



**Interreg
Europe**

European Union | European Regional Development Fund



PGI05391



Three T
Thematic Trail Trigger

Mod. 6E-SV-P10

STUDY VISIT REPORT – SV8 TENERIFE

Report on Study Visit No. 8 Tenerife (Spain)



... a trail brought me here

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1. Overview of the Study Visit

1.1 General introduction

The Study Visit was scheduled to take place during three days, initiating activities formally the 21st of January. Throughout the event, different members of the local community participated along with international subjects from the public and private sectors. At first, the four main activities were presented within the visit at the company's facilities. These activities are also known as the Good Practices (or GPs for short). They develop at emblematic zones on the island of Tenerife like the Teide National Park, the Anaga National Park and Punta de Teno; the contact with nature and the landscapes are characteristics that highlight on them. All of them include a walk and trekking as practice. The isolation factor that composes these touristic destinations was considered at the time of incorporating them as GPs, where sustainable transport to access them is a fundamental pillar towards development of the activities. Also, with it comes the warranty of sustainable tourism, the preservation of biodiversity and cultural heritage.



TITSA Installations at Cueva Blanca; Conference Room where the initial presentation was held.



1.2 Study Visit No. 8 in the Media:

PERIÓDICO EL DÍA

<https://www.eldia.es/santa-cruz-de-tenerife/2020/01/25/titsa-expone-avances-movilidad-isla/1044298.html>

FACEBOOK TITSA: THREET PROJECT

<https://tinyurl.com/sjxrv23>

TITSA BLOG: PRESENTING THE ADVANCES OF MOBILITY

<https://blog.titsa.com/2020/01/titsa-expone-los-avances-en-movilidad-de-tenerife-ante-representantes-de-ocho-paises-europeos/>

1.3 GP 1 – Presentation at TITSA Facilities: Sustainable and Accessible Mobility

To start the first day, a walk through the facilities of the company was held where TITSA introduced the Study Visit. We achieved to show collected information by our Big Data team about the Good Practices, along with the details that take part in each activity, highlighting their location, landscape as well as other attractive elements. Our General Director, Jacobo Kalitovic, gave a few welcoming words to everyone, explaining TITSA's important role as a public transport company within the challenges that come along with insularity. On the other hand, Dulce Torres spoke in representation of SINPROMI, a civil society dedicated towards the promotion of people with disabilities and handicaps. As Director of the Accessibility Area, she has led many wonderful projects in collaboration with TITSA for the adaptation of our buses with ramps, projects that also included our stations. Through the presentation, TITSA managed to show the visitors our mission and values in the daily labor; to give a sustainable, reliable way of transport for everyone that requires it through the whole island of Tenerife. Once the presentation of the program was completed, we then approached towards the start of the first activity.



Participants signing their assistance sheets before the initial presentation at TITSA's facilities



SINPROMI presentation regarding their collaboration with TITSA



Lunch break after the initial presentation

1.4 GP 2 – Teide Summit: White Mountain Trail and Cable Car

After leaving the facilities of TITSA, we carried out our way directly towards the Teide National Park where a small tour was given around the main attractions of the volcano. The purpose of the visit demanded for it to be soaked with magic the majestic Teide brings thanks to its beautiful volcanic stone formations and incredible paths. Additionally, the Teide National Park was declared Cultural Heritage by UNESCO in 2007.

The activity was composed of two events; the White Mountain Trail and the Cable Car towards the summit of the Teide. Said path is possibly the most famous one in the island of Tenerife. The location offers tourists an extraordinary walk towards the summit of the volcano, which is divided in two parts. First, the trajectory takes you to the top of Lomo Tiesto. The second part, which has a higher difficulty degree, reaches the Altavista refuge. The protected environment and conservation of the path make the experience an unforgettable event. Easy transport access, combined with the facilities offered, turn it into one of the most managed activities in the island. The idea of this practice is to offer an opportunity towards anyone interested in discovering the unique Tenerife scenery, which has a rich historic and cultural value. The path represents an important role throughout the history of the island, especially because of its constant, maintained practice along the passing years.



Arriving at Teide National Park facilities



Briefing at the Visitor's Center of the Teide National Park



Presentation inside the Visitor's Center



Small tour inside the Visitor's Center with a representation of the iconic canary lizard

Mount Teide is the most important visit of all the island of Tenerife, practically establishing it as an obligatory attraction for any tourist. Nowadays, it is considered as one of the most visited natural parks in all Europe, receiving more than 4,330,000 people during the year 2018. Therefore, it is crucial to show how diverse and astonishing the Park is through the Good Practice of the White Mountain Path. Before the start of the path, and also throughout the installations of the National Park, warnings exist signaling and informing visitors about the height in different languages; the idea is to consciously forecast those who might not be in adequate conditions for completing the path. During the visit, access towards the summit of Teide through the Cable Car was not possible, which is a transport service offered as an access alternative. The cause that prevented the access was due to bad weather conditions; wind gusts make the Cable Car service be temporarily suspended until favorable meteorological conditions. It is possible to contemplate, while being on the Cable Car, beautiful sightings of Mount Teide's skirt along with other parts of the road that the path directs to the summit.

The role that TITSA plays is of crucial importance, not only for the practice of the activity, but for the visits towards the Park. One of the most relevant transport options is our bus service. The company has taken care of offering a transport service that is sustainable for locals and tourists alike; nowadays, two lines exist which can take you towards the National Park either from the north or the south of the island. The usage of public transport is also recommended due to the scarce parking space. It is also relevant to note the importance of this project with the interest it brings towards the Canary background, mentioning as well how this activity promotes the attraction of the touristic sector. TITSA, along with many other companies, are the stakeholders of this famous path. For this reason, it is important to maintain the great quality service with other commodities offered by the company for sustainability of the activity; it has managed to establish itself as a tourism highlight with the passing years, guaranteeing its exponential growth, which has influenced the economic canary retribution positively. Once the visit towards Teide National Park ended, we headed towards La Esperanza to end the day.



Trajectory towards Teide National Park



Cable Car Installations at the skirts of Mount Teide



Frontal image of our signature TITSA bus



Our visitors taking pictures with lava flows of Tabonal Negro as landscape



Brief walk around rock formations of Roques de Garcia

1.5 GP 3 – Trail of Senses at Anaga

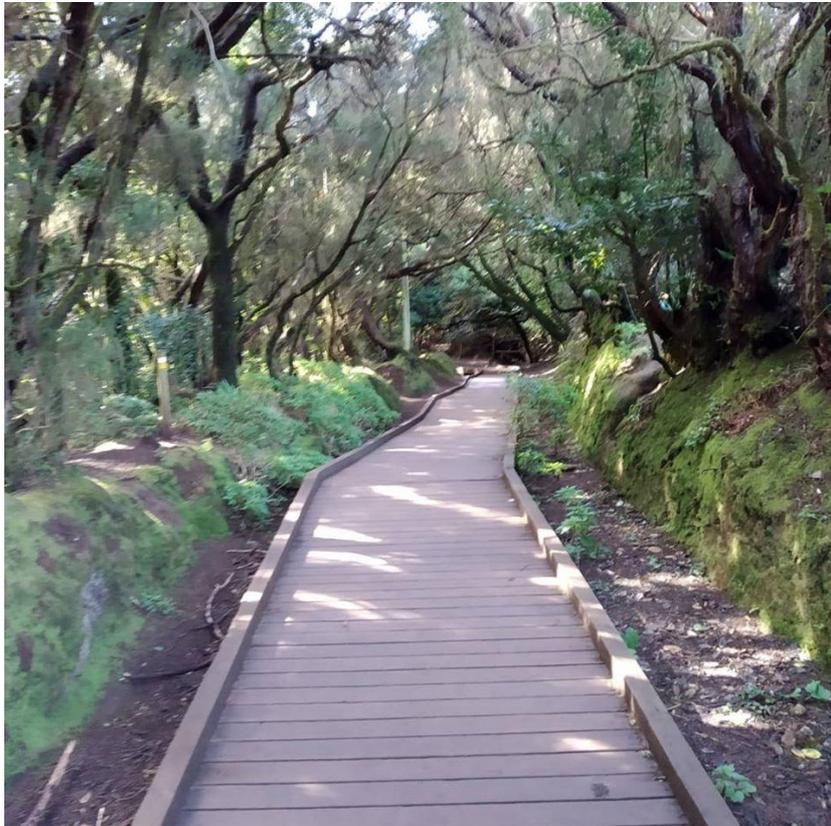
Starting off the second day, we headed towards the locality of Anaga located in the northern-eastern part of Tenerife to start with the third Good Practice of the visit. First, we stopped by a local Visitor Center close to the start of the trail. An introductory talk with details of the experience was held as a brief illustration.

