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SUNRISE

Sustainable Urban Neighbourhoods Research and Implementation Support in Europe

D2.1 Handbook for Participation Strategies for Mobility Issues in Neighbourhoods

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Document Control Page

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Brief Description	This Handbook outlines the basics for planning a successful participation process in neighbourhoods for mobility issues. It includes tips on planning a participation process and elaborates criteria for selecting appropriate participation methods and tools based on the SUNRISE work plan and target groups. All methods listed in the overview focus on enabling creativity among a variety of stakeholders and highlights important features. The appendix provides relevant background information for participation processes as social selectivity and local cultures, as well as a code of conduct with “Do’s and Don’ts”.
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Table of contents

Document Control Page 2
Table of contents 4
1 Executive Summary 6
2 Objectives of this Handbook 7
Part A: Selecting Suitable Participation Methods and Tools
3 Why Participation? The Basics of Co-operation with Local Stakeholders and Residents 9
4 Which Method Suits Best? How to Select Tools for Mobility Issues 12
4.1 The Beginning of a Participation Process: Goals and Background Information 12
4.2 Criteria for Choosing the Optimal Method 17
4.3 Methods and Tools – A Spotlight 19
4.4 Tips for Web-based Tools 46
Part B: Participation – Background Information
5 Code of Conduct for a Successful Participation Process 48
5.1 Why has the Participation Process Been Started? 48
5.2 Dialogue on an Equal Level 49
5.3 Change of Perspective 49
5.4 Respecting, Accepting and Taking Seriously 49
5.5 The "Big 5" of Participation 50
5.6 Dos and Don'ts 51
6 Social Selectivity in Participation Processes 53
6.1 Which Groups Are Over-, Which Are Under-Represented? 54
6.2 Dimensions Inducing Social Selectivity 55
6.3 How to Handle Social Selectivity 57
7 Six Cities, Six Cultures: Cultural Specifics in Participation Processes 59

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8 Resources and Bibliography 61
9 Partners 63

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1 Executive Summary

This “Handbook for Participation Methods and Tools” serves as an introductory guide for city administrations into the wide field of participation methods and tools, and has been developed in the course of the SUNRISE-project (WP 2). The main goals of SUNRISE are to co-identify, co-develop and co-implement sustainable mobility solutions at the neighbourhood level, which requires structured participation processes to learn about and mediate interests of different actors to ultimately agree on a Neighbourhood Mobility Action Plan.

The Handbook consists of two main parts: Part A contains an introduction to participation before presenting guidelines to select suitable participation methods. Defining the goals and collecting background information about the neighbourhood is key before deciding on specific methods. The methods spotlight gives an overview of relevant participation methods and tools, and contains recommendations for the purpose and the target group of each method.

Part B contains relevant background information on participation processes and is designed to promote knowledge about influencing factors on participation. A code of conduct outlines do’s and dont’s for successful, productive and creative participation processes. Special attention should be paid to the important question of social selectivity of participation methods with explanations of determining dimensions (age, education, cultures, gender, etc.) and advice on the proper handling of selectivity. As each action neighbourhood of SUNRISE is in a different city, the influence and the role of local cultures and politics is discussed in the last section of this handbook. Such unwritten or written laws influence the way planning decisions and generally democratic deliberations are conducted in many ways, and these practices vary from country to country and even from city to city. The local context therefore deserves careful reflection in the planning and implementation of participation processes.

This “Handbook for Participation Methods and Tools” provides all the necessary information to start planning a good participation process for neighbourhood mobility challenges in order to meet SUNRISE’s goal of co-identification, co-development, co-implementation and co-evaluation.

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2 Objectives of this Handbook

The SUNRISE project addresses mobility challenges in its six action neighbourhood through activities along the entire innovation chain: Identification of mobility problems and challenges, co-development of innovative ideas, co-implementation, systematic co-evaluation, extraction of lessons learned and their dissemination in the form of a "Neighbourhood Mobility Pathfinder." Local residents, businesses, local administration and other stakeholders will be involved in all phases to live up to SUNRISE's co-creation spirit.

A participation process has specific requirements for a successful, purposeful and inclusive implementation. Selecting suitable methods and tools out of the plethora of methods and tools available requires a number of decisions at the very beginning of any participation process. First, the goals, possibilities and limits of the participation process need to be defined, and sufficient background information on the neighbourhood's social composition and ongoing planning activities has to be collected. A second step is to define the target groups and decide on the methods most useful for the stage of the SUNRISE project (co-identification & co-validation, co-development & co-selection, co-implementation & co-creation, co-assessment & co-evaluation). Each step can be reached by different methods, both online and offline. Selected methods and tools that proved especially useful in neighbourhood mobility projects are presented in this document, outlining their application, duration, number of participants and the project phase each method is suitable for. These criteria aid the process of deciding on the appropriate methods for a given goal of a participation process.

Every participation process and every single method of participation needs to take local culture and customs into account. Such unwritten or written laws influence the way planning decisions and generally democratic deliberations are conducted in many ways, and these cultures vary from country to country and from city to city. The local context therefore deserves careful reflection in the planning and implementation of participation processes.

One of the aims of SUNRISE is to promote co-learning among the project cities and beyond. Therefore, a careful evaluation of the participation process is crucial to identify methods and tools that worked best in a specific context and for a specific question.

This handbook is primarily directed to persons in city administrations interested in participation processes within the SUNRISE project. Due to the strongly varying planning cultures in the six neighbourhoods of SUNRISE, the handbook provides a general introduction to participation methods and tools in mobility projects working at the neighbourhood level. More detailed information on local cultures will be necessary to further support the choice of suitable methods in each city.

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In Table 1: Work Plan for WP 2 "Co-development & co-selection" this handbook is contextualised in the work package 2 design and shows schematically the work package phases and the most important steps.

Table 1: Work Plan for WP 2 "Co-development & co-selection"

Work Plan for WP 2 "Co-development & co-selection"		
WP 1 Co-identification of problems & Co-validation of needs		
Co-Development & Co-Selection (WP 2)	Kick-off Phase	Virtual Kick-off "Reading Guide for Participation" (month 4)
		Handbook for Participation Strategies for Mobility Issues in Neighbourhoods (D2.1.; month 7)
		Handbook for Neighbourhood Mobility Labs in Practice (D2.2.; month 9)
	Concept Phase	Local Workshops in cities with NEM and Core Group (month 8-11)
		Implementation of Neighbourhood Mobility Labs; start of first participation activities (month 9-11)
		Participation Strategy Handbook for each SUNRISE neighbourhood (D2.3.; month 16)
	Participation Phase	Participation activities in SUNRISE neighbourhoods, steered by Neighbourhood Mobility Labs: Co-development and co-selection of measures based on results of WP 1
		Neighbourhood Mobility Action Plan for each action neighbourhood (month 22)
WP 3 Co-implementation and Co-Creation		

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Part A: Selecting Suitable Participation Methods and Tools

Part A is dedicated to guiding the process of starting a participation process and choosing and applying suitable participation methods and tools.

Starting with a short introduction to participation (see section 3), Part A continues with guiding principles for a participation process (see section 4.1) and presents criteria for finding a suitable participation method (see section 4.2). An overview of methods, their applicability in the project phases of SUNRISE and target groups is presented in section 4.3.

3 Why Participation? The Basics of Co-operation with Local Stakeholders and Residents

Participation Does Not Equal Participation – The Step Model of Intensity of Participation

In 1969, Sherry Arnstein developed a pioneering critique on planning processes in that time, outlining eight steps of participation. Her work forms the basis for current categorisations of participation methods applied in urban planning projects. In this handbook, a simplified 3-step model is applied in order to understand the varying degrees of participation that ideally can be achieved in participation processes. In SUNRISE, we strive for the 3rd step, decision-influencing, or co-decision to meet the expectations of a co-creation process with stakeholder and resident involvement. Information, however, must accompany all participation processes in their entire duration for reasons of transparency, visibility and to keep interested stakeholders involved.

Participation requires an actor to yield some of its power to another actor. Often this transfer is from the city administration to residents or other interested actors. The shift of power and the subsequent renegotiations of power relations are a core ingredient of every participation process. All persons in key positions in a participation process need to be aware of the shift of power and its ramifications.

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Theoretical reflections of learning processes in participation practice show that particularly the first tasks in each participation process need to be at a manageable standard for the participants to avoid frustration and refusal of the process itself.

The extent of opportunities for and rights of participation in a particular process of co-development and co-decision depends on several factors. On the one hand, the degree to which the interests of citizens can be taken into account depends on the type of process involved (formal or informal), and from the willingness of decision-makers in politics, the administration and business (the urban stakeholders). On the other hand, the chosen method also determines largely the level of influence of citizens' or stakeholders' interests. Against this background, the influence of citizens in and through participation processes can be distinguished in three steps: information, consultation and decision-influencing (simplified distinction according to Arnstein 1969; Arbter et al. 2007; see Figure 1 and chapters 4 and 8.3):

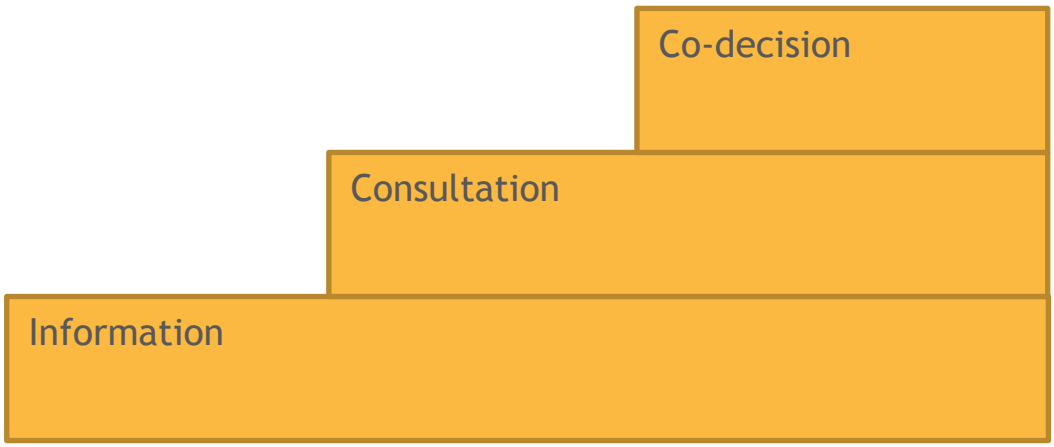

Figure 1: Intensity of Participation (derived from Arbter et al. 2007)

Information: Informative methods ensure that stakeholders and interested actors are informed about a project and its likely effects; informative methods offer little scope of influencing the decisions taken. Public meetings aimed exclusively at informing, and providing opportunities to inspect official documents, are examples of this approach.

