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How to co-produce climate services in collaboration with users? Insights from a story map development process.

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The actual use of climate services depends on the identification of real user needs and their integration into the service. Thus, for the production of climate services user involvement is a vital component. Descriptions of practical approaches in the scientific literature are rare but necessary in order to gain better user insights and to improve the user-provider interface. In the frame of the ERA4CS project EVOKED, we apply the user-centered Living Lab approach to develop climate services with the objective to support the coastal adaptation process in Flensburg, a city vulnerable to coastal flooding due to sea-level rise. The aim is to transform climate information into valuable and useable climate services for users. In the beginning of the project we identified the climate service user needs of the community. Thereafter, we co-produced a web-based story map in collaboration with the users, as an information tool for the general public. The story map includes information on sea-level rise and its potential impacts and displays information on relevant adaptations options. For the production process of the story map we started with a compilation phase by drafting a first version of the story map from the providers' perspective, followed by a demonstration and online feedback phase with user involvement. Based on the received feedback, we adjusted the story map to meet user needs. Results showed the need for clearer visualization of e.g. exposed locations in the city and more detailed information on adaptation measures. Preliminary findings indicate that the active provider-user interaction for the climate service may lead to long-term adaptation action.