipment for reducing the time of intervention). Much of the fleet of the local Inspectorate for Emergency Situations' vehicles is outdated, - 50% are 10 years old and nearly 60% over 20 years. Developing a training system for professional rescuers involved in emergencies is another critical need for the study area. Special emergency vehicles will help isolated communities to better deal with floods by providing them with food and other basic supplies, improving residents' resilience in disaster situations and also in situations where the Danube freezes and communities remain isolated for longer periods. (Tulcea)
- Opportunities: (ADI- ITI Delta Dunarii) an integrated territorial instrument that functions within the Danube Delta Biosphere Reserve, that finances the Sustainable Development Strategy for the Danube Delta 2014-2022 . Priority Axe 5 of Large

Infrastructure Operational Romanian Programme 2014-2020 (POIM), finances capacity building for increased disaster response. (Tulcea)

Public participation procedures and communication aims

- Monitoring of the "health" state of the territory and make a list of intervention priorities. (Genova)
- Based on Flood-serv, the use of social media in the management of emergency situations could enhance the public participation in the previous phases such as prevention and preparedness. (Bilbao)
- The opportunity can be in the enhancement in communication regarding prevention. (Bratislava)
- Creating more resilient and active communities in preventing and reducing the negative effects of Flood. (Vilanova de Famalicao)

Public participation procedures and communication channels

- Create a flow of information between citizens and public administration. (Genova)
- Direct participation of citizens in spaces such as focus groups, Citizens committees or conferences related to flood management could enhance the current management systems. (Bilbao)
- Based on FLOOD-serv project the opportunity can be to enhance the „Internet, email“ communication flow or modern technologies e.g. web and mobile apps in connection with social media. (Bratislava)
- Increased citizens' initiative in flood risk management as well as greater awareness of the natural hazards affecting the VNF territory (Vilanova de Famalicao)

5.2 Conclusions of D2.3 related to the project developments (technical partners)

The relationships between D2.3 and the project developments are defined in the second part of the questionnaire, designed for the consult to the technical partners (see Figure 97), with the objective of expanding the conclusions of D2.3 in relation to the impact that may have on the design of the Flood_Serv system.

The purpose of this section is to define (by the technical partners of the project) a preliminary assessment of the possible influence on the developments of the products contained in the WP3 (SMC-Cellent, EMC-Answere, TMS-ANO and CDF-ANO) and WP4 (platform-SIVECO), of each of the line of analysis of the deliverable D. 2.3, and / or estimate the possible effect on hypothetical changes in the patterns or trends identified as conclusions of D2.3.

The possible influences estimated for the development of the component EMC (Answere) are detailed below. All the information can be consulted in the Table 19. For the rest of the component and the Flood-Serv platform, no information has been received related to possible influences in relation to the results obtained in D2.3.

Type of stakeholders

- The stakeholder pattern identified in WP2 conditions the EMC use because this tool is only accessible by experts in the flood management process, in this case by Local authorities and Regional. (EMC-Answare)

Stakeholders participation (authority & power)

- The DSS included in the EMC implements the protocol associated to the flood management by each city. So, in this case the DSS considers the flood management protocol defined by each one of the pilot cities. (EMC-Answare)

Stakeholders' participation (communication and decision mode)

- The EMC has been designed according to the stakeholders' recommendations. So, in this case most of the recommendations are technical. (EMC-Answare)

Stakeholders' interactions in flood risk managements:

- The EMC is involved in the three phases of prevention, response and recovery, and mitigation. So, this pattern identification is key to plan the EMC piloting. (EMC-Answare)

Stakeholders' communication flows and communication aims

- This pattern identification is key to design the communication flow and tasks inside the EMC. (EMC-Answare)

Stakeholders' communication flows and communication channels

- EMC represents a new communication channel among stakeholders, which complements to these channels identified as most used. (EMC-Answare)

Public participation procedures and communication channels

- The communication channels mostly used impact in the EMC, so in this case it was decided to integrate automatically in the EMC the information coming from social media. Besides, the EMC users can introduce directly information in the EMC. (EMC-Answare)

The information identified in the previous paragraphs has been compiled in order to provide clarifications at a greater level of detail, about the possible impact that these conclusions may have on the design of the FLOOD-serv system and to minimize, the possible risk of that the key decisions for the development of the FLOOD-serv system could be incorrect.

As another result of the analysis and evaluation of each of the pilot cases through the information obtained from the initial circulated questionnaires, the representation of the interactions between stakeholders can be consulted, through the sociograms of relationships made for each pilot case.

The resulting sociogram of stakeholders' interaction & public participation procedures for each one of the pilot cases can be consulted in the followings figures: Genova (Figure 44), Bilbao (Figure 45), Bratislava (Figure 46), Tulcea (Figure 47) and Vilanova de Famalicao (Figure 48).

Focusing on the analysis of sociograms, it is possible to emphasize that there are no established patterns between the interactions represented by the different pilot cases, both at the level of types of stakeholders and typologies of communication aims.

From a general point of view, the objective of the analysis carried out has been to provide a clear understanding of what kind of interactions are produced and among which agents of interest, in relation to the decision-making in the risk management of floods in each analyzed region.

As a result, we find that the five pilots present some relevant differences in terms of participation in decision making, as well as in the interactions identified, but also some similarities. The first should be considered as challenges for the next WPs while the similarities should be considered as opportunities to design the platform.

In conclusion, we can state that the analysis can be adopted as a verification tool for testing and validation of service applications. The conclusions obtained from D2.3 can contribute to the achievement of the objectives of WP3 (FLOOD-serv system components), and the objectives of WP4 such as, the organization and use of open data, the implementation of the communication system devoted to collect information related to the communication flows between stakeholders and in public participation procedures, to predispose other service applications devoted to increase information, communication, collaboration and participation among the existing interactions between all types of stakeholders.

In order to obtain a more detailed analysis of stakeholders and their interdependencies in the five countries, it might be advisable to have a similar sampling (differences in the number of stakeholder identified in the questionnaires are observed) and more exhaustive for each of the pilot cases, focused on the development of an in-depth analysis. However, it is considered that this type of analysis would go far beyond the objectives of the project.

D2.3 Report on the public participation procedures and citizen involvement

Criteria	"PATTERNS"	Patterns and deviations. Reasons, justifications and conclusions.				
		Does this pattern or trends (column "PATTERNS") agree with the situation that reflects your city? (Yes or no) If it does not agree, what are the causes or reasons that determine these differences?				
		GENOVA	BILBAO	BRATISLAVA	TULCEA	VILANOVA DE FAMALICAO
Type of stakeholders:	The type of stakeholders identified by the pilot cases are mainly, Local authorities and Regional .	YES	YES	The type of stakeholders is mainly from National administration, then Local and Regional authorities (the "Entrepreneurs" % should be given to Local and Regional authorities)	YES	YES
Stakeholders participation (authority & power):	The type of authority & power of stakeholders identified by the pilot cases is mainly "Self-management" .	YES	YES	YES	YES	YES
Stakeholders' participation (communication and decision mode):	The communication and decision mode of the stakeholders most common in all the pilot cases is mainly "Technical Expertise" .	YES	YES	Modification to Deliberation and negotiate, then Technical expertise and then Vote & bargain for interest.	YES	YES
Stakeholders' interactions in flood risk managements:	Regarding the interactions between the stakeholders, the results of the pilot cases covers in different ways, the predefined options, mainly "out municipality"	YES	NO. The most common option is "Within municipality ", followed by " Outside the municipality " .	YES	YES	NO. The main option is "To municipality" .
Stakeholders' communication flows and communication aims:	According to the stakeholders' communication flows and communication aims, the result covers all the predefined options, although mainly "Response" and "Prevention"	YES	YES	"Response" is the most common aim of communication, the rest of aims are equal.	YES	YES
Stakeholders' communication flows and communication channels:	The most used communication channels in the Stakeholders' communication flows are "telephone", "Internet, email" and "face to face meeting" .	YES	YES	YES	YES	YES
Public participation procedures and communication aims:	According to the stakeholders' communication aims, the most common communication aim of public participation procedures is mainly "response" .	NO. The most common communication aim of public participation procedures is mainly "prevention"	NO. The most common communication aim is "Recovery", followed by " Response".	YES	YES	YES
Public participation procedures and communication channels:	The most used communication channels in Public participation procedures are "telephone", "face to face", "social media" and "email"	YES	YES	YES	YES	YES

Table 16. Questionnaire of conclusions related to pilot cases. Patterns and deviations (1 /3)

D2.3 Report on the public participation procedures and citizen involvement

Criteria	“PATTERNS”	Future perspectives in the pilot cases				
		Are there future perspectives of changes that imply modifications in the situation reflected in the Table 1, associated to each pilot case?				
		GENOVA	BILBAO	BRATISLAVA	TULCEA	VILANOVA DE FAMALICAO
Type of stakeholders:	The type of stakeholders identified by the pilot cases are mainly, Local authorities and Regional .	NO	NO	NO	NO	NO
Stakeholders participation (authority & power):	The type of authority & power of stakeholders identified by the pilot cases is mainly “Self-management” .	NO	NO	NO	NO	NO
Stakeholders’ participation (communication and decision mode):	The communication and decision mode of the stakeholders most common in all the pilot cases is mainly “Technical Expertise” .	NO	NO	NO	NO	NO
Stakeholders’ interactions in flood risk managements:	Regarding the interactions between the stakeholders, the results of the pilot cases covers in different ways, the predefined options, mainly “out municipality	NO	NO	NO	NO	NO
Stakeholders’ communication flows and communication aims:	According to the stakeholders’ communication flows and communication aims, the result covers all the predefined options, although mainly “Response” and “Prevention”	NO	NO	NO	NO	NO
Stakeholders’ communication flows and communication channels:	The most used communication channels in the Stakeholders’ communication flows are “telephone”, “Internet, email” and “face to face meeting” .	Experimentation of Mobile App (mugugn.app) to collect and georeference the indications of citizens on the state of conservation of the territory.	NO	NO	NO	NO
Public participation procedures and communication aims:	According to the stakeholders’ communication aims, the most common communication aim of public participation procedures is mainly “response” .	NO	NO	NO	NO	The expectation is that prevention takes on greater importance in public participation procedures.
Public participation procedures and communication channels:	The most used communication channels in Public participation procedures are “telephone”, “face to face”, “social media” and “email”	NO	NO	NO	NO	NO

Table 17. Questionnaire of conclusions related to pilot cases. Future perspectives in the pilot cases. (2 /3)

D2.3 Report on the public participation procedures and citizen involvement

Criteria	“PATTERNS”	Needs and opportunities detected in the pilot case				
		GENOVA	BILBAO	BRATISLAVA	TULCEA	VILANOVA DE FAMALICAO
Type of stakeholders:	The type of stakeholders identified by the pilot cases are mainly, Local authorities and Regional .	Greater interoperability between data produced by different public administrations	-	-	-	-
Stakeholders participation (authority & power):	The type of authority & power of stakeholders identified by the pilot cases is mainly “Self-management” .	Make the needs visible and increase the attention of the public decision-makers	-	Simplification of the technical questionnaires from nation to local authorities during the flood crisis (due to insurance monitoring)	-	-
Stakeholders’ participation (communication and decision mode):	The communication and decision mode of the stakeholders most common in all the pilot cases is mainly “Technical Expertise” .	Effectiveness of communication		-		
Stakeholders’ interactions in flood risk managements:	Regarding the interactions between the stakeholders, the results of the pilot cases covers in different ways, the predefined options, mainly “out municipality”	Create a network of risk aware citizens	-	-	-	-
Stakeholders’ communication flows and communication aims:	According to the stakeholders’ communication flows and communication aims, the result covers all the predefined options, although mainly “Response” and “Prevention”	Be informed to be more resilient	It would be a good opportunity to collaborate in prevention actions	The opportunity can be in the enhancement in communication regarding prevention.		
Stakeholders’ communication flows and communication channels:	The most used communication channels in the Stakeholders’ communication flows are “telephone”, “Internet, email” and “face to face meeting” .	Find the correspondence between the technical terms and the words of the current language	-	Based of FLOOD-serv project the opportunity can be to enhance the „Internet, email“ communication flow or modern technologies e.g. web and mobile apps	NEEDS- The main weaknesses of the intervention system are related to the lack of vehicles (special machines, ships, equipment for reducing the time of intervention). Much of the fleet of the local Inspectorate for Emergency Situations’ vehicles is outdated, - 50% are 10 years old and nearly 60% over 20 years. Developing a training system for professional rescuers involved in emergencies is another critical need for the study area. Special emergency vehicles will help isolated communities to better deal with floods by providing them with food and other basic	-

Criteria	“PATTERNS”	Needs and opportunities detected in the pilot case				
		GENOVA	BILBAO	BRATISLAVA	TULCEA	VILANOVA DE FAMALICAO
					<p>supplies, improving residents' resilience in disaster situations and also in situations where the Danube freezes and communities remain isolated for longer periods.</p> <p>OPPORTUNITIES- ADI- ITI Delta Dunarii- an integrated territorial instrument that functions within the Danube Delta Biosphere Reserve, that finances the Sustainable Development Strategy for the Danube Delta 2014-2022 . Priority Axe 5 of Large Infrastructure Operational Romanian Programme 2014-2020 (POIM), finances capacity building for increased disaster response.</p>	
Public participation procedures and communication aims:	According to the stakeholders' communication aims, the most common communication aim of public participation procedures is mainly “response”.	Monitoring of the "health" state of the territory and make a list of intervention priorities	Based on Flood-serv, the use of social media in the management of emergency situations could enhance the public participation (real time data) in the previous phases such as prevention and preparedness.	The opportunity can be in the enhancement in communication regarding prevention.	-	Creating more resilient and active communities in preventing and reducing the negative effects of Flood
Public participation procedures and communication channels:	The most used communication channels in Public participation procedures are “telephone”, “face to face”, “social media” and “email”	Create a flow of information between citizens and public administration	Direct participation of citizens in spaces such as focus groups, Citizens committees or conferences related to flood management could enhance the current management systems.	Based of FLOOD-serv project the opportunity can be to enhance the „Internet, email” communication flow or modern technologies e.g. web and mobile apps in connection with social media.	-	Increased citizens' initiative in flood risk management as well as greater awareness of the natural hazards affecting the VNF territory.

Table 18. Questionnaire of conclusions related to pilot cases. Needs and opportunities detected in the pilot cases. (3 /3)

D2.3 Report on the public participation procedures and citizen involvement

Criteria	"PATTERNS"	Estimate the possible influence on WP3/WP4 developments, of each of the line of analysis of the deliverable D. 2.3 (column "CRITERIA"), and possible effect of hypothetical changes in the patterns or trends identified as conclusions of D2.3 (column "PATTERNS" highlighted in red)				
		WP3				WP4
		SMC	EMC	TMS	CDF	Platform
		Cellent	Answare	Ano	Ano	Siveco
Type of stakeholders: (Local authorities, Provincial, Regional and National administrations, Public and Private Critical Service, Scientific experts and academic institutions, Organized civil society (NGOs, Entrepreneurs, Neighbours organizations, Voluntary organizations, Etc.) and Citizens and general public)	The type of stakeholders identified by the pilot cases are mainly, Local authorities and Regional .	-	Yes. The stakeholder pattern identified in WP2 conditions the EMC use because this tool is only accessible by experts in the flood management process, in this case by Local authorities and Regional.	-	-	-
Stakeholders participation (authority & power): (Self-management, Delegation, Collaboration, Consultation, Public hearings, and Provision of information)	The type of authority & power of stakeholders identified by the pilot cases is mainly "Self-management" .	-	Yes. The DSS included in the EMC implements the protocol associated to the flood management by each city. So, in this case the DSS considers the flood management protocol defined by each one of the pilot cities.	-	-	-
Stakeholders' participation (communication and decision mode): (Technical Expertise, Deliberation and negotiate, Vote and bargain for interests, Develop Preferences, Express Preferences, Explicit data collection (Human sensor), Listen as Spectator, Implicit data collection (Social sensor).	The communication and decision mode of the stakeholders most common in all the pilot cases is mainly "Technical Expertise" .	-	Yes. The EMC has been designed according to the stakeholders' recommendations. So, in this case most of the recommendations are technical.	-	-	-
Stakeholders' interactions in flood risk managements: (From municipality, To municipality, Within municipality, Outside the municipality)	Regarding the interactions between the stakeholders, the results of the pilot cases covers in different ways, the predefined options, mainly "out municipality"	-	Yes. The EMC is involved in the three phases of prevention, response and recovery, and mitigation. So, this pattern identification is key to plan the EMC piloting.	-	-	-

D2.3 Report on the public participation procedures and citizen involvement

Criteria	"PATTERNS"	Estimate the possible influence on WP3/WP4 developments, of each of the line of analysis of the deliverable D. 2.3 (column "CRITERIA"), and possible effect of hypothetical changes in the patterns or trends identified as conclusions of D2.3 (column "PATTERNS" highlighted in red)				
		WP3				WP4
		SMC	EMC	TMS	CDF	Platform
		Cellent	Answare	Ano	Ano	Siveco
Stakeholders' communication flows and communication aims: (prevention, preparedness, response and recovery)	According to the stakeholders' communication flows and communication aims, the result covers all the predefined options, although mainly "Response" and "Prevention"	-	Yes. This pattern identification is key to design the communication flow and tasks inside the EMC.	-	-	-
Stakeholders' communication flows and communication channels: (Municipal web, Mobile apps, Social media, Radio and TV, Telephone/fax, Newsletter, Internet, email, Face to face meeting, Others)	The most used communication channels in the Stakeholders' communication flows are "telephone", "Internet, email" and "face to face meeting" .	-	Yes, because the EMC represents a new communication channel among stakeholders, which complements to these channels identified as most used.	-	-	-
Public participation procedures and communication aims: (prevention, preparedness, response and recovery)	According to the stakeholders' communication aims, the most common communication aim of public participation procedures is mainly "response" .	-	-	-	-	-
Public participation procedures and communication channels: (Referenda, Hearings, Inquiries, Public opinion surveys, Rule making negotiated, Consensus conference, Citizens jury/panel Advisory committee, Focus group, Face to face, Radio and tv, Written press, Newsletter, Telephone/fax, Municipal web, Mobile apps, Social media, Internet, Email, Others)	The most used communication channels in Public participation procedures are "telephone", "face to face", "social media" and "email"	-	Yes. The communication channels mostly used impact in the EMC, so in this case it was decided to integrate automatically in the EMC the information coming from social media. Besides, the EMC users can introduce directly information in the EMC.	-	-	-

Table 19. Questionnaire of conclusions related to technical partners

6 References

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FLOOD-serv

7 APPENDIX I: Structure of the questionnaire

- Identification of stakeholders involved in the flood risk management (Figure 50)
- Characterization of stakeholder type (Figure 51)
- Characterization of stakeholder's authority & power (Figure 53)
- Characterization of stakeholders' communication and decision mode (Figure 54)
- Stakeholders' interactions in flood risk managements (Figure 57)
- Stakeholders' communication flow and communication aims (Figure 59)
- Public participation procedures (Figure 64)

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Figure 49. Front cover of questionnaire

7.1.1 Identification of stakeholders involved in the flood risk management.

The image shows a table from a questionnaire. The table has a yellow header row and a blue header row. The yellow header row contains the text 'Table (1) of the questionnaire'. The blue header row contains the text 'Identification of stakeholders'. Below the header rows, there are multiple rows for data entry, each with a yellow background. The table is used for identifying stakeholders involved in flood risk management.

Figure 50. Table (1) of the questionnaire related to stakeholders' Identification.

7.1.2 Type of stakeholders

The image shows a screenshot of a questionnaire table. The table has a header row with several columns, some of which are labeled with 'YES' and 'NO'. The main body of the table consists of many rows and columns, most of which are highlighted in orange, suggesting a selection or response area. The table is titled 'Table (2) of the questionnaire related to type of stakeholders'.

Figure 51. Table (2) of the questionnaire related to type of stakeholders

Stakeholders	Remarks	City departments (Municipality)	Other public
		Local authorities	Provincial
SH_1		YES	YES
SH_2		YES NO	

Figure 52. Selection of stakeholder type (Select "YES" or "NO")

7.1.3 Stakeholder's authority & power.

The image shows a screenshot of a questionnaire titled "STAKEHOLDERS". It contains a table with columns for stakeholder identification and a large table of questions on the right side. The table on the right has multiple rows and columns, with some cells containing text and others containing checkboxes or dropdown menus.

Figure 53. Table (3) of the questionnaire related to stakeholders' participation (authority & power).

Stakeholders	Remarks	Self-management (Local communities, individual)	des
SH_1			
SH_2		YES NO	

Figure 54. Selection of stakeholders' authority & power type (Select "YES" or "NO")

7.1.4 Stakeholders' communication and decision mode.

The image shows a screenshot of a questionnaire table titled "Table 4". The table is designed to collect data on stakeholder participation. It features a header row with various columns, including stakeholder identification and participation status. The table is currently empty of data entries, showing only the structure of the questionnaire.

Figure 55. Table (4) of the questionnaire related to stakeholders' participation (communication and decision mode).

Stakeholder	Response	Technical Expertise
SH_1		
SH_2		YES NO

Figure 56. Selection of stakeholders' communication and decision mode (Select "YES" or "NO")

7.1.5 Stakeholders' interactions in flood risk managements

The table shows interactions between various stakeholders. The diagonal cells are black, indicating self-interactions or direct interactions. The other cells are orange, indicating no interaction.

Figure 57. Table (5) of the questionnaire related to stakeholders' interactions.

TO	SH_1	SH_2	SH_3
SH_1			
SH_2			
SH_3	YES NO		

Figure 58. Selection of stakeholders' interaction (Select "YES" or "NO")

7.1.6 Stakeholders' communication flows and communication aims

The image shows a screenshot of a questionnaire table titled "STAKEHOLDER COMMUNICATION FLOWS". The table is designed to capture communication interactions between various stakeholders. It features a multi-level header structure. The main body of the table is composed of several columns, with some columns highlighted in orange. The table is intended for data entry regarding communication flows and aims.

Figure 59. Table (6) of the questionnaire related to stakeholders' communication flow and communication aims.

The image shows a screenshot of a dropdown menu for selecting communication flow. The menu is titled "Communication flow (Interaction)". It displays a list of stakeholders (SH.1 to SH.8) under the "Stakeholders (TO)" column. The "Stakeholders (FROM)" column is also visible, showing a dropdown menu with "SH.1" selected.

Figure 60. Selection of interaction's communication flow (column "FROM" / column "TO")
(Select each stakeholder from the drop-down list)

Communication flow (Interaction)		Communication aims	
Stakeholders (FROM)	Stakeholders (TO)	[Prevention, Preparedness, Response, Recovery]	
SH_1	SH_3	<div>Prevention</div> <div>Preparedness</div> <div>Response</div> <div>Recovery</div>	

Figure 61. Selection of interactions' aims (Select the most suitable from the drop-down list)

Communication flow (Interaction)		Communication aims		Content of communication
Stakeholders (FROM)	Stakeholders (TO)	[Prevention, Preparedness, Response, Recovery]	Remarks	Non-exhaustive list of communication content (if the user, please add new in remarks)
SH_1	SH_3	Prevention		<div>Recommendations</div> <div>Public Information</div> <div>Early warning</div> <div>Emergency management</div> <div>Screening and Detection</div> <div>Threats identification</div> <div>Land use regulations</div> <div>Urban planning</div>

Figure 62. Selection of communication content (Select the most suitable from the drop-down list)

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels	
Stakeholders (FROM)	Stakeholders (TO)	[Prevention, Preparedness, Response, Recovery]	Remarks	Non-exhaustive list of communication content (if the user, please add new in remarks)	Remarks	Communication channels (if the user, please mark 3 options)	Remarks
SH_1	SH_3	Prevention		Metereological information		<div>FACE TO FACE MEET</div> <div>MOBILE APPS</div> <div>SOCIAL MEDIA</div> <div>RADIO AND TV</div> <div>TELEPHONE / FAX</div> <div>NEWSLETTER</div> <div>EMAIL</div>	

Figure 63. Selection of communication channels (Select the most suitable from the drop-down list)

7.1.7 Public participation procedures.



Figure 64. Table (7) of the questionnaire related to public participation procedures.

Communication flow (Interaction)	
Citizen environment (FROM)	Stakeholders (TO)
CITIZENS	
CITIZENS	SH.1
CITIZENS	SH.2
CITIZENS	SH.3
CITIZENS	SH.4
CITIZENS	SH.5
CITIZENS	SH.6
CITIZENS	SH.7
CITIZENS	SH.8

Figure 65. Selection of public participations' communication flow (column "TO")
(Select the destination stakeholder from the drop-down list)

Communication aims

(Prevention, Preparedness, Response, Recovery)

Describe in detail the aim of the communication from the citizens to the rest of stakeholders.

Response

Prevention

Preparedness

Response

Recovery

Figure 66. Selection of public participations' aims (Select the most suitable from the drop-down list)

Public participation Methods

Communication channels (please max 3 options, if the case, please add others in remarks)

MOBILE APPS	SOCIAL MEDIA	
		NEWSLETTER
		TELEPHONE/FAX
		MUNICIPAL WEB
		MOBILE APPS
		SOCIAL MEDIA
		INTERNET
		EMAIL
		OTHERS (Add in form)

Figure 67. Selection of communication channels (Select the most suitable from the drop-down list)

Participation method [authority]

[See table 3]

Self-management

Delegation

Collaboration

Consultation

Influence

Information

Figure 68. Selection of stakeholders' authority & power type (Select the most suitable from the drop-down list)

Communication & Decision Mode

[See table 4]

Explicit data collection

Technical Expertise

Deliverable and Negotiate

Aggregate and Bargain

Develop Preferences

Express Preferences

Explicit data collection

Listen as Spectator

Implicit data collection

Figure 69. Selection of stakeholders' communication and decision mode (Select the most suitable from the drop-down list)



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8 APPENDIX II: Questionnaires of pilot cases

VILANOVA DE FAMALICAO.

BRATISLAVA.

TULCEA.

GENOVA.