Consultation: Consultative methods provide stakeholders and interested actors with an opportunity to comment on suggestions put forward, plans or decisions, and to table their ideas, which are to be taken into account at the decision stage. Suitable for co-design processes, consultative methods need openness to differing views and alternatives. Suggestions and advice to be taken into account by local decision-makers are the outcome of such methods.

Co-decision: The furthest reaching form of participation methods are joint decisions in order to find an agreed solution. This is the level all participation activities in SUNRISE should strive for. Here stakeholders and interested actors have the opportunity to influence a decision, a project and the details of its implementation. Such methods require the integration of persons from politics, administration, and other stakeholders in the process. The scope ranges from

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cooperatively developing suggestions all the way to the participants' having extensive powers to decide (Arbter et al. 2007).

It is useful to take into account that Arnstein (1969, 218-219) also introduced the category of "non-participation", referring to formats that are designed to shift/manipulate opinions with half-truths or to antagonise opposition. PR-campaigns, for instance, often fall under the category of non-participation.

These three categories of participation form the basis of the following elaborations on selecting the appropriate tools for a participation process. Most of the presented methods and tools in this handbook are located at the co-decision level in accordance with SUNRISE's goal of co-creation of neighbourhood mobility solutions.

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4 Which Method Suits Best? How to Select Tools for Mobility Issues

This section presents the path to the most suitable participation methods and tools for participation in the SUNRISE project.

After outlining the initial steps, this section provides guidance on choosing the ideal methods for participation in the SUNRISE neighbourhoods along a number of criteria.

A spotlight on useful methods and tools for participation on the neighbourhood level in mobility projects forms the core of this section. The presented methods and tools are sorted along the project phases of SUNRISE (co-identification & co-validation, co-development & co-selection, co-implementation & co-creation, co-assessment & co-evaluation) and outline the type of actor a specific method is suited for.

TIP: Remember that not only residents and local businesses are interested in a decision. Social organisations or city administrative bodies are also actors with strong and specific interests in a participation process.

4.1 The Beginning of a Participation Process: Goals and Background Information

Before implementing a participation process, three steps are necessary:

1) Define the goals: As early as possible, think about the goals of the process. The selection of the mix of methods (see chapter 8.3) depends on the definition of the goals. It is also important to subsequently take into account the possibilities and limits of the process.

Goals may be (see Roberts 2012):

- **Awareness:** create awareness of an issue, a process or a decision,
- **Education:** provide information for a better understanding of an issue,
- **Input:** obtain feedback from citizens regarding an issue, a process or a decision,
- **Interaction:** cooperation with citizens and ensure consideration of their input in the final decision-making,
- **Partnership:** true partnership in participation refers to a formal role in decision-making process.

Each of these goals can be achieved by specific methods (see section 4.3).

Important points for the definitions of the goals are:

- Determine the intended influence of the participation process on the project (co-decision, consultation, or information about the project),

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- Document the definition of the goals,
- Discern between primary goals or secondary goals,
- Decide which phases of your project require more or less participation.

2) Define possibilities and limits of the process (»Participation Promise«):

- Scope
  In order to initiate a successful co-creation process the expectation management needs to be handled wisely. Make clear in which guideline co-decision is at all possible. Don't ask for general wishes if the resources are clearly focused on one certain topic.
- Power
  Who decides what in the project? Which powers do citizens have eventually? Who is the final decision-maker? Will there be a citizens' jury for certain decisions? How is their voting weight determined? Will it be equated with an expert jury? Who is part of it? Etc.
- Budget
  Innovative participation processes with high ambitions regarding co-creation are often more cost-intensive and time-consuming then expected. Therefore it is necessary that the budgets for the participatory part of urban development measures very important to the costs of a participatory procedure are therefore an important feature of any participatory process. The budget for the participatory process is ideally already defined with the general process-budget. It is generally

3) Think of its administrational and organisational anchoring – search for companions!

- The Project Manager

If you start a new ambitious co-creation process it is helpful to search for an interested and passionate project manager in the central block of the municipality. They will have the ambition to go beyond traditional conduct and everyday business in the field of participation and instead support innovative approaches.

- High-level Support

Ambitious participatory processes need the support of high-level administrative employees and politicians. Especially if new paths are trodden that question traditional/common attitudes and may produce more effort than usual, the administrative staff must be supported by high-level positions. Those persons also have the power to react if things get complicated. Search for this kind of support before starting the project.

- Early Involvement of technical agencies / public authorities

If participation processes are supposed to lead to structural measures it is advisable to early involve the technical agencies / public authorities that are going to do the implementation planning later on. Especially think of land-use planning, fire protection, the historic preservation office or nature conservation authorities – those departments are often guided

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by extensive rules that need a creative approach for innovative solutions. If those authorities are asked for new solutions after the plans are already drawn it can be too late and their »no« result in a collapse for the whole project or goes to the expense of its innovative potential. For a good cooperation and integrated outcome do »expert-checks« together with the citizens and stakeholders at an early stage. Make the technical experts to integrated problem solvers instead of naysayers.

- Companions

It furthermore helps to search for and include possible companions in the process from the start. This could also be initiatives or foundations. They could help to anchor the process in the neighbourhood, function as multipliers or give administrative or financial support.

- Round Table Meetings /Core Group

To keep all relevant stakeholders updated and to make the communication process more efficient it is advisable to form a group for round table meetings that works besides the participation activities. This kind of »Core Group« consists usually of the relevant administrative staff, stakeholders, as well as representatives of (different groups of) citizens. Results and ideas of this round table meetings of course have to be transparent for everybody.

4) Collect background information on the neighbourhood

All neighbourhoods are embedded in various social networks, in planning activities, and have a distinct social structure (age, gender, migration history, social status). Together with legal frameworks from various fields (planning law, non-discrimination law, building codes, etc.) these factors influence the participation process, thus it is important to know about them.

Legal frameworks: Local planning laws often outline specific guidelines on participation requirements in planning projects (this varies strongly between countries!). In that sense, residents and local businesses may also have a right to participation. Nevertheless additional informal participation options offer an important complement.

TIP: Be aware of the legal regulations of participation or of sectoral planning relevant for the neighbourhood and the project that definitely need to be considered.
In many cases, planning laws set a minimum standard for participation, which SUNRISE needs to transgress in order to meet the co-creation-threshold.

- **Existing planning projects and activities in the neighbourhood:** No neighbourhood is a blank canvas; each has ongoing planning activities (such as city development plans, or strategic plans of fields other than mobility) and community organisations that are active players. A

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new participation process builds upon these existing activities and has to take them into account:

- **Previous planning** activities,
- **Strategic plans of different resorts** or different administrative bodies
- **Previous participation processes** or surveys,
- **Activities of community organisations** or citizens' initiatives,
- **Decisions** of the city parliament,
- **Experiences with previous participation** activities help identify potential conflicts early.

TIP: Know about previous and ongoing activities in the neighbourhood and consider which of these activities are relevant to the new participation process.
Get in contact with persons active in previous processes in the neighbourhood for useful tips e.g. in terms of used methods and a better understanding of the context in which you will be working.

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3) Social structure of the neighbourhood: Each neighbourhood has a specific social structure that needs to be known before starting the participation process. Collect information about:

- **Age composition:** share of children, youth, adults, seniors,
- **Household structure:** share of single households, shared flats, families,
- **Share of migrant population and their origin** (cultural background),
- **Income structure or occupations** (students, workers, home-office),
- **Level of education.**

The social structure of the neighbourhood is decisive for the mix of methods applied, as some social groups need to be approached differently in terms of language, style, content, etc.

TIP:
Remember the wide range of affected actors by participation that needs to be considered:

- Citizens: Local residents, children, youth, elderly, families, pedestrians, cyclists, car drivers, employees,…
- Politics: City/neighbourhood politicians (policy makers)
- Administration: city administration, specialised departments (spatial, urban, regional, transport planners,…)
- Lobbyists: Associations, chambers, trade unions, foundations, NGOs
- Business: Local business owners, companies, shop owners, real estate owners & companies
- Service providers: Public transport companies, bike share companies

Once these three types of background information on the neighbourhood are collected, a strong assessment of potential advantages and constraints of the participation process is possible.

With all this information collected and assessed, it is possible to actually choose the methods and tools that work best in the given setting of the neighbourhood.

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4.2 Criteria for Choosing the Optimal Method

There are a variety of methods for public participation. These methods can make a significant contribution to:

- Structuring and efficiently implementing stakeholder processes,
- Making the process diverse and interesting,
- Looking for new solutions (Arbter et al. 2007: 58).

Depending on the goals of the participation process and the groups to be integrated, different methods are suitable. The variety of methods for participation is big. In order to achieve different objectives and address several target groups it is useful to apply several methods. A good mix consists of different, complementary methods that further the goal of co-learning, co-creation and commitment building.

The best applicable method of a particular participation process depends on many factors, including the objectives, the target groups, the personnel, financial and time resources as well as the embedding in the political-administrative system (Senatsverwaltung Berlin 2011). For the selection of a suitable participation method and for a comparative classification of participatory procedures, the following criteria have proved to be useful in practice (Arbter et al. 2007; Nanz & Fritsche 2012):

- Duration of the method,
- Purpose (see Table 3: Overview of Methods per SUNRISE – Project Phase, p.17-19)
- Number of participants / target group,
- The "intensity of participation": co-decision-making (see Part A3 Why Participation?),
- Online or offline/presence.

Duration of the Method:

A decisive organisational feature of a participatory procedure is the duration. Of interest are questions like:

- Are one-time events or a continuing process planned?
- Is a specific duration to be ensured?

Closely linked to the duration are the costs of a participatory process. The costs of a participatory procedure are, in principle, an important feature of any participatory process (see 4.1). Due to this variation costs are indicated in the presentation of the individual methods.

Number of Participants:

Differences among participatory processes result from the number of participants and from the regulation of access. In principle, a process may be aimed to the general public, and thus to all interested actors, to reach as many people as possible. A process may, however, also refer to a selection of representatives of different interest groups or to all those directly affected by a

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particular topic or the subject-matter of the participatory procedure. For the selection of the method, the following questions are relevant:

- Is the number of participants limited by any given factors?
- Are there special hard-to-reach groups that need to be integrated in a special way?
- Are specific methods particularly suitable for those certain parts of groups (Nanz & Fritsche 2012)?

