



## Opening of the RWS Datalab

An important milestone for Rijkswaterstaat, last February 6th: RWS Datalab opened its doors. RWS Datalab is a new team that aims to accelerate the speed of innovation within Dutch governmental organizations.

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## A challenge in the picture

As one of the BE-GOOD partners, Dublin City Council is working on two challenges. One of them is “Rate my public Transport Stop” and will look to develop a system to retrieve and analyze stop specific information.

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## Formation of an international jury

In October of 2016, Dublin City Council hosted a number of events for the Interreg VB North West Europe project BE-GOOD which culminated with the official launch at The City Hall, on Friday the 14th of October.

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## Questions to LIST (Luxembourg Institute of Science and Technology)

As a conclusion to this BE-GOOD newsletter we asked the project manager the technical partner LIST (Luxembourg Institute of Science and Technology) about their role in the project and about their expectations for the future of BE-GOOD

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**Project Duration: 25/02/2016 - 31/05/2020**

**Total Project Budget: € 6.45 million**

**Total ERDF: € 3.87 million**

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## Opening of the RWS Datalab

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Lead partner organization 'Rijkswaterstaat: Ministry of Infrastructure and the Environment' is rapidly becoming a data driven organization. That's what Director General Hendrik Jan Dronkers emphasized during his opening remarks at the inauguration of the RWS Datalab in February. The Datalab is a brand new team within Rijkswaterstaat that will accelerate the speed of innovation within Dutch governmental organizations.



The Datalab goes beyond experimenting and exploring new technologies. It provides an environment where smart, workable solutions are developed that deliver immediate benefits in practice. Think of visual analytics, data mining, text analysis, dashboarding, machine learnings, cost models and many more.

In two work spaces, located at Utrecht and Delft, data specialists and clients work together on projects. In Delft for example, the Experience center serves as a place for inspiration. Guests and visitors can dive into the vast amount of opportunities data has to offer.

Co-creation between customers and partners is always at the basis of the Datalab's functioning. The team supports an open culture shaped by innovation and close cooperation. This whole mindset is embodied by the slogan that was developed for the RWS Datalab: '*Smarter together*'.





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## A challenge in the picture

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Dublin City Council is working on two challenges in the context of the BE-GOOD project. One of them is “Rate my public Transport Stop” and will look to develop a system to retrieve and analyze stop specific information.

Dublin City Council will investigate how this can be provided to public transport service providers in order to improve the level of service and incorporate a public transport user feedback mechanism to enable dialogue between service users and -providers.

The challenge is to provide a system to allow for the measuring and improvement of public transport performance and offer the customer an alternative to their stop. All of this will be based on stop performance information through the analysis of the data generated.

One proposal to analyze the performance of public transport stops and the level of public satisfaction with the service provided is the development of an app. Using the application will allow transport users to rate stops against each other using a set of service measures as predefined criteria to establish a rating for these stops. The information gathered can be assessed to provide a rating for stops and a valuable data base to measure bus stop performance and customer satisfaction with the aim to improve the level of customer service.

The challenge will provide a complete solution to allow public transport users a means to engage in a dialogue with the service providers on their user experiences and a back end system to analyze and enable a level of service to be measured.

It is envisaged that the system will be used by both public transport users and public transport providers. The former will use the system to provide useful feedback on stop performance as a mechanism to rate the level of service at a chosen stop and make informed choices about service levels in their areas of choice. The latter will make use of it to analyze the data received and use this as a way to measure and improve the provided services.

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## Formation of an International jury

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Within the BE-GOOD project each partner has an indicative budget to develop a number of challenges. Overall objective is to create validated business cases which are ready for uptake by SMEs and other end users. To get the SMEs involved in the process BE-GOOD aims to procure in an innovative way.



The Conseil Départemental du Loiret (France) was the first BE-GOOD partner to open a call for participation to a design contest (2014/24/EU Directive) on data processing to build a real-time information system for traffic conditions. The design contest was launched in April 2017. The department received 7 candidates, which were asked to provide information based on a number of criteria (turnover, reference list, experience with open data, traffic flows,...).