BILBAO.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

8.1.1 GENOVA

[illegible]

[illegible]

[illegible]

Kontrollplan zur Prüfung									
1. Semester (Prüfungstermin: September 2024) - Prüfungsausschuss und Lehrkräfte sind für die Durchführung der Prüfung verantwortlich. Die Prüfungsausschüsse sind für die Prüfungsausschüsse und die Prüfungsausschüsse.									
2. Semester (Prüfungstermin: März 2025) - Prüfungsausschuss und Lehrkräfte sind für die Durchführung der Prüfung verantwortlich. Die Prüfungsausschüsse sind für die Prüfungsausschüsse und die Prüfungsausschüsse.									
Prüfungstermin	Prüfungsort	Prüfungsausschuss		Prüfungsausschuss		Prüfungsausschuss		Prüfungsausschuss	
		Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss	Prüfungsausschuss
1. Semester									
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Table with 20 columns and 20 rows. The table contains a diagonal pattern of black cells, indicating a specific sequence or relationship between the rows and columns. The rows are labeled with various categories, and the columns are labeled with various categories. The table is titled 'Table 1: Comparison of the results of the public participation procedures and citizen involvement'.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
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Table 2.3.1: Summary of the public participation procedures and citizen involvement									
Project	Phase	Activity	Responsible	Start Date	End Date	Status	Comments	Impact	Feedback
Project A	Phase 1	Activity 1.1	Responsible 1.1	Start Date 1.1	End Date 1.1	Status 1.1	Comments 1.1	Impact 1.1	Feedback 1.1
	Phase 1	Activity 1.2	Responsible 1.2	Start Date 1.2	End Date 1.2	Status 1.2	Comments 1.2	Impact 1.2	Feedback 1.2
	Phase 1	Activity 1.3	Responsible 1.3	Start Date 1.3	End Date 1.3	Status 1.3	Comments 1.3	Impact 1.3	Feedback 1.3
	Phase 1	Activity 1.4	Responsible 1.4	Start Date 1.4	End Date 1.4	Status 1.4	Comments 1.4	Impact 1.4	Feedback 1.4
	Phase 1	Activity 1.5	Responsible 1.5	Start Date 1.5	End Date 1.5	Status 1.5	Comments 1.5	Impact 1.5	Feedback 1.5
	Phase 1	Activity 1.6	Responsible 1.6	Start Date 1.6	End Date 1.6	Status 1.6	Comments 1.6	Impact 1.6	Feedback 1.6
	Phase 1	Activity 1.7	Responsible 1.7	Start Date 1.7	End Date 1.7	Status 1.7	Comments 1.7	Impact 1.7	Feedback 1.7
	Phase 1	Activity 1.8	Responsible 1.8	Start Date 1.8	End Date 1.8	Status 1.8	Comments 1.8	Impact 1.8	Feedback 1.8
	Phase 1	Activity 1.9	Responsible 1.9	Start Date 1.9	End Date 1.9	Status 1.9	Comments 1.9	Impact 1.9	Feedback 1.9
	Phase 1	Activity 1.10	Responsible 1.10	Start Date 1.10	End Date 1.10	Status 1.10	Comments 1.10	Impact 1.10	Feedback 1.10
Project B	Phase 2	Activity 2.1	Responsible 2.1	Start Date 2.1	End Date 2.1	Status 2.1	Comments 2.1	Impact 2.1	Feedback 2.1
	Phase 2	Activity 2.2	Responsible 2.2	Start Date 2.2	End Date 2.2	Status 2.2	Comments 2.2	Impact 2.2	Feedback 2.2
	Phase 2	Activity 2.3	Responsible 2.3	Start Date 2.3	End Date 2.3	Status 2.3	Comments 2.3	Impact 2.3	Feedback 2.3
	Phase 2	Activity 2.4	Responsible 2.4	Start Date 2.4	End Date 2.4	Status 2.4	Comments 2.4	Impact 2.4	Feedback 2.4
	Phase 2	Activity 2.5	Responsible 2.5	Start Date 2.5	End Date 2.5	Status 2.5	Comments 2.5	Impact 2.5	Feedback 2.5
	Phase 2	Activity 2.6	Responsible 2.6	Start Date 2.6	End Date 2.6	Status 2.6	Comments 2.6	Impact 2.6	Feedback 2.6
	Phase 2	Activity 2.7	Responsible 2.7	Start Date 2.7	End Date 2.7	Status 2.7	Comments 2.7	Impact 2.7	Feedback 2.7
	Phase 2	Activity 2.8	Responsible 2.8	Start Date 2.8	End Date 2.8	Status 2.8	Comments 2.8	Impact 2.8	Feedback 2.8
	Phase 2	Activity 2.9	Responsible 2.9	Start Date 2.9	End Date 2.9	Status 2.9	Comments 2.9	Impact 2.9	Feedback 2.9
	Phase 2	Activity 2.10	Responsible 2.10	Start Date 2.10	End Date 2.10	Status 2.10	Comments 2.10	Impact 2.10	Feedback 2.10
Project C	Phase 3	Activity 3.1	Responsible 3.1	Start Date 3.1	End Date 3.1	Status 3.1	Comments 3.1	Impact 3.1	Feedback 3.1
	Phase 3	Activity 3.2	Responsible 3.2	Start Date 3.2	End Date 3.2	Status 3.2	Comments 3.2	Impact 3.2	Feedback 3.2
	Phase 3	Activity 3.3	Responsible 3.3	Start Date 3.3	End Date 3.3	Status 3.3	Comments 3.3	Impact 3.3	Feedback 3.3
	Phase 3	Activity 3.4	Responsible 3.4	Start Date 3.4	End Date 3.4	Status 3.4	Comments 3.4	Impact 3.4	Feedback 3.4
	Phase 3	Activity 3.5	Responsible 3.5	Start Date 3.5	End Date 3.5	Status 3.5	Comments 3.5	Impact 3.5	Feedback 3.5
	Phase 3	Activity 3.6	Responsible 3.6	Start Date 3.6	End Date 3.6	Status 3.6	Comments 3.6	Impact 3.6	Feedback 3.6
	Phase 3	Activity 3.7	Responsible 3.7	Start Date 3.7	End Date 3.7	Status 3.7	Comments 3.7	Impact 3.7	Feedback 3.7
	Phase 3	Activity 3.8	Responsible 3.8	Start Date 3.8	End Date 3.8	Status 3.8	Comments 3.8	Impact 3.8	Feedback 3.8
	Phase 3	Activity 3.9	Responsible 3.9	Start Date 3.9	End Date 3.9	Status 3.9	Comments 3.9	Impact 3.9	Feedback 3.9
	Phase 3	Activity 3.10	Responsible 3.10	Start Date 3.10	End Date 3.10	Status 3.10	Comments 3.10	Impact 3.10	Feedback 3.10

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D2.3 Report on the public participation procedures and citizen involvement

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REVENUE SCHEDULE							
DATE	DESCRIPTION	AMOUNT	CHECK NO.	CHECK DATE	CHECK TYPE	CHECK NUMBER	CHECK STATUS
1/1/2025	Initial Deposit	1000.00					
1/15/2025	Monthly Payment	150.00					
2/1/2025	Monthly Payment	150.00					
2/15/2025	Monthly Payment	150.00					
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D2.3 Report on the public participation procedures and citizen involvement

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D2.3 Report on the public participation procedures and citizen involvement

REVENUE REPORT									
1. Revenue generated by ABC Ltd from its operations in the period 1 Jan to 31 Dec 2023									
2. Revenue generated by ABC Ltd from its operations in the period 1 Jan to 31 Dec 2023, broken down by product line, region, and customer type. All figures are in US Dollars (\$).									
Period		Region		Product Line		Customer Type			
Start Date	End Date	North America	Europe	Software	Hardware	Retail			Wholesale
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06-30	1500	1700	750	950	300	400	150	750
2023-07-01	2023-07-31	1600	1800	800	1000	320	420	160	800
2023-08-01	2023-08-31	1700	1900	850	1050	340	440	170	850
2023-09-01	2023-09-30	1800	2000	900	1100	360	460	180	900
2023-10-01	2023-10-31	1900	2100	950	1150	380	480	190	950
2023-11-01	2023-11-30	2000	2200	1000	1200	400	500	200	1000
2023-12-01	2023-12-31	2100	2300	1050	1250	420	520	210	1050
2023-01-01	2023-12-31	15000	18000	7500	10500	1500	2250	750	7500
2023-01-01	2023-06-30	7500	9000	3750	5250	750	1125	375	3750
2023-07-01	2023-12-31	7500	9000	3750	5250	750	1125	375	3750
2023-01-01	2023-03-31	3000	3600	1500	2100	300	450	150	1500
2023-04-01	2023-06-30	4500	5400	2250	3150	450	675	225	2250
2023-07-01	2023-09-30	4500	5400	2250	3150	450	675	225	2250
2023-10-01	2023-12-31	4500	5400	2250	3150	450	675	225	2250
2023-01-01	2023-01-31	1000	1200	500	700	200	300	100	500
2023-02-01	2023-02-28	1100	1300	550	750	220	320	110	550
2023-03-01	2023-03-31	1200	1400	600	800	240	340	120	600
2023-04-01	2023-04-30	1300	1500	650	850	260	360	130	650
2023-05-01	2023-05-31	1400	1600	700	900	280	380	140	700
2023-06-01	2023-06								

D2.3 Report on the public participation procedures and citizen involvement

2023年1月1日 - 2023年12月31日									
日期	姓名	性别	年龄	职位	部门	工资	奖金	福利	备注
2023-01-01	张三	男	30	经理	市场部	10000	5000	五险一金	
2023-01-01	李四	女	25	专员	市场部	8000	3000	五险一金	
2023-01-01	王五	男	35	经理	销售部	12000	6000	五险一金	
2023-01-01	赵六	女	28	专员	销售部	9000	4000	五险一金	
2023-01-01	孙七	男	32	经理	技术部	11000	5500	五险一金	
2023-01-01	周八	女	26	专员	技术部	8500	3500	五险一金	
2023-01-01	吴九	男	38	经理	财务部	13000	7000	五险一金	
2023-01-01	郑十	女	31	专员	财务部	10500	5000	五险一金	
2023-01-01	冯十一	男	29	经理	人力资源部	10500	5000	五险一金	
2023-01-01	陈十二	女	27	专员	人力资源部	9500	4500	五险一金	
2023-01-01	林十三	男	33	经理	法务部	11500	5500	五险一金	
2023-01-01	徐十四	女	30	专员	法务部	10000	5000	五险一金	
2023-01-01	马十五	男	36	经理	运营部	12500	6500	五险一金	
2023-01-01	朱十六	女	28	专员	运营部	9500	4500	五险一金	
2023-01-01	高十七	男	34	经理	采购部	11000	5500	五险一金	
2023-01-01	何十八	女	32	专员	采购部	10000	5000	五险一金	
2023-01-01	罗十九	男	37	经理	生产部	13500	7500	五险一金	
2023-01-01	宋二十	女	30	专员	生产部	11000	5500	五险一金	
2023-01-01	张二十一	男	31	经理	质检部	12000	6000	五险一金	
2023-01-01	李二十二	女	29	专员	质检部	10500	5000	五险一金	
2023-01-01	王二十三	男	33	经理	物流部	11500	5500	五险一金	
2023-01-01	赵二十四	女	30	专员	物流部	10000	5000	五险一金	
2023-01-01	孙二十五	男	35	经理	仓储部	12500	6500	五险一金	
2023-01-01	周二十六	女	32	专员	仓储部	11000	5500	五险一金	
2023-01-01	吴二十七	男	36	经理	设备部	13000	7000	五险一金	
2023-01-01	郑二十八	女	31	专员	设备部	11500	5500	五险一金	
2023-01-01	冯二十九	男	34	经理	安全部	12000	6000	五险一金	
2023-01-01	陈三十	女	30	专员	安全部	10500	5000	五险一金	
2023-01-01	林三十一	男	37	经理	环保部	13500	7500	五险一金	
2023-01-01	徐三十二	女	33	专员	环保部	12000	6000	五险一金	
2023-01-01	马三十三	男	38	经理	能源部	14000	8000	五险一金	
2023-01-01	朱三十四	女	35	专员	能源部	12500	6500	五险一金	
2023-01-01	高三十五	男	39	经理	综合管理部	14500	8500	五险一金	
2023-01-01	何三十六	女	36	专员	综合管理部	13000	7000	五险一金	
2023-01-01	罗三十七	男	40	经理	董事会	15000	9000	五险一金	
2023-01-01	宋三十八	女	37	专员	董事会	13500	7500	五险一金	

PUBLIC PARTICIPATION PROCEDURES									
NO. 1	NO. 1	NO. 1		NO. 1		NO. 1	NO. 1		
NO. 2	NO. 2	NO. 2		NO. 2		NO. 2	NO. 2		
NO. 3	NO. 3	NO. 3		NO. 3		NO. 3	NO. 3		
NO. 4	NO. 4	NO. 4		NO. 4		NO. 4	NO. 4		
NO. 5	NO. 5	NO. 5		NO. 5		NO. 5	NO. 5		
NO. 6	NO. 6	NO. 6		NO. 6		NO. 6	NO. 6		
NO. 7	NO. 7	NO. 7		NO. 7		NO. 7	NO. 7		
NO. 8	NO. 8	NO. 8		NO. 8		NO. 8	NO. 8		
NO. 9	NO. 9	NO. 9		NO. 9		NO. 9	NO. 9		
NO. 10	NO. 10	NO. 10		NO. 10		NO. 10	NO. 10		
NO. 11	NO. 11	NO. 11		NO. 11		NO. 11	NO. 11		
NO. 12	NO. 12	NO. 12		NO. 12		NO. 12	NO. 12		
NO. 13	NO. 13	NO. 13		NO. 13		NO. 13	NO. 13		
NO. 14	NO. 14	NO. 14		NO. 14		NO. 14	NO. 14		
NO. 15	NO. 15	NO. 15		NO. 15		NO. 15	NO. 15		
NO. 16	NO. 16	NO. 16		NO. 16		NO. 16	NO. 16		
NO. 17	NO. 17	NO. 17		NO. 17		NO. 17	NO. 17		
NO. 18	NO. 18	NO. 18		NO. 18		NO. 18	NO. 18		
NO. 19	NO. 19	NO. 19		NO. 19		NO. 19	NO. 19		
NO. 20	NO. 20	NO. 20		NO. 20		NO. 20	NO. 20		
NO. 21	NO. 21	NO. 21		NO. 21		NO. 21	NO. 21		
NO. 22	NO. 22	NO. 22		NO. 22		NO. 22	NO. 22		
NO. 23	NO. 23	NO. 23		NO. 23		NO. 23	NO. 23		
NO. 24	NO. 24	NO. 24		NO. 24		NO. 24	NO. 24		
NO. 25	NO. 25	NO. 25		NO. 25		NO. 25	NO. 25		
NO. 26	NO. 26	NO. 26		NO. 26		NO. 26	NO. 26		
NO. 27	NO. 27	NO. 27		NO. 27		NO. 27	NO. 27		
NO. 28	NO. 28	NO. 28		NO. 28		NO. 28	NO. 28		
NO. 29	NO. 29	NO. 29		NO. 29		NO. 29	NO. 29		
NO. 30	NO. 30	NO. 30		NO. 30		NO. 30	NO. 30		
NO. 31	NO. 31	NO. 31		NO. 31		NO. 31	NO. 31		
NO. 32	NO. 32	NO. 32		NO. 32		NO. 32	NO. 32		
NO. 33	NO. 33	NO. 33		NO. 33		NO. 33	NO. 33		
NO. 34	NO. 34	NO. 34		NO. 34		NO. 34	NO. 34		
NO. 35	NO. 35	NO. 35		NO. 35		NO. 35	NO. 35		
NO. 36	NO. 36	NO. 36		NO. 36		NO. 36	NO. 36		
NO. 37	NO. 37	NO. 37		NO. 37		NO. 37	NO. 37		
NO. 38	NO. 38	NO. 38		NO. 38		NO. 38	NO. 38		
NO. 39	NO. 39	NO. 39		NO. 39		NO. 39	NO. 39		
NO. 40	NO. 40	NO. 40		NO. 40		NO. 40	NO. 40		
NO. 41	NO. 41	NO. 41		NO. 41		NO. 41	NO. 41		
NO. 42	NO. 42	NO. 42		NO. 42		NO. 42	NO. 42		
NO. 43	NO. 43	NO. 43		NO. 43		NO. 43	NO. 43		
NO. 44	NO. 44	NO. 44		NO. 44		NO. 44	NO. 44		
NO. 45	NO. 45	NO. 45		NO. 45		NO. 45	NO. 45		
NO. 46	NO. 46	NO. 46		NO. 46		NO. 46	NO. 46		
NO. 47	NO. 47	NO. 47		NO. 47		NO. 47	NO. 47		
NO. 48	NO. 48	NO. 48		NO. 48		NO. 48	NO. 48		
NO. 49	NO. 49	NO. 49		NO. 49		NO. 49	NO. 49		
NO. 50	NO. 50	NO. 50		NO. 50		NO. 50	NO. 50		

Comprehensive Project Data									
ID	Name	Status	Category	Priority	Owner	Start Date	End Date	Progress	Notes
001	Project Alpha	Active	Development	High	John Doe	2023-01-01	2023-06-30	75%	On track
002	Project Beta	On Hold	Marketing	Medium	Jane Smith	2023-02-15	2023-08-15	20%	Waiting for budget
003	Project Gamma	Completed	Operations	Low	Mike Johnson	2022-11-01	2023-01-31	100%	Final review
004	Project Delta	Active	Development	High	Alice Brown	2023-03-01	2023-09-30	50%	Minor delays
005	Project Epsilon	On Hold	Marketing	Medium	Bob White	2023-04-01	2023-10-31	10%	Need more resources
006	Project Zeta	Active	Development	High	Charlie Black	2023-05-01	2023-11-30	30%	Good progress
007	Project Eta	On Hold	Marketing	Medium	Diana Green	2023-06-01	2023-12-31	5%	Waiting for approval
008	Project Theta	Active	Development	High	Eve Blue	2023-07-01	2024-01-31	15%	Initial setup
009	Project Iota	On Hold	Marketing	Medium	Frank Red	2023-08-01	2024-02-28	0%	Not started
010	Project Kappa	Active	Development	High	Grace Yellow	2023-09-01	2024-03-31	10%	Planning phase
011	Project Lambda	On Hold	Marketing	Medium	Henry Purple	2023-10-01	2024-04-30	0%	Waiting for data
012	Project Mu	Active	Development	High	Ivy Pink	2023-11-01	2024-05-31	5%	Research phase
013	Project Nu	On Hold	Marketing	Medium	Jack Orange	2023-12-01	2024-06-30	0%	Not started
014	Project Xi	Active	Development	High	Karen Silver	2024-01-01	2024-07-31	0%	Planning phase
015	Project Omicron	On Hold	Marketing	Medium	Leo Gold	2024-02-01	2024-08-31	0%	Waiting for budget
016	Project Pi	Active	Development	High	Mia Bronze	2024-03-01	2024-09-30	0%	Initial setup
017	Project Rho	On Hold	Marketing	Medium	Noah Copper	2024-04-01	2024-10-31	0%	Not started
018	Project Sigma	Active	Development	High	Olivia Iron	2024-05-01	2024-11-30	0%	Planning phase
019	Project Tau	On Hold	Marketing	Medium	Peter Steel	2024-06-01	2024-12-31	0%	Waiting for data
020	Project Upsilon	Active	Development	High	Quinn Nickel	2024-07-01	2025-01-31	0%	Initial setup

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8.1.3 BRATISLAVA

[illegible]

Table 1: Summary of public participation procedures and citizen involvement																
Project	Phase	Information					Consultation					Decision				
		Topic	Method	Frequency	Duration	Location	Topic	Method	Frequency	Duration	Location	Topic	Method	Frequency	Duration	Location
Project A	Phase 1	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
	Phase 2	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
Project B	Phase 1	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
	Phase 2	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
Project C	Phase 1	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
	Phase 2	Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online
		Information	Workshop	1	2h	Online	Consultation	Survey	1	1h	Online	Decision	Meeting	1	1h	Online

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Table 1: Summary of the public participation procedures and citizen involvement									
Project	Phase	Public participation procedures and citizen involvement							
		Procedure	Method	Frequency	Duration	Location	Participants	Results	Comments
Project A	1	Public consultation	Workshop	Quarterly	3 months	Local community center	20 participants	Identified key issues	Good participation
	2	Public consultation	Survey	Monthly	1 month	Online	50 participants	Collected feedback	High response rate
	3	Public consultation	Focus group	Bi-monthly	2 weeks	Local community center	10 participants	Discussed specific issues	Engaged participants
	4	Public consultation	Open house	Quarterly	1 week	Local community center	30 participants	Presented project details	Informative session
	5	Public consultation	Survey	Monthly	1 month	Online	40 participants	Collected feedback	Consistent participation
	6	Public consultation	Workshop	Quarterly	3 months	Local community center	25 participants	Identified key issues	Active participation
	7	Public consultation	Survey	Monthly	1 month	Online	60 participants	Collected feedback	High engagement
	8	Public consultation	Focus group	Bi-monthly	2 weeks	Local community center	12 participants	Discussed specific issues	Insightful discussions
	9	Public consultation	Open house	Quarterly	1 week	Local community center	35 participants	Presented project details	Informative session
	10	Public consultation	Survey	Monthly	1 month	Online	55 participants	Collected feedback	High participation



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TABLE 1

Activity	Responsible	Start Date	End Date	Status	Comments
1. Identification of the project and its objectives	Project Manager	2017-01-01	2017-01-31	Completed	
2. Identification of the stakeholders and their interests	Project Manager	2017-02-01	2017-02-28	Completed	
3. Design of the participation process	Project Manager	2017-03-01	2017-03-31	Completed	
4. Implementation of the participation process	Project Manager	2017-04-01	2017-04-30	In Progress	
5. Monitoring and evaluation of the participation process	Project Manager	2017-05-01	2017-05-31	Not Started	
6. Reporting and communication of the results	Project Manager	2017-06-01	2017-06-30	Not Started	
7. Follow-up and implementation of the recommendations	Project Manager	2017-07-01	2017-07-31	Not Started	
8. Final evaluation and lessons learned	Project Manager	2017-08-01	2017-08-31	Not Started	

Project Management Dashboard									
Project Overview		Project Details		Financial Summary			Timeline & Status		Risk Assessment
ID	Name	Type	Description	Budget	Actual	Variance	Start Date	End Date	Health
P001	Website Redesign	Development	Redesigning the company website for better user experience.	\$12,000	\$10,500	\$1,500	2023-01-15	2023-03-31	Green
P002	Mobile App Launch	Marketing	Launching a new mobile application for iOS and Android.	\$8,000	\$8,200	-\$200	2023-02-01	2023-04-15	Yellow
P003	Q2 Report Generation	Reporting	Generating the quarterly financial report for Q2.	\$3,000	\$3,000	\$0	2023-06-01	2023-06-15	Green
P004	HR Policy Update	HR	Updating the company's HR policies to comply with new regulations.	\$5,000	\$4,800	\$200	2023-07-01	2023-07-31	Green
P005	IT Infrastructure Upgrade	IT	Upgrading the company's IT infrastructure, including servers and network.	\$20,000	\$18,000	\$2,000	2023-08-01	2023-09-30	Green
P006	Customer Feedback Analysis	Marketing	Analyzing customer feedback from recent surveys.	\$2,000	\$2,100	-\$100	2023-09-01	2023-09-15	Yellow
P007	Product Development Phase 2	Development	Phase 2 of the new product development project.	\$15,000	\$14,000	\$1,000	2023-10-01	2023-11-30	Green
P008	Legal Review of Contracts	Legal	Reviewing all current contracts for legal compliance.	\$4,000	\$4,000	\$0	2023-11-01	2023-11-30	Green
P009	Website Performance Audit	IT	Auditing the website's performance and identifying areas for improvement.	\$1,000	\$1,000	\$0	2023-12-01	2023-12-15	Green
P010	Annual Budget Planning	Finance	Planning the annual budget for the upcoming fiscal year.	\$6,000	\$5,800	\$200	2023-12-01	2024-01-31	Yellow

8.1.4 TULCEA

TULCEA	
Project name	TULCEA
Lead	CMVNF
Partner	GENOVA, BSK, EXDWARF
Year	2017
Description of the intervention	
The intervention consists of a series of activities aimed at raising awareness and promoting citizen participation in the management of the TULCEA site.	
The activities include:	
- Development of a communication plan	
- Organization of a series of workshops and meetings	
- Implementation of a citizen survey	
- Development of a series of educational materials	
- Implementation of a series of activities aimed at promoting citizen participation in the management of the TULCEA site.	
The results of the intervention are as follows:	
- Increased awareness of the TULCEA site and its management	
- Increased citizen participation in the management of the TULCEA site	
- Development of a series of educational materials	
- Implementation of a series of activities aimed at promoting citizen participation in the management of the TULCEA site.	
The intervention has been successful in achieving its objectives and has resulted in a series of positive outcomes for the TULCEA site and its management.	
The results of the intervention are as follows:	
- Increased awareness of the TULCEA site and its management	
- Increased citizen participation in the management of the TULCEA site	
- Development of a series of educational materials	
- Implementation of a series of activities aimed at promoting citizen participation in the management of the TULCEA site.	
The intervention has been successful in achieving its objectives and has resulted in a series of positive outcomes for the TULCEA site and its management.	

Scheda di monitoraggio delle attività di partecipazione pubblica																
Attività	Data	Fase 1: Identificazione delle parti interessate					Fase 2: Consultazione delle parti interessate					Fase 3: Elaborazione e risposta alle osservazioni				
		Identificazione	Analisi	Classificazione	Informazioni	Contatti	Consultazione	Risultati	Analisi	Classificazione	Informazioni	Contatti	Consultazione	Risultati	Analisi	Classificazione
1. Identificazione delle parti interessate																
2. Consultazione delle parti interessate																
3. Elaborazione e risposta alle osservazioni																
4. Monitoraggio e valutazione																
5. Comunicazione e trasparenza																
6. Partecipazione continua																
7. Valutazione dell'impatto																
8. Revisione e miglioramento																
9. Archiviazione e accesso																
10. Report finale																
11. Pubblicazione																
12. Monitoraggio dell'attuazione																
13. Valutazione dell'efficacia																
14. Comunicazione dei risultati																
15. Archiviazione dei documenti																
16. Report di chiusura																
17. Pubblicazione del report																
18. Monitoraggio dell'attuazione																
19. Valutazione dell'efficacia																
20. Comunicazione dei risultati																
21. Archiviazione dei documenti																
22. Report di chiusura																
23. Pubblicazione del report																
24. Monitoraggio dell'attuazione																
25. Valutazione dell'efficacia																
26. Comunicazione dei risultati																
27. Archiviazione dei documenti																
28. Report di chiusura																
29. Pubblicazione del report																
30. Monitoraggio dell'attuazione																
31. Valutazione dell'efficacia																
32. Comunicazione dei risultati																
33. Archiviazione dei documenti																
34. Report di chiusura																
35. Pubblicazione del report																
36. Monitoraggio dell'attuazione																
37. Valutazione dell'efficacia																
38. Comunicazione dei risultati																
39. Archiviazione dei documenti																
40. Report di chiusura																
41. Pubblicazione del report																
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43. Valutazione dell'efficacia																
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50. Comunicazione dei risultati																
51. Archiviazione dei documenti																
52. Report di chiusura																
53. Pubblicazione del report																
54. Monitoraggio dell'attuazione																
55. Valutazione dell'efficacia																
56. Comunicazione dei risultati																
57. Archiviazione dei documenti																
58. Report di chiusura																
59. Pubblicazione del report																
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62. Comunicazione dei risultati																
63. Archiviazione dei documenti																
64. Report di chiusura																
65. Pubblicazione del report																
66. Monitoraggio dell'attuazione																
67. Valutazione dell'efficacia																
68. Comunicazione dei risultati																
69. Archiviazione dei documenti																
70. Report di chiusura																
71. Pubblicazione del report																
72. Monitoraggio dell'attuazione																
73. Valutazione dell'efficacia																
74. Comunicazione dei risultati																
75. Archiviazione dei documenti																
76. Report di chiusura																
77. Pubblicazione del report																
78. Monitoraggio dell'attuazione																
79. Valutazione dell'efficacia																
80. Comunicazione dei risultati																
81. Archiviazione dei documenti																
82. Report di chiusura																
83. Pubblicazione del report																
84. Monitoraggio dell'attuazione																
85. Valutazione dell'efficacia																
86. Comunicazione dei risultati																
87. Archiviazione dei documenti																
88. Report di chiusura																
89. Pubblicazione del report																
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91. Valutazione dell'efficacia																
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93. Archiviazione dei documenti																
94. Report di chiusura																
95. Pubblicazione del report																
96. Monitoraggio dell'attuazione																
97. Valutazione dell'efficacia																
98. Comunicazione dei risultati																
99. Archiviazione dei documenti																
100. Report di chiusura																

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Scheda di monitoraggio delle attività di partecipazione pubblica									
Scheda di monitoraggio delle attività di partecipazione pubblica									
Scheda di monitoraggio delle attività di partecipazione pubblica									
N. di partecipazione	Data	Scheda di monitoraggio delle attività di partecipazione pubblica							
		Scheda di monitoraggio delle attività di partecipazione pubblica							
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87		20	20	20	20	20	20	20	20
88		20	20	20	20	20	20	20	20
89		20	20	20	20	20	20	20	20
90		20	20	20	20	20	20	20	20
91		20	20	20	20	20	20	20	20
92		20	20	20	20	20	20	20	20
93		20	20	20	20	20	20	20	20
94		20	20	20	20	20	20	20	20
95		20	20	20	20	20	20	20	20
96		20	20	20	20	20	20	20	20
97		20	20	20	20	20	20	20	20
98		20	20	20	20	20	20	20	20
99		20	20	20	20	20	20	20	20
100		20	20	20	20	20	20	20	20



[illegible]