TIP: In order to reach different target groups, it is necessary to **approach people in their everyday life spaces** (markets, subway stations, squares, …) and "learnt" spaces (schools, museums, community centres, …) as well as to activate networks between actors.

Spaces for offline participation events **should cultivate curiosity and inspiration**. Opening a stage that guarantees everybody a space to express their ideas is a way to gain trust as well as stability and to collect resources for the future process.

This requires **respectful moderation** that maintains the central theme and goal of the work session and overall process. Since during the workshops most participants are sharing their precious free time, it is important that they feel that their **engagement is valued**, **their ideas taken seriously**, and that they are **part of a community**—this will enhance their motivation for continued participation.

For more tips for good participation, see section 5!

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4.3 Methods and Tools – A Spotlight

The methods most suitable for a participation process depend on the project-specific objectives, the target groups and the time frame. Important success criteria for participation methods are:

- Active response paths,
- Local presence,
- Transparency and easy comprehensibility
- Openness to ideas and wishes,
- Integration of gender and diversity aspects.

Participatory processes don't have a strict formula, every process is unique and has distinct challenges. The implementation of a participation process depends on its intensity, duration and scope. Differences in the choice of methods and control remain. The success of the participatory method as well as the intensity of participation depends to a great extent on the quality of the process-specific planning and the implementation of the participation methods (Senatsverwaltung Berlin 2012).

TIP: Ensure continuous information during the entire participation process!
In addition to events and activities with citizens and stakeholders, each participation process should be accompanied by continuous information activities.

The next pages contain a selection of methods (some links for further methods and tools are provided at the end of the method spotlight) that are particularly relevant for the participatory development of mobility solutions at the neighbourhood level[1]. In particular, each description of a method contains:

- A short **description** of the procedure,
- **Objectives** and **applications,**
- **Duration** of the method,
- **Recommended number** of participants,
- **Project phase (purpose):** indicates for which phase of SUNRISE the method is applicable,
- **Mode:** indicates whether the method works online, offline, or in both modes,
- **Effort** for the participants or the duration of the implementation and an estimation of **costs**[2]**.**

Table 2 gives an overview of the types of participants in a participation process. The differentiation of the target groups helps in choosing the most appropriate participation method. SUNRISE's co-assessment & co-evaluation activities of the co-creation process will work with the same target groups.

TIP: Not all methods work with all target groups (see section 6 and 7)!

[1] The method descriptions below are based on Arbter et al. (2007), Kelly et al. (2004), Roberts (2012) and Senatsverwaltung für Stadtentwicklung und Umwelt Berlin (2012)
[2] The indications for the duration and the costs of the individual methods are based on empirical values as well as estimates and can vary widely from case to case.

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Table 2: Overview of Target Groups

Target Group Letter	Target Group Name	Examples
a)	Citizens	Local residents, children, youth, elderly, families, pedestrians, cyclists, car drivers, employees,…
b)	Politics	City politicians, neighbourhood politicians
c)	Administration	City administration, specialized departments
d)	Lobbyists	Associations, chambers, trade unions, foundations, NGOs
e)	Business	Local business owners, companies, shop owners, real estate owners & companies
f)	Service provider	(Public) Transport companies, bike share companies,…

The target group letter helps to orientate in the following overview (Table 3: Overview of Methods per SUNRISE – Project Phase) of the methods and tools, so that for each method the target group is indicated through the letters a) to f). Be aware that not all combinations of actors are useful in every method (indicated through an "or").

The following tables are ordered in two ways:

Table 3 shows methods applicable per SUNRISE project phase (distinguished by the co-creation phases of SUNRISE) and informs about the target groups a method can accommodate.
All methods can be identified by a number and found on the following pages (ordered alphabetically) providing more details on scope, procedure, objectives, potentials costs and effort.

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Table 3: Overview of Methods per SUNRISE – Project Phases

Project Phase	Method No.	Target Group
Co-identification & co-validation (phase 1)	Method 1	a) or b) - f)
	Method 2	a) or b) - f) or a) - f)
	Method 3	a) – f)
	Method 7	a) - f)
	Method 10	a) - f)
	Method 11	a) - f)
	Method 12	a) - f)
	Method 13	a) - f)
	Method 14	a) b) c) d) e) f)
	Method 16	a) or a) - f)
	Method 18	a) or a) - f)
	Method 20	a) or a) - f)
	Method 21	[a)] b) c) d) e) f)
	Method 22	a) or b) or c) or d) or e) or f) or combinations

Project Phase	Method No.	Target Group
Co-development & co-selection (phase 2)	Method 1	a) or b) - f)
	Method 2	a) or b) - f) or a) - f)
	Method 3	a) – f)
	Method 4	a)
	Method 5	a) - f)
	Method 6	a) - f)
	Method 7	a) - f)
	Method 8	specific subsets of a)-f) or a) b) c) d) e) f)
	Method 9	a) or b) – f) or a) – f)
	Method 10	a) - f)
	Method 11	a) - f)
	Method 12	a) - f)
	Method 13	a) – f)
	Method 14	a) or b) or c) or d) or e) or f)
	Method 15	a) or a) - f)
	Method 16	a) or a) - f)

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	Method 17	a) - f)
	Method 18	a) or a) - f)
	Method 19	b) - f)
	Method 20	a) or a) - f)
	Method 21	[a)] b) c) d) e) f)
	Method 22	a) or b) or c) or d) or e) or f) or combinations

Project Phase	Method No.	Target Group
Co-implementation & co-creation (phase 3)	Method 1	a) - f)
	Method 3	a) - f)
	Method 5	a) - f)
	Method 6	a) - f)
	Method 7	a) - f)
	Method 8	specific subsets of a)-f) or a) b) c) d) e) f)
	Method 10	a) - f)
	Method 11	a) - f)
	Method 12	a) - f)
	Method 15	a) or a) - f)
	Method 16	a) or a) - f)
	4.3.1.1 Method 17	4.3.1.2 a) - f)
	4.3.1.3 Method 18	4.3.1.4 a) or a) - f)
	Method 19	b) - f)
	Method 22	a) or b) or c) or d) or e) or f) or combinations
Project Phase	**Method No.**	**Target Group**
Co-assessment & co-evaluation (phase 4)	Method 3	a) - f)
	Method 5	a) - f)
	Method 10	a) - f)
	Method 11	a) - f)
	Method 12	a) - f)
	Method 14	a) or b) or c) or d) or e) or f)
	Method 16	a) or a) - f)

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TIP: The description of methods is ideal-typical. Depending on the local context and the target groups, slight adaptions might be necessary.

1 Brainstorming/ Brainwalking	
Description & How-to:	Brainwalking is a silent participation method similar to brainstorming. On a flipchart with a statement or a question, all participants are invited to visualise their thoughts. At the same time, the other participants can walk around and look at the others' thoughts, and add their own or comment on them. It is a creative method to develop ideas and thoughts further and further. In the last step, each strain of thought is presented to the whole group.
Objective/ Application:	Brainwalking and brainstorming are useful to quickly delve into a topic, or to loosen up a process.
Duration:	Ca. 30 minutes per round
No. of participants:	Max. 30 participants
Project Phase:	1,2
Mode:	Offline
Effort & Costs:	Low effort; preparation time is about 2 hours for formulating statements and providing material; €
Special Remarks:	Easy method for activating thought processes. A professional moderation is recommended to guide through the process.

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2 Charrette

Description & How-to:	A charrette is a planning method with participation of citizens and stakeholders in public and in the affected neighbourhood. Interested persons can enter a design charrette at any time, allowing for direct and low-threshold involvement to co-create solutions. This method has three phases: 1) A starting charrette introduces the topic; 2) In the main charrette, citizens and stakeholders exchange with technical experts in order to develop a general planning concept; 3) The closing charrette coordinates the results of the main charrette with politicians and administration and fix the next steps. The format within a charrette can be considered a workshop.
Objective/ Application:	Charrettes are especially useful at the beginning of a planning process by collecting ideas from a large number of actors.
Duration:	2 weeks to several months
No. of participants:	Large groups of interested persons
Project Phase:	1,2
Mode:	Offline
Effort & Costs:	High effort; preparation time is about 6 months for content planning, location, preparation of material, information about the event; €€-€€€
Special Remarks:	A design charrette requires a professional moderation and support by a specialised urban planning office that needs to be hired. Successful design charrettes require a committed participation of decision-making stakeholders from politics and administration. Especially this group of actors needs to be interested to the co-development of solutions.

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3 Citizen Advisory Committee/ SUNRISE Core Group

Description & How-to:	A citizen advisory committee is a small group of people selected to represent various interests, points of view, or expertise in a neighbourhood. Advisory committees are often charged with helping to update a comprehensive plan, review significant policy proposals, or study issues in-depth. As an institutionalised form, citizen advisory committees bring time, expertise, energy and perspectives that might not be available otherwise. The inclusion of elected and appointed officials allows them to be set free from institutional restraints (to a certain extent) in their normal work environment. Serving on a citizen advisory committee takes a considerable amount of time, therefore provide clear agendas and information over the proceedings, the scope of the committee, and absolve the members once the goal has been achieved. Such committees work best when the decision-making bodies (politicians, city administration) are genuinely willing to partner with citizens in the planning process. In its set-up, the SUNRISE Core Group meets the definition of a citizen advisory committee exactly and will play a major role in organising the SUNRISE co-creation process.
Objective/ Application:	Involving the competencies of the citizens in the neighbourhood decision-making processes.
Duration:	Takes a considerable amount of time; regular sessions over the course of the project
No. of participants:	Max. 25 participants
Project Phase:	1,2,3,4
Mode:	Offline
Effort & Costs:	Low to medium effort; preparation time 2-3 months for defining the set of actors involved (both stakeholder and citizens from the neighbourhood), location, agenda setting, information material; €-€€
Special Remarks:	Moderation of each session is recommended. When setting up a citizen advisory committee, care for a balanced representation of actors in your neighbourhood. Committees only consisting of formal stakeholders will likely produce planning outcomes contested by citizens, or citizens will feel unaccounted for in the planning process. Therefore, proper knowledge on the relevant actors and on the social structure of the neighbourhood is key to implement this method successfully.