From Cruz Del Carmen, there are three different types of paths composed by an old royal road that unified the city of Anaga with the city of La Laguna. This walkway offers different experiences through the sensorial perception, which helps in discovering the natural background of the environment. Various signals are placed through the paths which manage to attract attention of people towards certain elements of the landscape. The first trajectory is composed by a walkway and a small terrace, making it accessible for all sorts of handicaps. Due to the location of the activity, the only way to access is by public transport or car. For this reason, and also looking to protect the Anaga Rural Park, TITSA offers the most sustainable way to connect this activity with central urban zones of the island of Tenerife.

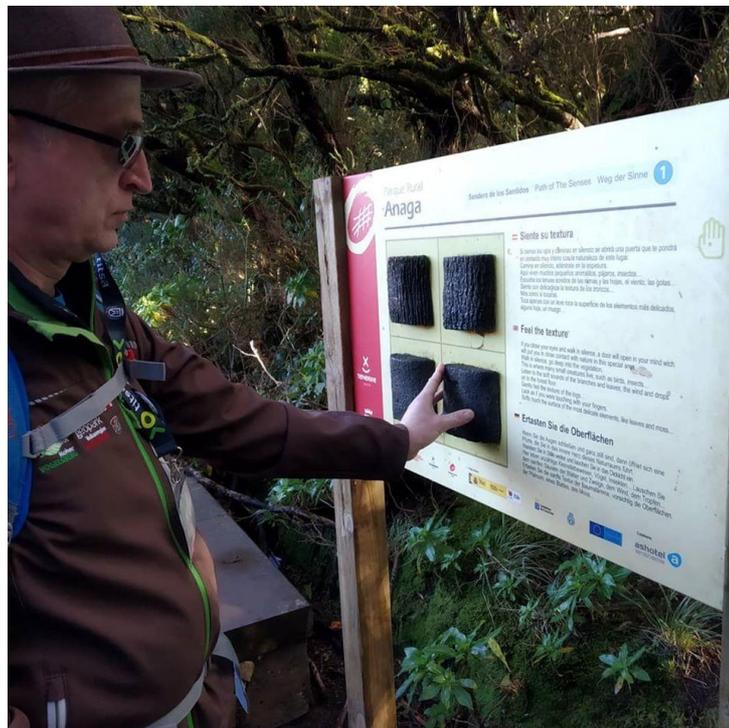
The objective of this Good Practice is to open up for tourism the unique landscape of Anaga's reserved biosphere, through a sustainable and eco-friendly way. It is important to note that the region of Anaga, located at the north of Tenerife, was declared a biosphere reserve by UNESCO in 2015. Therefore, this specific trail shows how diverse and rich the environment is; but nature is not the only factor that makes the trail special. The historic value it has is second to none. Back in time, when automotive mobility was yet to be developed, the path served as connection between the city of Anaga and the city of La Laguna. Large amounts of people travelled through the Sense of Trails due to the fact that highways and roads were still to be constructed.



View from the Anaga Visitor Center



Wooden ramps installed for the Trail of Senses

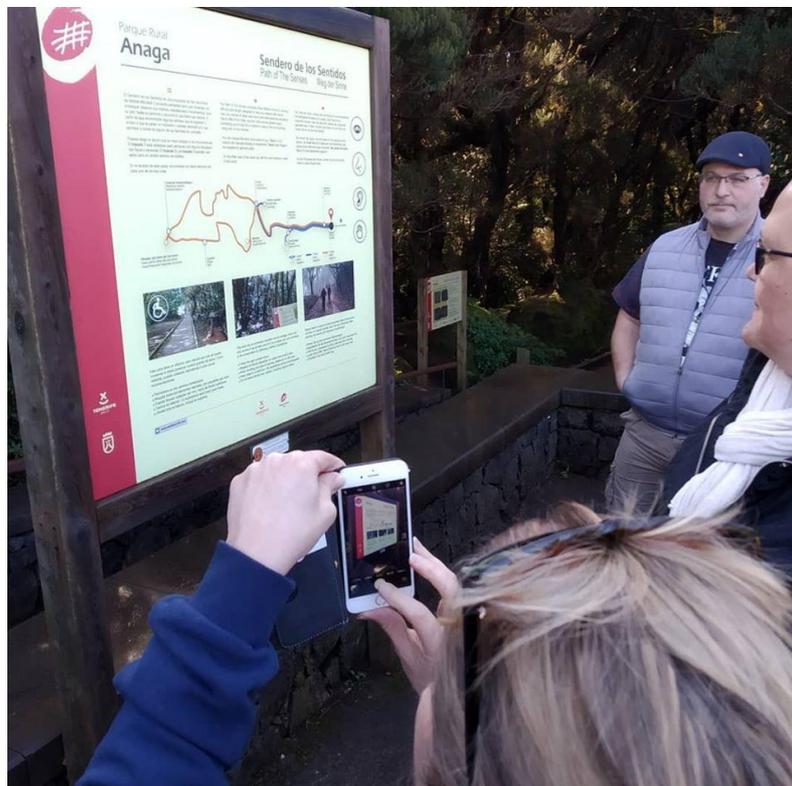


Sensory experience through the touch of wooden samples of the woods

The constitution of the trail takes place through three different paths; the first being the main one, which gives access to the zone and serves as connection for the other two that complete the whole Sense of Trails. The project has intended to recondition the road for handicapped people with special ramps made out of wood. By using this material for their construction, the environment is kept unscathed and in perfect balance. Right at the start of the trail, an information/visitor center can be found which allows users to bring an illustrative audio guide with them through the experience. This guide is detailed in providing information about the protected biosphere, but also about relevant parts of the landscape that can be seen through the trail.

Accessibility to the starting location of the trail is very comfortable. The three main options to get there are by car, taxi or bus. Having a well-conditioned road has helped towards the sustainable transport of tourists along different dates of the year, with TITSA being the most reliable option. The bus stop, which is located right next to the information/visitor center, has an important affluence of bus lines pass by every day; they are all connected to the Exchanger at the city center of La Laguna.

