purpose of the Toolkit is to help identify best practice examples of digital trails and create a path to development for destinations and businesses who wish to develop digital trails.

Find out more at: https://smartdublin.ie/smart-tourism-digital-trail/?utm_source=rss&utm_medium=rss&utm_campaign=smart-tourism-digital-trail

### 4.3.3.6 Attracting digital nomads; Dubrovnik

**The city of Dubrovnik** has launched its first digital nomad-in-residence (DN-I-R) programme to help make the city attractive as a long-term base for people who have the freedom to work from anywhere. Through a joint programme between the City of Dubrovnik and its Tourist Board, operated by the remote workspace and events company Saltwater Nomads, ten digital nomads with a wide social media influence were selected via an application process to stay in Dubrovnik free for a month. During that time, alongside their usual work they attended design thinking workshops to provide input on the city's strategic and sustainable direction in which the city should move and adapt to COVID-19 challenges.

Find out more at: https://www.total-croatia-news.com/digital-nomads-in-croatia/53143-nomad-partners

### 4.3.3.7 Artificial intelligence initiatives; Gdynia; Karlsruhe

**A 'Virtual Clerk' to help you out; Gdynia:** In 2015, Gdynia has become the first Polish city to introduce solutions enabling convenient and friendly contact with customers via Virtual Clerk. It is fully designed and implemented by the staff of the Gdynia City Hall and works based on an artificial intelligence mechanism that understands the question and immediately finds an answer or forwards it to the place where the answer is to be found. The Virtual Clerk is well adapted to the needs of the residents and the city by offering residents multi-channel communication and by including everyone. The accessibility of the virtual clerk also encourages people with restrictions to use this intelligent communication tool.

Find out more at: https://innovationinpolitics.eu/showroom/project/residents-account-gdynia-e-services-centre/

**Discovering through augmented reality; Karlsruhe:** The "Stadtgeist Karlsruhe" app is an augmented history app that revives stories of, with and around Karlsruhe and makes exciting audio and video contributions available free of charge by collaborating with the city archive. The app is considered as a national pioneer and won the German AppCampus Award in 2013 and was implemented as part of the SmarterCity initiative in Karsruhe.

Find out more at: http://www.stadtgeist-karlsruhe.de/

**4.3.3.8 Providing real time info; Helsingborg; Palma; Matosinhos; Porto**

**Bus stops turned into info points; Porto:** 'Explore Porto' has enabled public transport to become interactive for residents and visitors to the city of Porto. By installing NFC and QR code technology in the form of beacons at bus stops, visitors can access information on points of interest and routes at various bus stops through the city. In doing so, the city is actively integrating bus stops into the tourism experience and encouraging visitors to become users of digital innovation.

Find out more at: https://explore.porto.pt



© Filipa Brito / CM Porto