PARTICIPATION TO THE PROJECT									
Project	Phase	Activity	Responsible	Start Date	End Date	Status	Comments	Feedback	Impact
Project A	Phase 1	Activity 1.1	Responsible A	Start Date A	End Date A	Status A	Comments A	Feedback A	Impact A
	Phase 1	Activity 1.2	Responsible A	Start Date A	End Date A	Status A	Comments A	Feedback A	Impact A
	Phase 2	Activity 2.1	Responsible B	Start Date B	End Date B	Status B	Comments B	Feedback B	Impact B
	Phase 2	Activity 2.2	Responsible B	Start Date B	End Date B	Status B	Comments B	Feedback B	Impact B
Project B	Phase 1	Activity 1.1	Responsible C	Start Date C	End Date C	Status C	Comments C	Feedback C	Impact C
	Phase 1	Activity 1.2	Responsible C	Start Date C	End Date C	Status C	Comments C	Feedback C	Impact C
	Phase 2	Activity 2.1	Responsible D	Start Date D	End Date D	Status D	Comments D	Feedback D	Impact D
	Phase 2	Activity 2.2	Responsible D	Start Date D	End Date D	Status D	Comments D	Feedback D	Impact D
Project C	Phase 1	Activity 1.1	Responsible E	Start Date E	End Date E	Status E	Comments E	Feedback E	Impact E
	Phase 1	Activity 1.2	Responsible E	Start Date E	End Date E	Status E	Comments E	Feedback E	Impact E
	Phase 2	Activity 2.1	Responsible F	Start Date F	End Date F	Status F	Comments F	Feedback F	Impact F
	Phase 2	Activity 2.2	Responsible F	Start Date F	End Date F	Status F	Comments F	Feedback F	Impact F
Project D	Phase 1	Activity 1.1	Responsible G	Start Date G	End Date G	Status G	Comments G	Feedback G	Impact G
	Phase 1	Activity 1.2	Responsible G	Start Date G	End Date G	Status G	Comments G	Feedback G	Impact G
	Phase 2	Activity 2.1	Responsible H	Start Date H	End Date H	Status H	Comments H	Feedback H	Impact H
	Phase 2	Activity 2.2	Responsible H	Start Date H	End Date H	Status H	Comments H	Feedback H	Impact H
Project E	Phase 1	Activity 1.1	Responsible I	Start Date I	End Date I	Status I	Comments I	Feedback I	Impact I
	Phase 1	Activity 1.2	Responsible I	Start Date I	End Date I	Status I	Comments I	Feedback I	Impact I
	Phase 2	Activity 2.1	Responsible J	Start Date J	End Date J	Status J	Comments J	Feedback J	Impact J
	Phase 2	Activity 2.2	Responsible J	Start Date J	End Date J	Status J	Comments J	Feedback J	Impact J

Scheda di valutazione									
Attività	Descrizione	Responsabile	Periodo	Modalità	Strumenti	Canali	Obiettivi	Indicatore	Valutazione
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2023年1-6月主要经济指标完成情况表									
单位		指标名称		单位				指标名称	
年份	月份	单位	指标名称	单位	指标名称	单位	指标名称	单位	指标名称
2023	1	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	2	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	3	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	4	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	5	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	6	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	7	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	8	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	9	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	10	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	11	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值
2023	12	万元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值	亿元	地区生产总值

8.1.5 VILANOVA DE FAMALICAO

[illegible]

Scheda di monitoraggio delle attività di partecipazione pubblica																
Data	Descrizione dell'attività	Fase di consultazione					Fase di coinvolgimento					Fase di partecipazione				
		Modalità	Canali	Strumenti	Tempi	Costi	Modalità	Canali	Strumenti	Tempi	Costi	Modalità	Canali	Strumenti	Tempi	Costi
2017																
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Project Management Dashboard									
Project ID	Project Name	Status		Progress		Budget		Risk	
		On Track	Delayed	Complete	In Progress	Allocated	Spent	High	Low
P001	Project Alpha	Yes	No	100%	80%	\$100k	\$80k	Low	Low
P002	Project Beta	No	Yes	50%	30%	\$200k	\$150k	Medium	Medium
P003	Project Gamma	Yes	No	20%	10%	\$150k	\$10k	Low	Low
P004	Project Delta	No	Yes	70%	60%	\$180k	\$120k	Medium	Medium
P005	Project Epsilon	Yes	No	30%	15%	\$120k	\$30k	Low	Low
P006	Project Zeta	No	Yes	40%	20%	\$160k	\$80k	Medium	Medium
P007	Project Eta	Yes	No	60%	40%	\$140k	\$80k	Low	Low
P008	Project Theta	No	Yes	80%	70%	\$220k	\$160k	Medium	Medium
P009	Project Iota	Yes	No	10%	5%	\$90k	\$5k	Low	Low
P010	Project Kappa	No	Yes	90%	85%	\$250k	\$210k	Medium	Medium

Table with 20 columns and 20 rows. The table contains a diagonal pattern of black squares, indicating a specific sequence or relationship across the rows and columns. The columns are labeled with various identifiers, and the rows are labeled with various identifiers. The table is divided into sections by colored headers (blue, red, green).

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
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SECRETARIA									
Elaboración de la memoria de la participación ciudadana y de la información pública									
Este documento es una memoria de la participación ciudadana y de la información pública, elaborada por la Secretaría de la Presidencia de la República, en el marco de la Ley de Acceso a la Información Pública, Ley de Transparencia y de la Ley de Participación Ciudadana.									
Identificación		Descripción		Evaluación		Observaciones			
Nº	Fecha	Evento	Descripción	Valor	Calificación	Observaciones			
1	2017	Reunión	Reunión de trabajo						
2	2017	Reunión	Reunión de trabajo						
3	2017	Reunión	Reunión de trabajo						
4	2017	Reunión	Reunión de trabajo						
5	2017	Reunión	Reunión de trabajo						
6	2017	Reunión	Reunión de trabajo						
7	2017	Reunión	Reunión de trabajo						
8	2017	Reunión	Reunión de trabajo						
9	2017	Reunión	Reunión de trabajo						
10	2017	Reunión	Reunión de trabajo						
11	2017	Reunión	Reunión de trabajo						
12	2017	Reunión	Reunión de trabajo						
13	2017	Reunión	Reunión de trabajo						
14	2017	Reunión	Reunión de trabajo						
15	2017	Reunión	Reunión de trabajo						
16	2017	Reunión	Reunión de trabajo						
17	2017	Reunión	Reunión de trabajo						
18	2017	Reunión	Reunión de trabajo						
19	2017	Reunión	Reunión de trabajo						
20	2017	Reunión	Reunión de trabajo						
21	2017	Reunión	Reunión de trabajo						
22	2017	Reunión	Reunión de trabajo						
23	2017	Reunión	Reunión de trabajo						
24	2017	Reunión	Reunión de trabajo						
25	2017	Reunión	Reunión de trabajo						
26	2017	Reunión	Reunión de trabajo						
27	2017	Reunión	Reunión de trabajo						
28	2017	Reunión	Reunión de trabajo						
29	2017	Reunión	Reunión de trabajo						
30	2017	Reunión	Reunión de trabajo						
31	2017	Reunión	Reunión de trabajo						
32	2017	Reunión	Reunión de trabajo						
33	2017	Reunión	Reunión de trabajo						
34	2017	Reunión	Reunión de trabajo						
35	2017	Reunión	Reunión de trabajo						
36	2017	Reunión	Reunión de trabajo						
37	2017	Reunión	Reunión de trabajo						
38	2017	Reunión	Reunión de trabajo						
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43	2017	Reunión	Reunión de trabajo						
44	2017	Reunión	Reunión de trabajo						
45	2017	Reunión	Reunión de trabajo						
46	2017	Reunión	Reunión de trabajo						
47	2017	Reunión	Reunión de trabajo						
48	2017	Reunión	Reunión de trabajo						
49	2017	Reunión	Reunión de trabajo						
50	2017	Reunión	Reunión de trabajo						
51	2017	Reunión	Reunión de trabajo						
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60	2017	Reunión	Reunión de trabajo						
61	2017	Reunión	Reunión de trabajo						
62	2017	Reunión	Reunión de trabajo						
63	2017	Reunión	Reunión de trabajo						
64	2017	Reunión	Reunión de trabajo						
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67	2017	Reunión	Reunión de trabajo						
68	2017	Reunión	Reunión de trabajo						
69	2017	Reunión	Reunión de trabajo						
70	2017	Reunión	Reunión de trabajo						
71	2017	Reunión	Reunión de trabajo						
72	2017	Reunión	Reunión de trabajo						
73	2017	Reunión	Reunión de trabajo						
74	2017	Reunión	Reunión de trabajo						
75	2017	Reunión	Reunión de trabajo						
76	2017	Reunión	Reunión de trabajo						
77	2017	Reunión	Reunión de trabajo						
78	2017	Reunión	Reunión de trabajo						
79	2017	Reunión	Reunión de trabajo						
80	2017	Reunión	Reunión de trabajo						
81	2017	Reunión	Reunión de trabajo						
82	2017	Reunión	Reunión de trabajo						
83	2017	Reunión	Reunión de trabajo						
84	2017	Reunión	Reunión de trabajo						
85	2017	Reunión	Reunión de trabajo						
86	2017	Reunión	Reunión de trabajo						
87	2017	Reunión	Reunión de trabajo						
88	2017	Reunión	Reunión de trabajo						
89	2017	Reunión	Reunión de trabajo						
90	2017	Reunión	Reunión de trabajo						
91	2017	Reunión	Reunión de trabajo						
92	2017	Reunión	Reunión de trabajo						
93	2017	Reunión	Reunión de trabajo						
94	2017	Reunión	Reunión de trabajo						
95	2017	Reunión	Reunión de trabajo						
96	2017	Reunión	Reunión de trabajo						
97	2017	Reunión	Reunión de trabajo						
98	2017	Reunión	Reunión de trabajo						
99	2017	Reunión	Reunión de trabajo						
100	2017	Reunión	Reunión de trabajo						

D2.3 Report on the public participation procedures and citizen involvement

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9 APPENDIX III: Analysis of each pilot cases

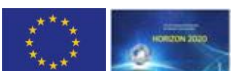
GENOVA.

BILBAO.

BRATISLAVA.

TULCEA.

VILANOVA DE FAMALICAO.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



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9.1.1 GENOVA

<i>Stakeholders (short name)</i>	<i>Description of each stakeholder</i>
Regional CP	Civil protezione and Emergency Department of Regione Liguria
ARPAL	Regional agency for weather forecast
112	Emergency receiving center (Regional)
Allerta Meteo	Regional agency for meteo alert
Prefecture	Prefettura di Genova, district State authority
State police	Polizia di Stato, Carabinieri e Carabinieri Forestali, Guardia costiera,
Fire fighters	Vigili del Fuoco provinciali
Municipality CP U.O.	Civil Protection Direction (department) of Comune di Genova
Municipality U.O.	Other Directions (Departments involved in flood risk management: Information Systems, Hydraulics activities, Communication, Environment and hygiene, Heritage and public property, Youth Policy, Social Policies, Economic Development, Culture, Urban Mobility, Urban Maintenance)
Municipi	Municipi
Local police	Polizia municipale
Shops consortia	"Centri integrati di via" - "Integrated street centers", association of local traders
Markets and supermarkets	-
Schools	-
Hospitals, Health	-
Public service companies	Aster (Urban maintenance), Amiu (Environment management and garbage collection), Iren (gas and water), AMT(local public transport)

Private service company	Enel (electricity), Gestori telefonici (telecommunication)
CP Municipality Group NGO	Civil protection volunteer Group organized by Municipality
CP NGO	Civil protection volunteer Groups coordinated by Municipality with specific agreements
Citizen	Citizen and general public

Table 20: Stakeholders identified in questionnaire of Genova.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
Regional CP				YES												
ARPAL				YES												
112				YES												
Allerta Meteo				YES												
Prefecture			YES													
State police			YES													
Fire fighters			YES													
Municipality CP U.O.		YES														
Municipality U.O.		YES														
Municipi		YES														
Local police		YES														
Shops consortia												YES				
Markets and												YES				

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
supermarkets																
Schools				YES												
Hospitals, Health				YES												
Public service companies							YES									
Private service company								YES								
CP Municipality Group NGO											YES					
CP NGO														YES		
Citizen																YES

Table 21: Stakeholders identified in questionnaire of Genova. Type of stakeholder.

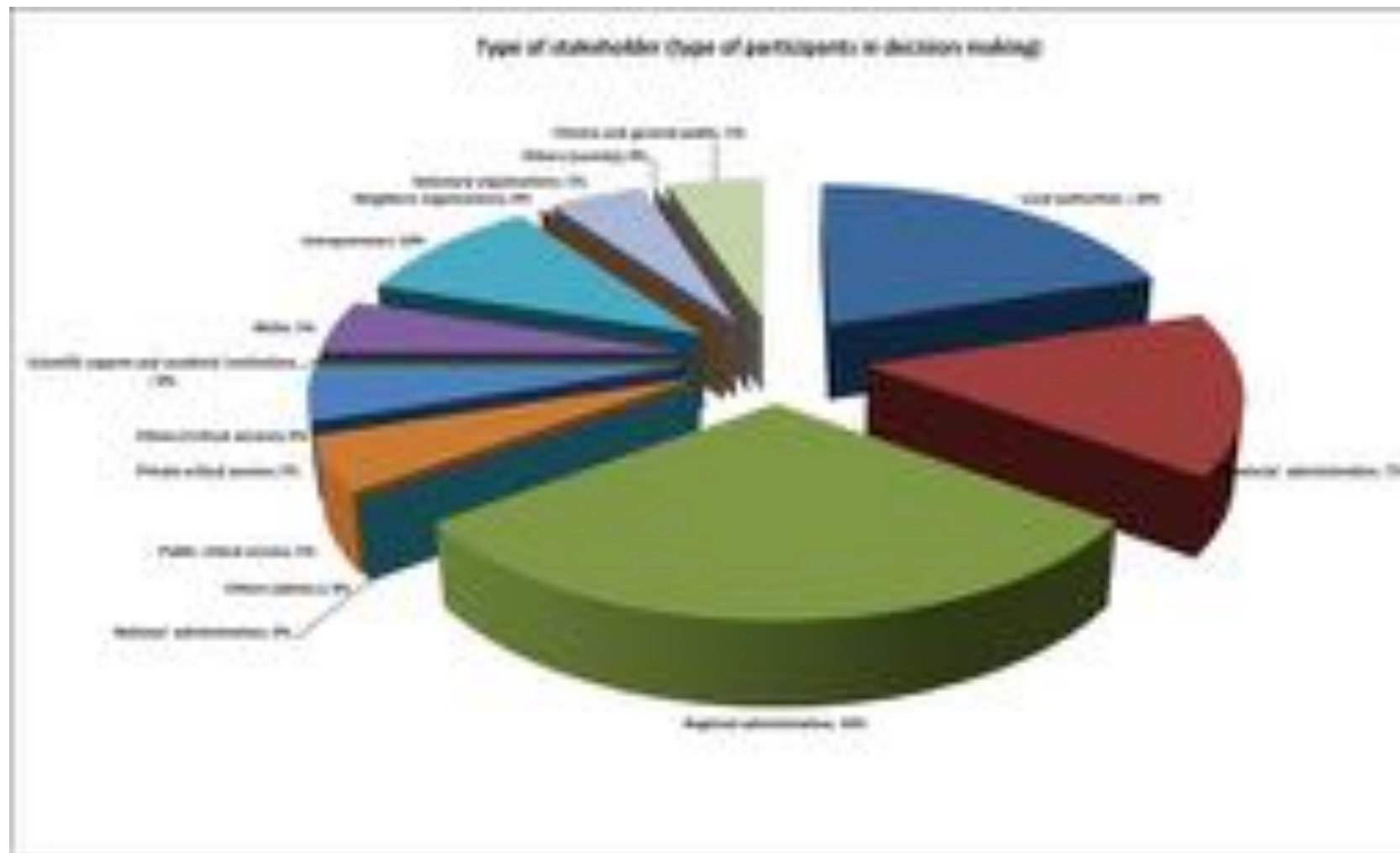


Figure 70. Stakeholders identified in questionnaire of Genova. Type of stakeholder.

D2.3 Report on the public participation procedures and citizen involvement

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
Regional CP	YES						
ARPAL	YES						
112	YES						
Allerta Meteo	YES						
Prefecture	YES						
State police	YES						
Fire fighters	YES						
Municipality CP U.O.	YES						
Municipality U.O.	YES						
Municipi	YES						
Local police	YES						
Shops consortia					YES		
Markets and supermarkets					YES		
Schools				YES			
Hospitals, Health				YES			

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
Public service companies				YES			
Private service company							YES
CP Municipality Group NGO						YES	
CP NGO						YES	
Citizen							YES

Table 22: Stakeholders identified in questionnaire of Genova. Authority & power.

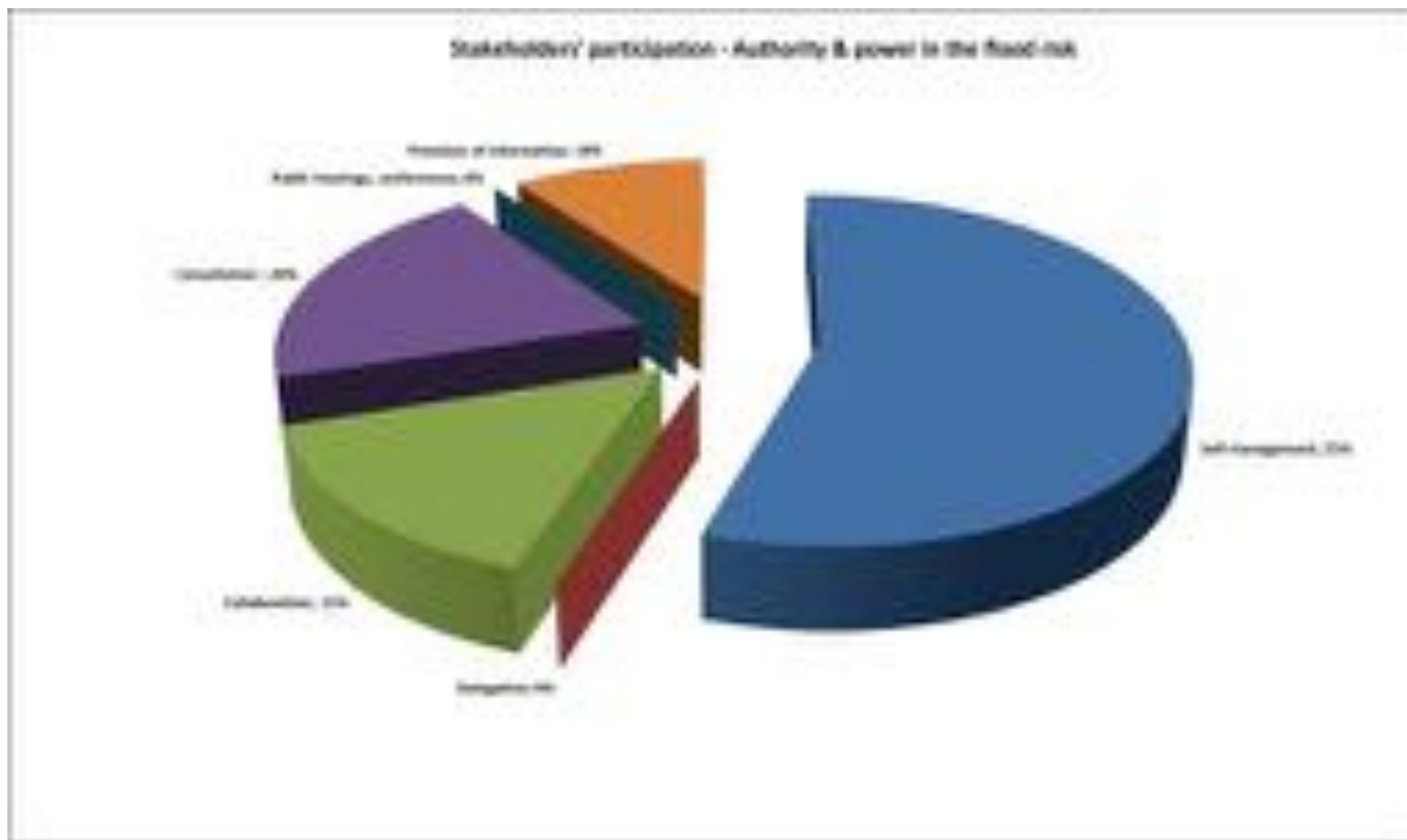


Figure 71.Stakeholders identified in questionnaire of Genova. Authority & power.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
Regional CP	YES								
ARPAL	YES								
112	YES								
Allerta Meteo	YES								
Prefecture	YES								
State police	YES								
Fire fighters	YES								
Municipality CP U.O.	YES								
Municipality U.O.	YES								
Municipi		YES							
Local police	YES								
Shops consortia					YES				

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
Markets and supermarkets					YES				
Schools						YES			
Hospitals, Health						YES			
Public service companies					YES				
Private service company					YES				
CP Municipality Group NGO							YES		
CP NGO							YES		
Citizen								YES	

Table 23: Stakeholders identified in questionnaire of Genova. Communication and decision mode.

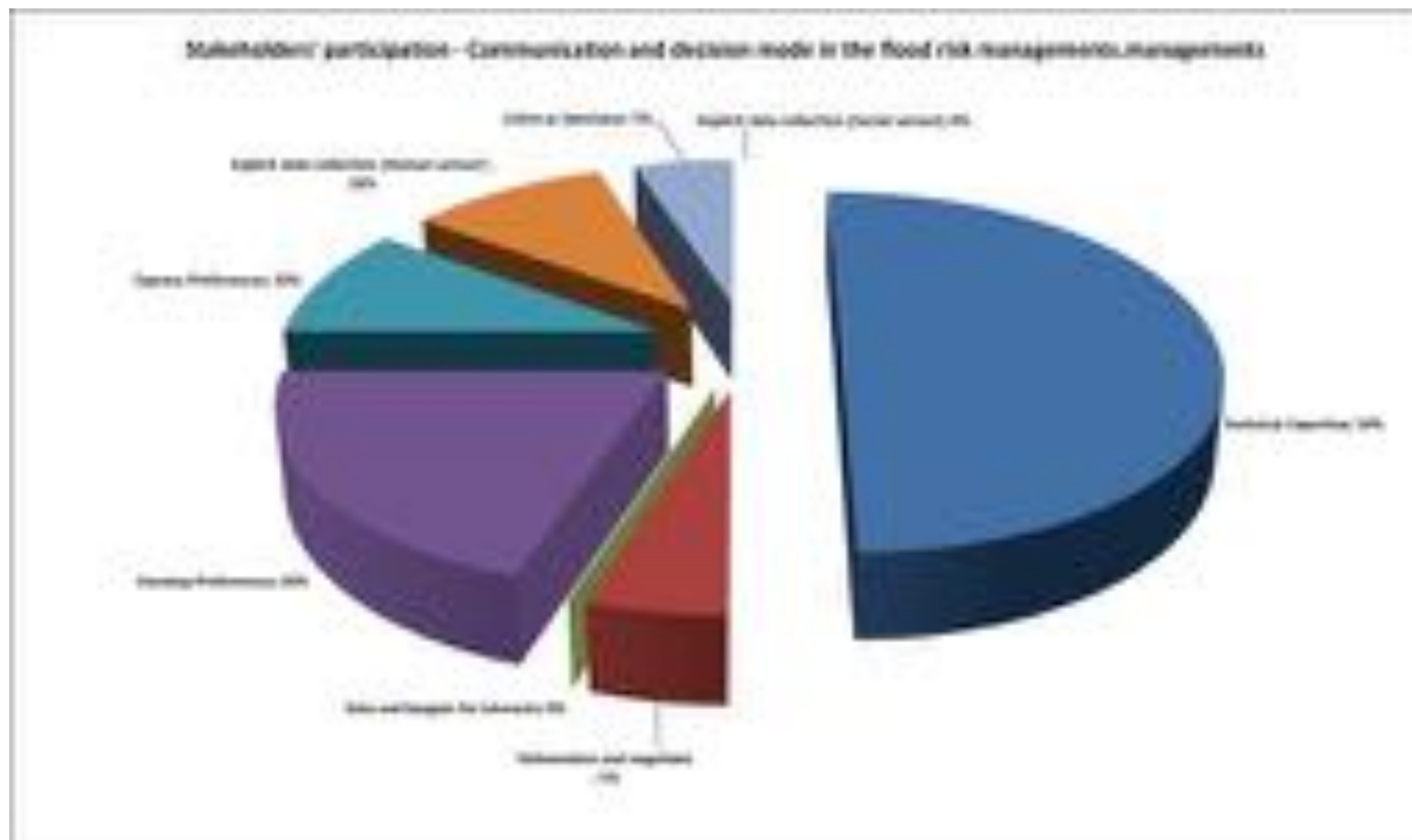


Figure 72. Stakeholders identified in questionnaire of Genova. Communication and decision mode.