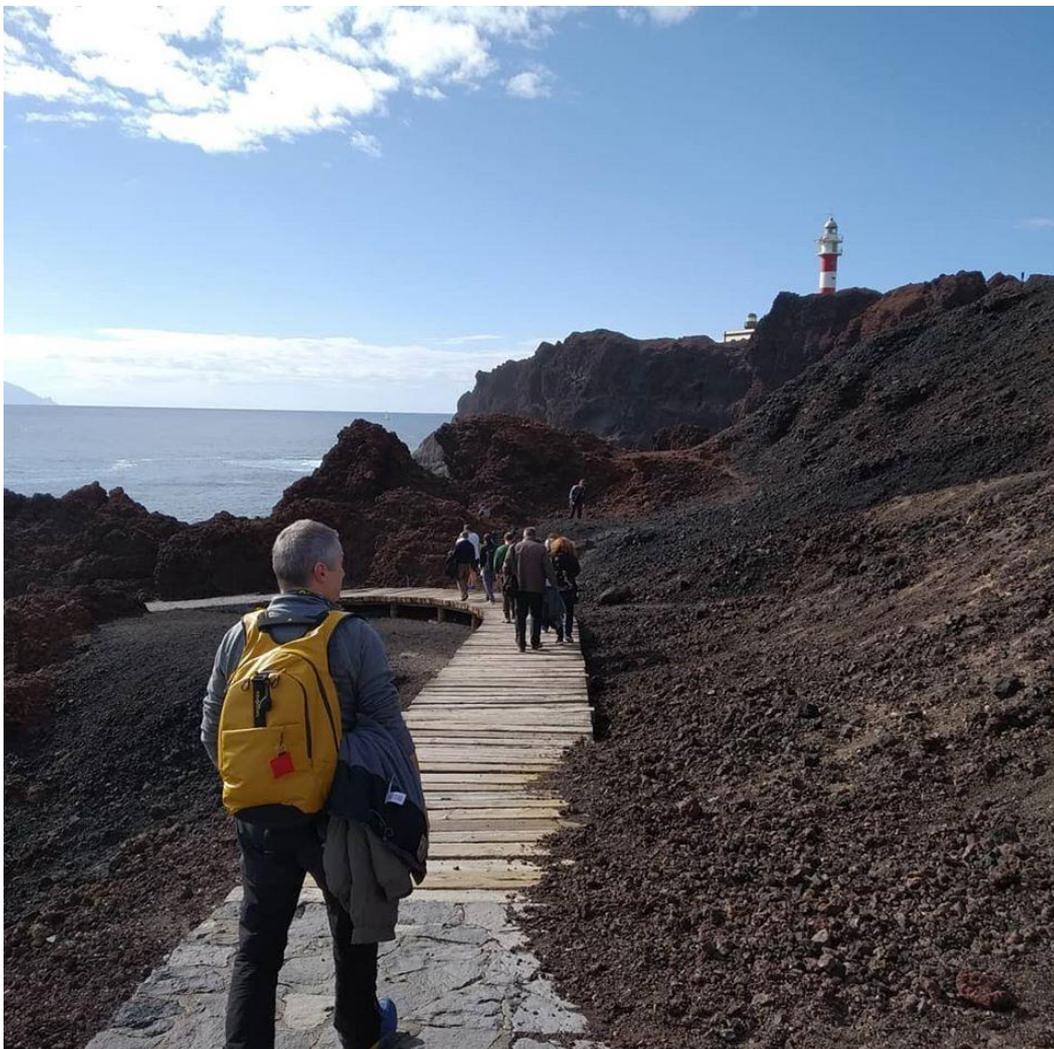
The variety of stakeholders interested in this practice is wide. The Government of the Canary Islands can be considered, without a doubt, one of the most important ones. However, some private companies have drawn attention towards the elaboration of the project, these mainly being tourist guide companies. In regard to the sustainability of the practice, TITSA is the most relevant stakeholder. Our contribution towards the preservation of the environment through the efficient public transport service provided is notorious for the development of the activity. Beneficiaries have been tourist agencies, local citizens and tourists in general. Once the visit was completed, we headed towards Punta de Teno located in the north-western part of the island for the fourth Good Practice.



Trail of Senses main Information Panel at the start of the path

1.6 GP 4 – Teno Intermodality

After leaving the location of Anaga, we got on the road towards Punta de Teno for the fourth and final practice. For this activity, we took the visitors to one of the most amazing spots on the island of Tenerife. Teno is a Natural Park where many tourist activities take place. It offers a diverse selection of practices that include trekking, water related activities and cultural/historical findings. We can convincingly say that this location is the most complex and diverse due to its rich geological characteristics, which have been taken advantage of in a positive way by private entrepreneurs linked with the touristic sector. One of the main issues regarding the location is the accessibility; TITSA has taken care of this by establishing a direct bus route from Buenavista Del Norte. Previously, since parking grounds at the place are limited, conflicts with traffic during high touristic seasons were always present. Therefore, the automotive access has been limited to bus services only.



Trail leading towards the Lighthouse of Teno

As mentioned before, practices at the location have taken profit of the landscape. Private companies have invested on offering services linked towards maritime life. Some examples are kayaking, snorkeling and even boat trips that take you around Los Gigantes cliffs. These precipices are composed of volcanic rock and hold incredible heights from sea level perspective. On the other hand, in regards to the trekking activity, the Trail of Secrets offers different elements that include traditional aspects of indigenous communities like food, funeral customs and ancient customs. During our visit, we participated in a scheduled boat ride that took us around the sea grounds of the location where interaction with wildlife was held. As the boat was sailing, and once we got to Los Gigantes cliffs, dolphins started following our trail; visitors were amazed by the unplanned eventuality even though these types of sightings are very common.

The objective of the project is to preserve wildlife around Teno by sustainable transportation of tourists for the economic development of the zone. TITSA has proven to be a worthy stakeholder, especially when promoting the reduction of CO2 emissions. Protection of the natural assets offered is crucial for universal welfare (economic and natural activities).

Once the Good Practice ended, we headed towards the city of La Laguna to end the day with dinner and a night route.



Visitors gathering at Teno for a small briefing about the Good Practice and the location



Boat approaching towards the small dock for visitors to board with La Gomera on the horizon



Visitors boarding the boat (left); all visitors on board leaving to start the ride (right)



Dolphin sightings throughout the boat ride to Los Gigantes cliffs



Perspective of Los Gigantes cliffs from the boat

2. Workshop session in Day 3

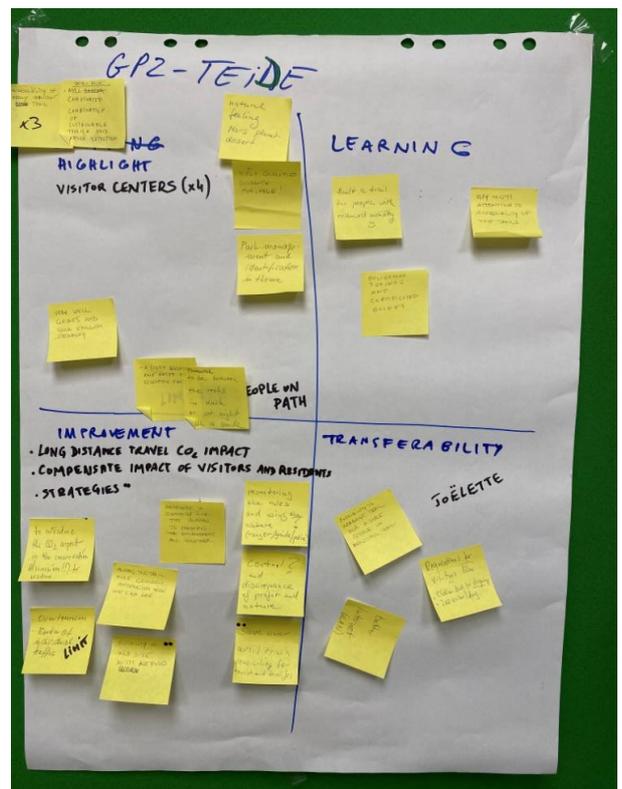
2.1 Group activities

For the third day, we scheduled the final workshop with all our visitors to take place. Feedback and active participation was key to determine relevance of certain aspects of the GPs; recognition of points for improvement, as well as identifying weaknesses, is what results from such evaluations.

From a general perspective, the best feedback was given towards GP 3 and GP 1 respectively. The Trail of Senses was the most appreciated Good Practice, taking the podium of recommendations to be applied through the Action Plan with 14 first place votes. On another hand, TITSA's Accessible and Sustainable Mobility followed up with 9 first place votes.

With an important difference, these two Good Practices were considered to be the most relevant of all, most of the recommendations being distributed between them.

GP 1 and GP 2 Workshop material from Day 3 of the Study Visit



SV8 – Tenerife, Spain – Workshop: Clarifications and Comments regarding the Good Practices

The objective was aimed towards clarifications, comments and observations that could surge from the Good Practices examined during the first couple of days. We divided participants into four groups, where each group would focus the discussion on one of the Good Practices.

GP 1 - TITSA Sustainable and Accessible Mobility (GROUP 1)

<p>Highlights:</p> <ul style="list-style-type: none"> • Bus simulator. • Data collection and analysis system. • Short time (2 years) to implement. • Accessibility is gathering the needs of various groups. • Use of data from mobile phone operations. • Thermal camera to learn when people are getting off the bus. • Communication and information for all people of different age and disability. • Using data + analytic tools to answer public needs. • Ask costumers or possible customers which connection they need and compare with collected data. 	<p>Learning:</p> <ul style="list-style-type: none"> • Collect data without forcing costumers explaining them that feedback helps everybody, even them. • Use data for decision making and learning. • Complexity of data utilization (success and social perspective). • Easier to use and faster. • Concentration on people with different needs and handicaps.
<p>Improvement:</p> <ul style="list-style-type: none"> • Switching to a business mindset. • Marketing towards convincing public transport instead of renting a car. • Heat maps to cover mobility patterns. • Use data for marketing and chase people's behavior. • Build car parking space and give a free ticket by paying the parking. • Red lights in tight bends when the bus approaches. • Advertisement in the airplanes and airports. • Possibilities for senior/handicapped people to use TITSA's public transportation. 	<p>Transferability:</p> <ul style="list-style-type: none"> • Create better transport systems. • Help change from the automobile. • Develop other models for more resources. • Find the funds for new transport systems. • Make transports an adventure (sightseeing). • Big Data management.