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4 Citizen Jury

Description & How-to	In a citizen jury a small number of citizens of a neighbourhood are randomly selected and invited to participate in a series of hearings with experts in connection with a local planning or policy issue. A series of presentations are given by local authority staff, other experts and interested organisations, setting out the problems and issues in the area and outlining some possible solutions. Members of the citizens' jury can question each speaker, and the jury then forms its own judgement about the nature of the problem and the ways in which it might be addressed. The results are summarised in an expertise paper called a "citizen assessment". With a citizen jury, difficulties can emerge in engaging local people in debates about higher-level projects such as neighbourhood mobility strategy plans, which do not seem relevant to them immediately. The citizens' jury is a means to obtain public inputs to the development of more strategic policy documents and therefore is highly relevant to SUNRISE. This method is particularly useful at the initial scoping period and the option assessment period a bit further into the project. Steps in a successful citizen jury process are as follows: Randomly select participants (quotas for specific group of citizens or stakeholders may be used); a wide representation of affected actors is the goal; Financial compensation: as this method is time-consuming, participants need to be exempt from work and compensated for potential wage losses; Issue identification: the problem must be solvable in the given time and requires presentations about the issue at hand in a way that is under-standable to non-experts/laypersons. Information publication material may be used to support the understanding of a problem; Group assessment: after the input presentations, the jury needs to make an informed choice/ assessment on the issue and possible solutions. Therefore, participants divide in smaller groups with regularly switching composition to avoid domination of group discussions by a specific person or actor group. Documentation of the findings: a final report is drafted and presented to the organisers of the citizen jury (e.g. SUNRISE's Core Groups), and made publicly available; Evaluation of the implementation of the results into the project stands at the end of the process.
Objective/ Application:	Decision on possible solutions or problem definitions in urban planning questions; general involvement of actors in development of strategic mobility policies.
Duration:	Few months to half a year.
No. of participants:	Max. 25 interested persons

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Project Phase:	1,2
Mode:	Offline
Effort & Costs:	High effort; preparation time 6-9 months for location, selection of participants, organization of input presentation by experts or other stakeholders; €€€
Special Remarks:	Requires professional moderation. Additional information material needs to be provided for participants in order to make an informed assessment and choice.

5 Consensus Conference

Description & How-to:	In a consensus conference, mixed groups of selected participants develop answers to a politically or socially controversial question in direct dialogue with experts. In a heterogeneous setting of actors as in a neighbourhood mobility project, consensus conferences are especially useful. This method specifically is designed for the participation of residents, NGOs, and urban stakeholders, not only interested citizens. The participants are split in groups, where main discussions happen. Consensus conferences are useful for long-term planning procedures or projects at the community level concerned with future planning activities and therefore important for SUNRISE. A consensus conference begins with participants thinking over the past and current developments, before blueprints for the future are collectively sketched. Out of the number of blueprints, the participants reach consensus on one future development perspective to be adopted. Alternatively, specific measures may be planned as well in the second step. The discussions in a consensus conference need to be guided by a moderator to ensure an orderly proceeding and successful consensus conference.
Objective/ Application:	Sorting out public opinion on a particular question and handling explosive issues, where interested non-experts are supported by experts.
Duration:	One to three days
No. of participants:	30-80 stakeholders and residents
Project Phase:	2
Mode:	Offline
Effort & Costs:	High effort; preparation time 6-9 months including a preparatory workshop, process design of the event, selection of the participants; €€€
Special Remarks:	Up to 3 professional moderators are required for a successful consensus conference, both in organization and implementation. The selection of participants has to be especially careful to ensure all affected groups are represented in the consensus conference. This is necessary for a result that is acceptable to all groups of citizens and stakeholders.

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6 Dialogue Centre Tool

Description & How-to:	The dialogue centre tool ('Dialogzentrale') is an open source, state-of-the-art citizen participation tool. It allows for single-process use, multiple-phase participation processes as well as the realisation of different participation processes parallel to each other. This tool has been used for mobility planning in several cities in Germany. The modules have been developed with the experience of more than 250 digital participation processes, mainly in Germany. Among others, it provides modules for crowdmapping, idea crowdsourcing, a document annotation tool, participatory budgeting and 'ask-your-mayor'. The module-based structure of the Dialogzentrale has been developed on the open-source framework Drupal.
Objective/ Application:	Online platform for strategic as well as local mobility planning.
Duration:	Several months to a year
No. of participants:	Large group of interested persons
Project Phase:	1,2
Mode:	Online
Effort & Costs:	Medium effort for public tender, content preparation and continuous monitoring of citizens' input etc.; €€-€€€
Special Remarks:	Product distributed by an office; more information on http://www.streifentechnik.de/#products/%23products/dialogzentrale

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7 Field Trips

Description & How-to:	A field trip is an organised tour through the neighbourhood with different actors (citizens, local officials, planners, and other stakeholders). Field trips support planning processes in the neighbourhood by providing an opportunity for evaluation of the current situation in the planning area. Field trips bring together participants and experts to exchange ideas, inform themselves or explain their ideas. This is a good way of visualising project ideas, receiving citizens' opinions about a project, and for citizens to identify problems and needs. Generally, a field trip equips citizens to make better-informed choices. A guide leads the field trip with knowledge about the area and the planned project, possibly a member of SUNRISE (or the Core Group). Information material distributed at the beginning of the field trip may be helpful including a map of the area, background details of the project and arrangements for the day. Field trips can be used at various stages of SUNRISE: at the beginning to engage and create interest with citizens, and later on to visualise proposed changes before decisions.
Objective/ Application:	Excellent method for developing a common understanding of an issue and initiating group discussion, particularly when followed by meetings, workshops or working groups.
Duration:	Max. 3 hours
No. of participants:	Max. 30 participants
Project Phase:	1,2,3
Mode:	Offline
Effort & Costs:	Low effort; preparation time ca. 1 month for collecting relevant information and organisation of the trip, for preparing information material and advertisement of the fieldtrip; €
Special Remarks:	Field trips should be professionally guided and may have a playful element to provoke new perspectives; suitable for children and youth

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8 Focus Groups

Description & How-to:	A focus group is a targeted group discussion; a method in which a small group of people is invited to discuss specific topics or issues relevant to a particular transport project, led by a moderator. There are two rationales that can be applied in forming the focus group: 1) form a homogeneous group in order to learn more about interests and opinions of this group (useful for under-represented groups), or 2) assemble a heterogeneous group documenting disputes and diverging interests, and strategies of stakeholders advocating their position. Focus groups can be highly effective in exploring views, attitudes, aspirations and concerns of the participants around a specific issue, but require a clearly identified objective and topic with guiding questions. A moderator is required to lead the focus group. Depending on the topic more than one session is recommended. A successful focus group needs to meet the following **criteria**: Should be comprised of stakeholders interested in discussing the topics; Composition of the group, the venue and moderator should facilitate free discussion and interaction of all participants; Discussions should be focused and guided by well thought-out questions; Discussions should be documented, e.g. recorded; Results of the focus group need to be analysed and reported.
Objective/ Application:	Learn about opinions, attitudes, aspirations and concerns of a group on a specific topic; identifying key problems not observed by the project team or other stakeholders; proposing new ideas; facilitating discussion about sensitive topics.
Duration:	2-3 hours per focus group
No. of participants:	Max. 15 persons
Project Phase:	2
Mode:	Offline
Effort & Costs:	Low effort; preparation time ca. 2-3 weeks for invitations, topics, organizing moderation and location; €€
Special Remarks:	Moderation required.

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9 Future Workshop

Description & How-to:	A future workshop is a process in which new solutions are developed for an existing problem. As such, it is a creativity enabling method to develop imaginative, unconventional solutions to a given problem. Ideas are developed, questioned and implemented according to a three-step design: definition of problem (criticism phase), creativity phase (fantasy phase), problem solution (back-to-reality-phase). The result outlines what each participant can contribute to the solution. Future workshops offer the possibility of bringing together different participants. The duration of a future workshop ranges from a couple of hours to up to 3 days, depending on the complexity of the existing problem or the level of detail the solutions are expected to have. Future workshops are especially useful for mobility planning projects as mission statements, development scenarios, or projects to shape the future are produced. In a future workshop, citizens and stakeholders can equally be involved.
Objective/ Application:	Development of ideas for the future.
Duration:	Few hours to 3 days
No. of participants:	Up to 30 interested persons
Project Phase:	2
Mode:	Offline
Effort & Costs:	Medium to high effort (depending on the length of the event); preparation time up to several months (invitation, location, content preparation); €€
Special Remarks	Professional moderation is required. This method is especially suitable for children and youth. The variety of participants is lower than in a consensus conference.

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10 Information Centre

Description & How-to:	An information centre is a place within a neighbourhood or community (mobile or fixed office) where people can obtain information on a continuous basis. An easy-to-find location in a local area makes it convenient and easy for people to get information about a project and to express their concerns and issues. Information centres in permanent locations can be used as places for discussions or workshops during the co-design process. An information centre is like a small library containing a large amount of information about a project, such as plans, maps, reports, leaflets, flyers etc. providing all relevant facts. Information centres that are staffed provide opportunity to engage with people that can direct questions or comments about the project to the staff on location. A moving information centre allows for accessing different groups of people at different times of day (e.g. near schools, playgrounds, elderly homes, office locations, shopping streets, bus stops, etc.). Open days can bring together stakeholders with citizens and keep the public informed and engaged.
Objective/ Application:	An information centre offers informal, continuing contact with the community and is most useful for projects spanning over several years like SUNRISE.
Duration:	For a longer period of time (several months to several years)
No. of participants:	Large group of interested persons
Project Phase:	1,2,3,4
Mode:	Offline
Effort & Costs:	High effort because of the need of a fixed or movable office and staff; Preparation up to 6 months for designing information material, finding an appropriate location/ purchase movable office and training staff; €€€
Special Remarks:	Staff needs to be knowledgeable about the project and able to explain technical issues clearly and effectively. An information centre can be combined with other (existing) neighbourhood service centres (community centres, libraries) to reduce effort and costs.