D2.3 Report on the public participation procedures and citizen involvement

	INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																			
	FROM ...																			
TO ...	Regional CP	ARPAL	112	Allerta Meteo	Prefecture	State police	Fire fighters	Municipality CP U.O.	Municipality U.O.	Municipi	Local police	Shops consortia	Markets and supermarkets	Schools	Hospitals, Health	Public service companies	Private service company	CP Municipality Group NGO	CP NGO	Citizen
Regional CP		YES	YES	YES	YES		YES							YES	YES			YES	YES	
ARPAL	YES			YES				YES												
112	YES				YES	YES	YES	YES			YES				YES					
Allerta Meteo	YES	YES			YES			YES												YES
Prefecture	YES					YES	YES	YES			YES			YES	YES	YES	YES			YES
State police					YES		YES	YES			YES									YES
Fire fighters	YES				YES	YES		YES			YES									YES
Municipality CP U.O.	YES	YES			YES		YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Municipality U.O.								YES		YES	YES	YES	YES	YES	YES	YES	YES			YES
Municipi								YES	YES		YES	YES	YES	YES		YES				YES

D2.3 Report on the public participation procedures and citizen involvement

	INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																			
	FROM ...																			
TO ...	Regional CP	ARPAL	112	Allerta Meteo	Prefecture	State police	Fire fighters	Municipality CP U.O.	Municipality U.O.	Municipi	Local police	Shops consortia	Markets and supermarkets	Schools	Hospitals, Health	Public service companies	Private service company	CP Municipality Group NGO	CP NGO	Citizen
Local police					YES	YES														
Shops consortia			YES						YES	YES	YES					YES	YES			
Markets and supermarkets			YES						YES	YES	YES					YES	YES			
Schools								YES	YES		YES					YES	YES			
Hospitals, Health								YES			YES									
Public service companies								YES	YES	YES	YES									
Private service company								YES	YES	YES	YES									
CP Municipality Group								YES												YES

	INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																			
	FROM ...																			
TO ...	Regional CP	ARPAL	112	Allerta Meteo	Prefectura	State police	Fire fighters	Municipality CP U.O.	Municipality U.O.	Municipi	Local police	Shops consortia	Markets and supermarkets	Schools	Hospitals, Health	Public service companies	Private service company	CP Municipality Group NGO	CP NGO	Citizen
NGO																				
CP NGO								YES												YES
Citizen			YES																	

Table 24: Stakeholders' interactions in flood risk managements. Genova.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Regional CP	Municipality CP U.O.	Prevention		Flooding studies		INTERNET, EMAIL, ...			
Regional CP	Municipality CP U.O.	Prevention		Land use regulations		INTERNET, EMAIL, ...			
Regional CP	Municipality CP U.O.	Prevention		Urban planning		INTERNET, EMAIL, ...			
ARPAL	Municipality CP U.O.	Prevention		Meteorological information		INTERNET, EMAIL, ...			
Allerta Meteo	Municipality CP U.O.	Prevention		Early warning		INTERNET, EMAIL, ...			
Municipality CP U.O.	Citizen	Preparedness		Auto-protection protocols		MUNICIPAL WEB	SOCIAL MEDIA	FACE TO FACE MEETING	
Municipality CP U.O.	Municipality U.O.	Preparedness		Civil Protection Plans		INTERNET, EMAIL, ...			
Municipality CP U.O.	Municipality U.O.	Preparedness		Operating procedures		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	Municipality U.O.	Preparedness		Training Programs		INTERNET, EMAIL, ...	FACE TO FACE		

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
							MEETING		
Municipality CP U.O.	Citizen	Prevention		Public awareness		MUNICIPAL WEB	SOCIAL MEDIA	FACE TO FACE MEETING	
Municipality CP U.O.	CP Municipality Group NGO	Preparedness		Emergencies planning		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	CP Municipality Group NGO	Preparedness		Training Programs		FACE TO FACE MEETING			
Municipality CP U.O.	Citizen	Response		Early warning alerts		MUNICIPAL WEB	MOBILE APPS	SOCIAL MEDIA	
Allerta Meteo	Municipality CP U.O.	Response		Early warning alerts		INTERNET, EMAIL, ...			
Municipality CP U.O.	Municipality U.O.	Response		Intervention management		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	Prefecture	Response		Resource management		INTERNET, EMAIL, ...			
Municipality U.O.	Regional CP	Response		Operational coordination		INTERNET, EMAIL, ...			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders <i>(FROM)</i>	Stakeholders <i>(TO)</i>	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Municipality CP U.O.	CP Municipality Group NGO	Response		Intervention management		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	CP NGO	Response		Operational coordination		INTERNET, EMAIL, ...			
Prefecture	State police	Response		Operational coordination		INTERNET, EMAIL, ...			
Prefecture	Fire fighters	Response		Operational coordination		INTERNET, EMAIL, ...			
Prefecture	Municipality CP U.O.	Preparedness		Coordination protocols		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Prefecture	State police	Preparedness		Coordination protocols		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Prefecture	Fire fighters	Preparedness		Coordination protocols		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Regional CP	CP NGO	Preparedness		Coordination protocols		INTERNET, EMAIL, ...			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Regional CP	CP NGO	Preparedness		Training Programs		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality U.O.	Public service companies	Preparedness		Emergencies planning		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality U.O.	Private service company	Preparedness		Coordination protocols		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality U.O.	Public service companies	Response		Intervention management		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality U.O.	Private service company	Response		Operational coordination		INTERNET, EMAIL, ...			
Municipality CP U.O.	Citizen	Preparedness		Information/awareness		MUNICIPAL WEB	MOBILE APPS	SOCIAL MEDIA	
Municipality CP U.O.	Citizen	Response		Land use restrictions		MUNICIPAL WEB	INTERNET, EMAIL, ...		
Municipality CP U.O.	Citizen	Response		Public information		MUNICIPAL WEB	SOCIAL MEDIA	RADIO AND TV	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders <i>(FROM)</i>	Stakeholders <i>(TO)</i>	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Municipality CP U.O.	Municipality U.O.	Response		Resource management		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	Prefecture	Response		Citizen security, First aid		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality CP U.O.	Prefecture	Recovery		Situational awareness		INTERNET, EMAIL, ...			
Municipality CP U.O.	Prefecture	Recovery		Measures definition		INTERNET, EMAIL, ...			
Municipality U.O.	Hospitals, Health	Recovery		Health support		INTERNET, EMAIL, ...			
Municipality U.O.	Prefecture	Recovery		Citizens relocation		INTERNET, EMAIL, ...			
Municipality U.O.	Public service companies	Recovery		Essential services recovery		INTERNET, EMAIL, ...	FACE TO FACE MEETING		
Municipality U.O.	Private service company	Recovery		Essential services recovery		INTERNET, EMAIL, ...	FACE TO FACE MEETING		

Table 25: Stakeholders' communication flows and communication aims. Genova.

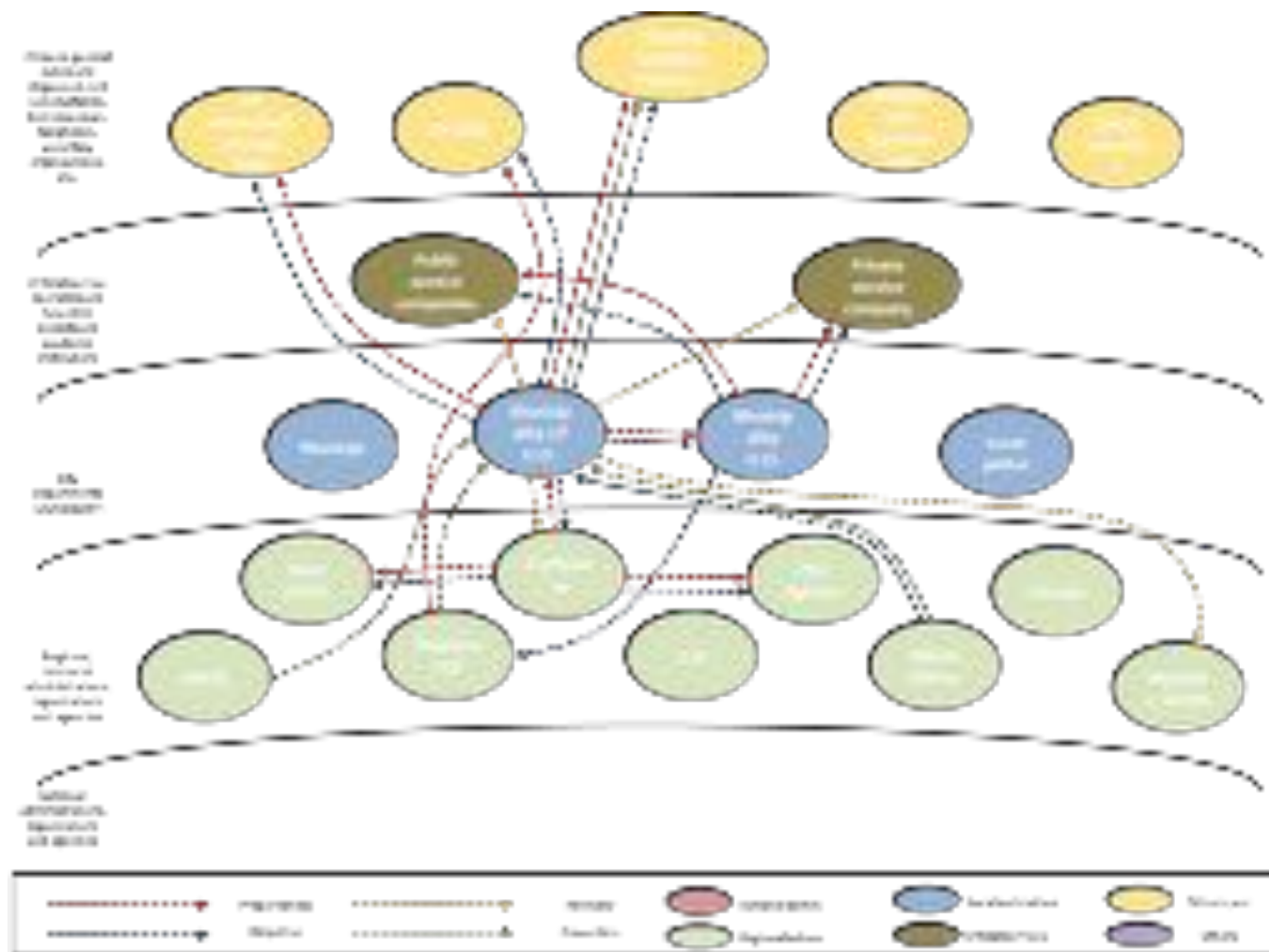


Figure 73. Sociogram about relationships between stakeholders. Genova.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Public participation Methods			Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)				
CITIZENS	Municipality CP U.O.	Prevention	Progetto Resilienza 141 - Survey on vulnerability in the flood risk areas	FACE TO FACE			Consultation	Explicit data collection
CITIZENS	Municipality CP U.O.	Response	Sentinelle - Human sensors	MOBILE APPS	INTERNET		Collaboration	Explicit data collection
CITIZENS	Municipi	Preparedness	Collection of citizen report to front office of Municipi	FACE TO FACE	EMAIL	SOCIAL MEDIA	Information	Explicit data collection

Table 26: Public participation procedures. Genova.

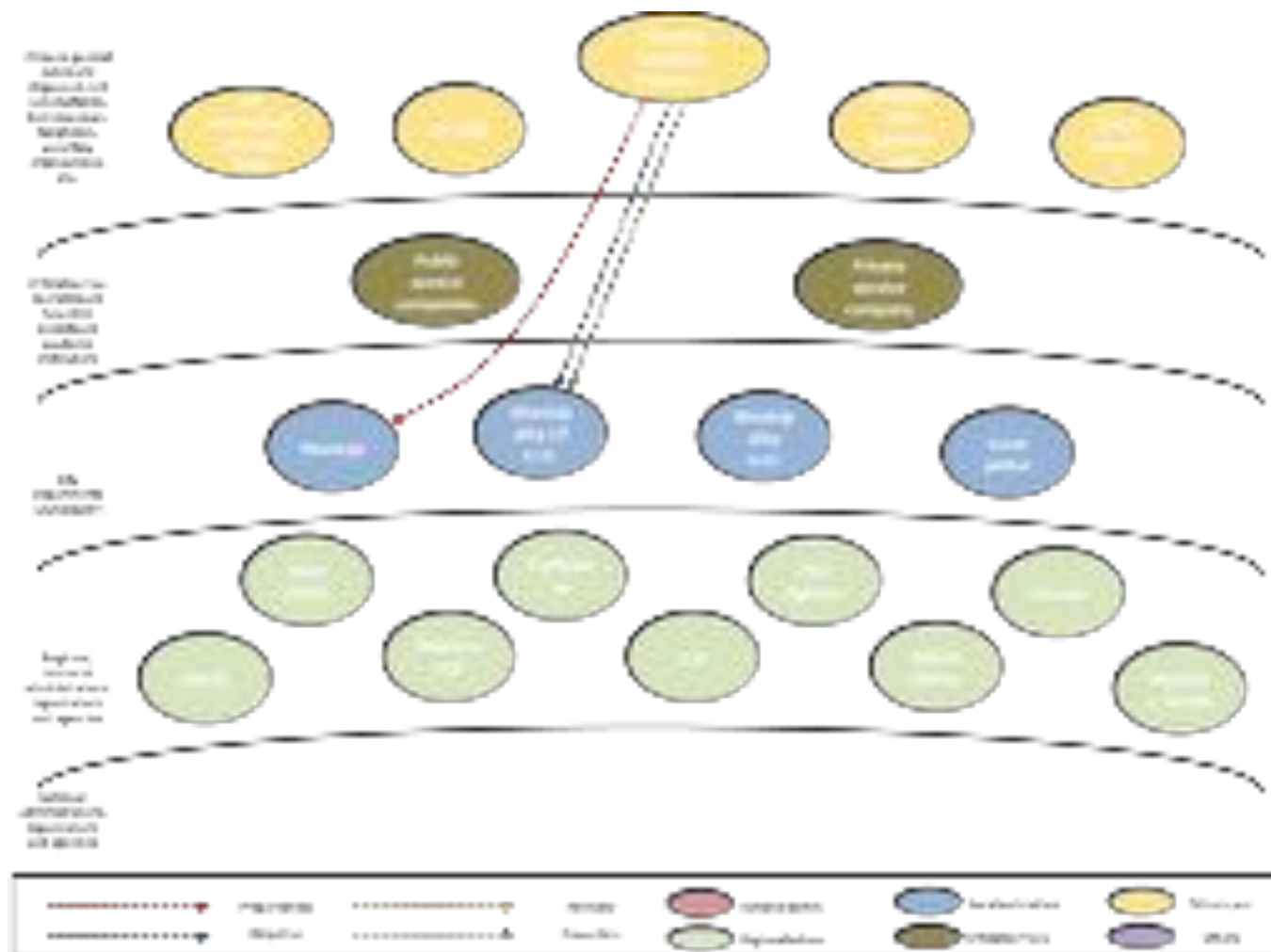


Figure 74. Sociogram about public participation procedures. Genova.



FLOOD-serv

9.1.2 BILBAO

<i>Stakeholders (short name)</i>	<i>Description of each stakeholder</i>
MUNICIPALITY	PEMU DIRECTOR, BUDGETA ND GENERAL SERIVICES, CECOPAL (COORDINATION BOARD), CIMUBISA (BILBAO MUNICIPAL INFORMATION SYSTEMS), ... AND OTHER MUNICIPAL DEPARTMENTS NOT EXPECTED BELOW.
CIVIL_PROT_MU	CIVIL PROTECTION AREA , INTEGRATES MUNICIPAL FIREFIGHTERS AND MUNICIPAL AMBULANCES (ACTION GROUP, INTERVENTION GROUP)
FIRE_MU	CIVIL PROTECTION AREA (ACTION GROUP, INTERVENTION GROUP)
POLICE_MU	CITIZEN SECURITY AREA (ACTION GROUP, SECURITY GROUP)
PRESS_MU	PRESS OFFICE. SOCIAL NETWORKS. MUNICIPAL PRESS.
HEALTH_MU	HEALTH AND CONSUMPTION (ACTION GROUP, HEALTH GROUP)
WORKS_MU	CIVIL WORKS AND SERVICES (ACTION GROUP, REHABILITATION GROUP OF ESSENTIAL SERVICES)
SOCIAL_MU	SOCIAL ACTION (ACTION GROUP, LOGISTIC GROUP)
TRANSP_MU	TRANSPORT AND TRAFFIC (ACTION GROUP, LOGISTICS GROUP)
VOST_ONG	NGOs. SOCIAL NETWORKS & EMERGENCIES
DFB_PR	BIZKAIA COUNTY COUNCIL (DFB). FIRE-FIGHTERS, AND COMPETENCES RELATED TO ROADS AND CONTAMINATION OF THE RIVER.
EMERGE_RE	EMERGENCY ATTENTION DIRECTORATE OF THE BASQUE GOVERNMENT. IT IS INCLUDED EMERGENCY WARNINGS SYSTEM THROUGH SOS-DEIAK.
SECURITY_NA	MINISTRY OF INTERIOR, EMERGENCY UNIT (UME), STATE SECURITY FORCES (CIVIL GUARD, NATIONAL POLICE, ...)
EUSKALMET_RE	EMERGENCY ATTENTION DIRECTORATE OF THE BASQUE GOVERNMENT.BASQUE AGENCY FOR METEOROLOGY

	(EUSKALMET).
URA_RE	ENVIRONMENT DIRECTORATE OF THE BASQUE GOVERNMENT. BASQUE AGENCY FOR WATER (URA)
OSAKIDETZA_RE	BASQUE GOVERNMENT. BASQUE HEALTH SERVICE (OSAKIDETZA)
MEDIA	MEDIA. TELEVISION, RADIO, NEWSPAPERS, ...
POLICE_RE	INTERIOR COUNSELING OF THE BASQUE GOVERNMENT. ERTZAINZA (ACTION GROUP, SECURITY GROUP).
CRITI_INFRA	CRITICAL INFRASTRUCTURE RELATED TO SERVICES PUBLIC SECTOR: BILBAO BIZKAIA WATER CONSORTIUM. TRANSPORT, METRO, FEVE RAILWAY, RENFE RAILWAY, BUS. CRITICAL INFRASTRUCTURE RELATED TO SERVICES PRIVATE SECTOR. ELECTRICITY (IBERDROLA), FIXED COMMUNICATIONS (EUSKALTEL) AND MOBILE COMMUNICATIONS (MOVISTAR), GAS, HEALTH (IMQ, ETC.)
CITIZENS	CITIZENS, BUSINESS ASSOCIATION, ENTREPRENEURS ASSOCIATION, NEIGHBORHOODS, ...

Table 27: Stakeholders identified in questionnaire of Bilbao.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
MUNICIPALITY		YES														
CIVIL_PROT_MU		YES														
FIRE_MU		YES														
POLICE_MU		YES														
PRESS_MU		YES														
HEALTH_MU		YES														
WORKS_MU		YES														
SOCIAL_MU		YES														
TRANSP_MU		YES														
VOST_ONG											YES					
DFB_PR			YES													
EMERGE_RE				YES												
SECURITY_NA					YES											

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
EUSKALMET_RE				YES												
URA_RE				YES												
OSAKIDETZA_RE				YES												
MEDIA															MEDIA	
POLICE_RE				YES												
CRITI_INFRA							YES	YES								
CITIZENS												YES	YES	YES		YES

Table 28: Stakeholders identified in questionnaire of Bilbao. Type of stakeholder.

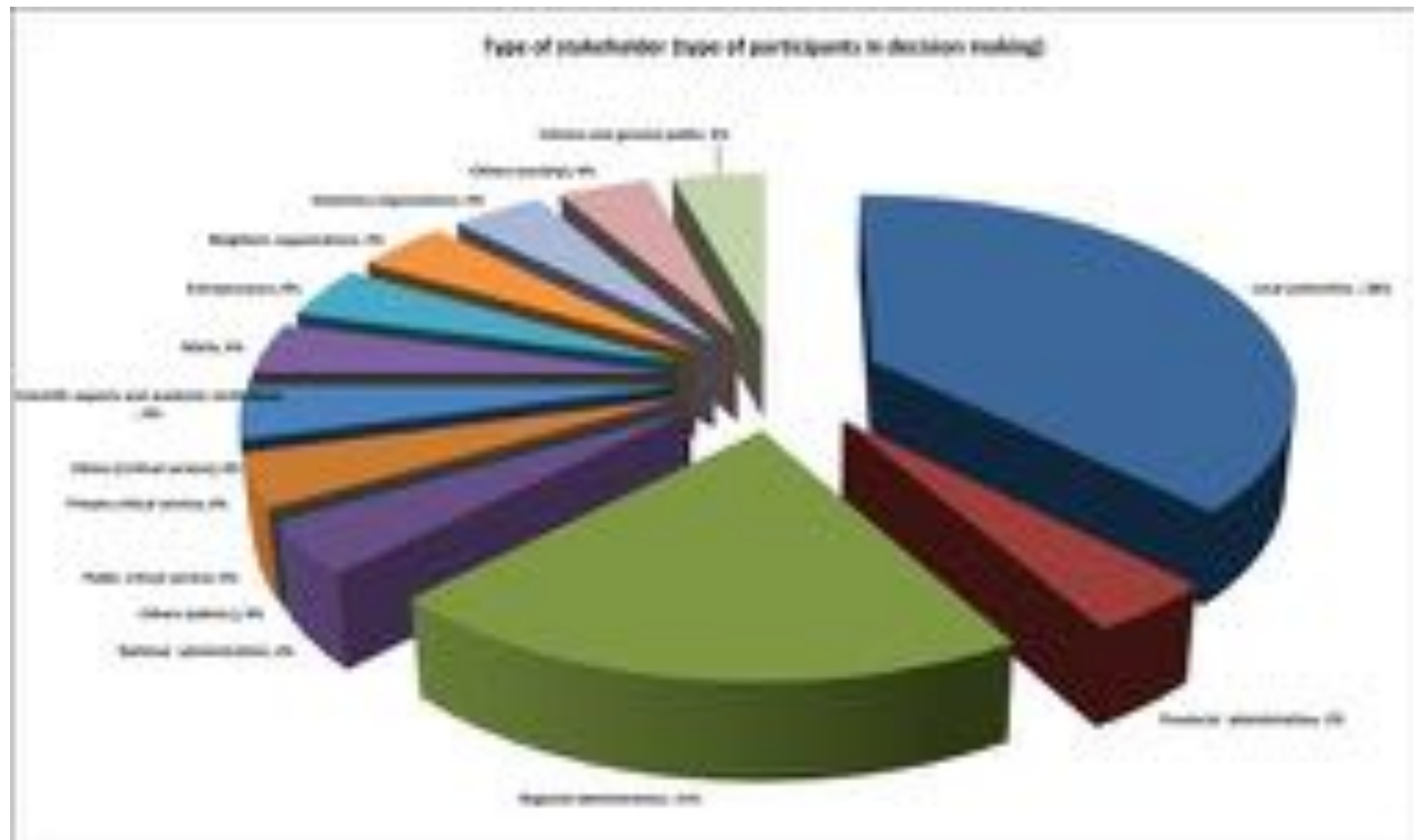


Figure 75. Stakeholders identified in questionnaire of Bilbao. Type of stakeholder.

D2.3 Report on the public participation procedures and citizen involvement

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
MUNICIPALITY		YES					
CIVIL_PROT_MU		YES					
FIRE_MU		YES					
POLICE_MU		YES					
PRESS_MU		YES					
HEALTH_MU		YES					
WORKS_MU		YES					
SOCIAL_MU		YES					
TRANSP_MU		YES					
VOST_ONG					YES		
DFB_PR			YES				
EMERGE_RE			YES				
SECURITY_NA				YES			
EUSKALMET_RE					YES		
URA_RE					YES		

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
OSAKIDETZA_RE				YES			
MEDIA							YES
POLICE_RE				YES			
CRITI_INFRA						YES	
CITIZENS							YES

Table 29: Stakeholders identified in questionnaire of Bilbao. Authority & power.

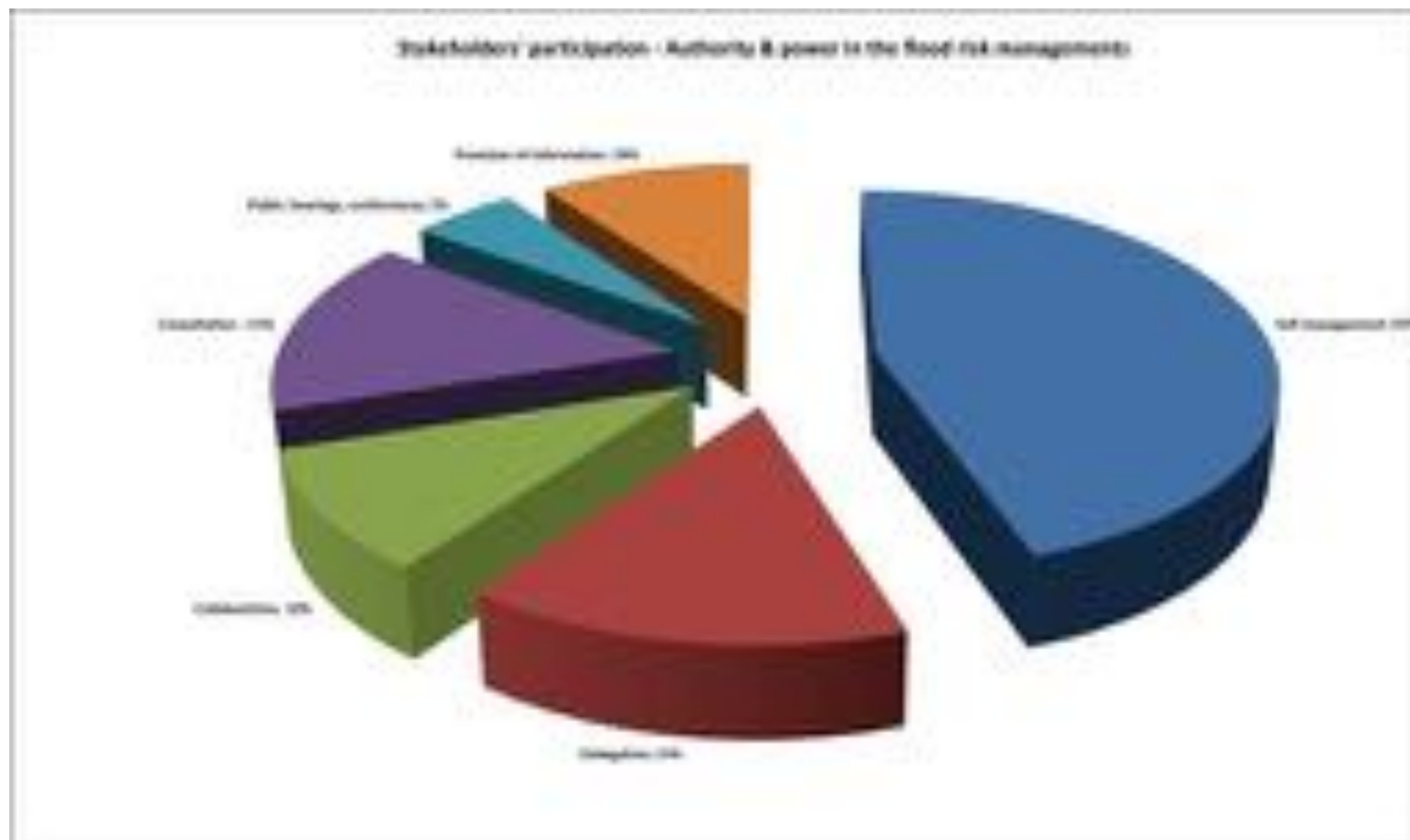


Figure 76. Stakeholders identified in questionnaire of Bilbao. Authority & power.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
MUNICIPALITY			YES						
CIVIL_PROT_MU		YES							
FIRE_MU		YES							
POLICE_MU		YES							
PRESS_MU							YES		
HEALTH_MU		YES							
WORKS_MU		YES							
SOCIAL_MU		YES							
TRANSP_MU		YES							
VOST_ONG				YES					
DFB_PR			YES						
EMERGE_RE		YES							

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
SECURITY_NA		YES							
EUSKALMET_RE		YES							
URA_RE		YES							
OSAKIDETZA_RE		YES							
MEDIA							YES	YES	YES
POLICE_RE		YES							
CRITI_INFRA					YES	YES			
CITIZENS							YES	YES	YES

Table 30: Stakeholders identified in questionnaire of Bilbao. Communication and decision mode.

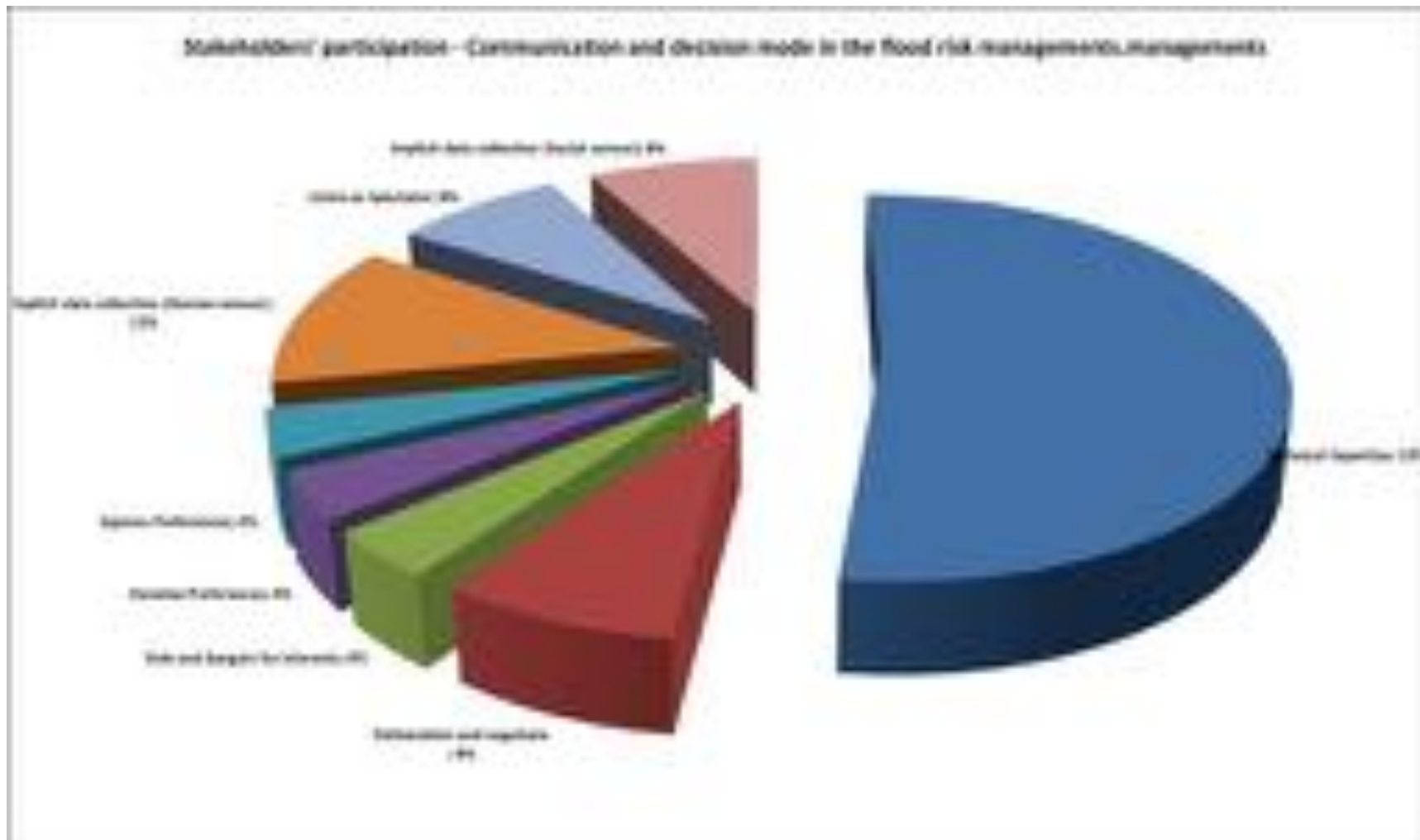


Figure 77. Stakeholders identified in questionnaire of Bilbao. Communication and decision mode.