GP 2 - Teide Summit: White Mountain Trail and Cable Car (GROUP 2)

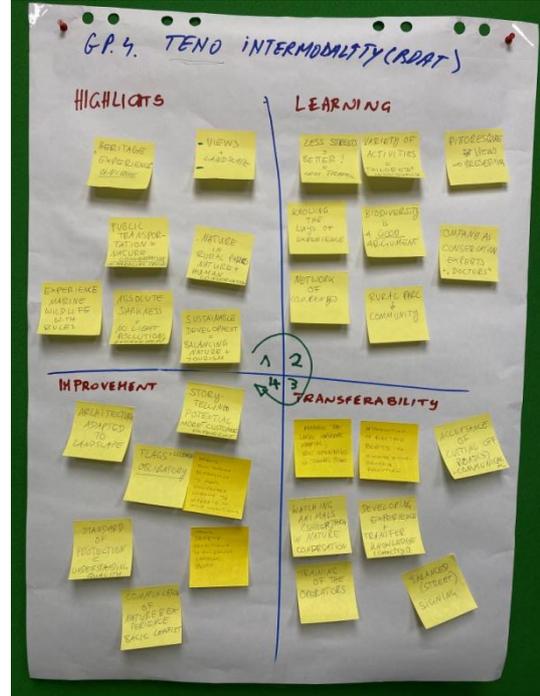
<p>Highlights:</p> <ul style="list-style-type: none"> • Accessibility of a really important trail. • Well-coordinated combination of sustainable tourism and nature protection. • Natural feeling of Mars planet desert. • Highly qualified guidance available. • Park management and identification. • Very good guides and good English speakers. • A story related and based on scientific facts. • Located naturally between the rocks through the guide. • Four visitor centers. 	<p>Learning:</p> <ul style="list-style-type: none"> • Built a trail for people with reduced mobility. • Very high attention towards accessibility of the trails. • Obligatory training and certificated guides.
<p>Improvement:</p> <ul style="list-style-type: none"> • Long distance travel CO² impact. • Compensate impact of visitors and residents. • Introduce the CO² aspect in the introductory speeches for visitors. • More information panels along the trail with geologic data. • Develop a strategy for the islands to preserve the environment all together. • Monitoring the rules towards preserving nature (ranger/guide/police). • Save water, avoid trash and create conscience for tourists about preservation. • Visibility in the website of key words (SEO). • Over-tourism. • Border of individual traffic limit. 	<p>Transferability:</p> <ul style="list-style-type: none"> • Possibility to arrange trail for handicapped people. • Incorporation of joelletes. • Better internet connections through local WLAN (wifi). • Regulations for visitors, like trajectory per day.

GP 3 – Trail of Senses (GROUP 3)

<p>Highlights:</p> <ul style="list-style-type: none"> • Variety of micro-climates. • Original wildness – close nature. • Simple/easy to undo stands or signs through the trail. • Good sign system, variety of languages and translations. • Infrastructure for different target groups. • Cleaning accessibility. • Organization accessibility (trail for handicaps). • Visitor center with all commodities needed. • Wooden structure of accessible ramps. 	<p>Learning:</p> <ul style="list-style-type: none"> • How using nature in tourism and still preserving it. • Good organization of different users and functions in the park. • Organized visitor centres. • How to make part of the trail accessible. • Well presented, but with certain difficulties. • Need to transmit passion to maintain such a project. • Nature conservation. • Access of social groups to the trail. • Attention to the accessibility of various visitors.
<p>Improvement:</p> <ul style="list-style-type: none"> • Improve accessibility by public transport (more suitable buses). • Needs of bicycle tourism. • Smaller buses, more penetration, more routes and more frequency. • Call and collect taxis for 24 hour service (subsidized). • Better organization of private traffic. • Cooperation with tourism agencies. • Parking for public transportation. • Cooperation with tourism sector in general. • Improve parking system by reducing the number of cars. • QR codes for more information. 	<p>Transferability:</p> <ul style="list-style-type: none"> • Accessibility for handicaps to the path. • Combining different types of trails. • Learn to integrate community with visitors. • Idea of a trail based on senses (transfer concept to other GPs). • Cooperative network (municipalities, NGOs, etc.). • Strategies for path accessibility. • Variety of visitors (steering). • Take the concept towards different regions for handicaps. • Accessibility for everyone. • Mountain biking exchange between Interreg partners. • Multilingual signs.

GP 4 – Teno Intermodality (GROUP 4)

<p>Highlights:</p> <ul style="list-style-type: none"> • Heritage “experience”, unique. • Views + landscape. • Public transportation = nature conservation (managing the crowd). • Nature in rural park preserved through human conservation. • Marine wildlife experience with rules. • Absolute darkness = no light pollution environment. • Sustainable development = balancing nature + tourism. 	<p>Learning:</p> <ul style="list-style-type: none"> • Fewer streets are better (less traffic). • Variety of activities (tailored individually). • Preservation of picturesque views. • Knowing the ways of experience. • Biodiversity as a good argument. • Company as conservation experts (doctors). • Rural park community. • Network of companies.
<p>Improvement:</p> <ul style="list-style-type: none"> • Architecture adapted to landscape. • Storytelling potential = more customer experience. • Flags + licenses to be obligatory. • Improve monitoring/patrolling to avoid unlicensed companies operating in natural habitats. • Improve safety conditions in accessing cruising boat. • Standard of protection should be understanding quality. • Communication of nature & experience on basic leaflets. 	<p>Transferability:</p> <ul style="list-style-type: none"> • Manage the large carnivore habitat. • Local communities & tourist flows. • Introduction of electric boats to minimize disturbance pollution. • Acceptance of cutting off road(s) + communicating. • Developing experience and transferring knowledge. • Watching animals (sheep farms) in nature conservation. • Training of the operators. • Balanced street signalling.



GP 3 and GP 4 Workshop material from Day 3 of the Study Visit

2.2 Study Visit Feedback forms

Total amount of 30 feedback forms were returned to the organizing partner. Most of the forms were filled individually, but a general consensus was sometimes met regarding each group.

Feedback forms returned by partner regions were as follows:

	No of feedback	Partner	Stakeholder	No of Participants
Germany	7	1	5	7
Finland	4	2	2	4
Hungary	4	2	2	4
Italy	3	1	2	3
Malt	4	2	2	4
Romania	4	1	3	8
Poland	4	2	2	4

General summary of feedback forms for each GP with their respective justifications

GP 1 - TITSA Sustainable and Accessible Mobility

Relevance of this GP for the following macro-categories of ThreeT Project:	RELEVANCE			
	Very Relevant	Relevant	Partly relevant	Not relevant
1. Infrastructure and service to/along the trail (inter-modality exchange, accessibility and connectivity)	22	4	3	1
2. Soft-mobility transport means	9	16	4	1
3. Information and communication support to trail visibility	9	14	6	1
4. Trail management and governance	14	9	6	1
5. Other (pls specify/key words):	<ul style="list-style-type: none"> - Sustainable mobility. - Sustainable tourism. - Mobility for rural and sub-urban areas. - Open innovation. - Mobility for interurban areas. - School Mobility management and Mobility for tourism regions. - Open innovation (new ICT services) - Sustainable urban Mobility plans. - Low carbon retailing and urban Mobility for metropolitan regions. - Support to sector (tourism & rural SMEs). - Corporate social responsibility. - Greater independence of tourists. 			