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11 Information - Publication

Description & How-to	Successful public participation is based on an informed public. Information publication (e.g. poster, flyers and brochures, fact sheets and reports, press releases, website, newsletters) provides information in a readable and understandable format, thereby caring for public awareness and understanding of a proposed action or project. In the process of informing the public, a publication can also be used to notify the public about an upcoming event. Websites may be a virtual information centre (see method information centre), but remember: not all affected persons have access to the internet! Make use of a variety of channels (print, online, TV or radio may be used as well) to reach a wide audience. Newsletters can reach local stakeholders or residents up-to-date with information. If persons or stakeholder already involved disclose their e-mail-addresses, newsletters can be tailored for each group. Prepare an information strategy outlining which type of information about the project needs to be passed on to which group of persons, at which stage of the project news need to be passed on and through which channels. There are a variety of means through which the information can be published: **Posters** are especially useful for presenting information to a large number of people. Make use of eye-catchers to attract attention and care for a strong visual design. The depth of information is limited. **Letters** are used for complex information, invitations to events, outlining next steps; use in combination with other information channels. **Flyers and brochures** serve as introduction to a project, or outline planned adaptions. Brochures provide more details than flyers. Both have a strong emphasis on visual design. **Fact sheets** provide a full overview of a project at a given stage with key details on a small number of pages. Accessible language must be used. **Newsletters** are produced at intervals throughout the project, providing upgrades on the progress of the project. Information can be more detailed as in fact sheets (may be print or electronic newsletters). **Reports** either refer to the whole project or one aspect of it, and due to technical language and the high amount of details, reports are most useful to experts. However, reports need to be publicly available. A more accessible technical summary may be added. **Websites** may be used as virtual information centres, where all information publication material is made available. Consider responsive features in the website design to provide a feedback channel (possibly needs moderation efforts to avoid spam or discriminatory language). Costs and effort for a website depend largely on the amount of moderation that is necessary. Remember that not all affected persons have internet access or use internet as their primary info channel! **Press Releases** are the main tools for delivering information to media

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	and must be carefully managed in a way that important information is passed on to journalists. Previously unpublished news about the project is the main focus of press releases.
Objective/ Application:	Information publications increase the public's awareness of opportunities to participate and inform the public as to how their participation can be of assistance to a proposed project. Also used to inform the public of the progress of a participatory process and upcoming decisions.
Duration:	Continuous over the duration of the co-creation process
No. of participants:	Large group of interested persons
Project Phase:	All phases of the co-creation process
Mode:	Online or Offline
Effort & Costs:	Effort depends on the type of publication (moderated websites require much more effort than non-responsive websites or the print material); preparation time approx. 2-3 months, for a website up to 6 months €-€€
Special Remarks:	Information for the public must be easy to understand; Avoid technical abbreviations and jargon; Use humour; The visual appeal of the material is important, consider engaging a graphic designer; Ask other people to review the material before it is printed. Check for accuracy and that it is presented in a clear, logical way; Provide contact details; Remember that some people don't have access to/use the internet and use a variety of channels; In a region with two or more official or commonly used languages, check legal requirements before designing the document. Also, check the policies of any organisations asked to display or distribute the document, as certain criteria may need to be met (e.g. give priority to one language).

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12 Message Board

Description & How-to:	Message Boards are a way of finding collaborative answers to complex questions. The complexity of the questions needs to be broken down into smaller approachable tasks with removal of the technical language. In a dialog box on a website (see method information centre) answers of participants are collected and visible. This way, discussions on a specific topic are accessible to online users who can follow up. Participants are invited to discuss and think about a topic, a measure. Message Boards can be easily included in existing online presences and help collect thoughts and develop topics at an early stage of the project.
Objective/ Application:	Answers to complex questions at an early stage.
Duration:	Several weeks to months
No. of participants:	Large group of interested persons
Project Phase:	1,2
Mode:	Online
Effort & Costs:	Low effort; preparation time short due to open source tools available; €
Special Remarks:	Editing of entries is required.

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13 Open Space Event

Description & How-to:	An open space event/conference has a dominant guiding issue or topic, but no specified speakers or prepared study groups nor a fixed organisation. Open space events are a great way to kick off projects with the intention to gather issues, ideas, and solutions. The participants themselves take care of the internal organisation during the event; only the dominant topic/ issue is defined beforehand. The specific agenda of the event is defined by the participants themselves and then worked on in open work groups. They decide spontaneously who wants to work on which topics for how long and may add new work groups if necessary. Each participant can switch work groups as often as he/she desires. The openness of the process ensures an informal atmosphere to provide creative solutions to complex issues. The open space event is only suitable as a method in mobility planning if no detailed decisions have been taken beforehand. This is a method for scoping and identifying potential problems in a neighbourhood and co-develop solutions. When defining the guiding issue/topic, try to be as general as possible to allow participants as much scope to think creatively about the issue/ topic as possible. A prototypical process design for open space events is: Introduction to the event Identify issues participants want to address; registration for work groups Work group sessions: self-managed by participants Open sessions: participants can move around and comment to other groups Closing session: collecting final and considered statements about their priorities and the measures they would like to be implemented; preparation of final report with support of moderation
Objective/ Application:	Collect ideas and mobilise people to creatively solve a complex problem together.
Duration:	1-3 days
No. of participants:	Large group of interested persons.
Project Phase:	1,2
Mode:	Offline
Effort & Costs:	High effort; preparation time up to 6 months for invitations, location, catering, definition of guiding issue or topic; €€€
Special Remarks:	A professional moderation is required! Consider a location that has several smaller meeting rooms and a large room so the groups can work independently and in plenary sessions. Participants can be citizens or stakeholders, even mixed in groups. This method builds on strong personal responsibility of each participant.

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14 Opinion Survey

Description & How-to:	A survey is a means of collecting the views and opinions of community members on a particular topic. In addition to the gathering of opinions and wishes, the focus is on activating the respondents that otherwise would not take part in the co-creation process. Unlike public meetings, participants have the opportunity to express their views and concerns without being subject to peer group pressures, or worries about the need to be articulate. A survey may take the form of a written questionnaire or structured interview and may be administered in person, by phone, or by electronic media. Before surveying individuals, be clear about the aims of the survey and carefully plan your sampling strategy, to ensure a representative set of views. Consider the best way of contacting different target groups: at home, work place, or shopping centres; on-street or at railway stations, etc. Each place offers access to different sets of groups. Select the form of survey most appropriate to the target group and type of information required (e.g. self-completion vs face-to-face interview); Pilot the questionnaire to ensure that it is intelligible and is able to obtain the kinds of information that are needed; If the individual engagement activities are carried out professionally, and the results are published and acted upon, then this can positively affect people's opinions and raise interest levels in the community.
Objective/ Application:	Useful for investigating the interests and needs of people living in a particular area or promoting the self-determined involvement of ordinary citizens. Opinion surveys are a way to obtain detailed feedback from citizens or local stakeholders, and can work with a random sample or a specific target group.
Duration:	Several days to weeks
No. of participants:	Large group of interested persons or smaller number of stakeholders
Project Phase:	1,2,4
Mode:	Offline and online
Effort & Costs:	€€
Special Remarks:	If designed for a large group of people, care for a representative sample when selecting respondents to avoid exclusiveness.

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15 Poll “Vote Your Favourite”

Description & How-to:	The poll tool allows interested persons to vote online for their favoured projects or measures that should be implemented. If the single measures already have a price tag, it can be combined with the shopping cart (Scenario Shopping) concept, in which users can fill their shopping cart with measures until a given budget is spent. The tool can be used in nearly all phases of SUNRISE, e.g. the most important measures to be implemented, or the measures to be implemented in a given budget. If fears of interfering with representative democracy are present, the tool can also be complemented by an expert-jury vote. The poll tool can be implemented in existing web presences.
Objective/ Application:	Selection and/ or prioritisation of measures or actions.
Duration:	Several months
No. of participants:	Large group of interested persons
Project Phase:	2,3
Mode:	Online
Effort & Costs:	Medium effort; preparation time up to 2 months for programming, preparation of options; €€
Special Remarks:	External programming effort necessary.

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16 Public Meeting

Description & How-to:	A public meeting is an event to which all interested persons and stakeholders are invited and informed about specific topics relating to a project. It also provides a discussion platform for the concerns and problems of the citizens present. Within the framework of a citizens' meeting, discussion results are also coordinated and recorded. At the public meeting presentations by project staff are provided, giving background information, an outline of ideas, and key issues to be discussed. Printed materials offered to attendants are helpful for the discussion after the presentations (see information publication). Comments from participants on the project or the specific issues can be obtained in formal discussions, requiring moderation during the public meeting. Each public meeting is a self-contained event but can be part of a series of such events during the course of a project. Key roles at a public meeting are: Moderator: guides discussion and leads through the event, timekeeper Presenter: shares relevant facts and information Recorder: responsible for the documentation of the meeting Participants: interested citizens or stakeholders (stakeholders may be invited depending on issue at hand)
Objective/ Application:	A widely used method for generating interest and informing those concerned by and/or affected about a project and of discussing the various aspects of the project in public.
Duration:	Up to 3 hours per session
No. of participants:	Large group of interested persons
Project Phase:	1,2,3,4
Mode:	Offline
Effort & Costs:	Medium effort; preparation time is a couple of weeks for invitations, content planning, public relations; €€ (moderation required)
Special Remarks:	Requires strong moderation

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17 Round Table

Description & How-to:	At a round table, citizens and stakeholders democratically discuss an issue, attempting to find a solution acceptable to all participants. This method is suitable for contentious topics or conflictual situations by facilitating discussion on par between experts/ local stakeholders and citizens. Ideally the result of a round table is committing as all agreed on a solution. Round table events have no standardised procedure. A successful round table event depends on a neutral moderation, a documentation of the discussions and the solution, and an equal distribution of persons entitled to vote on the solution (one from each discussing group at the table).
Objective/ Application:	Consensus-building on controversial issues between persons representing conflicting interests (e.g. local administration and citizens).
Duration:	Until a consensus is found or the discussions are terminated, but usually several round table events.
No. of participants:	Roughly 15 to a large group of interested persons (divided into smaller groups of up to 15 persons).
Project Phase:	2
Mode:	Offline
Effort & Costs:	Medium effort; preparation time 1-2 months including talks to relevant groups in the issue at hand and in-depth analysis of the conflict; €€
Special Remarks:	Requires strong and neutral moderation and a documentation of the solution.