D2.3 Report on the public participation procedures and citizen involvement

INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																				
FROM ...																				
TO ...	MUNICIPALITY	CIVIL_PROTECTION	FIRE_MU	POLICE_MU	PRESS_MU	HEALTH_MU	WORKS_MU	SOCIAL_MU	TRANSP_MU	VOST_ONG	DFB_PR	EMERGE_RE	SECURITY_NA	EUSKALMET_RE	URARE	OSAKIDETZARE	MEDIA	POLICE_RE	CRITINFRA	CITIZENS
MUNICIPALITY		YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES			YES			YES	YES
CIVIL_PROTECTION_MU	YES		YES	YES	YES	YES	YES	YES	YES			YES		YES	YES	YES			YES	YES
FIRE_MU		YES		YES								YES								YES
POLICE_MU	YES	YES	YES		YES							YES						YES		YES
PRESS_MU	YES	YES		YES		YES	YES	YES	YES	YES							YES			YES
HEALTH_MU	YES	YES			YES															
WORKS_MU	YES	YES			YES															
SOCIAL_MU	YES	YES			YES															
TRANSP_MU	YES	YES			YES															
VOST_ONG	YES																			YES
DFB_PR	YES	YES																		
EMERGE_RE	YES	YES	YES	YES									YES	YES	YES	YES		YES		YES
SECURITY_NA												YES								
EUSKALMET_RE												YES								YES

	INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" <i>(FROM --> TO)</i>																			
	FROM ...																			
TO ...	MUNICIPALITY	CIVIL_PROTECTION	FIRE_MU	POLICE_MU	PRESS_MU	HEALTH_MU	WORKS_MU	SOCIAL_MU	TRANSPORT_MU	VOSTONG	DFB_PR	EMERGENCY_RE	SECURITY_NA	EUSKAL MET_RE	URA_RE	OSAKIDETZA_RE	MEDIA	POLICE_RE	CRITI_INFRA	CITIZENS
URA_RE		YES										YES								
OSAKIDETZA_RE						YES						YES								
MEDIA					YES						YES	YES		YES						
POLICE_RE				YES								YES	YES							
CRITI_INFRA			YES	YES			YES													YES
CITIZENS	YES	YES	YES	YES	YES			YES	YES			YES	YES	YES	YES		YES		YES	

Table 31: Stakeholders' interactions in flood risk managements. Bilbao.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
MUNICIPALITY	CIVIL_PROT_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	POLICE_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	PRESS_MU	Response		Public information		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	HEALTH_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	WORKS_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	SOCIAL_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
MUNICIPALITY	TRANSP_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
MUNICIPALITY	VOST_ONG	Prevention		Public awareness		INTERNET, EMAIL, ...			
MUNICIPALITY	DFB_PR	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX		
MUNICIPALITY	EMERGE_RE	Response		Resource management		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
MUNICIPALITY	CITIZENS	Prevention		Public Information	Information to public	MUNICIPAL WEB	SOCIAL MEDIA		
CIVIL_PROT_MU	MUNICIPALITY	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
CIVIL_PROT_MU	FIRE_MU	Response		Resource management	Assignment of task and resources	INTERNET, EMAIL, ...	TELEPHONE / FAX	OTHER (Add in "remarks")	TETRA
CIVIL_PROT_MU	POLICE_MU	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	OTHER (Add in "remarks")	
CIVIL_PROT_MU	PRESS_MU	Prevention		Public Information	Information to public	INTERNET, EMAIL, ...	MUNICIPAL WEB		
CIVIL_PROT_MU	HEALTH_MU	Response		Resource management	Assignment of task and	TELEPHONE /	FACE TO FACE		

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
					resources	FAX	MEETING		
CIVIL_PROT_MU	WORKS_MU	Response		Resource management	Assignment of task and resources	TELEPHONE / FAX	FACE TO FACE MEETING		
CIVIL_PROT_MU	SOCIAL_MU	Response		Resource management	Assignment of task and resources	TELEPHONE / FAX	FACE TO FACE MEETING		
CIVIL_PROT_MU	TRANSP_MU	Response		Resource management	Assignment of task and resources	TELEPHONE / FAX	FACE TO FACE MEETING		
CIVIL_PROT_MU	EMERGE_RE	Prevention		Recommendations	information	TELEPHONE / FAX	FACE TO FACE MEETING		
CIVIL_PROT_MU	URA_RE	Prevention		Recommendations	information	TELEPHONE / FAX	FACE TO FACE MEETING		
CIVIL_PROT_MU	CITIZENS	Prevention		Recommendations		MUNICIPAL WEB	NEWSLETTER	RADIO AND TV	
FIRE_MU	CIVIL_PROT_MU	Response		Resource management		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	TETRA

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
FIRE_MU	POLICE_MU	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
FIRE_MU	EMERGE_RE	Response		Resource management	& information	TELEPHONE / FAX			112
FIRE_MU	CRITI_INFRA	Preparedness		Coordination protocols		TELEPHONE / FAX			
FIRE_MU	CITIZENS	Prevention		Public information		SOCIAL MEDIA			
POLICE_MU	MUNICIPALITY	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
POLICE_MU	CIVIL_PROT_MU	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	OTHER (Add in "remarks")	
POLICE_MU	FIRE_MU	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
POLICE_MU	PRESS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
POLICE_MU	EMERGE_RE	Prevention		Recommendations		INTERNET,			

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Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
						EMAIL, ...			
POLICE_MU	POLICE_RE	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
POLICE_MU	CRITI_INFRA	Preparedness		Coordination protocols		TELEPHONE / FAX			
POLICE_MU	CITIZENS	Prevention		Recommendations		MUNICIPAL WEB	SOCIAL MEDIA		
PRESS_MU	MUNICIPALITY	Response		Public information		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
PRESS_MU	CIVIL_PROT_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	CECOPAL
PRESS_MU	POLICE_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
PRESS_MU	HEALTH_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
PRESS_MU	WORKS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
PRESS_MU	WORKS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
PRESS_MU	TRANSP_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
PRESS_MU	MEDIA	Prevention		Public Information		MUNICIPAL WEB	TELEPHONE / FAX	SOCIAL MEDIA	
PRESS_MU	CITIZENS	Prevention		Recommendations		MUNICIPAL WEB	SOCIAL MEDIA	NEWSLETTER	
HEALTH_MU	MUNICIPALITY	Response		Emergency alerts		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
HEALTH_MU	CIVIL_PROT_MU	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
HEALTH_MU	PRESS_MU	Prevention		Emergency alerts		INTERNET, EMAIL, ...	TELEPHONE / FAX		
HEALTH_MU	OSAKIDETZA_RE	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX		
WORKS_MU	MUNICIPALITY	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
								MEETING	
WORKS_MU	CIVIL_PROT_MU	Response		Intervention management		INTERNET, EMAIL, ...	TELEPHONE / FAX		
WORKS_MU	PRESS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
WORKS_MU	CRITI_INFRA	Response		Resource management		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SOCIAL_MU	MUNICIPALITY	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
SOCIAL_MU	CIVIL_PROT_MU	Response		Emergency alerts		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SOCIAL_MU	PRESS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SOCIAL_MU	CITIZENS	Prevention		Citizen security, First aid		FACE TO FACE MEETING	MUNICIPAL WEB	SOCIAL MEDIA	
TRANSP_MU	MUNICIPALITY	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
TRANSP_MU	CIVIL_PROT_MU	Response		Operational coordination		INTERNET,	TELEPHONE		

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
						EMAIL, ...	/ FAX		
TRANSP_MU	PRESS_MU	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX		
TRANSP_MU	CITIZENS	Prevention		Public Information		MUNICIPAL WEB	SOCIAL MEDIA		
VOST_ONG	MUNICIPALITY	Prevention		Threats identification		SOCIAL MEDIA			
VOST_ONG	PRESS_MU	Prevention		Threats identification		SOCIAL MEDIA			
DFB_PR	MUNICIPALITY	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX		
DFB_PR	MEDIA	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX	SOCIAL MEDIA	
EMERGE_RE	MUNICIPALITY	Prevention		Early warning		INTERNET, EMAIL, ...	TELEPHONE / FAX		
EMERGE_RE	CIVIL_PROT_MU	Prevention		Early warning		INTERNET, EMAIL, ...	TELEPHONE / FAX		
EMERGE_RE	FIRE_MU	Prevention		Early warning		TELEPHONE / FAX			112

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
EMERGE_RE	POLICE_MU	Prevention		Early warning		TELEPHONE / FAX			112
EMERGE_RE	SECURITY_NA	Response		Operational coordination		INTERNET, EMAIL, ...	NEWSLETTER		
EMERGE_RE	EUSKALMET_RE	Prevention		Threats identification		INTERNET, EMAIL, ...	SOCIAL MEDIA		
EMERGE_RE	URA_RE	Prevention		Threats identification		INTERNET, EMAIL, ...	SOCIAL MEDIA		
EMERGE_RE	OSAKIDETZA_RE	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
EMERGE_RE	MEDIA	Prevention		Public Information		INTERNET, EMAIL, ...	SOCIAL MEDIA		
EMERGE_RE	POLICE_RE	Response		Early warning alerts		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
EMERGE_RE	CITIZENS	Prevention		Public Information		INTERNET, EMAIL, ...	SOCIAL MEDIA		
SECURITY_NA	MUNICIPALITY	Response		Emergency response protocols		TELEPHONE / FAX			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
SECURITY_NA	EMERGE_RE	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SECURITY_NA	POLICE_RE	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	NEWSLETTER	
SECURITY_NA	CITIZENS	Prevention		Public Information		SOCIAL MEDIA	RADIO AND TV		
EUSKALMET_RE	CIVIL_PROT_MU	Prevention		Meteorological information		INTERNET, EMAIL, ...	SOCIAL MEDIA	TELEPHONE / FAX	
EUSKALMET_RE	EMERGE_RE	Prevention		Meteorological information		INTERNET, EMAIL, ...	TELEPHONE / FAX	SOCIAL MEDIA	
EUSKALMET_RE	MEDIA	Prevention		Meteorological information		SOCIAL MEDIA	INTERNET, EMAIL, ...		
EUSKALMET_RE	CITIZENS	Prevention		Meteorological information		SOCIAL MEDIA	RADIO AND TV		
URA_RE	CIVIL_PROT_MU	Prevention		Early warning		INTERNET, EMAIL, ...	TELEPHONE / FAX		
URA_RE	EMERGE_RE	Prevention		Early warning		INTERNET, EMAIL, ...	TELEPHONE / FAX		
URA_RE	CITIZENS	Prevention		Early warning		SOCIAL			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
						MEDIA			
OSAKIDETZA_RE	MUNICIPALITY	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
OSAKIDETZA_RE	CIVIL_PROT_MU	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
OSAKIDETZA_RE	EMERGE_RE	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
COMUNICACIÓN	PRESS_MU	Prevention		Public Information		TELEPHONE / FAX	SOCIAL MEDIA		
COMUNICACIÓN	CITIZENS	Prevention		Public Information		SOCIAL MEDIA	RADIO AND TV		
POLICE_RE	POLICE_MU	Response		Operational coordination		TELEPHONE / FAX			tetra
POLICE_RE	EMERGE_RE	Response		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
CRITI_INFRA	MUNICIPALITY	Recovery		Essential services recovery		INTERNET, EMAIL, ...	TELEPHONE / FAX		
CRITI_INFRA	CIVIL_PROT_MU	Recovery		Essential services recovery		INTERNET, EMAIL, ...	TELEPHONE / FAX		

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Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
CRITI_INFRA	CITIZENS	Recovery		Essential services recovery		SOCIAL MEDIA	TELEPHONE / FAX	FACE TO FACE MEETING	
CITIZENS	MUNICIPALITY	Response		Other (add "remarks")	collaboration	MUNICIPAL WEB	TELEPHONE / FAX	SOCIAL MEDIA	
CITIZENS	CIVIL_PROT_MU	Prevention		Recommendations		TELEPHONE / FAX	SOCIAL MEDIA		
CITIZENS	FIRE_MU	Recovery		Citizen security, First aid		TELEPHONE / FAX	SOCIAL MEDIA		112
CITIZENS	POLICE_MU	Recovery		Citizen security, First aid		TELEPHONE / FAX	SOCIAL MEDIA		112
CITIZENS	PRESS_MU	Prevention		Minimize flood damage		MUNICIPAL WEB	SOCIAL MEDIA	TELEPHONE / FAX	
CITIZENS	VOST_ONG	Prevention		Minimize flood damage		SOCIAL MEDIA			
CITIZENS	EMERGE_RE	Recovery		Flood incidents		TELEPHONE / FAX	SOCIAL MEDIA		
CITIZENS	EUSKALMET_RE	Prevention		Early warning		SOCIAL MEDIA			

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
CITIZENS	CRITI_INFRA	Recovery		Essential services recovery		TELEPHONE / FAX	MOBILE APPS	FACE TO FACE MEETING	

Table 32: Stakeholders' communication flows and communication aims. Bilbao.

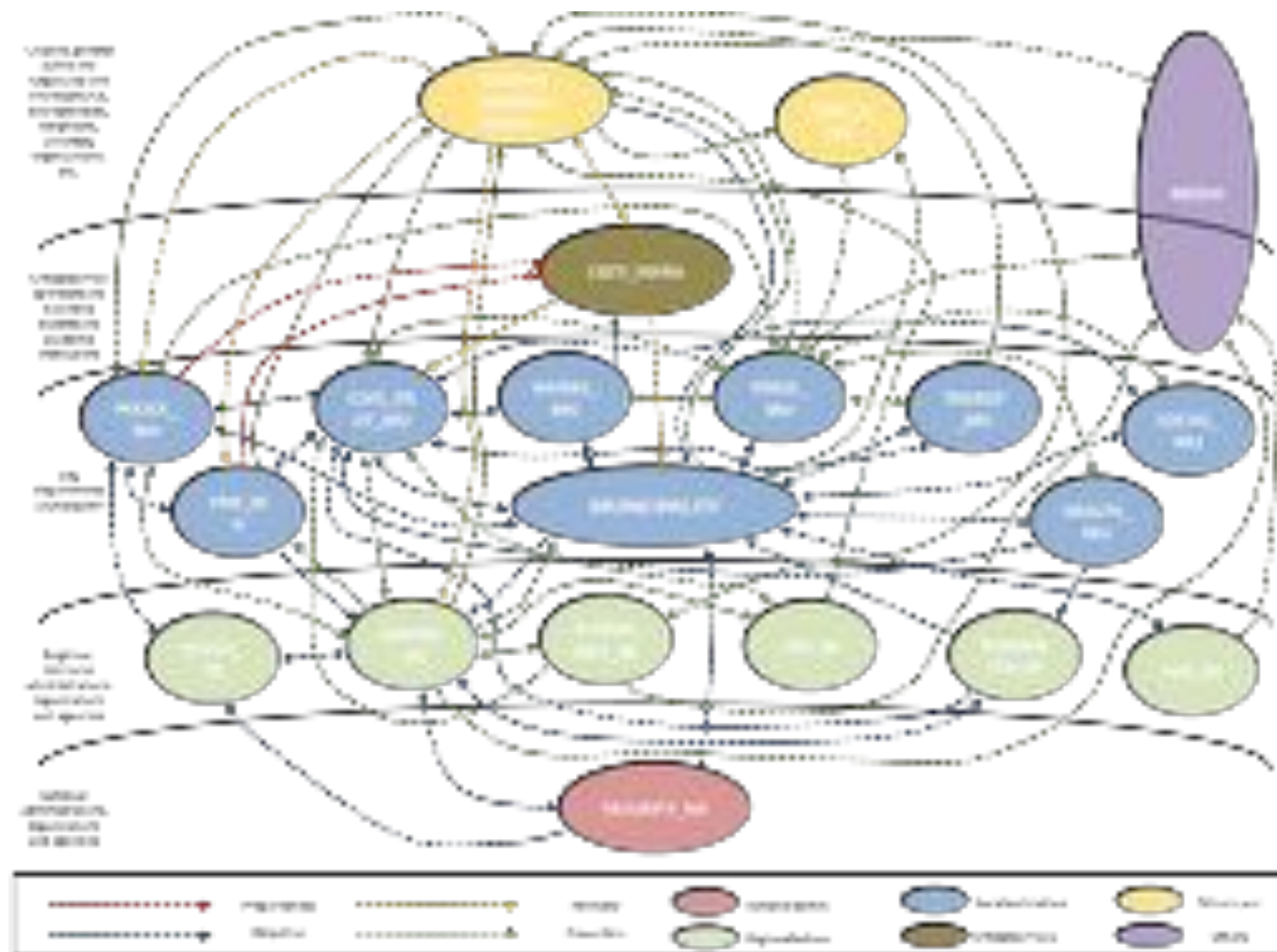


Figure 78. Sociogram about relationships between stakeholders. Bilbao.

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Communication flow (Interaction)		Communication aims		Public participation Methods				Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)			Remarks		
CITIZENS	MUNICIPALITY	Response	Flood incidents	MUNICIPAL WEB	SOCIAL MEDIA	FACE TO FACE	TELEFONO	Collaboration	Explicit data collection
CITIZENS	FIRE_MU	Response	Flood incidents	TELEPHONE / FAX	SOCIAL MEDIA		112, 080	Influence	Express Preferences
CITIZENS	EMERGE_RE	Response	Flood incidents	TELEPHONE / FAX	SOCIAL MEDIA		WEB PAGE, 112	Influence	Express Preferences
CITIZENS	CIVIL_PROT_MU	Prevention	Recommendations	MUNICIPAL WEB	SOCIAL MEDIA			Influence	Express Preferences
CITIZENS	MUNICIPALITY	Recovery	Financial support	MUNICIPAL WEB	FACE TO FACE			Collaboration	Develop Preferences
CITIZENS	FIRE_MU	Recovery	Citizen security, First aid	TELEPHONE / FAX			080	Collaboration	Express Preferences
CITIZENS	POLICE_MU	Recovery	Citizen security, First aid	TELEPHONE / FAX			092, 112	Collaboration	Express Preferences
CITIZENS	VOST_ONG	Prevention	Situational awareness	SOCIAL MEDIA				Influence	Implicit data collection
CITIZENS	EMERGE_RE	Response	Flood incidents	TELEPHONE / FAX	SOCIAL MEDIA	INTERNET	112 (WEB PAGE)	Collaboration	Express Preferences
CITIZENS	EMERGE_RE	Recovery	Flood incidents	TELEPHONE / FAX	SOCIAL MEDIA	INTERNET	112 (WEB PAGE)	Collaboration	Express Preferences
CITIZENS	WORKS_MU	Recovery	Essential services	MUNICIPAL				Collaboration	Express Preferences

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Communication flow (Interaction)		Communication aims		Public participation Methods				Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)			Remarks		
			recovery	WEB					
CITIZENS	SOCIAL_MU	Recovery	Essential services recovery	MUNICIPAL WEB				Collaboration	Express Preferences
CITIZENS	SOCIAL_MU	Recovery	Financial support	MUNICIPAL WEB	FACE TO FACE			Collaboration	Express Preferences
CITIZENS	TRANSP_MU	Recovery	Essential services recovery	MUNICIPAL WEB				Collaboration	Express Preferences
CITIZENS	INFRA_CRITI	Recovery	Essential services recovery	TELEPHONE / FAX	INTERNET	SOCIAL MEDIA		Collaboration	Express Preferences
CITIZENS	PRESS_MU	Prevention	Minimize flood damage	MUNICIPAL WEB	SOCIAL MEDIA			Collaboration	Express Preferences
CITIZENS	EUSKALMET_RE	Prevention	Info niveles de lamina de agua	INTERNET	MOBILE APPS		WEB PAGE		

Table 33: Public participation procedures. Bilbao.

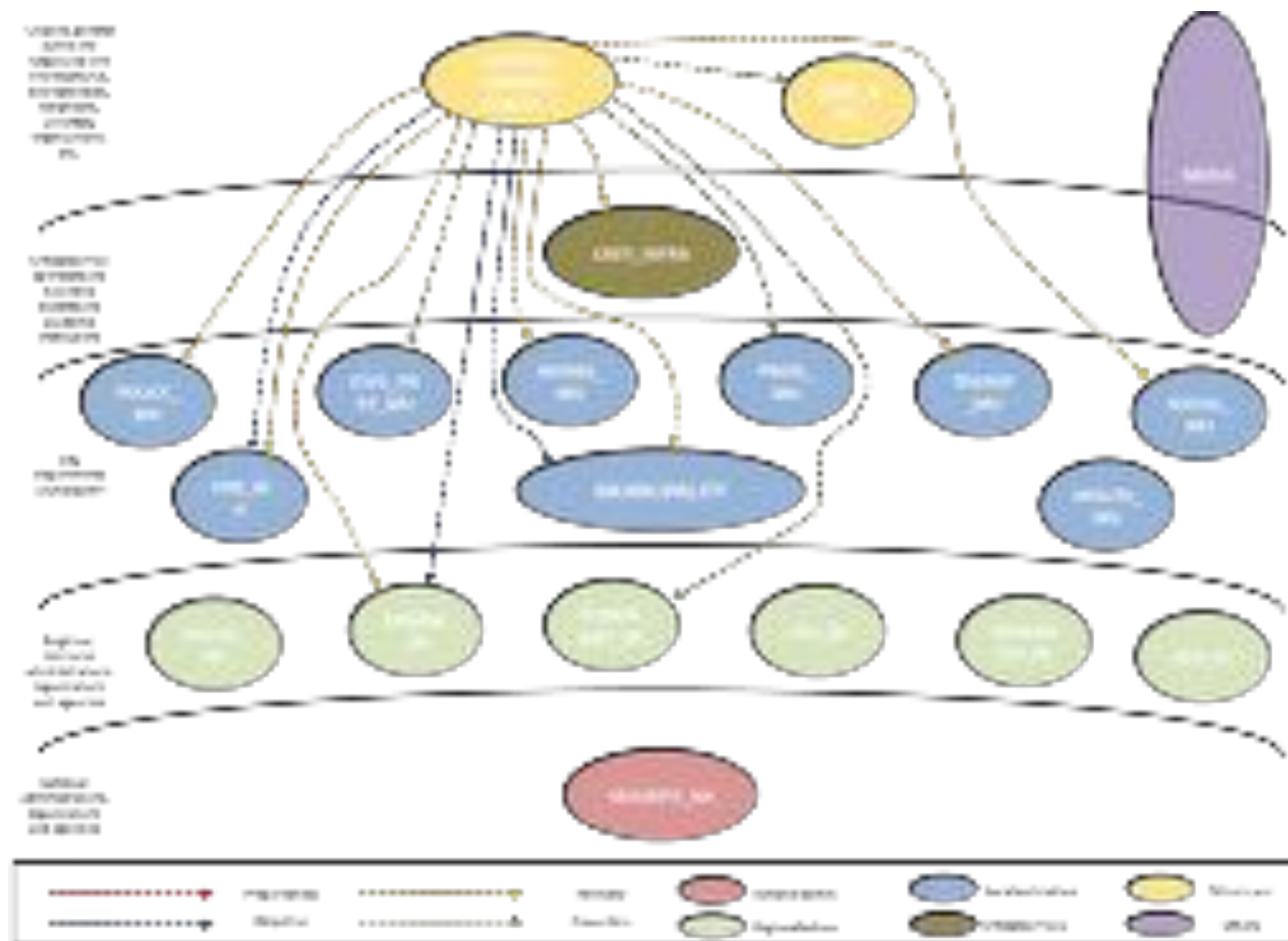


Figure 79. Sociogram about public participation procedures. Bilbao

9.1.3 BRATISLAVA

<i>Stakeholders (short name)</i>	<i>Description of each stakeholder</i>
SHMU	SLOVAK HYDROMETEOROLOGICAL INSTITUTE
SVP	SLOVAK WATER MANAGEMENT ENTERPRISE
CI_WATER	BRATISLAVA WATER COMPANY - CRITICAL WATER INFRASTRUCTURE
DISTRICT	DISTRICTS (OKRESNY URAD - ODBORY KRIZOVEHO RIADENIA A ZIVOTNEHO PROSTREDIA)
MUNICIPALITY	MUNICIPALITY (OBEC - PETRZALKA, DEVIN,...; MAGISTRÁT HLAVNÉHO MESTA BRATISLAVY)
REGION	SELF GOVERNING REGION (BSK)
MINV	MINV (MINISTRY OF INTERIOR incl. IRS (112), FIREFIGHTERS, POLICE)
CITIZEN	CITIZEN AND GENERAL PUBLIC
MZP	MINISTRY OF ENVIRONMENT
DHZ	VOLUNTARY FIREFIGHTERS GROUP
VOLUNTEERS	VOLUNTEERS
SPP	SLOVAK GAS INDUSTRY COMPANY
ZSE	WEST SLOVAKIA ENERGY COMPANY
CHARITY	CHARITY
ARMY	ARMY

Table 34: Stakeholders identified in questionnaire of Bratislava.

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Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
SHMU					YES											
SVP					YES											
CI_WATER							YES									
DISTRICT					YES											
MUNICIPALITY		YES														
REGION				YES												
MINV					YES											
CITIZEN		NO														YES
MZP					YES											
DHZ														YES		
VOLUNTEERS																YES
SPP												YES				
ZSE												YES				
CHARITY											YES					

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
ARMY					YES											

Table 35: Stakeholders identified in questionnaire of Bratislava. Type of stakeholder.