- Appliance of Green Action Plan in Europe by tourism governance.
- Always a benefit for local residents.
- Network and visibility of public transport.
- Communication among the public companies for touristic development.
- Innovation in big data collection for business growth.
- Connection with tourist mobility analysis.
- Covers the needs of both locals and tourists.
- No CO2 emission reduction strategy - just few actions.
- No alternative energy for buses - just 5 hybrid buses.
- Process of learning.
- General interest on mobility.
- Scarce frequency of transport services towards national parks and outlying villages.
- Basic service needed to plan many transport based activities.
- Importance of hybrid buses towards the Green Action Plan.
- Accessibility of buses for handicapped people.

GP 2 - Teide Summit: White Mountain Trail and Cable Car (GROUP 2)

Relevance of this GP for the following macro-categories of ThreeT Project:	RELEVANCE			
	Very Relevant	Relevant	Partly relevant	Not relevant
1. Infrastructure and service to/along the trail (inter-modality exchange, accessibility and connectivity)	18	11		
2. Soft-mobility transport means	9	15	5	
3. Information and communication support to trail visibility	18	10	1	
4. Trail management and governance	15	10	2	
5. Other (pls specify/key words):	<ul style="list-style-type: none"> - Biodiversity preservation. - Natural and cultural heritage (digitisation). - Cultural heritage (crossborder mountain region). 			

- Teide National Park is a world heritage with very sensible habitat.
- Special diversity.
- Knowledge about the area.
- More focus on soft-mobility (bike rental services).
- Accessibility for natural/national park using public transport.
- Appreciation of the limits set for visiting of the Teide Summit.
- Good management for high number of visitors and of the cable car system.
- Contribution towards local conservation by local guides and education for visitors.
- Develop a strategy to implement SDG.
- Rich cultural heritage.
- Large amount of visitor centers and well animated.
- Understandable signs.
- Good condition of paths.
- Help desks.
- Sitting places for resting.
- Good service even though visits are limited/controlled.
- Good example of management for a natural area while making it available for visitors.
- Access, safety and improvement of trekking and walking paths.
- Introduction of a toll.
- Ignorance triggers irretrievable destruction.

GP 3 – Trail of Senses

Relevance of this GP for the following macro-categories of ThreeT Project:	RELEVANCE			
	Very Relevant	Relevant	Partly relevant	Not relevant
1. Infrastructure and service to/along the trail (inter-modality exchange, accessibility and connectivity)	19	9	1	
2. Soft-mobility transport means	15	9	4	1
3. Information and communication support to trail visibility	21	6	2	
4. Trail management and governance	15	12	2	
5. Other (pls specify/key words):	<ul style="list-style-type: none"> - Mobility (rural and sub-urban areas). - Sustainable tourism. - Cultural heritage (cultural routes). - Mobility (rural and sub-urban areas). - Mobility (tourism regions). - Sustainable tourism. - Accessibility for everybody. 			

- The reasons to build a Unesco-Biosphere reserve have to be implemented.
- Demography requires answers.
- Participation is important for society, and also inclusion.
- Economy and nature are not oppositions.
- Great example which covers all of the key aspects of ThreeT Project.
- Good idea to a develop rural park in the interest of communities and nature.
- The trail provides a nice walk in the woods.
- Opportunity for all sorts of mobility challenged target groups.
- Improve the use of public traffic by reducing space for individual transport.
- Possible cable car service around the area.
- Extension of bus service.
- Smaller buses in scale with narrow roads.
- More trips required to encourage users.
- Integration of natural and cultural assets at the Visitor Center.
- Better use of the English language given its use around the world.
- Parking system with a parking fee.
- Great example of a GP - accessibility for all tourists.

GP 4 – Teno Intermodality

Relevance of this GP for the following macro-categories of ThreeT Project:	RELEVANCE			
	Very Relevant	Relevant	Partly relevant	Not relevant
1. Infrastructure and service to/along the trail (inter-modality exchange, accessibility and connectivity)	14	9	4	
2. Soft-mobility transport means	7	18	2	
3. Information and communication support to trail visibility	9	11	5	1
4. Trail management and governance	5	12	8	1
5. Other (pls specify/key words):	<ul style="list-style-type: none"> - Biodiversity preservation and natural heritage (waterways). - Biodiversity preservation (light pollution). - Mobility (tourism regions). - Natural and cultural heritage (cross-border regions). - Natural heritage (coast). - Natural heritage (waterways). - Support to sector (tourism & rural SMEs). 			

- Non-comparable natural potential in Germany (sea access).
- Puts local assets to good use.
- Project for electric boats to be implemented.
- Mass tourism creates problems.
- Cliff protection.
- Great experience in regards of dolphin spottings.
- Good regulation for boats regarding dolphin spottings.
- Switch from mono-cultural mood.
- Respect of maritime biodiversity results in a spectacular experience.
- Good example of access and mobility management resulting in positive tourism and economic activity.
- Create conscience for the general public to protect nature.
- Beautiful views and landscapes.
- Difficulty to board the boat.
- Use of electric maritime transportation.

2.3 Recommendations for Tutoring Sessions and Policy Learning Platform

Recommendations by feedback collected:

Feedback Form N°	GP1	GP2	GP3	GP4	Country
2	2		1		Germany
3	2		1		Germany
7	1	2	2	1	Germany
9			2	1	Germany
10	1				Germany
11	1		2		Germany
16	2		1		Germany
26	1			2	Finland
27	1	2			Finland
28	1		2		Finland
29	2			1	Finland
22		2	1		Hungary
24	2		1		Hungary
25		2	1		Hungary
30	2		1		Hungary
1		1	2		Italy
17	1			2	Italy
18	1		2		Italy

Feedback Form Nº	GP1	GP2	GP3	GP4	Country
12		2	1		Malta
13		1	2		Malta
14		2	1		Malta
15			2	1	Malta
19	2		1		Poland
20	2		1		Poland
21	2		1		Poland
23	2		1		Poland
4	2		1		Romania
5		1	2		Romania
6	1		2		Romania
8	0	0	0	0	Romania
	31	15	34	8	TOTAL

2.4 Recommendations about future Study Visit organisation

Summary of recommendations to the next organizing partners:

From our point of view, the organisation of this Study Visit has given organizing partners of future similar events several outstanding information for their own benefit. Improvement has been a notable element along all Study Visits implemented until the present one, therefore considering growth as an intrinsic characteristic that will come naturally from these activities.

Summary of recommendations/suggestions from participants:

In general, most of the feedback given by participating partners has been positive. Constructive criticism has also been an important input. Globally, all Good Practices received a perspective towards regulating touristic activity for a better control to benefit nature. Also, the general idea of all participants took into due note European policies being applied in regards of SDG activities (Sustainable Development Goals). Therefore, it is important for us as a partner to apply all possible considerations to make the Good Practices shown during the SV as sustainable as possible, as intended by TITSA along the visit.



All participating members of SV10 outside of TITSA's main offices at Cuevas Blancas

APPENDIX

- A1 Agenda of Study Visit Nº 8
- A2 List of participants with signatures (for each day of SV8)
- A3 Logistic note of the Study Visit Nº 8
- A4 List of PPT presentations
- A5 Template of SV feedback form

A1 - Agenda of Study Visit Nº 8

STUDY VISIT N. 8

Final Agenda

Place and dates: La Laguna / Tenerife / Spain - 21-23 January 2020

(arrival: 20/01) - Days 1 (21/01) - 2 (22/01) -3 (23/01) – (departure 24/01)

Language: English

20th January 2020 – Arrival in Tenerife, Spain (see logistic note)

- Hrs 20.00-22.00 Joint welcome dinner at **El Patio Canario*** restaurant (optional dinner, at partners' charge - 20 € /person)
*El Patio Canario Restaurant, Calle Manuel de Ossuna, 8, 38202 San Cristóbal de La Laguna, Santa Cruz de Tenerife.