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18 Scenario Shopping

Description & How-to:	Scenario shopping is an online tool that supports finding complex solutions as answers and prioritises options. For prioritising options, general scenarios need to be worked out beforehand. Like in a shopping cart, various scenarios or measures can be added to the basket until the task is considered as solved. A drag-and-drop gamification approach is useful and motivating here. Scenario shopping tools can be easily included in existing online presences.
Objective/ Application:	Answers to complex questions at an early stage.
Duration:	Several weeks
No. of participants:	Large group of interested persons
Project Phase:	1,2,3
Mode:	Online
Effort & Costs:	Medium effort; preparation time up to 3 months for the scenarios; €€
Special Remarks:	-

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19 Strategic Mobility Assessment Round Table

Description & How-to:	For certain types of projects which are expected to have a significant impact on the transport sector, an assessment of the ramifications with stakeholders may be necessary. At the strategic mobility assessment round table, stakeholders are actively involved in the elaboration of a program or strategy (e.g. transport strategy), together with administrations and external experts. A typical strategic mobility assessment round table is organised in the following steps: • Definition of the goals of the program/ the project; • Description of the status-quo in the neighbourhood; • Definition of the scope of the investigation: which fields have to be covered in the event? • Development of alternatives to achieve the goals of the project; • Assessment of the alternatives regarding their effects on mobility in the neighbourhood; • Documentation of the findings in a final report. • This method is specifically suitable working with knowledgeable stakeholders rather than laypersons.
Objective/ Application:	Designing programs and strategies solving mobility/ transport issues.
Duration:	Sessions of a few hours over several months
No. of participants:	up to 30 interested persons
Project Phase:	2
Mode:	Offline
Effort & Costs:	High effort; preparation time up to 6 months for invitations, input presentation, information material, locations, catering; €€-€€€
Special Remarks:	Professional moderation required. Not useful for interested citizens, as detailed background knowledge is required.

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20 Thematic and/or Geo-referenced Crowdsourcing

Description & How-to:	A web-based forum is a dedicated web page associated with a project where stakeholders view information, engage in online discussion with other stakeholders and provide feedback. An example is the CIPTEC crowdsourcing platform that is used to generate innovative ideas from different groups of individuals and stimulates dialogue and discussion among all parties involved in the public transport sector by offering the following core functionalities: • Submit ideas: Registered users are able to submit new innovative ideas for public transport; • Rate ideas: Registered users are able to rate existing ideas; • Comment ideas: Registered users are able to comment on and discuss existing ideas; • View ideas: All users are able to view ideas.
Objective/ Application:	Collections of problems, needs and ideas at an early stage, which are subsequently rated by users.
Duration:	Several months
No. of participants:	Large group of interested persons
Project Phase:	1,2
Mode:	Online
Effort & Costs:	Medium effort for setting up the crowdsourcing platform and maintaining; €€-€€€
Special Remarks:	More info under http://www.urbanista.de/nextseventeen/ A local campaign in the city of Thessaloniki is an example: http://thess.ciptec.eu/, access of tool through: http://crowdsourcing.ciptec.eu/

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21 Transport Visioning Event

Description & How-to:	A transport visioning event serves as a discussion forum for all relevant issues of a particular transport project, identifying the strengths and weaknesses in a particular field, highlighting the issues and identifying possible solutions (no matter how visionary those solutions are). The main feature of a transport visioning event is to familiarise stakeholders and citizens with the study area and identify problems/issues, a vision and possible solutions. A combination of different methods such as workshop, information centre, focus group, field trip, round table etc. is used. A vision is useful as it directs a project in a specific direction and provides a project team with an understanding of the stakeholders and citizens' expectations. Structure of a transport visioning event: • Introduction of a chair person/ the moderator; • Break up of participants into smaller groups to conduct an analysis of the project area, or a SWOT regarding a particular mobility issue; • Presentation of the results of the smaller groups to the plenary, before discussing in smaller groups the vision and possible solutions. • The initial stages of SUNRISE are ideal for this method, in combination with information centre and information publication, it is a useful way of starting a mobility project in neighbourhoods.
Objective/ Application:	Promote stakeholder awareness and encourage 'out-of-the-box' thinking.
Duration:	Half day (several sessions might be necessary)
No. of participants:	20-25 participants
Project Phase:	1,2
Mode:	Offline
Effort & Costs:	Medium effort; preparation time up to 6 months for invitations, locations, catering, the production of the relevant information material necessary; €€-€€€
Special Remarks:	A professional moderator is required. Invite a range of citizens and stakeholders that represent the neighbourhood of the planned project. Each smaller group should have one person from each of the types of actors attending.

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22 World Café

Description & How-to:	The World Café is a creative brainstorming method, in which the participants sit together in an informal atmosphere at small tables. This method is useful for collecting ideas on a specific topic as it stimulates creativity. In an atmosphere comparable to a café participants exchange about predefined topics at several tables over several rounds of discussion. The theme of each table is written on a blank paper (flipchart) on which, in the course of the conversation, the participants can record their thoughts. The event concludes with a brief summary of the table discussions. A World Café allows an exchange with a rather large number of conversation partners, because each participant switches tables after a predefined period of time. This way, all participants sit down at each table and have conversations about each topic. Emphasis in each world café is on an open, inviting atmosphere to ensure each participant feels comfortable talking and expressing his/her ideas. Some basic rules for good conversation may be agreed on before starting with a world café. To guide the world café, a moderation is required. While at the tables itself only pens and flipcharts are required, some additional background information on the project may be provided in the room.
Objective/ Application:	Exchange of opinions and collection of ideas in a relaxed atmosphere on a number of given themes. Duration: few hours
Duration:	Few hours
No. of participants:	Large group of citizen, max. 5-8 participants per table
Project Phase:	1,2
Mode:	Offline
Effort & Costs:	Medium effort; preparation time up to 3 weeks for invitations, organisation of moderation, location; preparation of the topics/questions to be discussed at each table; €€
Special Remarks:	Moderation is required to ensure orderly proceeding of the world café, e.g. introducing the overall objective of the event and the topics at the tables as well as present the basic rules of good conversation. The moderator is responsible for the timekeeping: each discussion round at a table should last 15-20 minutes.

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Further information about participation methods can be found here:

Plan Commission Handbook, Center for Land Use Education, Univ. of Wisconsin:
https://www.uwsp.edu/cnr-ap/clue/Documents/PlanCommissions/PCHandbook.pdf

The Public Participation Manual, Austrian Society for Environment and Technology:
http://www.partizipation.at/fileadmin/media_data/Downloads/Publikationen/participationmanual_en.pdf

CIVITAS Initiative – Successful Transport Decision – Making:
http://civitas.eu/sites/default/files/guidemapshandbook_web.pdf

CIVITAS Tool Inventory (online tools for transport planning and others):
http://civitas.eu/tool-inventory?f[0]=field_tool_type%3A920

4.4 Tips for Web-based Tools

Co-Creation Online: Using the Power of Digital Participation Channels

Online co-creation processes are most successful when they combine a wide range of tools with long-term access to online dialogue: Simple formats, complex questionnaires and new approaches through gamification. Since Web 2.0 has been enabling new digital solutions for citizen involvement in public discussions, social media needs to be included in online co-creation processes. Facebook, Twitter, YouTube, Flickr, etc. function as platforms for diverse communities to discuss their needs and positions vastly and even impulsively without great barriers of access once signed in. These social media channels can be additions to the information centre method (method 11) or be one of the channels for distributing information publication material (method 12). Specific tools are interactive: content generated online has the advantage of the possibility of evolving ideas and needs transparently through public commenting, editing and voting of entries. Additionally, ideas are not only commented upon by the public, but also edited by experts (these may be experts from within SUNRISE, or additional external experts), which allows fusing and evaluating online generated content into future visions.

Online tools have the potential to include some target groups that might be hard to approach with offline methods that are place-bound or take an amount of time. For such groups, online tools are suitable, as they may participate from home or via mobile phones.

Barriers to Online Participation Tools

However, not all target groups have access to internet at home or on their mobile phones, or prefer to participate on location. A further barrier is Web 2.0. literacy of target groups, which varies greatly: online tools may be difficult to understand for people who do not regularly work with them.

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Many online tools, like crowdsourcing of ideas or mapping tools have the disadvantage that we do not know exactly who participated. A form of "identification" through Web 2.0. channels (Facebook-, Twitter- accounts etc.) can be included to see who participated, but local data protection laws may need to be considered. A further problem is the use of fake profiles by users (use of fake information or fake accounts for the purpose of participating to avoid disclosure of identity) or spam contributions. The former is an issue in the way that obscures information on which target group contributed through the online tools. If SUNRISE actions in the neighbourhood strive for wide support and commitment, it is necessary to know who contributed. The latter, spam, requires a continuous moderation of the online platform to sort out meaningful contributions (see section 6 for more information).

Combining Online and Offline Tools: Digital and Analogue are Stronger Together

For the reasons above, digital participation alone does not work: Only physical meetings enable dynamic face-to-face discussions and therefore, community building and networking. Within the offline exchange the online dialogue can be manifested for the participants and the SUNRISE project team knows about the participants. Moreover, during offline events further participatory tools and settings can reach target groups which are excluded from online discussions. Thus, what has been a crowed-sourced online need to be discussed offline and vice versa as a continuous process. All in all, online and offline dialogue should coexist in co-creation processes.

TIP:

There is no successful participation without in-place exchange!
Online formats of participation require a combination with offline formats that allow for person-to-person exchange.

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Part B: Participation – Background Information

Part B is dedicated to provide background information on participation processes in general, especially regarding a code of conduct for successful participation processes (see section 5), the inherent social selectivity of any participation method (see section 6) and the role of local planning cultures in designing participation processes (see section 7).

The information provided here adds to the content of Part A by highlighting matters of concern of participation.

5 Code of Conduct for a Successful Participation Process

In order to ensure a constructive, productive and successful participation process, a couple of aspects need to be considered (based on Arbter et al. 2007). A positive atmosphere that allows all engaged persons to voice their wishes and concerns is crucial for a successful and satisfactory participation process. Each planning project greatly gains acceptance and support among citizens and stakeholders if the goals of an open and professional participation process as outlined in this section are followed. The code of conduct collects guidelines on the interaction between all involved actors.

This code of conduct is directed to persons of city administrations in charge of either implementing a participation process (as moderator) themselves or overseeing a participation process (process steering).

This idealism in participation processes is necessary to ensure a productive exchange between all actors, each of them with different interests and powers.