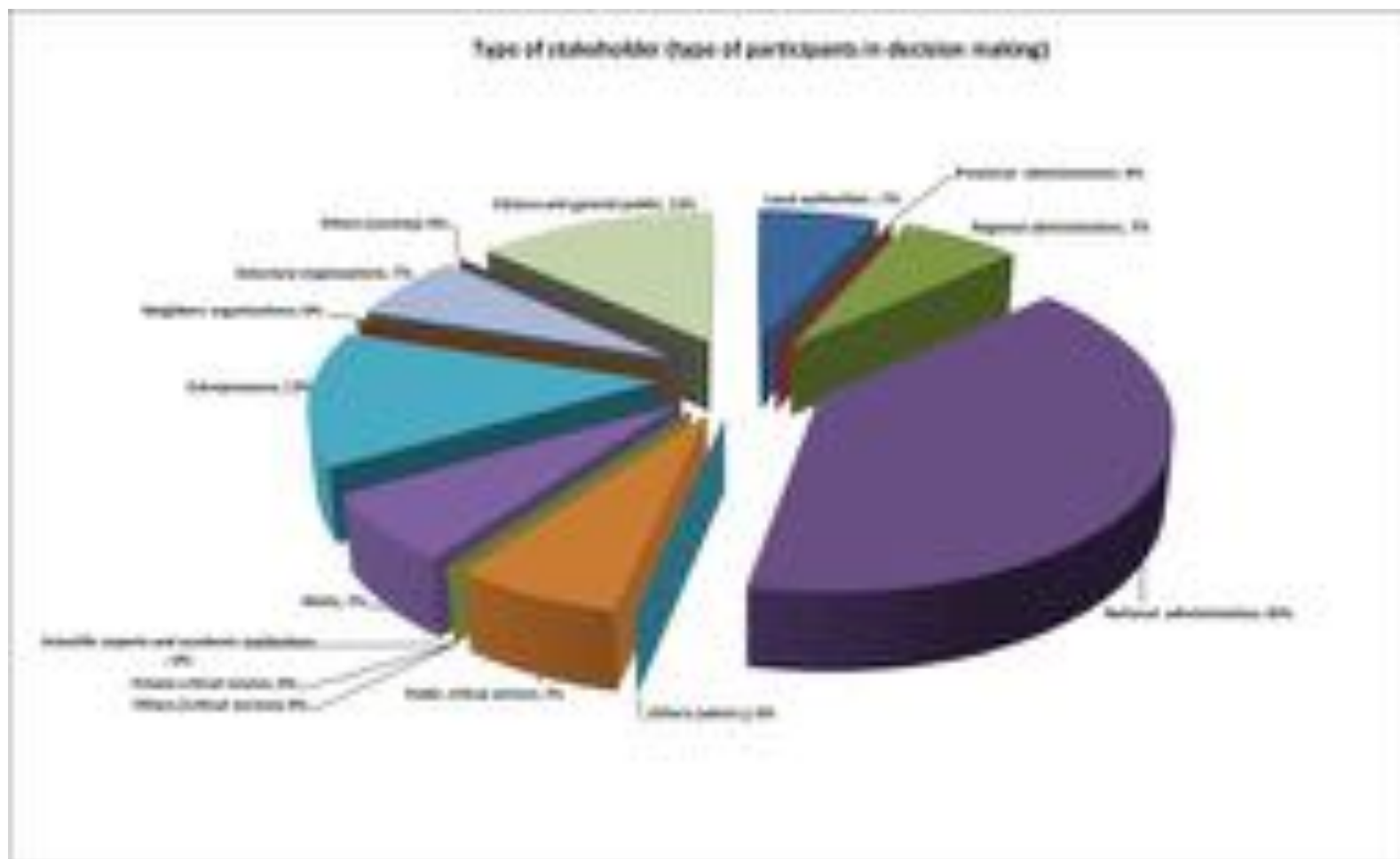


Figure 80. Stakeholders identified in questionnaire of Bratislava. Type of stakeholder.

D2.3 Report on the public participation procedures and citizen involvement

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
SHMU		YES		YES		YES	YES
SVP		YES		YES			
CI_WATER		YES		YES			
DISTRICT		YES					
MUNICIPALITY		YES					
REGION			YES				
MINV		YES					
CITIZEN							YES
MZP		YES					
DHZ		YES					
VOLUNTEERS		YES	YES		YES		
SPP		YES		YES			
ZSE		YES		YES			
CHARITY		YES					

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
ARMY		YES					

Table 36: Stakeholders identified in questionnaire of Bratislava. Authority & power.

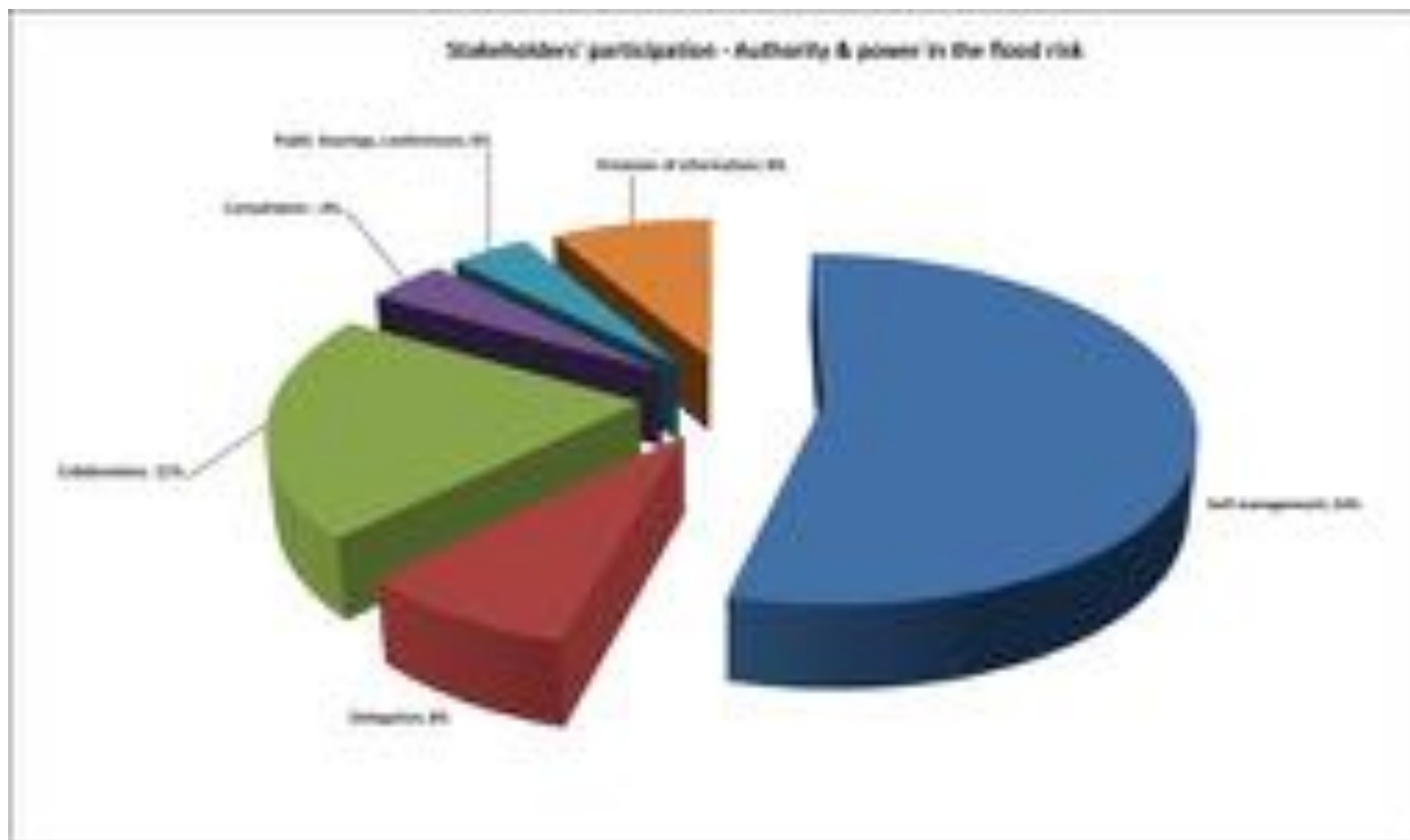


Figure 81. Stakeholders identified in questionnaire of Bratislava. Authority & power.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
SHMU		YES							
SVP		YES	YES	YES					
CI_WATER				YES					
DISTRICT			YES						
MUNICIPALITY			YES						
REGION			YES						
MINV			YES						
CITIZEN									YES
MZP			YES						
DHZ			YES						
VOLUNTEERS			YES				YES		
SPP				YES					

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
ZSE				YES					
CHARITY			YES						
ARMY			YES						

Table 37: Stakeholders identified in questionnaire of. Communication and decision mode. Bratislava.

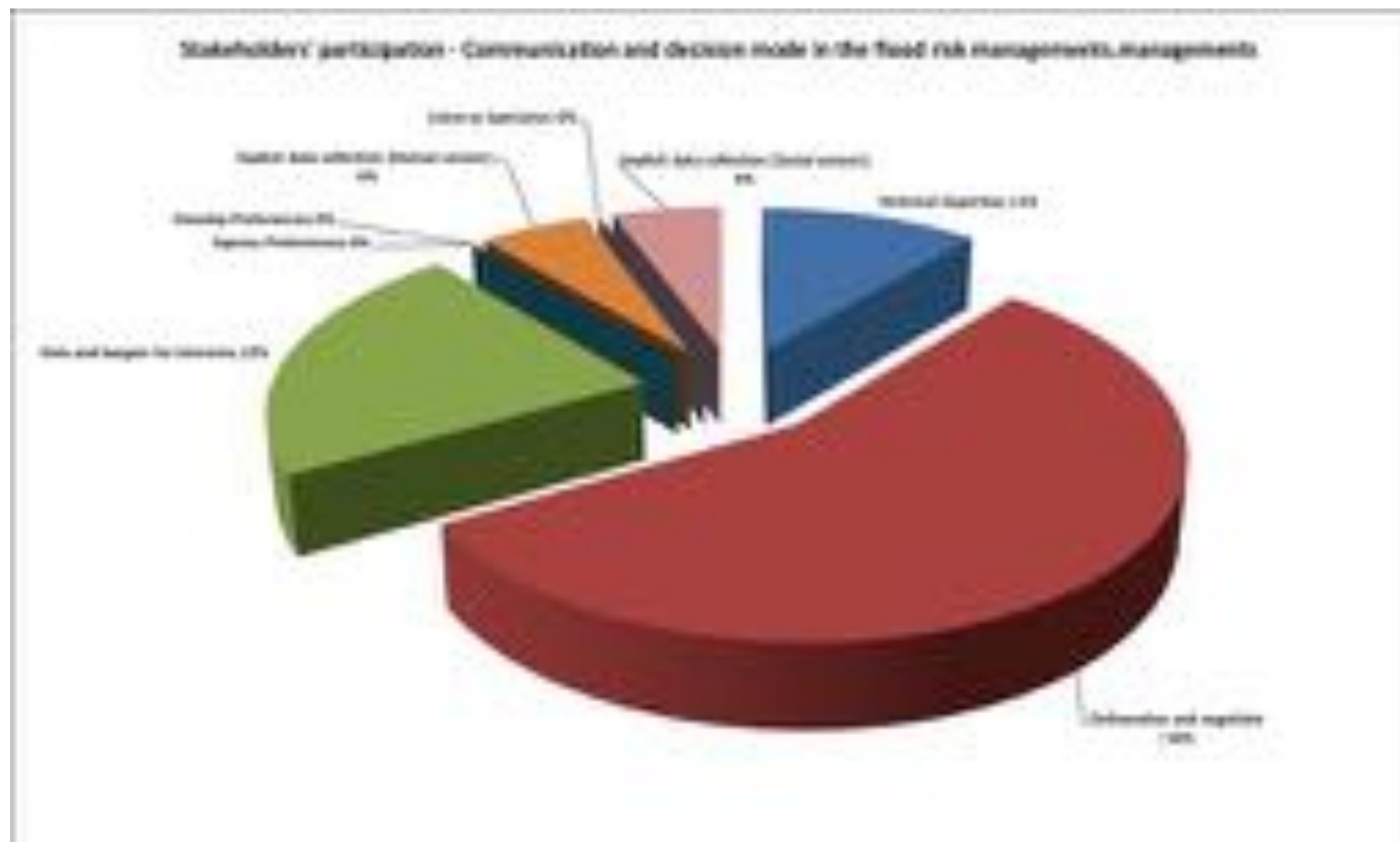


Figure 82. Stakeholders identified in questionnaire of. Communication and decision mode. Bratislava.

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INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM--> TO)															
FROM ...															
TO ...	SHMU	SVP	CI_WATER	DISTRICT	MUNICIPALITY	REGION	MINV	CITIZEN	MZP	DHZ	VOLUNTEERS	SPP	ZSE	CHARITY	ARMY
SHMU			YES		YES										
SVP	YES		YES	YES	YES	YES	YES		YES			YES	YES		
CI_WATER	YES	YES			YES										
DISTRICT	YES	YES	YES		YES	YES	YES		YES						
MUNICIPALITY	YES	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
REGION	YES	YES	YES	YES	YES		YES		YES						
MINV	YES	YES		YES	YES	YES				YES					YES
CITIZEN	YES			YES	YES						YES			YES	
MZP	YES	YES	YES	YES	YES	YES	YES	YES							
DHZ	YES	YES			YES		YES	YES			YES				
VOLUNTEERS	YES	YES			YES			YES		YES					
SPP	YES	YES			YES										
ZSE	YES	YES			YES										
CHARITY	YES				YES			YES			YES				

INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM--> TO)															
FROM ...															
TO ...	SHMU	SVP	CI_WATER	DISTRICT	MUNICIPALITY	REGION	MINV	CITIZEN	MZP	DHZ	VOLUNTEERS	SPP	ZSE	CHARITY	ARMY
ARMY	YES	YES			YES										

Table 38: Stakeholders' interactions in flood risk managements. Bratislava.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
SHMU	DISTRICT	Prevention	& to ALL	Meteorological information		INTERNET, EMAIL, ...	RADIO AND TV		
SHMU	DISTRICT	Response	& to ALL	Early warning alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...	RADIO AND TV	
SVP	DISTRICT	Prevention	& to MUNICIPALITY, REGION	Recommendations		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
SVP	DISTRICT	Preparedness		Periodic checks		TELEPHONE / FAX	FACE TO FACE MEETING		
SVP	MUNICIPALITY	Response	& to DISTRICT	Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		
SVP	DISTRICT	Recovery	& to MUNICIPALITY, REGION	Situational awareness		FACE TO FACE MEETING			
CI_WATER	DISTRICT	Response	& to MUNICIPALITY, REGION	Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		
CI_WATER	MUNICIPALITY	Recovery		Recovery protocols		INTERNET, EMAIL, ...			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
DISTRICT	MUNICIPALITY	Prevention	& to REGION, SVP	Threats identification		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
DISTRICT	MUNICIPALITY	Preparedness	in cooperation with IRS, FIREFIGHTERS	Training Programs		FACE TO FACE MEETING			
DISTRICT	MUNICIPALITY	Response	& to SHMU, SVP, IZS, FIREFIGHTERS	Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		
MUNICIPALITY	SVP	Prevention		Technical flood defense		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
MUNICIPALITY	DISTRICT	Preparedness		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
MUNICIPALITY	DISTRICT	Response	& to SVP, SHMU	Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		
MUNICIPALITY	CITIZEN	Response		Public information		RADIO AND TV	MUNICIPAL WEB	SOCIAL MEDIA	LOCAL SIRENS
MUNICIPALITY	DISTRICT	Recovery		Situational awareness		INTERNET, EMAIL, ...			

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
REGION	DISTRICT	Preparedness		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
REGION	DISTRICT	Recovery		Situational awareness		INTERNET, EMAIL, ...			
IRS, FIREFIGHT	DISTRICT	Response		Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		
MZP	DISTRICT	Response		Emergency alerts		TELEPHONE / FAX	INTERNET, EMAIL, ...		Main authority for border river Danube Flood Emergency declaration
DHZ	MUNICIPALITY	Response		Operational coordination		FACE TO FACE MEETING	TELEPHONE / FAX		
DHZ	MINV	Response		Operational coordination		TELEPHONE / FAX	FACE TO FACE MEETING		
DHZ	VOLUNTEERS	Response		Operational coordination		FACE TO FACE MEETING	TELEPHONE / FAX		
VOLUNTEERS	MUNICIPALITY	Response		Action groups coordination		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
VOLUNTEERS	CITIZEN	Response		Citizen security, First aid		FACE TO FACE MEETING			
VOLUNTEERS	DHZ	Response		Operational coordination		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
VOLUNTEERS	CHARITY	Recovery		Reconstruction		FACE TO FACE MEETING	TELEPHONE / FAX		
SPP	SVP	Prevention		Threats identification		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
SPP	MUNICIPALITY	Recovery		Reconstruction		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
ZSE	SVP	Prevention		Threats identification		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
ZSE	MUNICIPALITY	Recovery		Reconstruction		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
CHARITY	MUNICIPALITY	Recovery		Basic sanitation		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders <i>(FROM)</i>	Stakeholders <i>(TO)</i>	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
CHARITY	CITIZEN	Recovery		Citizens relocation		FACE TO FACE MEETING			
ARMY	MUNICIPALITY	Response		Flood defense measures		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	
ARMY	MINV	Response		Operational coordination		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	

Table 39: Stakeholders' communication flows and communication aims. Bratislava

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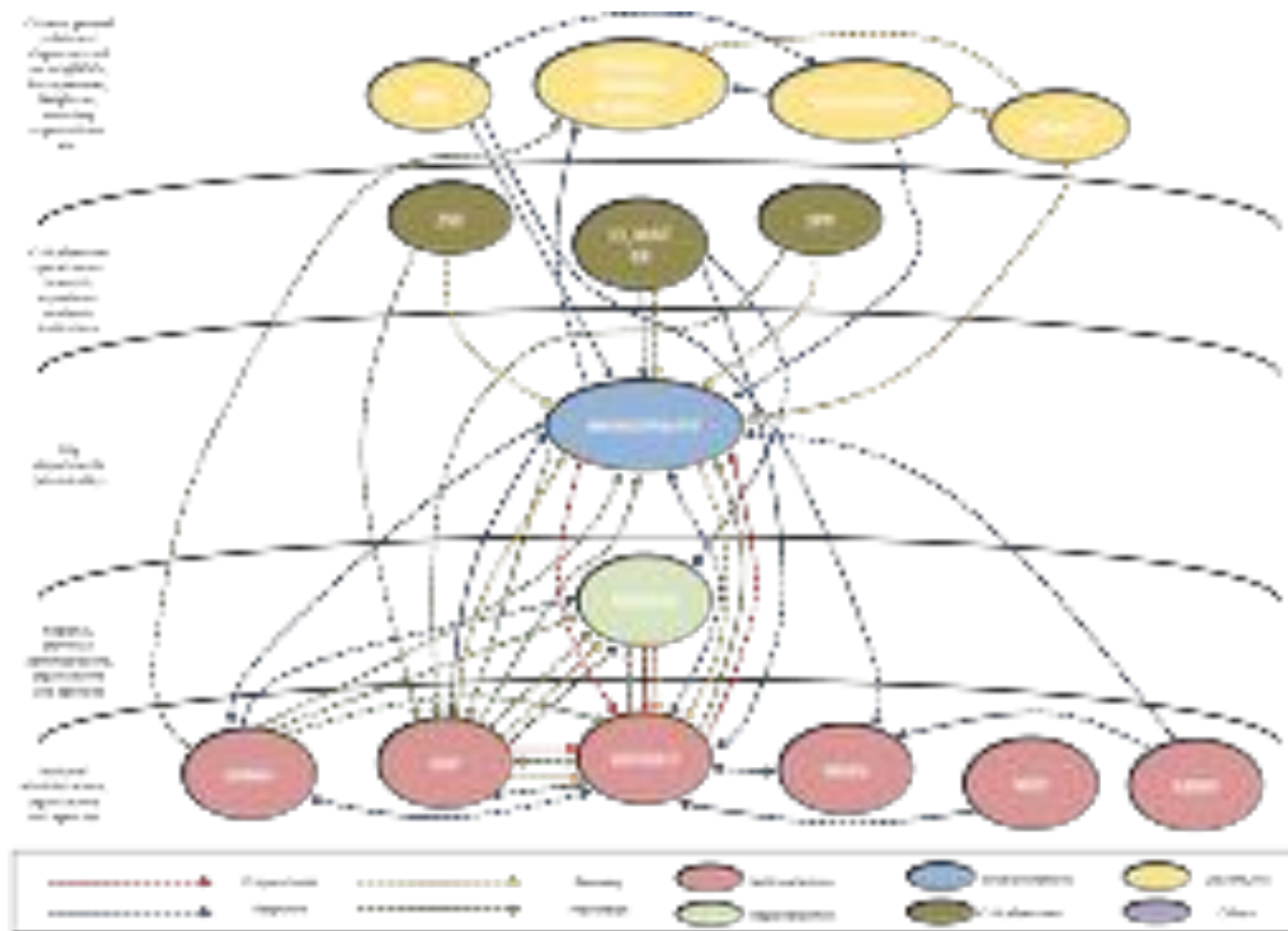


Figure 83. Sociogram about relationships between stakeholders. Bratislava.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Public participation Methods				Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)			Remarks		
CITIZENS	MUNICIPALITY	Response	Flood incidents	TELEPHONE / FAX	EMAIL	SOCIAL MEDIA		Information	Implicit data collection
CITIZENS	MUNICIPALITY	Prevention	Inform local authoritis on specific problems that could lead to increase risk of property damage in case of flood	TELEPHONE / FAX	HEARINGS	SOCIAL MEDIA		Self-management	Technical Expertise
CITIZENS	MUNICIPALITY	Recovery	Request evaluation of property damage and compensation for the loss	TELEPHONE / FAX	EMAIL			Self-management	Technical Expertise
CITIZENS	CHARITY	Recovery	Request support for specific recovery action	TELEPHONE / FAX	EMAIL			Self-management	Deliverable and Negotiate
CITIZENS	VOLUNTEERS	Response	Request support for specific response action	TELEPHONE / FAX	FACE TO FACE			Self-management	Explicit data collection
CITIZENS	MINV	Response	Call 112 in case of emergency	TELEPHONE / FAX				Self-management	Technical Expertise
CITIZENS	VOLUNTEERS	Recovery	Request support for specific recovery action	TELEPHONE / FAX	FACE TO FACE			Self-management	Explicit data collection

Communication flow (Interaction)		Communication aims		Public participation Methods				Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)		Remarks			
CITIZENS	DHZ	Response	Request support for specific response action	TELEPHONE / FAX	FACE TO FACE			Self-management	Explicit data collection
CITIZENS	DHZ	Recovery	Request support for specific recovery action	TELEPHONE / FAX	FACE TO FACE			Self-management	Explicit data collection

Table 40: Public participation procedures. Bratislava.

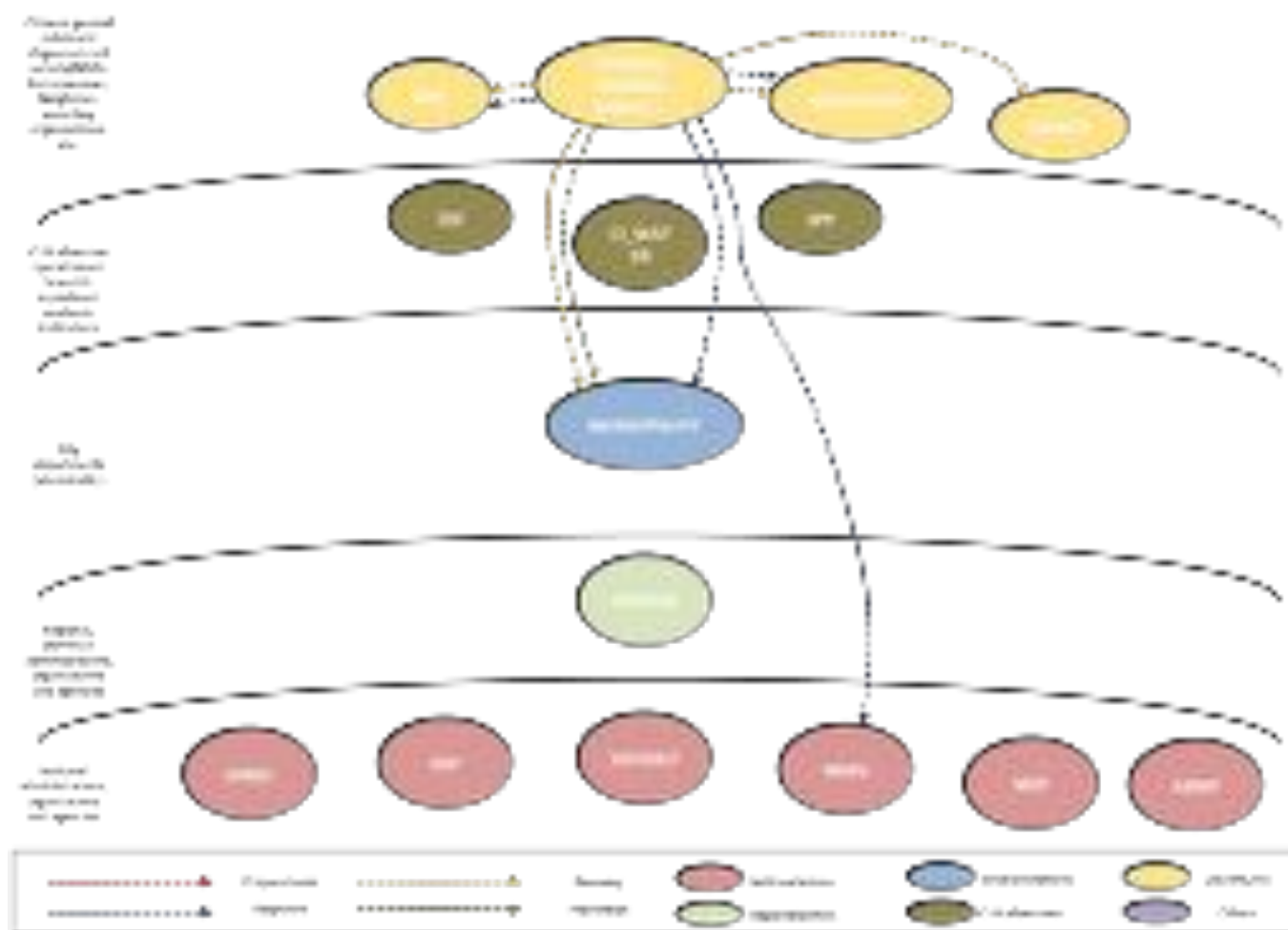


Figure 84. Sociogram about public participation procedures. Bratislava.

9.1.4 TULCEA

<i>Stakeholders (short name)</i>	<i>Description of each stakeholder</i>
Tulcea Municipality	Assesses, at local level, the emergency situations caused by floods, establishes specific measures and actions to address them and follows their fulfillment; it has an important role in prevention and intervention and it elaborates the local flood defense plan;
Tulcea County Prefect's Office	Representative of the Romanian Government on territorial level. It coordinates and monitors the implementation of the public policies and the Government Programme; the Prefect presides the County Committee for Emergency Situations. In case of flooding events, the County Committee for Emergency Situations assesses the emergency situations caused by floods, establishes specific measures and actions to address them and follows their fulfillment and with the help of the Technical Support Group elaborates flood defence plan, coordinates the actions for managing the emergency situations caused by floods and elaborates the territorial flood defence plan.
Dobrogea-Litoral Water Branch	Responsible for (regional) cross-border cooperation and flood protection infrastructure; it plays a key role in the management of water related emergencies; through its units it assists local and regional public administrations in the development of emergency plans.
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Coordinator of the Technical Support Group and provides logistics for in situ intervention operations and intervention plans.
Local voluntary teams	Operate under the coordination and preparation of ISU Delta Tulcea ; it is activated in cases of major events
Local entrepreneurs	Activated as part of the flood management plan, by the County Committee for the Emergency Situations

Table 41: Stakeholders identified in questionnaire of Tulcea.

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Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
Tulcea Municipality		YES	NO	NO	NO		YES	NO		NO	NO	NO	NO	NO		YES
Tulcea County Prefect's Office		NO	YES	NO	NO		YES	NO		NO	NO	NO	NO	NO		NO
Dobrogea-Litoral Water Branch		NO	YES	YES	NO		YES	NO		YES	NO	NO	YES	NO		NO
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)		YES	YES	NO	NO		YES	NO		NO	NO	NO	NO	NO		NO
Local voluntary teams		NO	NO	NO	NO		NO	NO		NO	NO	NO	NO	YES		YES
Local entrepreneurs		NO	YES	NO	NO		NO	YES		NO	NO	YES	NO	NO		YES

Table 42: Stakeholders identified in questionnaire of Tulcea. Type of stakeholder.