Within the context of the BE-GOOD project an international jury was formed to do the evaluation of those 7 candidates. On the one hand the evaluation was done by members of the Conseil Départemental du Loiret and on the other hand by representatives of Flanders Environment Agency (Belgium), Dublin City Council (Ireland) and the Ministry of Infrastructure and Environment (The Netherlands).





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# Interreg



EUROPEAN UNION

## North-West Europe

### BE-GOOD

European Regional Development Fund

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## Questions to Slim Turki, Samuel Renault and Sébastien Martin (Luxembourg Institute of Science and Technology)

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**The main role of the Luxembourg Institute of Science and Technology in the BE-GOOD project is that of work package leader of WP T1 Methodology: open data sharing and innovation networks. Could you describe us what is expected of you in that regard?**

LIST is involved in BE-GOOD as the work package leader of WP T1 and as the lead technical partner.

Our role as lead technical partner is to independently advice the project coordinator and challenge owners on technical and methodological issues; to identify and tackle major barriers to market uptake for PSI-based services; to review and monitor the challenges maturation and ecosystems evolution; to support trans-national cooperation between the partners; to evaluate implementation processes and business cases; to define the BE-GOOD methods, and to disseminate the project results in the academic and professional communities.

WP T1 has three objectives: (i) evaluate existing methodologies for PSI sharing, collaboration between public bodies, and with solution providers; (ii) produce guidance documents to select the appropriate approaches in addressing the challenges defined in WP T2 developing novel PSI-driven services; and (iii) deliver operational BE-GOOD framework and templates

**Why is your work package so important for the progress of the project?**

WP T1 was the first technical WP to start and its deliverables were expected to feed WP T2 to better define, mature and evaluate the challenges.

As it disambiguates some concepts, it allowed to reconcile various viewpoints and to reach a common understanding on these concepts that should foster an organized advance of the various challenges. The collection of pioneering open data initiatives, both success and fails, inspires and enriches BE-GOOD's challenges as they mature. We tried to learn not only from successes but also from fails of past and ongoing initiatives addressing value generation, to identify the approaches most suited to the BE-GOOD contests.

The definition of the advantages and limitations of the legal framework of innovative procurement contributes to the success of the project in that it informs the challenge owners of the possibilities and the best practices in this field and that it removes certain legal risks.

### What were the biggest challenges you encountered during the project?

The biggest challenge was managing a large number of unknowns. We had to cover a large number of topics, ranging from data formats to public procurement, while the course of innovation is inherently unpredictable. Vastness of the possible issues, that provided interesting perspectives, but required an on-going alignment of the scope.

### What is according to you the added value of working in an Interreg VB North West Europe project?

One added value of working in an INTERREG VB NWE framework is related to its consistencies with open data. First axis of the programme, that is innovation, is shared with one pillar of open data principles. The emphasis on transnationality is an important factor in the success of an open data project as it implies to identify data interoperability issues and considers solutions that can be deployed in different countries of the EU.

Also, Interreg NWE projects are impact oriented, and are an opportunity to treat real business cases, identify and tackle barriers, and consequently to build bridges between research and practice.

### What are your expectations for the future of BE-GOOD?

As procurement waves will be launched and then analyzed we will be able to draw from them a set of best practices, of lessons learned which in turn will be the basis of specific BE-GOOD methods.

Value generation from open data remains a challenge. Moreover, the measurement of this value is still a research question. We are optimistic the BE-GOOD will contribute the feasibility of these two issues.

### What is your first impression of working with the BE-GOOD partnership?

The BE-GOOD consortium gathers a variety of smart and motivated persons, with different backgrounds and various levels of responsibilities inside their organisations. The diversity of profiles and the commitment to the project objectives makes the richness of the participation to the project as a technical and human experience.





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