5.1 Why Has the Participation Process Been Started?

The reason behind any participation process makes a difference:

- Following a ‘trend’ or because participation has been ordered
- Following the sincere desire to understand and consider the interests and needs of the affected stakeholders from citizens and organisations affected by planning activities

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The latter represents a supportive approach towards participation, which is necessary and builds upon many aspects of dialogue. Among these, the following points outlined in section 5.2 are the most important principles that ensure a successful and satisfactory participation process for all involved actors (citizens, politicians, administrative personnel, business actors,…):

5.2 Dialogue at an Equal Level

A dialogue at an equal level entails the following key points:

- Mutual trust
- Requires that all actors listen to each other's arguments
- Accepts the other persons and their roles
- Strives for a balanced compromise
- Sees citizens as experts of their daily routines in the neighbourhood
- Sees citizens as partners to create a sustainable neighbourhood

5.3 Change of Perspective

A change of perspective helps in understanding points of contention in a participation process. Seeing the issue at hand, e.g. mobility, through the eyes of a dialogue partner provides an understanding of the varied perspectives of an issue.

These three key actions help to empathise with another persons' perspective:

- See the topic at hand through the eyes of your dialogue partner
- Listen to and try to understand the needs of your dialogue partners
- Ask: Why is a topic important to your dialogue partner? What is important about it? What do you need in relation to the topic?

Changing perspective is greatly facilitated by settings that allow getting to know each other. Care for ice-breaker activities at the beginning of events, break a large group into smaller groups and generally strive for an informal setting in the events. Offering a small buffet is always a good idea to get people to talk.

5.4 Respecting, Accepting and Taking Seriously

In participation processes, it is important to respect, accept and take each other seriously:

- Acknowledge the current situation
- Distinguish between topic and person
- Communicate without judging or denigrating
- Allow yourself and others ample time to present and explain perspective
- Take all statements seriously, even if contentious, and make an effort to understand the underlying needs, concerns and hopes

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- Give feedback on the ways in which the statements have been considered in the results of the process; provide a transparent explanations about the reasons for not considering a statement

5.5 The “Big 5” of Participation

The “Big 5” of participation are traits that accompany each process from preparation, through the process of participation itself, to the implementation of the results:

- Honesty: be honest with your statements
- Reliability: keep your word, show that you are a partner in the process to be counted on
- Transparency: provide all relevant information
- Accountability: accept responsibility
- Retain easiness throughout the process: care for open, informal atmosphere

Continuous work on your own attitude by remembering the “Big 5” of participation pays off and sets the ground for a successful participation process.

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5.6 Dos and Don'ts

These lists of Dos and Don'ts in participation processes help ensure a successful, productive and creative setting.

Dos
Provide clear conditions for the participation process concerning the scope of creative leeway, the objectives and scope of influence. A clear agenda and information on the procedure is required.
Cultivate realistic expectations among the participants, yourself, and your organisation. Promise only what can be fulfilled: better a small, reliable process than a large, disappointing event. If a commitment cannot be fulfilled, be transparent and explain the reasons.
Allow access to all relevant facts and documents for the participation process. In case of confidential material, explain why these are confidential.
Admit to and compensate for mistakes: Mistakes happen to everyone, even the most experienced.
Provide swift answers to questions: If questions arise, strive for a swift answer. In case of online participation, this means to answer within a couple of hours. Some answers may be more complex and require further research; in that case offer a date until when an answer can be provided.
Have written documentation: A documentation of all contributions and how they are incorporated into the results is necessary for a transparent and accountable process. The documentation needs to be accessible to all participants.
Welcome concerns and critical thinking: A critical view on the topic at hand produces a more workable outcome of the participation process than continuous agreement.
Show appreciation of contributions of participants: Appreciation can be demonstrated by offering a buffet, providing proper spaces for meetings, acknowledging the participants in the final report, a group photo, a newspaper article, a small gift, or in longer processes offering a small representation allowance to participants (e.g. in case participants miss out working days).
Present results clearly and accurately: If the results are a collection of singular opinions rather than a coherent concept, present it that way. Be honest about the results of the process.

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Celebrate achievements when they happen: Appreciate the little steps achieved in the process, for example status reports, the first consensus or milestone. This is important for the morale, the motivation and the commitment of the participants. Remember that the participation process should be fun, too!

Don'ts

Advertisement and PR is not participation, don't sell it as such: Advertisement and PR are mere information with a fixed message, participation offers space for negotiation .

Avoid categorising participants: Do not put citizens or organisations in boxes (citizens are this and that way…). See, accept and appreciate their diversity.

Don't ignore emotions: Emotions need space in the participation process, otherwise they'll overshadow any factual discussion.

Don't pressure participants: Avoid demanding ad-hoc statements from participants; especially in contentious situations, participants need time to think.

Don't erase, drop or disqualify contributions: Even in case of repetitive or unusual statements, include all input in the documentation of the process; such statements might inspire to think differently and outside the box.

Avoid derogatory or judgmental attributions: Using terms like 'difficult, egoistic resident', 'troublemaker', 'agent of NIMBYism[3]' surely sabotage a constructive basis of discussion.

No "party-cipation" - Participation is not a show: Avoid setting up a big show with lots of action, but little substance or little room for contribution.

Don't transfer work of the administration to citizens. This is a collaborative process, not an unloading of tasks.

Avoid undifferentiated summaries: Avoid using generalisations like 'the citizens think…', but attribute statements to types of actors (e.g. 'some elderly that cross the square daily think…')

Adapted from Stadt Wien, MA 18 (ed.) 2012

[3] NIMBY stands for ‚Not In My Backyard' and describes a citizens' rejection of perceived unpleasant planning projects in a person's near environment, while having no objection to the same project in other neighbourhoods. Prominent examples for planning projects provoking NIMBYism are: removal of parking space, installation of cycling facilities, construction of roads etc.

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6 Social Selectivity in Participation Processes

Every participation process is socially selective. No participation process attracts all people in the same way. This leads to certain social groups being over- or under-represented in the processes, depending on the format, the invitation policy, the setting and the structure. This realisation is well known since about 20 years ago, but the solution to this problem is still absent. In 1990s the idea of overcoming this selectiveness issue was high on the agenda and led to the method of citizen jury (method 3), based on a representative sample of people living in a defined neighbourhood resulting in an agreed document called “citizen assessment”. This method, however, is expensive as all participants are paid for their work over a period of several months.

During the last couple of years, the vast majority of participation processes have often been marked by strong imbalances. During this period a couple of new and innovative methods were developed, but all of them are based on the statement: “Those, who are showing up, are right to work within the process”. Scientists more or less gave up arguing strongly for representation and restricted themselves on the description of the deficits in single processes. Practitioners were reasoning that they are missing some social groups (like older people, migrants and/or women – all depending on complex intermingled factors like topic, method, time, scale etc.) and very often they are stating: “Those attending are always from the same group”.

Most of the participation processes were aimed to raise interest, bring arguments and fresh ideas, but to a lesser degree part of a co-definition and co-solution of alternatives.

The rise of online formats of participation brought back the debate about social selectivity of methods on the agenda (Marien et al. 2016). But again the mainstream debate is about differences between young and old (sometimes men and women), while Marien et al. (2016) distinct between social – the traditional drivers – and digital exclusion – the new one.

Even though in most participation processes social selectivity is discerned, most of them are still socially selective. Thus, if participation is part of co-development and co-decision processes the representation of all relevant groups must be high on the agenda. SUNRISE has pledged to pay particular attention to achieve a true representation of each neighbourhood’s residents and stakeholders (see section 4.1, the collection of background information about the social structure of local residents). Accordingly, we need to be aware of the factors that put this ideal at risk and counter them with suitable approaches.

There are no systematic compilations of single aspects of social selectivity. The elaborations in this chapter are mainly based on Selle (2000), Klatt & Walter (2011), Merkel & Petring (2011), Bödeker (2012) and own experiences.

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6.1 Which Groups Are Over-, Which Are Under-Represented?

Social selectivity is mainly reflected alongside visible socio-structural aspects, mostly socio-demographic factors. However, people act not in response to single aspects but to a combination of determinants that make up their social position:

Age (children, youth, young adults, working age people, elderly, old people): In most processes children and youth are excluded by the way processes are designed, while older people may not consider themselves competent (anymore); working people, particularly in the role of young families, lack the time resources for (long lasting) participation processes.[4]

Gender: Even though social selectivity is reflected in categories of sex (women, men), gender specific role models are impacting the interest in topics, time, style and duration of participation processes to a great extent.

Level of education: Different abilities, experiences and know-how in communication processes are closely related to level of education. Since participation processes are inherently biased, less-educated people tend to be excluded while the participation of educated middle classes (particularly as the ethic code of communication clearly fits to middle class values and practise) is encouraged.

Income: Even income impacts the likelihood of participation, as (very) poor and wealthy people tend not to participate – due to different reasons (powerlessness or lack of time on the one side and more direct impact on decision making on the other).

Time: Another important resource is time, which is relevant for parents, particularly mothers (for afternoon, early night or weekend meetings) and people who start working early in the morning (for sessions in the early night); on the other hand 'time-rich' people (active pensioners, those with flexible working hours, etc.) are over-represented.

Nationality (race): This is a very formal category which stands for a couple of associations (and prejudices). Nationality often is overlain by the visibility of race.

Ethnicity /migration background: The category ethnicity is a mixture of language, religious belief and other values which might differ because of different socialisation in main categories from the mainstream. The relative absence of groups of a specific ethnic background often is traced back to common language (i.e. the language of the country), but also cultural codes about communication, decision making and gender roles are relevant as well. Important for consensus processes is the respective subjective 'cultural distance' between social groups.

Physical and mental disabilities: Generally speaking, people with physical and/or mental disabilities are mainly engaged through official spokespersons for a variety of groups. Such spokespersons are well-trained lobbyists for the goals of their group, i.e. highlighting a lack of access to mobility systems.

Values: Even though mindsets and values are not socio-demographic variables, they are strong drivers, impacting the respective interest in topics and the fundamental (democratic) interest to engage in participation processes per se. In social sciences these categories are labelled as

[4] In the first sight this might be confusing, but dependent of topic or scale people are more or less interested. Moreover, it needs time to participate over time and a couple of people are often too shy to raise their voice in a debate.

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lifestyle (mobility style) or social milieu. These categories are often hidden at first glance, but can be identified and categorised in course of the processes of participation.

6.2 Dimensions Inducing Social Selectivity

Social selectivity is induced by several key dimensions:

Topic and/or challenge to be solved: Depending on the topic of the participation process, only a specific group will feel the need to participate. If, for instance, the design of a playground is on the agenda, only those people who use playgrounds or look after children are interested. Topics like the (re-)design of public spaces or to (re-)organise mobility at the neighbourhood level, however, will draw the interest of a much broader spectrum of people as mobility is of high interest for organising daily lives.