For those arriving earlier at La Laguna, here are some tips for places to visit: **La Laguna city centre, San Agustín Convent, Casa Alvarado Bracamonte, History museum of Tenerife, La Concepción church**

21st January 2020 – 08.00 to 21.30 (Partners and stakeholders)

Study Visit Day 1: Good Practice 1, 2 and 3 (hiking shoes and appropriate clothing)

TIMETABLE	CONTENT	PURPOSE
07.45-08.00	Pick-up in El Adelantado square La Laguna.	Location: in front of Nivaria La Laguna Hotel Turistic Bus Stop, Plaza del Adelantado, San Cristóbal de La Laguna
08.00-08:30	Transfer to TITSA Headquarters	La Laguna
08.30-09.30	Official Welcome	<ul style="list-style-type: none"> • Registration • Welcome speech by the General Manager of TITSA • Short introduction by all participants • Day agenda and brief details of the good practices presented on Day 1
09.30-11.00	Good Practice 1: TITSA sustainable and accessible mobility. <i>Hosts:</i> <i>TITSA partner Association</i> <i>Joan Rodriguez de la Sierra –</i> <i>Volcano Teide experience</i>	<ul style="list-style-type: none"> • Bus simulator (testing by one of each partner group) • Bus adapted for disabled mobility - presentation and view of one bus model • Big DATA Mobility application: presentation by the expert Ginés León Rodríguez • Coffee break

11.00-12.00	<i>Bus transfer to Good Practice 2</i>	
12.00-12.40	Visitor centre of Teide	<ul style="list-style-type: none"> • Presentation of Teide national Park.
13.00-14.45	Lunch (At PP10 charge)	Papillon Restaurant <i>Traditional Canarian food and other</i>
14:45-15:00	<i>Bus transfer to Good Practice 2</i>	
15.00-19.00	Good Practice 2: Teide White Mountain Trail and Cable Car. <i>Hosts:</i> <i>Volcano Teide experience</i>	<ul style="list-style-type: none"> • Cable Car to the top of the Teide. Brief presentation of the facilities • Visit to the astrophysicist in the national park <p><i>*In case of not being able to carry out the activity by cableway due to weather conditions, we will visit other areas of the National Park, such as the Los Roques trail, adapted for people with reduced mobility.</i></p>
19:00-20:00	<i>Bus transfer to Restaurant</i>	Transfer to the dinner location: by bus (40-50 min) La Esperanza
20.00 –21.30	Social Dinner (At PP10 charge)	“Las Rosas Restaurant”- La Esperanza. Traditional Canarian food restaurant. <i>Carretera General las Cañadas, Km.7.8, 38109 La Esperanza, Santa Cruz de Tenerife</i>
21.30-21.55	<i>Bus transfer to hotels</i>	
22th January 2020 – 08.00 to 22.00 (Partners and stakeholders)		
Study Visit day 2: Good Practice 4 and a new Good Practice (hiking shoes and appropriate clothing)		
08.00-08.15	Pick-up in El Adelantado square La Laguna	Location: In front of Nivaria La Laguna Hotel Turistic Bus Stop, Plaza del Adelantado, San Cristóbal de La Laguna
08.30-11.45	Good Practice 3:Trail of Senses <i>Hosts:</i> <i>Anaga visitor centre and Montaña para todos (mountain guide)</i>	<ul style="list-style-type: none"> • Arrival to the visitor centre: presentation of Anaga natural park • Breakfast catering (coffee and tea) • Trail of Senses: 45 min with a guide explaining the trail infrastructure • Coffee break and snack - Canarian cakes • Short visit to Las hiedras trail.
11.45-12.15	<i>Bus transfer to Wine Museum (30 min)</i>	
12:15 - 13.00	Wine museum	<ul style="list-style-type: none"> • Presentation of the wine culture in the Canary Islands and wine tasting
13.00-14.15	Lunch break (At PP10 charge)	La Casa del Vino (El Sauzal)
14:15-15:30	<i>Transfer to Teno</i>	
15.30-18.00	Good Practice 4: Teno Intermodality. <i>Hosts:</i> <i>TITSA partners Association, Ayuntamiento de Buenavista del Norte</i>	<ul style="list-style-type: none"> • Brief presentation of Teno • Short visit to los Gigantes cliffs: By boat • Snacks on the boat <p><i>*In case of not being able to carry out the activity by boat due to weather conditions, we will make some trails in the area to know the peculiarities of the area,</i></p>

	Boat and kayak transport company	with the possibility of visiting the Teno lighthouse
19:15-20.30	Walking tour through the village of La Orotava	<ul style="list-style-type: none"> Interactive guide through the smartphone about the history and the most important places of the tow
20.30-22.00	Social Dinner (<i>at partner's charge</i>) 35 € /person (drinks included)	Izakaya restaurant. Plaza V Centenario,, 38300 La Orotava, Santa Cruz de Tenerife.
22.00-22.30	<i>Bus transfer to the hotels (20 min)</i>	
23 January 2020 – 09.00 to 18.00 (Partners and stakeholders)		
Final workshop – TITSA office		
09.00 -11.00	SV8 Final workshop & Conclusions	<i>Four groups, 1 per GP: Clarifications and comments regarding the Good Practices visited in the previous two days of SV8. Collection of Feed-back forms and GP Statements! (PP10). [Earmarking of GPs of interested for Tutoring Sessions and Policy Learning Platform.</i>
11.00 – 11.15	Coffee break	
11.15 – 13.00	Action Plan - Workshop n. 4 coordinated by Lead Partner	<ul style="list-style-type: none"> Strategic workshop on Action Plan preparation including the review of all Good Practices earmarked in the 8 Study Visits Technical aspects of Action Plan preparation: DOC template for content uploading, other supporting facilities
13.00-15.00	Lunch (<i>at partners' charge</i>)	El Pollito restaurant
15.00-18:00	Workshop n. 4 (<i>cont.</i>)	<ul style="list-style-type: none"> Planning of the 4 tutoring sessions to be held in March-April 2020: contents and modalities of competence building & assessment Exact dates and locations of the 4 tutoring sessions to be decided and agreed by all partners Date and location of Workshop n. 5 in May 2020 Financial and Communication updates
19.30-20.45	(OPTIONAL) Walking night tour around the historic center of La Laguna (World Heritage) and transfer to dinner	Start from La Laguna Gran Hotel at 19.30 and then, at 20.45 p.m. transfer from the Hotel La Laguna Gran Hotel to the Dinner
21:00 - ??	Dinner (at PP10 charge) with typical musical performance	<ul style="list-style-type: none"> For members who are still in Tenerife and wish to attend (please confirm attendance)
END OF SV8		



Additional sources of information on GPs:

Good Practice 1: TITSA Sustainable and Accessible Mobility.

<https://www.tenerife-accesible.org/es/transportes/guaguas-publicas>

<https://blog.titsa.com/2019/12/titsa-reconocida-como-la-mejor-iniciativa-publica-de-big-data-de-espana/>

Good Practice 2: Teide White Mountain Trail and Cable Car.

<https://www.webtenerife.co.uk/what-see/teide-national-park/teide-cable-car.htm>

<https://www.webtenerife.co.uk/what-see/teide-national-park/?tab=1>

Good Practice 3: Trail of Senses

<https://www.hellocanaryislands.com/nature-areas/tenerife/anaga-rural-park/>

<https://www.webtenerife.co.uk/what-to-do/nature/hiking/trails/sendero-sentidos-1.htm>

Good Practice 4: Teno Intermodality.

<https://www.maritimaacantilados.com/>

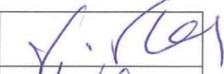
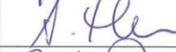
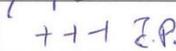
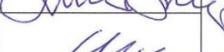
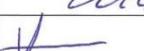
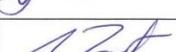
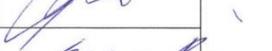
A2 List of participants with signatures (for each day of SV8)

DAY 1

1. DATE | TIME | VENUE

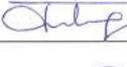
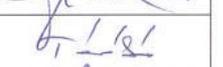
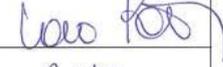
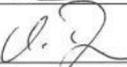
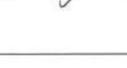
21.01.2020 | Tenerife, Spain

2. PARTICIPANTS

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
1	Scheld, GUDRUN	Hessen	
2	Reismann, Alex	Hessen	
3	A. Dreyer-Lowenthal	Polen	
4	K. Woytkowiak	- - -	
5	J. Järvenpää	- - -	
6	Kati Piironen	Central Finland ¹⁰³	
7	Annalisa Vuorio	Central Finland ¹⁰³	
8	LISA BERGIUS	PP3 central F. ¹⁰³	
9	Rafel Madroñero	Kupuno - Gouernu	
10	Heinzich, Manuel	Mittelhessen	
11	Jost, Susanne	Mittelhessen	
12	PADA FACI	ATNC CAPRIA KSA	
13	PAIRI EDO AMICI	AHITOUR	
14	Swanne Karmus	Central Finland	