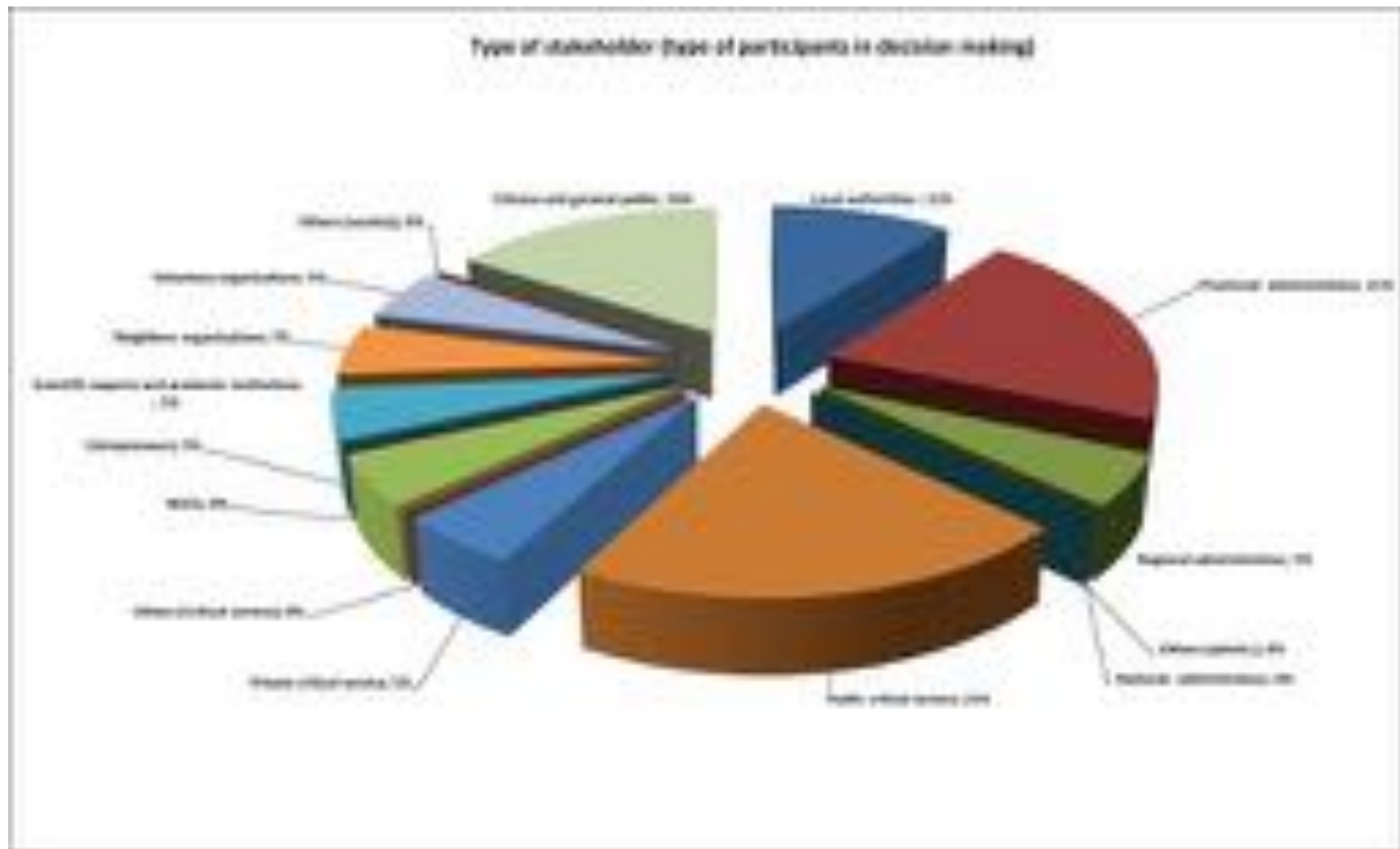


Figure 85. Stakeholders identified in questionnaire of Tulcea. Type of stakeholder.

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<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
Tulcea Municipality		YES	YES	YES	NO	NO	YES
Tulcea County Prefect's Office		YES	NO	YES	NO	YES	YES
Dobrogea-Litoral Water Branch		YES	NO	YES	YES	NO	YES
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)		YES	YES	YES	NO	NO	YES
Local voluntary teams		YES	YES	NO	YES	NO	YES
Local entrepreneurs		YES	YES	YES	YES	NO	NO

Table 43: Stakeholders identified in questionnaire of Tulcea. Authority & power.

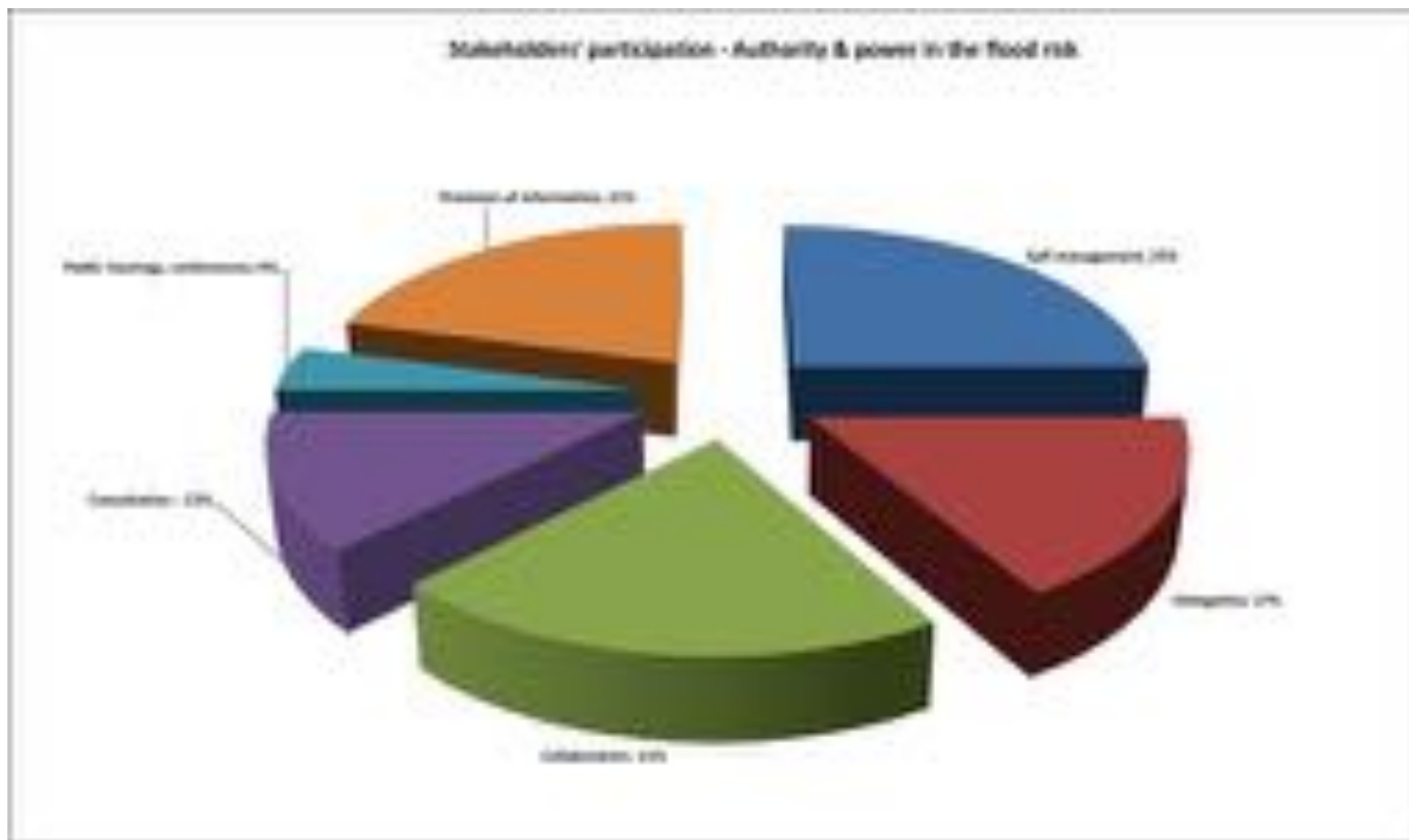


Figure 86. Stakeholders identified in questionnaire of Tulcea. Authority & power..

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
Tulcea Municipality		YES	YES	YES	YES	YES	YES	YES	NO
Tulcea County Prefect's Office		YES	YES	YES	NO	YES	YES	NO	YES
Dobrogea-Litoral Water Branch		YES	YES	YES	NO	YES	YES	NO	NO
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)		YES	YES	YES	NO	YES	YES	NO	NO
Local voluntary teams		NO	YES	NO	NO	NO	YES	NO	YES
Local entrepreneurs		NO	NO	NO	YES	NO	NO	NO	YES

Table 44: Stakeholders identified in questionnaire of Tulcea. Communication and decision mode.

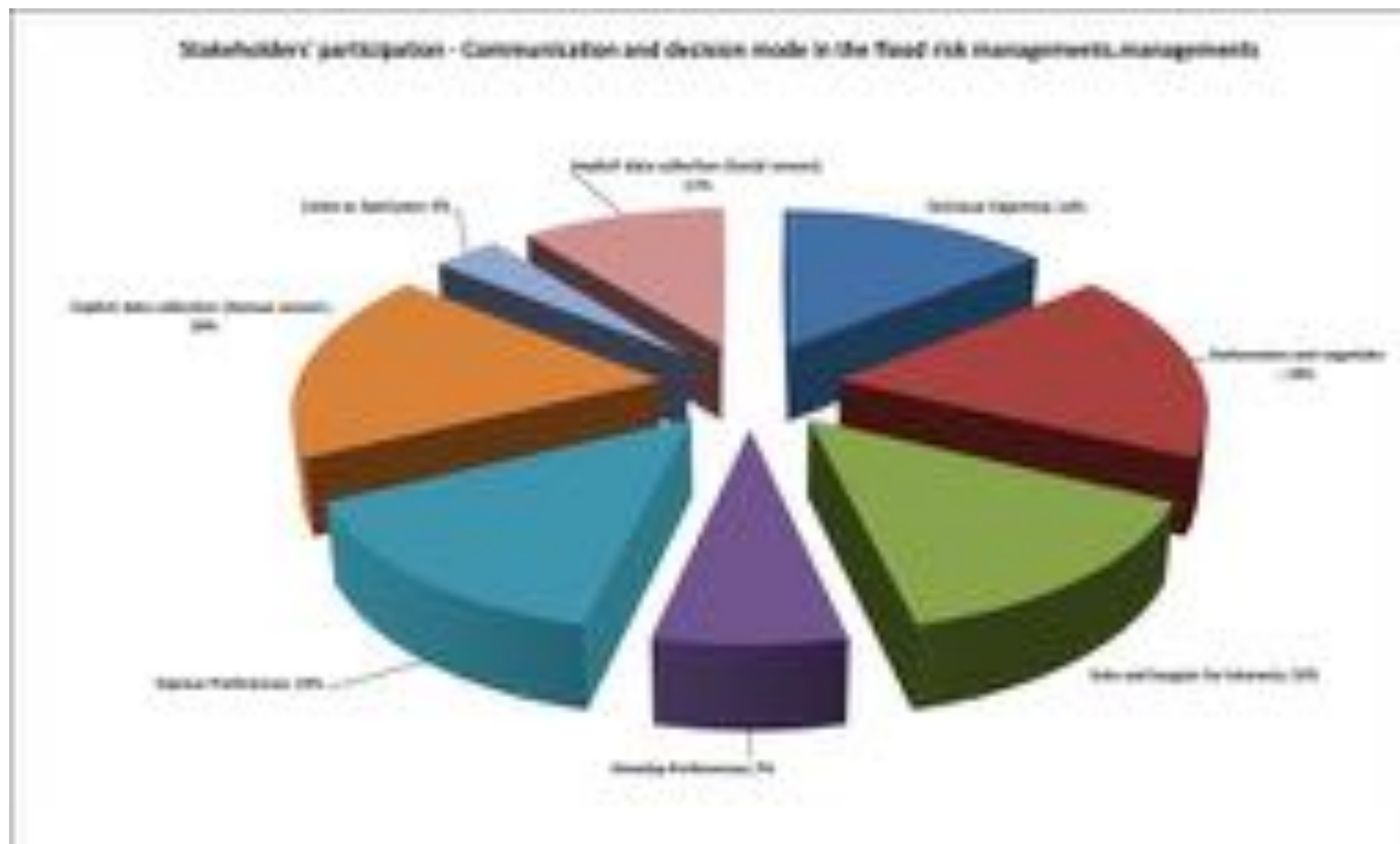


Figure 87. Stakeholders identified in questionnaire of Tulcea. Communication and decision mode..

	<i>Tulcea Municipality</i>	<i>Tulcea County Prefect's Office</i>	<i>Dobrogea-Litoral Water Branch</i>	<i>Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)</i>	<i>Local voluntary teams</i>	<i>Local entrepreneurs</i>
	<i>INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)</i>					
<i>TO ...</i>	<i>FROM ...</i>					
Tulcea Municipality		YES	YES	YES	YES	YES
Tulcea County Prefect's Office	YES		YES	YES	NO	NO
Dobrogea-Litoral Water Branch	YES	YES		YES	NO	NO
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	YES	YES	YES		NO	YES
Local voluntary teams	YES	NO	NO	YES		NO
Local entrepreneurs	YES	NO	NO	YES	NO	

Table 45: Stakeholders' interactions in flood risk managements. Tulcea

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Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Tulcea Municipality	Tulcea County Prefect's Office	Recovery	all	Situational awareness		RADIO AND TV	TELEPHONE / FAX	MUNICIPAL WEB	
Tulcea County Prefect's Office	Tulcea Municipality	Prevention		Urban planning		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Tulcea Municipality	Preparedness		Emergencies planning		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Tulcea Municipality	Response		Citizen security, First aid		TELEPHONE / FAX	FACE TO FACE MEETING	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Dobrogea- Litoral Water Branch	Prevention		River bed maintenance		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Dobrogea- Litoral Water Branch	Prevention		Flooding studies		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Prevention		Public awareness		RADIO AND TV	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Local Inspectorate for Emergency Situations	Prevention		Technical flood defense		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
	"Delta Tulcea" (ISU Delta Tulcea)								
Tulcea County Prefect's Office	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Preparedness		Emergency response protocols		TELEPHONE / FAX	FACE TO FACE MEETING	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response		Decision making		TELEPHONE / FAX	FACE TO FACE MEETING	INTERNET, EMAIL, ...	
Tulcea County Prefect's Office	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response		Operational coordination		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Local entrepreneurs	Tulcea Municipality	Response		Citizen security, First aid		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Dobrogea-Litoral Water Branch	Tulcea Municipality	Prevention		Recommendations		TELEPHONE / FAX	NEWSLETTER	INTERNET, EMAIL, ...	
Dobrogea-Litoral Water Branch	Tulcea Municipality	Prevention		Early warning		TELEPHONE / FAX	NEWSLETTER	INTERNET, EMAIL, ...	
Dobrogea-Litoral Water Branch	Tulcea County Prefect's Office	Prevention		Threats identification		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Dobrogea-Litoral Water Branch	Tulcea County Prefect's Office	Preparedness		Early warning alerts		FACE TO FACE MEETING	TELEPHONE / FAX	INTERNET, EMAIL, ...	
Dobrogea-Litoral Water Branch	Tulcea County Prefect's Office	Response		Info/data transmission		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	
Dobrogea-Litoral Water Branch	Tulcea County Prefect's Office	Response		Risk assessment		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	
Dobrogea-Litoral Water Branch	Tulcea County Prefect's Office	Recovery		Lessons learnt		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	
Dobrogea-Litoral Water Branch	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Prevention		Recommendations		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Dobrogea-Litoral Water Branch	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Preparedness		Coordination protocols		TELEPHONE / FAX	INTERNET, EMAIL, ...	FACE TO FACE MEETING	
Dobrogea-Litoral Water Branch	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response		Emergency alerts		TELEPHONE / FAX	NEWSLETTER	FACE TO FACE MEETING	
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea Municipality	Prevention		Meteorological information		TELEPHONE / FAX	TELEPHONE / FAX	FACE TO FACE MEETING	
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea Municipality	Prevention		Early warning		MOBILE APPS	TELEPHONE / FAX	FACE TO FACE MEETING	
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea Municipality	Preparedness		Emergency response protocols		MOBILE APPS	TELEPHONE / FAX	FACE TO FACE MEETING	
Local Inspectorate for	Tulcea	Response		Early warning alerts		MOBILE APPS	TELEPHONE /	FACE TO	

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Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Municipality						FAX	FACE MEETING	
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea Municipality	Recovery		Recovery protocols		TELEPHONE / FAX	FACE TO FACE MEETING		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea County Prefect's Office	Prevention		Threats identification		TELEPHONE / FAX	MOBILE APPS		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea County Prefect's Office	Preparedness		Emergency response protocols		MOBILE APPS	TELEPHONE / FAX		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea County Prefect's Office	Preparedness		Early warning alerts		MOBILE APPS	TELEPHONE / FAX		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea County Prefect's Office	Response		Info/data transmission		MOBILE APPS	TELEPHONE / FAX	FACE TO FACE MEETING	
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Tulcea County Prefect's Office	Response		Intervention management		MOBILE APPS	TELEPHONE / FAX	FACE TO FACE MEETING	

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Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
Delta Tulcea)									
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Local voluntary teams	Prevention		Public awareness		FACE TO FACE MEETING	TELEPHONE / FAX		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Local voluntary teams	Preparedness		Emergency response protocols		FACE TO FACE MEETING	TELEPHONE / FAX		
Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Local voluntary teams	Response		Action groups coordination		FACE TO FACE MEETING	TELEPHONE / FAX		
Local voluntary teams	Tulcea Municipality	Preparedness		Communication protocols		TELEPHONE / FAX	FACE TO FACE MEETING		
Local voluntary teams	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Prevention		Public awareness		TELEPHONE / FAX	FACE TO FACE MEETING		
Local voluntary teams	Local Inspectorate for Emergency Situations "Delta Tulcea"	Preparedness		Emergency response protocols		TELEPHONE / FAX	FACE TO FACE MEETING		

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
	(ISU Delta Tulcea)								
Local voluntary teams	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response		Citizen security, First aid		FACE TO FACE MEETING	TELEPHONE / FAX		
Local entrepreneurs	Tulcea Municipality	Recovery		Essential services recovery		FACE TO FACE MEETING	TELEPHONE / FAX		
Local entrepreneurs	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response		Citizen security, First aid		FACE TO FACE MEETING	TELEPHONE / FAX		

Table 46: Stakeholders' communication flows and communication aims. Tulcea.

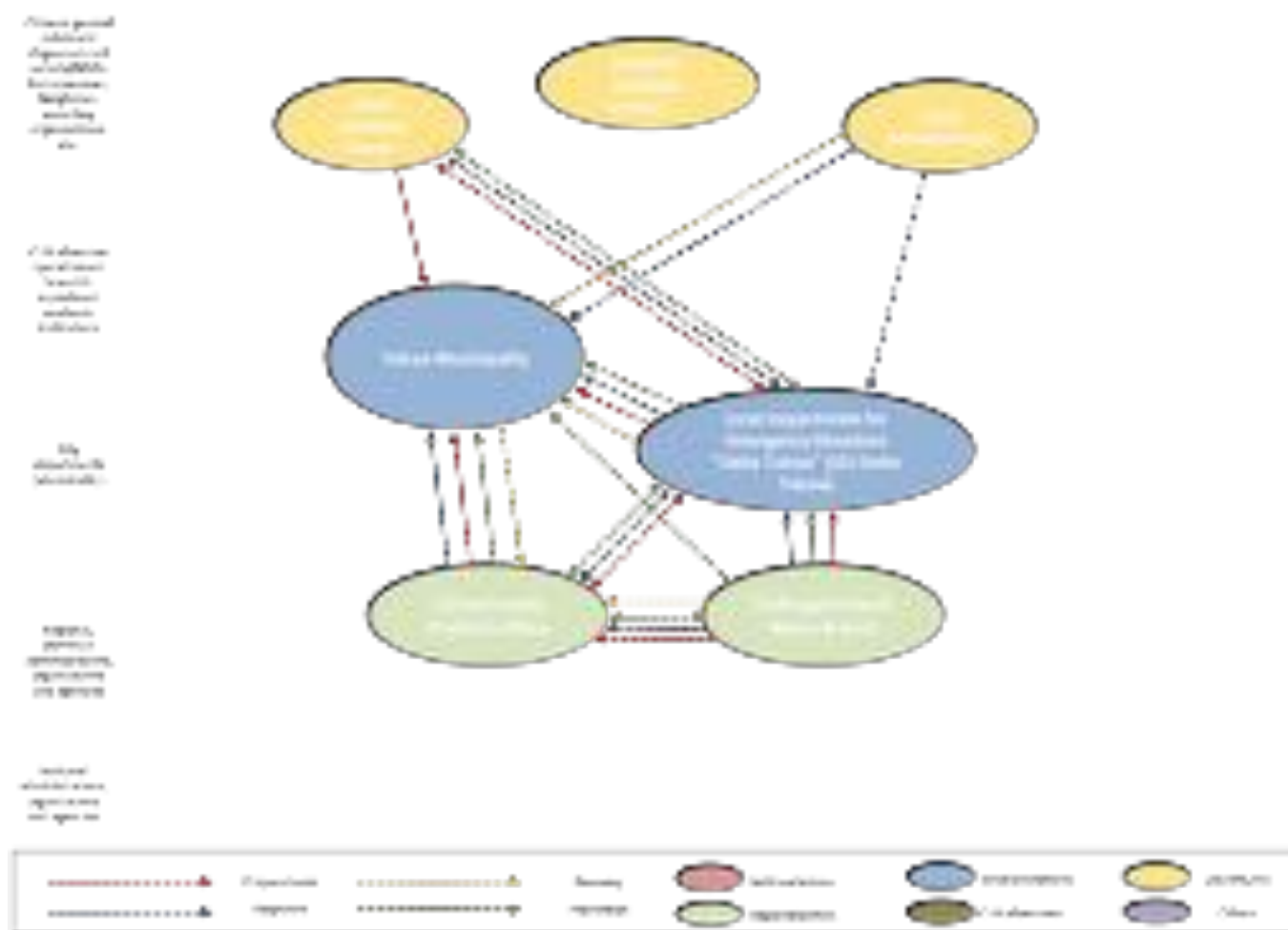


Figure 88. Sociogram about relationships between stakeholders. Tulcea

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Public participation Methods			Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)	
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)		Remarks			
CITIZENS	Tulcea Municipality	Prevention	Inform the local authorities about specific problems that could have a negative impact one's personal property: dam destruction, overgrown natural vegetation, cluttered drainage, etc.	TELEPHONE / FAX	HEARINGS	EMAIL		Self-management	Technical Expertise
CITIZENS	Tulcea Municipality	Preparedness	Announce the diassapearence of a person,	TELEPHONE / FAX	TELEPHONE / FAX			Collaboration	Explicit data collection
CITIZENS	Tulcea Municipality	Recovery	Request evaluation of the property damage and compensation for the loss	TELEPHONE / FAX	MUNICIPAL WEB	ADVISORY COMMITTEE		Self-management	Technical Expertise
CITIZENS	Tulcea County Prefect's Office	Response	Present specific emergency situations in isolated places or request specific interventions- helicopter, special transportation of ill or deceased persons;	TELEPHONE / FAX	FACE TO FACE			Self-management	Technical Expertise
CITIZENS	Tulcea County Prefect's Office	Recovery	Request evaluation of the property damage (mainlv in	ADVISORY COMMITTEE	FACE TO FACE	TELEPHONE / FAX		Collaboration	Technical Expertise

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Public participation Methods			Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)	
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)					Remarks
			agriculture). The evaluations activity is coordinated and monitored by the Prefect, in cooperation with the Agency for Payment and Intervention in Agriculture						
CITIZENS	Local Inspectorate for Emergency Situations "Delta Tulcea" (ISU Delta Tulcea)	Response	ISU Delta Tulcea unique number is first dialed in all types of emergency situations: 112	TELEPHONE / FAX				Self-management	Technical Expertise
CITIZENS	Dobrogea-Litoral Water Branch	Prevention	Collect information regarding the water leves	RADIO AND TV	WRITTEN PRESS	INTERNET		Information	Implicit data collection
CITIZENS	Local voluntary teams	Response	Request support in specific rescue actions	FACE TO FACE	TELEPHONE / FAX	CONSENSUS CONFERENCE		Self-management	Explicit data collection
CITIZENS	Local entrepreneurs	Response	Request support in specific rescue actions	FACE TO FACE	TELEPHONE / FAX	CONSENSUS CONFERENCE		Self-management	Deliverable and Negotiate

Table 47: Public participation procedures. Tulcea



Figure 89. Sociogram about public participation procedures. Tulcea

9.1.5 VILANOVA DE FAMALICAO

<i>Stakeholders (short name)</i>	<i>Description of each stakeholder</i>
ANPC	National Civil Protection Authority
CDOS	District Relief Operations Command
SMPC	Civil Protection Municipal Service
PSP	Public Security Police
GNR	Republican National Guard
PM	Municipal Police
B.V.V.N.F.	Volunteer Firefighters from Vila Nova de Famalicão
B.V.F.	Firefighters Volunteers Famalicensees
B.V.Riba de Ave	Volunteer Firefighters from Riba de Ave
CHMA	Hospital Center from Midle Ave - Famalicão
HNF	Narciso Ferreira Hospital
USF - Famalicão	Public Health Unit of Vila Nova de Famalicão
Social_Act_Mun	Department of social action of the municipality of vila nova de famalicão
INEM	National Medical Emergency Institute
CMPC	Civil Protection Municipal Commission
Press_offi_Mun	Press Advisor of the municipality of vila nova de famalicão
IC_Electricity	Critical Infrastructure (Energy)
IC_Telecom	Critical Infrastructure (Telecommunication)
IC_Natural Gas	Critical Infrastructure (Natural gas)
Citizen	Citizen and General Public

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
ANPC					YES											
CDOS				YES												
SMPC		YES														
PSP					YES											
GNR					YES											
PM		YES														
B.V.V.N.F.														YES		
B.V.F.														YES		
B.V.Riba de Ave														YES		
CHMA				YES												
HNF			YES													
USF - Famalicão			YES													
Social_Act_Mun		YES														

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Other public administrations, organizations and agencies					Critical service and infrastructure operators			Scientific experts and academic institutions	Organized civil society					Citizens and general public
		Local authorities	Provincial	Regional	National	Others (remarks)	Public	Private	Others (remarks)		NGOs	Entrepreneurs	Neighbors organizations	Voluntary organizations	Others (remarks)	
INEM					YES											
CMPC		YES														
Press_offi_Mun		YES														
IC_Electricity								YES								
IC_Telecom								YES								
IC_Natural Gas								YES								
Citizen																YES

Table 48: Stakeholders identified in questionnaire of Vilanova de Famalicão. Type of stakeholder.