Level / Outreach: The higher (and more distant) the level of the challenge (i.e. EU, national state), the lesser the willingness to participate; by implication the willingness to participate in discussions, designs and decisions about topics and challenges at the neighbourhood level is much higher because it is close to the daily routines of the people (but will nonetheless exclude some people, see next point).

Personal affectedness: If a topic affects the daily life of social groups, the engagement of these people will be high due to an interest in co-designing their own neighbourhood or due to concerns that the situation will worsen in the neighbourhood. Constructive engagement of the first group and the rejection of more or less all alterations by the latter group are likely results. The latter position is called NIMBYism ('not-in-my-backyard') and interpreted as negative – but remember that fighting for one's interests is not unusual.

Degree of impact: The larger the scope for decision-making (co-decision), the higher will be the interest for participation and influence.

Role within the community: Formal-institutional or activist roles can oblige persons (or create a feeling of obligation) to take part in all participation processes about specific topics or in their (administrative) territories. Some other people are not very widely connected within a community and might perceive a low degree of legitimacy to speak up – or they simply do not hear about the opportunity to share their views in the first place.

An important distinction is to be made between face-to-face and online participation processes. Both fundamental attempts, however, offer their respective social selectivity. Those people who favour the online methods often argue that they are overcoming the existing and overlooked processes of social selectivity as they are lowering existing barriers like time-slot restrictions and guarantee anonymity and help to overcome restrictions of self-confidence. Moreover, they open up the field particularly for younger people, who tend to be under-represented in traditional formats.

- **Online processes** are biased by age, as well as by lifestyle or social milieu. The design of interactive experiences in Web 2.0 determines, whether and how people are engaging via this medium. Online-communication offers the benefit of not being restricted to time slots; people can engage whenever it suits their schedule.

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Moreover, online participation ensures a higher degree of anonymity, which increases the willingness and readiness to voice opinions. On the other hand anonymity offers space for rude and discriminating communication (particularly in "echo chambers" of social media), which contradicts the conduct of ethics and requires strong moderation. Anonymity obscures the form and degree of social selectivity.

- **Face-to-face-methods** are mainly bound by place and time requiring more time resources, particularly if the participation process lasts for a longer time. Some people are less experienced in raising their points in front of a large audience.
- The combination of online and face-to-face methods (**blended participation**) to balance strengths and weaknesses is an emerging strategy in participation process design, with a limited but growing field of expertise. One strong argument against online formats is based on the fact that even if some of the social exclusion aspects lose their impact (for some people), most of them persist. Furthermore, online formats result in additional forms of digital exclusion (cf. Marien et al. 2016). Especially for SUNRISE, blended participation is a suitable strategy promoting methodological and social innovation.

Each method appeals to people in different ways, inspiring them or provoking withdrawal (by staying away, reduced engagement or silence). Each communication culture creates this unavoidable separation in the audience. By varying communication styles (not confined to personal talk, but referring to communication generally), combining participation methods and a sensible professional moderation, social selectivity can be mitigated.
Participatory learning processes, particularly over a longer time span: "Learning steps" refer to the content and communication (the quality of the strategies, projects and instruments), the quality of discourses and learning cultures (negotiation styles, decision about alternatives, etc.), mirrored in the hierarchies of the methods applied. If the learning curve in the process is too ambitious for some participants, the willingness to participate and contribute decreases. Thus, this group will retract from or block the participation process.

TIP: Each participation process is socially selective, as people:

- Might not feel concerned because of the topic, the method and/or the degree of commitment,
- Do not feel able to engage in the participation process over a longer period of time and/or
- Refuse to participate due to the communication itself (language, argumentation competences or contradiction to ethical rules).

However, moderators of the processes (or the persons in charge at the city administration) are advised to aim for better integration of the under-represented social groups by adopting communication cultures and/or establishing specific fora.

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6.3 How to Handle Social Selectivity

An initial reflection on whether and how **social selectivity is a problem or, in some cases, an advantage** is required. The answer depends on both the intensity of participation of the method applied (for strategic questions for instance participation of all actors may be less productive than of specialized actors, as a great amount of background information is required) and the strategic role in the co-learning processes within the Neighbourhood Mobility Lab (NML).

Most participation processes are conducted **with little or no reflection of their social selectivity** (i.e. online-methods, and many of the 'activation methods' or conferences with the attitude that "those showing up are right"). In some face-to-face methods like workshops or world cafés, social selectivity is bemoaned, but accepted with resignation.

Other methods, particularly when aiming for co-decision, need, from the perspective of democracy theory, planning administration and regional/local policy, a **representative result** to derive and legitimate clear decisions from the results of participation. Methods ensuring the representativeness of the neighbourhood concerning a specific topic are: citizens' jury and citizen expertise.

In order to balance the deficits, awareness of the problem of social selectivity is necessary[5]. There are two main strategies to overcome this deficit:

- Attracting more people from the under-represented group by using snowballing schemes and
- Methods specifically tailored for under-represented groups can be used to create a "safe space" where they can act and communicate at a higher comfort level. Specifically tailored methods can be used for children, youth, migrants (particularly women), older people, or even social milieus. Moderators are thus enabled to learn more about the interests and the way these groups think. Based on these experiences a strengthening of their lines of argumentation (if necessary) and the development of strategies to integrate these interests into the entire process of participation is possible.

Focus groups can be used in different ways: One approach is to be highly selective and work with groups featuring clear interests in the topic at hand (like car or bike drivers, retailers, public administration). This strategy allows elaborating clear statements about the topic or about ways to solve the problem. Another approach is to mix persons with different views on purpose to work out controversies around a topic and feature myriad opinions in the discussion.

Each participation process faces the challenge of "hard-to-reach groups" with difficulties in attracting them at all or in persuading them to participate over a longer time period. While

[5] The "perception" of visible or audible categories like age, sex, language competency because of migrant background is only the surface of the social processes. The way moderators judge persons belonging to under-represented social groups is relevant: Is she or he a "typical" representative of this under-represented group and can therefore speak on their behalf or is she/he not representative because of other characteristics, which might mean that she/he is not suitable for representing that group (particularly in the role of official delegate for non-natives, disabled or aged people).

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strategies to include hard-to-reach groups have been developed and applied, the implementation requires considerable resources (time, money and (wo)manpower). Thus it is critical to decide upon the level of importance of “participation of all”; in SUNRISE, some sub-questions of highly technical matter may be answered by participation of different experts more effectively than under “participation of all”.

When the intention is to influence the mobility behaviour of citizens in a particular direction (e.g. more sustainability), extensive knowledge on mobility routines, value systems and options for organising the daily life of the social groups in the neighbourhood is required in order to tailor communication and participation strategies. In particular, the strategies, arguments, methods, and storylines to impact the mind-sets of the different social groups need to be analysed. A prerequisite is to properly identify groups with similar behaviours and mindsets (as age, sex or income groups show a too broad range in different behaviours and attitudes). This requires sufficient knowledge about the social composition of the neighbourhood and the type and degree of social exclusion of the participation process.

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7 Six Cities, Six Cultures: Cultural Specifics in Participation Processes

Planning Culture is a Matter of Place, Time and Actors

In today's sustainable urban development processes, citizens' involvement (participation) is a widely applied standard, though the precise meaning of participation varies considerably depending on the following factors:

- **Legal Framework and Governance Culture**: Legal rules and culture of governance influence the implementation of the results (representative democracy vs. grassroots democracy). Some planning systems specifically require participation processes by law for planning projects and prescribe the extent of participation applied, while others are less specific. In addition, the culture of governance highly influences the attitudes of policy makers (shared decision making power vs. loss of decision making power) and stakeholders (highly politicised society versus politically frustrated society) towards participation processes. Policy makers might be wary of participation processes as they fear losing influence in the decision to be made. The culture of governance varies throughout the city and is not homogeneous:
  - Variation between policy fields (mobility, housing, health, education, etc. all have particular understandings of governance),
  - Variation within policy fields (large projects vs. smaller projects),
  - Variation in scale of a project (city-regional, city-wide, neighbourhood, etc.),
  - Variation due to the type of development policy (a neighbourhood development concept necessitates a different governance culture than an implementation project of a specific measure).
- **Financial, Personal and Time Resources**: Financial, personal and time resources of city governments are constrained and are subject to economic logic; economic efficiency is a goal in city administrations. Thus, financial, personal and time resources are limited and affect the participation activities directly.
- **The Local/Regional/National Planning Culture**: Political and administrative attitudes influence planning culture, as do NGOs and economic lobbies. Each of these groups has a particular influence to command participation in planning processes.
- **Knowledge and Experience**: Knowledge about and experiences from prior participation processes that influence current views of participation, are essential. Thus, the assessment of participation is prone to all-in judgements for or against participation rather than assessing the quality of the process design or the mix of appropriate/non-appropriate methods.
- **Scale**: The scale of the planning activity (neighbourhood, district, city, region) determines, whether the participation process should mainly include experts (professionals) or citizens (NB: citizens are experts of their daily routines in the city): The higher the scale, the higher the proportion of interested experts (professionals) compared to interested citizens.
- **Diversity of Actors and Representativeness**: The degree of diversity of actors influences persons' perceptions of being concerned with a planning process, which results in the high

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social selectivity of participants, and subsequently determines the involvement in participation processes. In a nutshell, a diverse range of actors has the potential to attract more people, as more people will feel concerned with a planning process. This highlights the question of representativeness in participation processes. The argument of non-representative sample is most often put forward by actors wishing for another result of the participation process or to delegitimize the participation process. Processes relying explicitly on a representative sample of the affected planning area coexist with processes designed to address a specific social group in the neighbourhood. Another process design works with any citizens that wish to get involved thereby accepting social selectivity. Both approaches work with different sets of methods.

- The amount of acknowledged methods is high, and in most cases elements of **different methods are combined**, and new processes developed.
- **Governance of Participation Process**: Of central importance is the participation process itself, which is to be designed, implemented and documented, often by external persons. This concerns the governance of the participation process (the role of moderators, visualisations, coordination of inputs, working environment, ensuring exposure to objectives and facts).

All these factors influence the participation process and create their own imbalances, advantages, and disadvantages, as well as affect the level of involvement of participants.

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9 Partners

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