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Mod. 3D-3T-15 STUDY VISIT N. 8 - Tenerife (Spain)
LIST OF PARTICIPANTS – Day 1

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
15	MASJIMICHAUD GM	STAKE PP1	
16	Ilegu, Michael	EX PP4/PP7	
17	Ivo TARTA ALIA	ASST. PR. COORD - LP	
18	AGABEI GABRIELA	PP7 PORTUGAL RO	
19	LUCIANA GLIGA	STAKEHOLDER RO	
20	RĂDOLEA ANDREEA	PP7	
21	TÓRRES IMELDA	PP7	
22	FRANCOLEA PASIOR CARLOS	PP7-RO	
23	ORLEANO MICHAEL	PP1 EXPERT	
24	LARA PARENTI	PPA ITALY - LP	
25	DAVID CASSAR	PP4	
26	MIREILLE FSADNI	PP4	
27	IRENE TALCOTRA	PROVINCIA DI LIVORNO LEAD PARTNER	
28	JEAN GUY LE ROUX	PP10 Stakeholder	
29	CARLOS LEDESMA CARRILLO	PP10 PARTNER	
30	Mercedes Biedlerch	Stakeholder ^{PP9} Hesse	
31			
32			

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Mod. 3D-3T-15 **STUDY VISIT N. 8 - Tenerife (Spain)**
LIST OF PARTICIPANTS – Day 1

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
33	Dominika Kosienca	RPS	
34	NEMETU ADRIENU	PP8 UMOM	
35	PETER VASAZBY	PP8	
36	ANASTASIA KATINA	PP8	
37	Pawitine B. Anika	PP8	
38	ARZSKI ZSOMOR	PP8-ST	
39	KATULSKI JAROSL.	POLAND	
40	Reto Hess	ST	
41	David Mall-	PP4 Partner	
42	HARTMUT GREB	PP9	
43	Simone Bollehel-Horst	PP9	
44	Jose Azzopardi	PP4	
45	Suzanne Ganci	PP4	
46	MASIMILIANO GUY	STAK. PP1	
47	MARK SCERRI SIMONNA	MALTA - MEPA	
48	KENN PRADNÉ	MALTA - MTA	
49	ALINA SZASZ	PP7 RO Partner	
50	Váncsiu Adeline	PP7 RO partner	

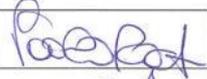
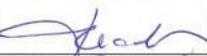
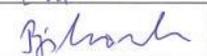
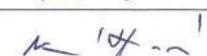
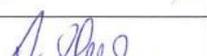
Mod. 3D-3T-15 **STUDY VISIT N. 8 - Tenerife (Spain)**
LIST OF PARTICIPANTS – Day 2

DAY 2

1. DATE | TIME | VENUE

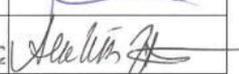
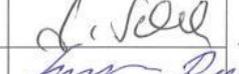
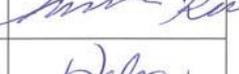
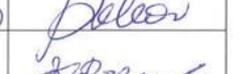
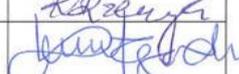
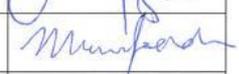
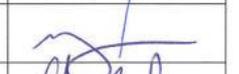
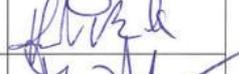
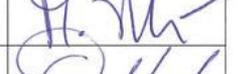
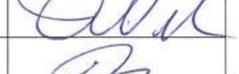
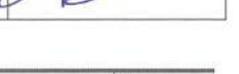
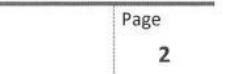
22.01.2020 | Tenerife, Spain

2. PARTICIPANTS

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
1	PADLA ACITI	STAKEHOLDER	
2	ALINA SZABO	PARTNER PPT RO	
3	IMELDA TAPAS	PPT PARTNER RO	
4	GABRIELA AGATIJOI	PPT PARTNER RO	
5	RĂDULEA ANDREEA	PPT PARTNER RO	
6	Véronique Adeline	PPT PARTNER RO	
7	KERESZTESI KOSZKOVIC	STAKEHOLDER PPS	
8	JANOSIAN ORSI/KOSZKI	STAKEHOLDER PPS	
9	DEHETI ADRIENN	PP8 HUNGARY UHCH	
10	ZSUZSANNA KARDNA	PP8 STAKEHOLDER	
11	Newirthné B. Anikó	PP8 HUNGARY UHCH	
12	ARADSK-I ZOMBOR	PP8 STAKEHOLDER	
13	PÉTER WALÁRSY	PP8 HUNGARY	
14	Alexandra Klusmann	Stakeholder/Hose	

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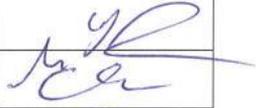
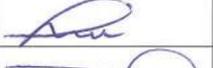
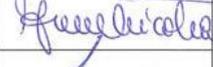
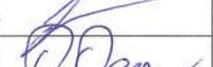
Mod. 3D-3T-15 STUDY VISIT N. 8 - Tenerife (Spain)
LIST OF PARTICIPANTS – Day 2

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
15	LIISA BERGIUS	PP3 PARTNER /RCCF	
16	KARI PIIRIKEN	PP3 PARTNER /RCCF	
17	HEINRICH MANUEL	PPB	
18	ANNA-LIISA JUURINEN	PP3 PARTNER /Cm of Järvi	
19	Susanne Jost	Stakeholder Hessen	
20	Harfmut Greb	"	
21	GUDRUN SCHELD	"	
22	Susanne Rasmus	Stakeh. /center Finland	
23	DOMINIKA KOSIENICZ	PARTNER PP5 POLAND	
24	KATARZYNA RZEMYKOWSKA	"	
25	KEVIN FADANI	PARTNER PP4 NUT	
26	Mireille Fadani	Stakeholder PP4	
27	DASSINICAMO GUN	STAKE. PP1	
28	Paulo Basilio	T.A. LP1	
29	Michael Orleanu	Export Romania	
30	DAVID MALLIA	PARTNER PP4	
31	Soe Azzopardi	" "	
32	David Cassar	" "	

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Mod. 3D-3T-15 **STUDY VISIT N. 8 - Tenerife (Spain)**

LIST OF PARTICIPANTS – Day 2

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
33	Mercedes Sindlerhoff	ST /Hesse	
34	LUCIANA GLIGA	STAKEHOLDER PPT	
35	Rafał Markowski	PPT	
36	Janusz Kubiński	PPT POLAND	
37	IUS TARTAGLIA	LP asst. PC	
38	JEAN GUY LE BOUT	PP10 Stakeholder	
39	LARA PAREMI	PP1 ITALY	
40	CARLOS LEDESMA CARRILLO	PP10 - PARTNER	
41	IRENE NICOTRA	LEAD PARTNER ITALY	
42	CATALIN FRANGULEA	PP7 - STAKEHOLDER	
43	Michael Meyer	PP4 + PP7 Expert	
44	Pedro Gómez Collo	PP10	
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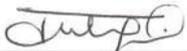
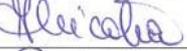
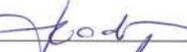
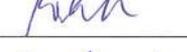
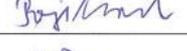
Mod. 3D-3T-15 **STUDY VISIT N. 8 - Tenerife (Spain)**
LIST OF PARTICIPANTS – Day 3

DAY 3

1. DATE | TIME | VENUE

23.01.2020 | Tenerife, Spain

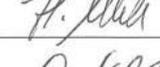
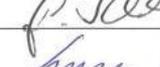
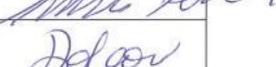
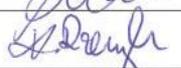
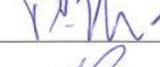
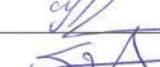
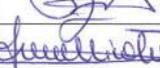
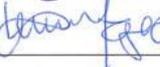
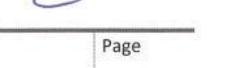
2. PARTICIPANTS