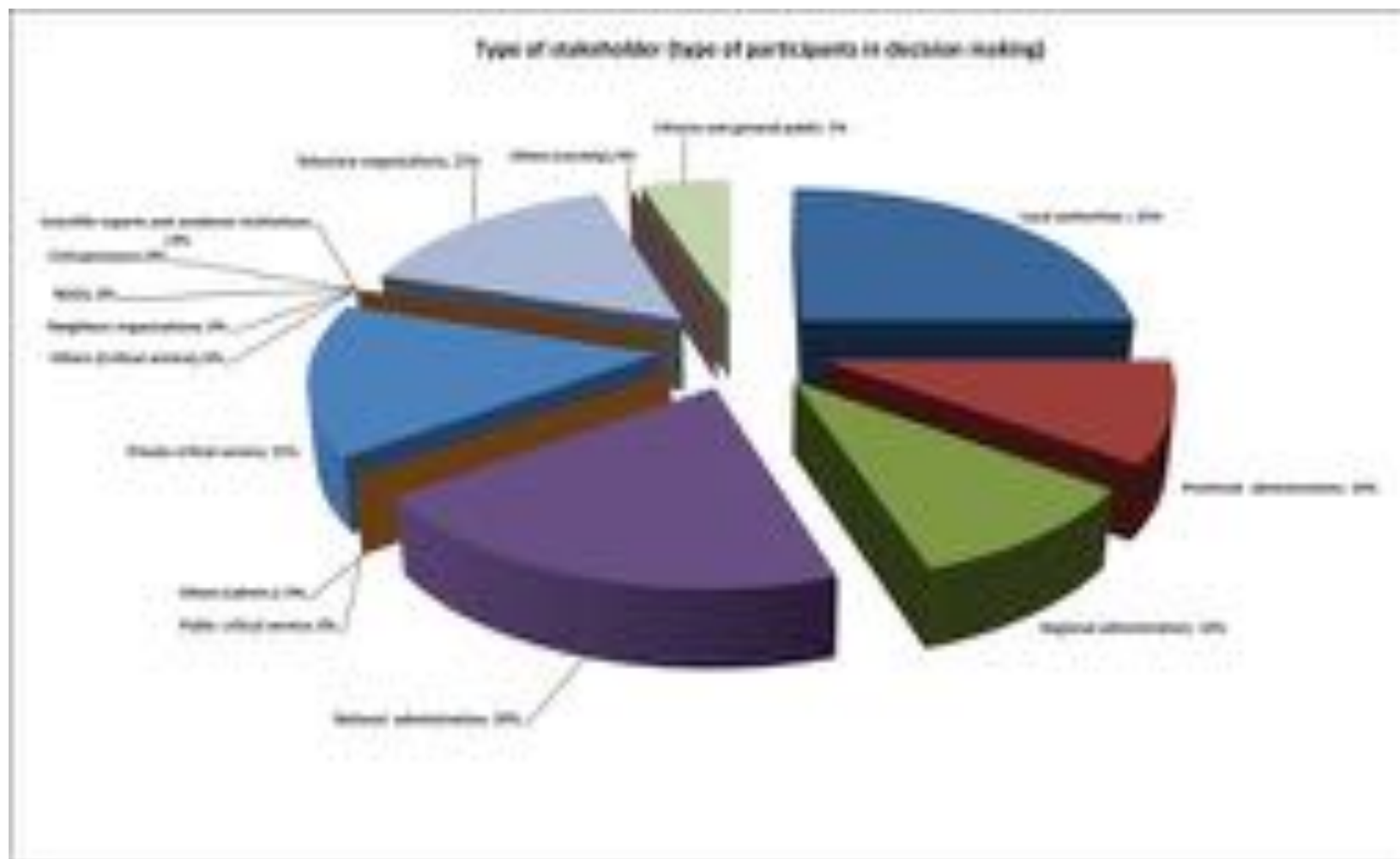


Figure 90. Stakeholders identified in questionnaire of Vilanova de Famalicao. Type of stakeholder.

D2.3 Report on the public participation procedures and citizen involvement

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
ANPC		YES					
CDOS		YES					
SMPC		YES					
PSP		YES					
GNR		YES					
PM		YES					
B.V.V.N.F.		YES					
B.V.F.		YES					
B.V.Riba de Ave		YES					
CHMA		YES					
HNF		YES					
USF - Famalicão		YES					
Social_Act_Mun		YES					
INEM		YES					
CMPC			YES				

<i>Stakeholders</i>	<i>Remarks</i>	<i>Self-management (Local communities, individual)</i>	<i>Delegation (community cooperatives, development trusts, local councils)</i>	<i>Collaboration through advisory groups</i>	<i>Consultation through workshops</i>	<i>Public hearings, conferences</i>	<i>Provision of information</i>
Press_offi_Mun		YES					
IC_Electricity				YES			
IC_Telecom				YES			
IC_Natural Gas				YES			
Citizen							YES

Table 49: Stakeholders identified in questionnaire of Vilanova de Famalicao. Authority & power.

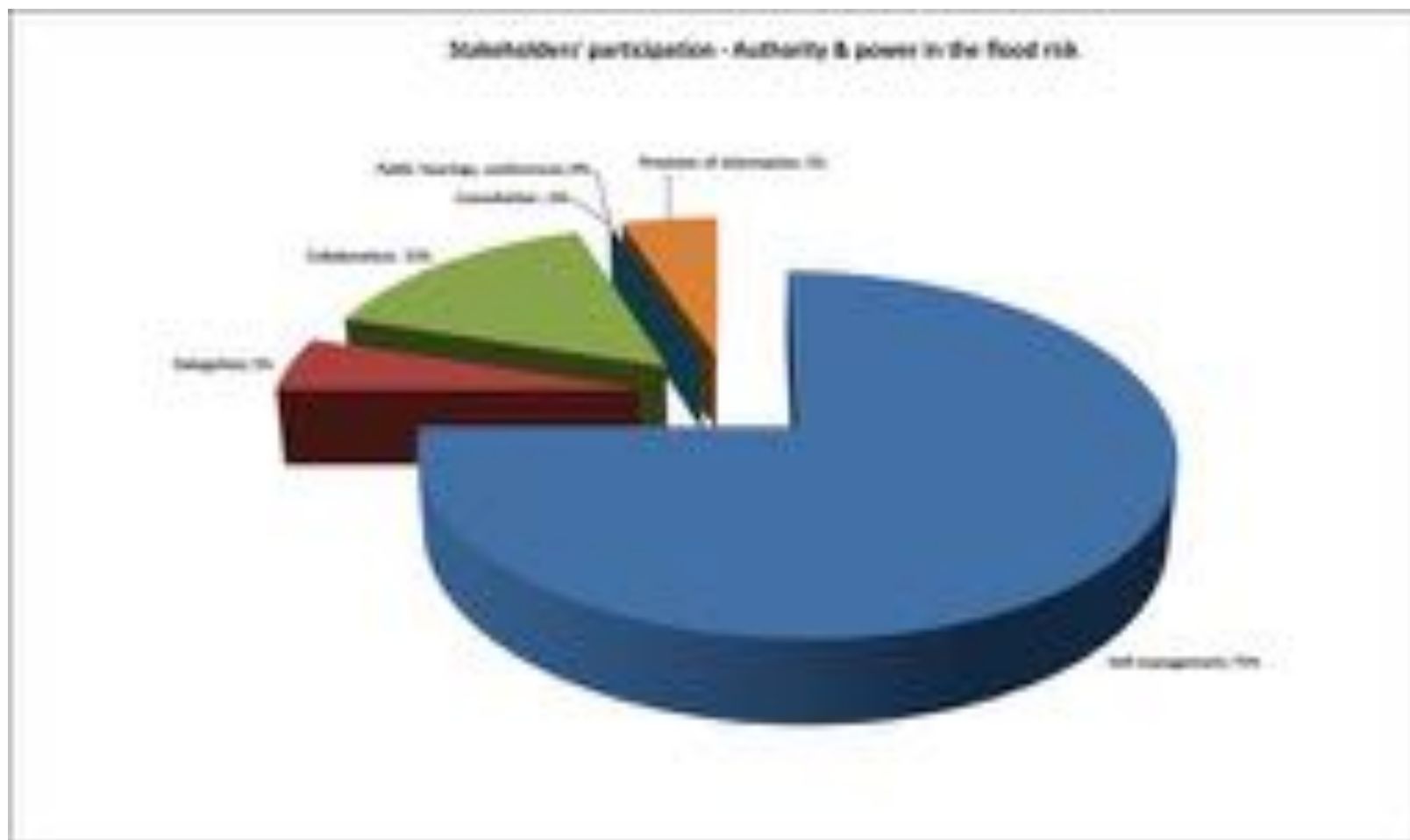


Figure 91. Stakeholders identified in questionnaire of Vilanova de Famalicao. Authority & power.

D2.3 Report on the public participation procedures and citizen involvement

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
ANPC		YES							
CDOS		YES							
SMPC		YES							
PSP		YES							
GNR		YES							
PM		YES							
B.V.V.N.F.		YES							
B.V.F.		YES							
B.V.Riba de Ave		YES							
CHMA		YES							
HNF		YES							
USF - Famalicão		YES							

Stakeholders	Remarks	Technical Expertise	Deliberation and negotiation	Vote and bargain for interests	Develop Preferences	Express Preferences	Explicit data collection (Human sensor)	Listen as Spectator	Implicit data collection (Social sensor)
		Participants with training and professional specialization (planners, regulator, social workers and the like)	Participants deliberate to find out what they want individually and as a group. Process characterized for the interaction and exchange of perspectives and experiences, that precedes any group choice. Participants in deliberation aim toward agreement with one another based on reasons, arguments and principles.	Participants know what they want, and the mode of decision making aggregates their preferences into a social choice.	Participants can explore, develop, and perhaps transform their preferences and perspectives on public issues are far less common.	Participants can express their preferences to the audience.	Direct and intentional data provision, e.g. mobile, tablet, laptop, etc.	Participants receive information about some policy or project and they bear witness to struggles between politicians, activists, and interest groups.	Implicit data provision via social media, e.g. facebook, twitter, youtube, etc.
Social_Act_Mun		YES							
INEM		YES							
CMPC		YES							
Press_offi_Mun		YES							
IC_Electricity				YES					
IC_Telecom				YES					
IC_Natural Gas				YES					
Citizen									YES

Table 50: Stakeholders identified in questionnaire of Vilanova de Famalicão. Communication and decision mode.

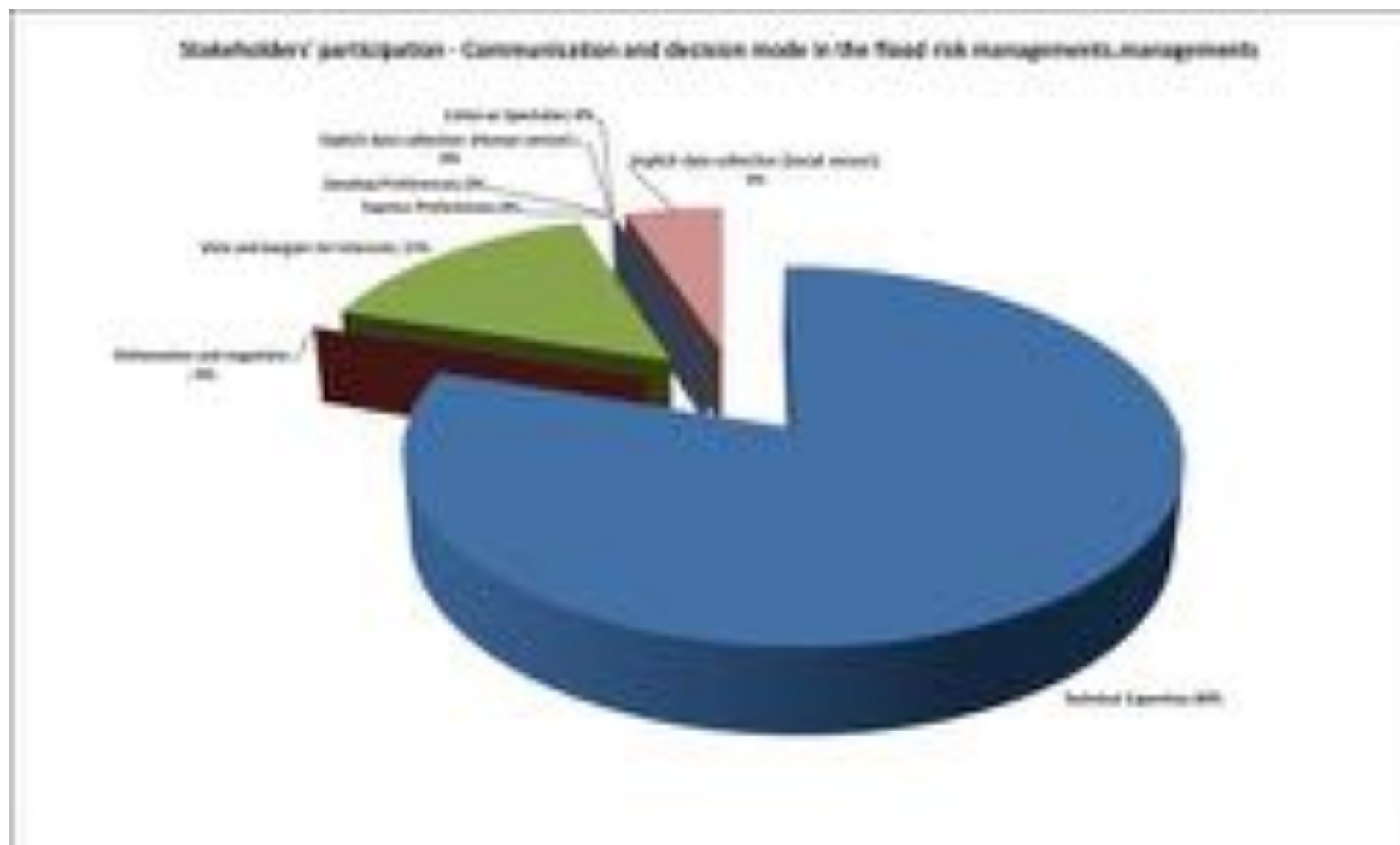


Figure 92. Stakeholders identified in questionnaire of Vilanova de Famalicao. Communication and decision mode.

	INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																			
	FROM ...																			
TO ...	ANPC	CDOS	SMPC	PSP	GNR	PM	B.V.V. N.F.	B.V.F.	B.V.Ri ba de Ave	CHMA	HNF	USF - Famali cão	Social _Act_ Mun	INEM	CMPC	Press_ offi_M un	IC_Ele ctricit y	IC_Tel ecom	IC_Na tural Gas	Citizen
ANPC		YES	YES				YES	YES	YES											
CDOS			YES		YES		YES	YES	YES											
SMPC	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
PSP			YES												YES					YES
GNR			YES												YES					YES
PM			YES												YES					YES
B.V.V.N.F.		YES	YES												YES					
B.V.F.		YES	YES												YES					
B.V.Riba de Ave		YES	YES												YES					
CHMA																				
HNF																				
USF - Famalicão																				

INTERACTION BETWEEN EACH OF THE STAKEHOLDERS IN COLUMN "FROM" WITH THE STAKEHOLDERS IN THE ROW "TO" (FROM --> TO)																				
FROM ...																				
TO ...	ANPC	CDOS	SMPC	PSP	GNR	PM	B.V.V. N.F.	B.V.F.	B.V.Ri ba de Ave	CHMA	HNF	USF - Famali cão	Social _Act_ Mun	INEM	CMPC	Press_ offi_ Mun	IC_Ele ctricit y	IC_Tel ecom	IC_Na tural Gas	Citizen
Social_Ac t_Mun																				
INEM	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES								
CMPC	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES			YES	YES	YES	YES	YES
Press_offi _Mun																				YES
IC_Electri city																				
IC_Teleco m																				
IC_Natura l Gas																				
Citizen			YES											YES						

Table 51: Stakeholders' interactions in flood risk managements. Vilanova de Famalicao.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Content of communication		Communication channels			
Stakeholders (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Remarks	Non-exhaustive list of communication content (if the case, please add news in remarks)	Remarks	Communication channels (if the case, choose max 3 options)			Remarks
ANPC	CDOS	Prevention		Early warning		INTERNET, EMAIL, ...			
CDOS	SMPC	Preparedness		Civil Protection Plans		INTERNET, EMAIL, ...	TELEPHONE / FAX		
CDOS	B.V.V.N.F.	Preparedness		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
CDOS	B.V.F.	Preparedness		Emergency response protocols		INTERNET, EMAIL, ...	NEWSLETTER		
CDOS	B.V.F.	Preparedness		Emergency response protocols		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SMPC	CMPC	Response		Operational coordination		INTERNET, EMAIL, ...	TELEPHONE / FAX		
SMPC	Press_offi_Mun	Prevention		Public Information		INTERNET, EMAIL, ...	TELEPHONE / FAX	FACE TO FACE MEETING	
Press_offi_Mun	Citizen	Prevention		Recommendations		MUNICIPAL WEB			
SMPC	Citizen	Prevention		Early warning		TELEPHONE / FAX			

Table 52: Stakeholders' communication flows and communication aims. Vilanova de Famalicão.

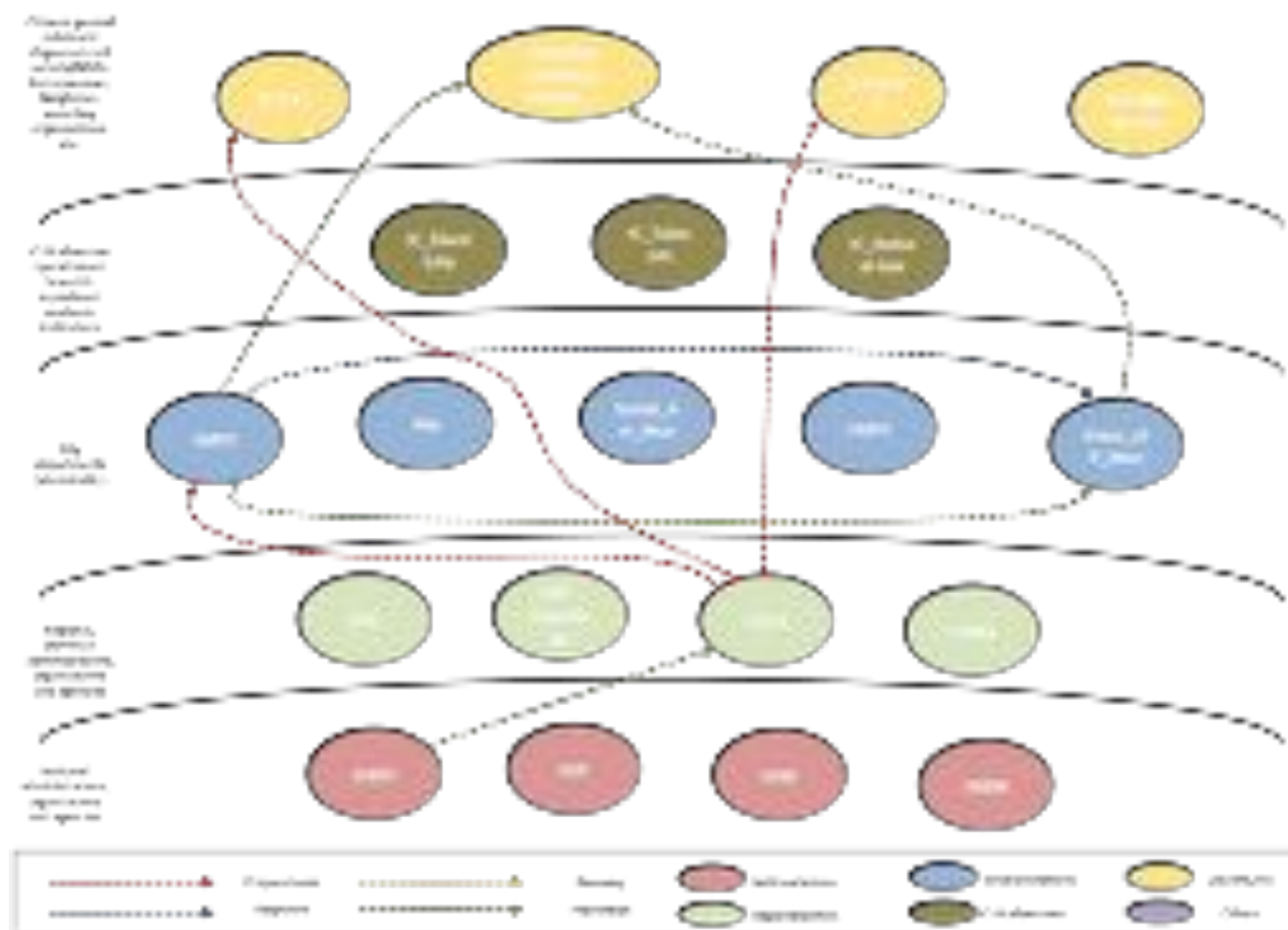


Figure 93. Sociogram about relationships between stakeholders. Vilanova de Famalicão.

D2.3 Report on the public participation procedures and citizen involvement

Communication flow (Interaction)		Communication aims		Public participation Methods				Participation method (authority) - (See table 3)	Communication & Decision Mode - (See table 4)
Citizen environment (FROM)	Stakeholders (TO)	(Prevention, Preparedness, Response, Recovery)	Describe in detail the aim of the communication from de citizens to the rest of stakeholders.	Communication channels (if the case, choose max 3 options)			Remarks		
CITIZENS	SMPC	Prevention	recommendations related to floods	TELEPHONE / FAX	EMAIL	FACE TO FACE		Information	Express Preferences
CITIZENS	SMPC	Response	flood incidents	TELEPHONE / FAX				Self-management	Explicit data collection
CITIZENS	SMPC	Recovery	helps, subsidies	TELEPHONE / FAX	EMAIL	FACE TO FACE		Self-management	Aggreagate and Bargain
CITIZENS	B.V.V.N.F.	Response	Assistance	TELEPHONE / FAX				Self-management	Aggreagate and Bargain
CITIZENS	B.V.F.	Response	Assistance	TELEPHONE / FAX				Self-management	Aggreagate and Bargain
CITIZENS	B.V.Riba de Ave	Response	Assistance	TELEPHONE / FAX				Self-management	Aggreagate and Bargain
CITIZENS	GNR	Response	Assistance	TELEPHONE / FAX				Self-management	Aggreagate and Bargain

Table 53: Public participation procedures. Vilanova de Famalicao.

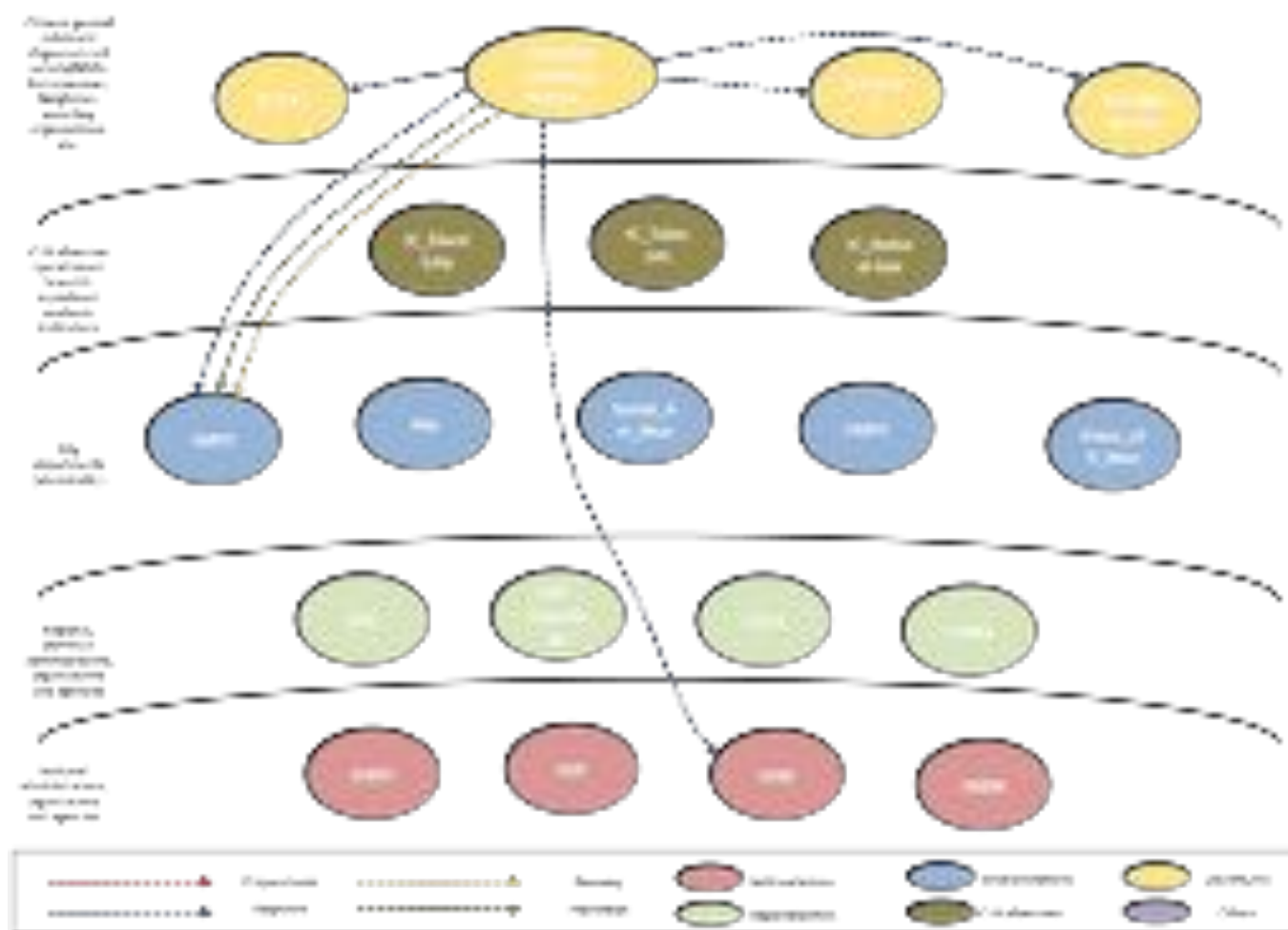


Figure 94. Sociogram about public participation procedures. Vilanova de Famalicão.

10 APPENDIX IV: Questionnaire of conclusion of each pilot cases and technical partners

PILOTS CASES

- GENOVA.**
- BILBAO.**
- BRATISLAVA.**
- TULCEA.**
- VILANOVA DE FAMALICAO.**

TECHNICAL PARTNERS

- WP3-SMC (CELLENT).**
- WP3-EMC (ANSWARE)**
- WP3-TMS (ANO).**
- WP3-CDF (ANO).**
- WP4-PLATFORM (SIVECO)**

Explanation to complete the questionnaire:

The questionnaire is divided into two parts: **1. Short part (1)** **highlighted in green**, for the pilot case, with the objective of expanding the conclusions in relation to the system developed in D2.3 with the aim of getting a greater detail of the conclusions in order to make them more convincing. **2. Second part (2)** **highlighted in blue**, assigned to the technical partners, with the objective of expanding the conclusions of D2.3 in relation to the impact that will have on the design of the FloodCare system.

1. Part to be completed by pilot cases (Tables 1, 2) each pilot case has a different table, please choose the corresponding one. **1.1. Short part (1)** **highlighted in green** (this table contains three sections (following) that are explained below)

1.1.1. Patterns and trends identified during development and conclusion

The patterns or trends detected in each line of analysis considering all the pilot cases of the project, is the one presented in column "PATTERNS". Does this pattern or trends agree with the situation that reflects your city (please check in Table 1, the column corresponding to each pilot case)? Indicate "Yes" or "No", and in the case it does not agree explain the possible reason or reasons that generate these differences. **Please complete and explain in the column 1 of Table 1 corresponding to each pilot case**

1.1.2. Future perspectives in the pilot case

Are there future perspectives of changes that imply sustainability in the situation reflected in the Table 1, associated to each pilot case? **Please complete and explain in the column 2 of Table 1 corresponding to each pilot case**

1.1.3. Study and implementation related to the pilot case **Please complete and explain in the column 3 of Table 1 corresponding to each pilot case**

2. Part to be completed by the technical partners (Table 1) (this section deals with WP3 and WP4)

The objective of this part (Table 2) is to develop (by the technical partners of the project) a preliminary assessment of the possible influence on the development of the products contained in the WP3 and WP4, of each of the line of analysis of the deliverable D2.3.3 (column "CRITERIA"), and / or estimate the possible effect on hypothetical changes in the patterns or trends identified as conclusions of D2.3 (column "PATTERNS" highlighted in red). **Please identify in Table 2 the possible influence by selecting "YES" or "NO" to each cell and add with a brief explanation about possible effect the hypothetical changes in the patterns in each component and pattern.**

Please identify the information about the questionnaire respondents (name and position)

Figure 95. Front cover of questionnaire of conclusions.

10.1.1 PILOT CASES

Table 96. Questionnaire of conclusions related to pilot cases (check table)

Activity	Activity description	Activity description	Activity description	Activity description	Activity description	Activity description
Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)
Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)
Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)
Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)
Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)
Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)
Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)
Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)
Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)
Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)	Information gathering (initial phase)
Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)	Information gathering (intermediate phase)
Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)	Information gathering (final phase)

Figure 96. Table of the questionnaire of conclusions related to pilot cases (check table)

[illegible]

Figure 97. Table of the questionnaire of conclusions related to pilot cases (template, table to complete)

10.1.2 TECHNICAL PARTNERS

[illegible]

Figure 98. Table of the questionnaire of conclusions related to technical partners (template, table to complete)