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
1	INO TARTAGLIA	LEAD PARTNER	
2	LARA PARKNTI	LEAD PARTNER	
3	IRENE NICOTRA	LEAD PARTNER	
4	PADA RACITI	STAKEHOLDER	
5	Vănoara Adeline	partner PPT	
6	RĂDULEA ANDREEA	PARTNER PPT	
7	GABRIELA AGATEI	PPT PARTNER RO	
8	KRZYSZTOF WOJTYKOWSKI	PPT STAKEHOLDER	
9	JAROSŁAW PASIĘKOWSKI	PPT STAKEHOLDER	
10	KATONA ZSUZSANNA	PPT STAKEHOLDER	
11	DEHETH ADRIENŐ	PPT HUNGARY UNICH	
12	Veronika B. Anikó	PPT HUNGARY UNICH	
13	ACZECKI COMSDE	PPT STAKEHOLDER	
14	PIER BACATSY	PARTNER (PPP)	

Revision 5 Date 02.01.2020

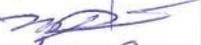
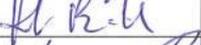
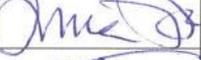
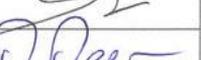
Page 1

Mod. 3D-3T-15 **STUDY VISIT N. 8 - Tenerife (Spain)**
LIST OF PARTICIPANTS – Day 3

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
15	Alexandra KLUSKANN	Stakeholder/Hessen	
16	Mercedes Bindhardt	Stakeh. /Hessen	
17	Susanne Jost	"	
18	Hartmut Greb	" "	
19	GUDRUN SCHELD	" "	
20	Susanne Rasmus	Stakeh. /Central Finland	
21	DOBNIKA KOSTEWICZ	PARTNER PPS POLAND	
22	KATARZYNA RZEMKOWSKA	"	
23	Simone Bolland -Hess	Stakeholder/Hessen	
24	Peter Hess	-H Mittelhessen	
25	Michael Mann	Expert Romania	
26	LUCIANA GLIGA	STAKEHOLDER PP 7	
27	ALINA STASZ	PARTNER PP 10	
28	PRETE TICOTRA	LEAD PARTNER ITALY	
29	Soe Azropandi	Partner h	
30	David Mallia	Partner PP4	
31	KEVIN PSADNI	PARTNER PP4 MLT	
32	MASSIMILIANO GIU	STAK. PP 1	

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5	02.01.2020	2

Mod. 3D-3T-15 STUDY VISIT N. 8 - Tenerife (Spain)
LIST OF PARTICIPANTS – Day 3

N.	NAME AND SURNAME (in block letters)	Partner /stakeholder	SIGNATURE
33	Miralle Esadri	stakeholder P04	
34	KARI PIRINEN	PP3 / RCCF	
35	Ana-Liisa Vuorinen	PP3 / City of Järvi	
36	Paulo Basilio	TA LPA	
37	Lisanne Rasmus	Stakeholder / Central Finland	
38	Rafael Rodriguez	PP5	
39	Jouko Kotekki	PP5 JÄLAND	
40	LISA BERGVIK	PP3 PARTNER / RCCF	
41	JEAN GUY LEROUX	PP10 stakeholder	
42	CARLOS LEDESMA CARRILLO	PP10 PARTNER	
43	CATALINI FRANGULEA	PP7 STAKEHOLDER	
44	Rodrigo Gómez Cacho	PP10	
45	Michael Peyer	PP4 + PP7 Export	
46	Manuel Henning	PP3	
47			
48			
49			
50			

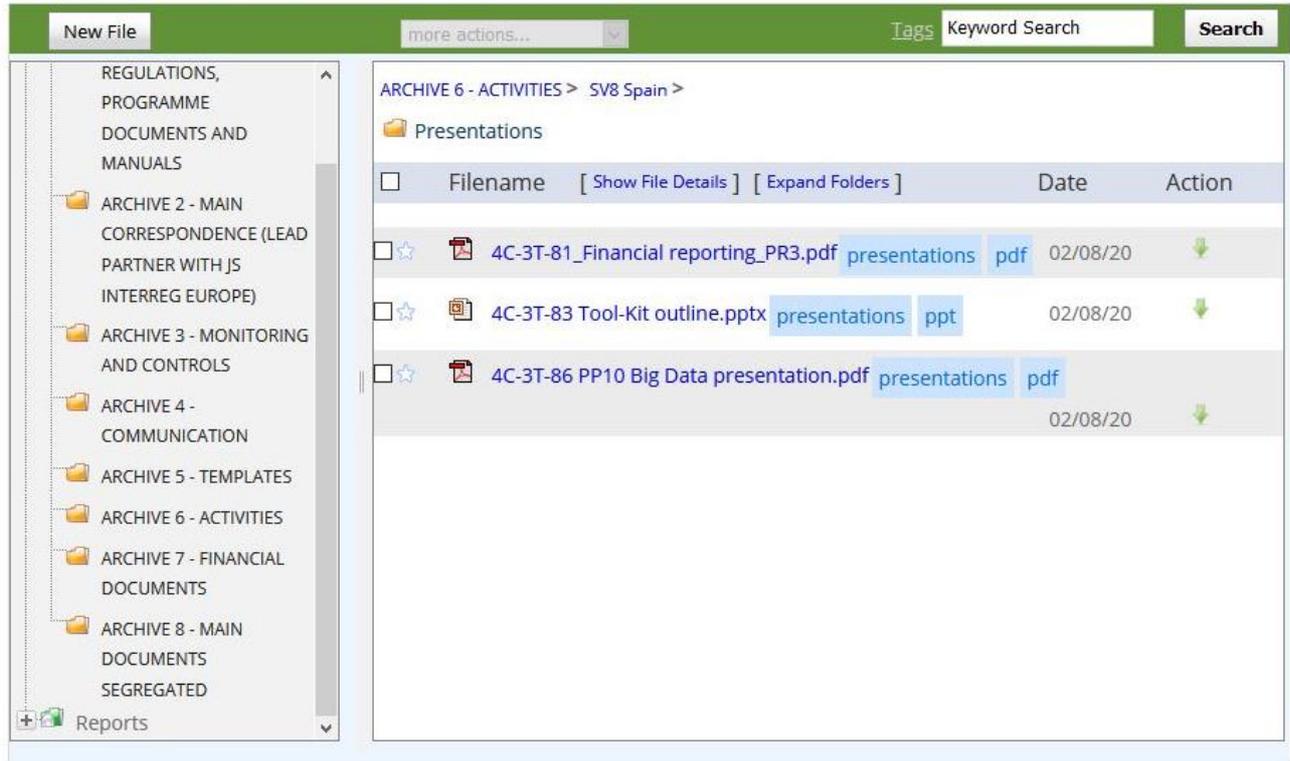
Revision	Date	Page
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A3 Logistic note of the Study Visit n. 6

A4 PPT presentations (now available in the project internal website)

[Home](#) » [Project Archive](#)

Project Archive



The screenshot shows a web-based file management interface. On the left is a navigation tree with folders like 'ARCHIVE 2 - MAIN CORRESPONDENCE', 'ARCHIVE 3 - MONITORING AND CONTROLS', 'ARCHIVE 4 - COMMUNICATION', 'ARCHIVE 5 - TEMPLATES', 'ARCHIVE 6 - ACTIVITIES', 'ARCHIVE 7 - FINANCIAL DOCUMENTS', 'ARCHIVE 8 - MAIN DOCUMENTS SEGREGATED', and 'Reports'. The main area shows the path 'ARCHIVE 6 - ACTIVITIES > SV8 Spain > Presentations'. Below this is a table of files:

<input type="checkbox"/>	Filename	[Show File Details]	[Expand Folders]	Date	Action
<input type="checkbox"/>	4C-3T-81_Financial reporting_PR3.pdf presentations pdf			02/08/20	
<input type="checkbox"/>	4C-3T-83 Tool-Kit outline.pptx presentations ppt			02/08/20	
<input type="checkbox"/>	4C-3T-86 PP10 Big Data presentation.pdf presentations pdf			02/08/20	

A5 Template of SV Feedback Forms