

# Unit 3: Co-identification of problems and co-validation of needs

## Module 3.1 Introduction to co-identification and co-validation



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## What is co-identification and co-validation all about?

Before you even think about potential solutions and measures for your neighbourhood, it is important you have a detailed understanding of the mobility related problems and needs **as perceived by the residents.**

A thorough co-identification and co-validation process ensures this. It also helps to identify, validate and articulate the neighbourhood's specific **strengths, weaknesses, opportunities and threats.**

Such a process requires **input from everyone**, including so-called »hard-to-reach groups« (e.g. older people, children, ethnic minorities, disabled people) through special formats because those groups often do not participate proactively or don't feel addressed by »common methods«.

In short: Understand and document all aspects of all citizens' everyday mobility challenges before you develop ideas for measures.

# What to co-identify and co-validate? How to?

## What to co-identify & co-validate?

- The status-quo of the neighbourhood (general situation of the neighbourhood, social / economic / environmental features, mobility situation)
- The existing problems, needs and opportunities
- All relevant stakeholders who need to be involved

## How to co-identify & co-validate?

- Through a thorough participatory process at „eye-level“
- Using different methods and tools to reach a possibly broad range of citizens and stakeholders
- Co-validate results with citizens and other stakeholders



## Why co-identify & co-validate?

- To build...
  - a solid foundation for all following activities
  - a deep understanding of what truly matters in people's real lives
  - **trust** (see the recommendation of a „participation promise“ a few slides further down)
  - strategic local alliances
- To ensure...
  - that everybody gets a chance to participate (especially so-called hard-to-reach groups)
  - that all relevant status-quo information is included and will be fully taken into account for all further co-creation steps.



# Who should participate in the co-identification and co-validation process?

- **The general public:** Everyone should be given the opportunity to participate
- **Stakeholders:** Invite local stakeholders like transport companies, public agencies, retailers, cultural institutions, NGOs, faith communities ...
- **Hard-to-reach groups:** Specifically reach out to older people, ethnic minorities, children, disabled people ...
- **Experts:** Incorporate the external view of experts to ensure that both factual and subjectively perceived issues are taken on board
- **Administration:** All parts of the authorities that are/will be part of the process or may be helpful in the course of the process
- **Politics:** Involving senior politicians provides momentum and legitimisation. Ideally, they are also present at public events.



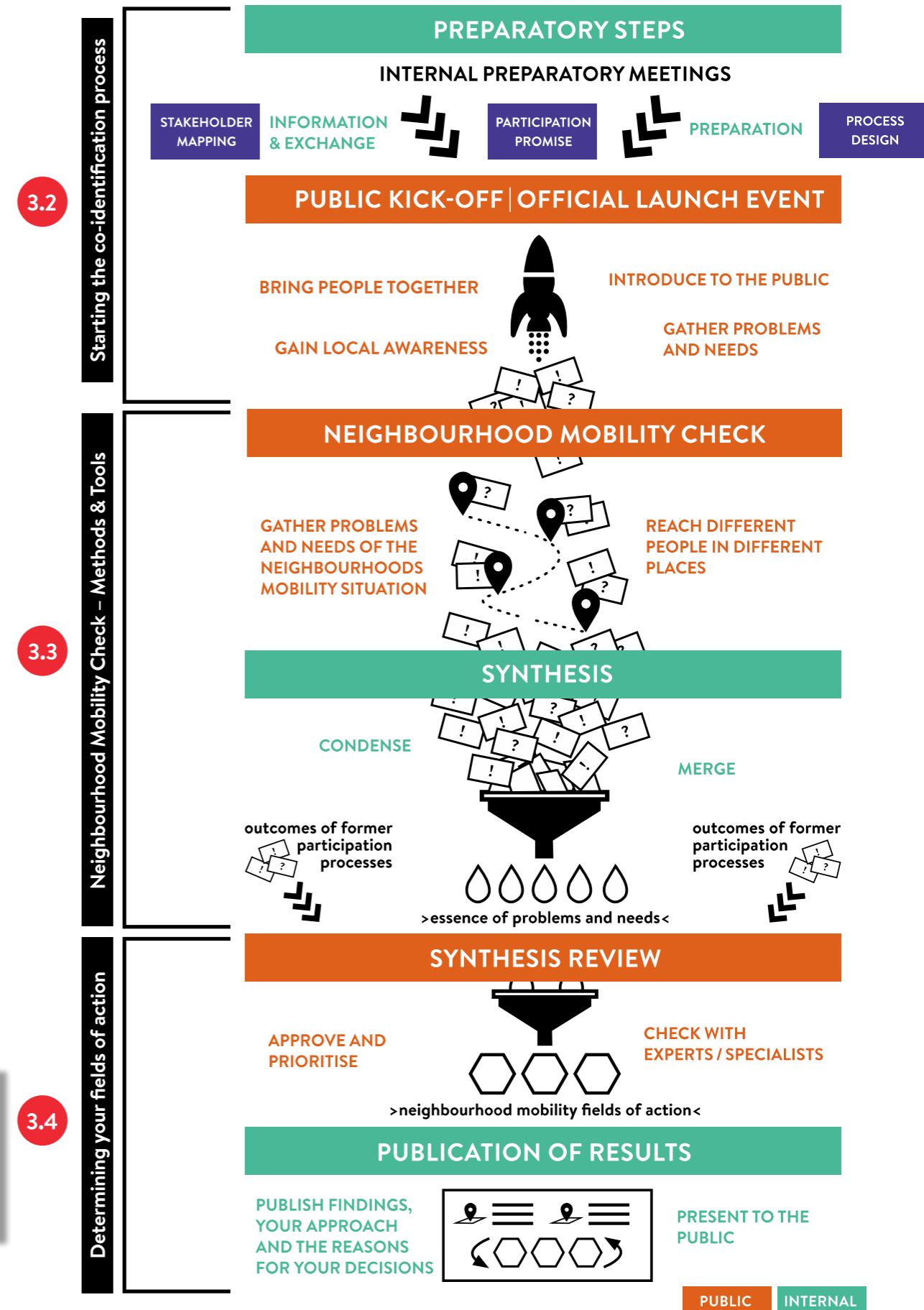
# Procedures & methods

The next three modules explain a sample process of co-identification and co-validation in its individual steps and possible methods.

The three modules are:

- 3.2 Starting the co-identification process
- 3.3 Neighbourhood Mobility Check - Methods & Tools
- 3.4 Determining your fields of action going forward

*Note: The diagram on the right only illustrates one possible approach to Co-Identification and Co-Validation - the one that most SUNRISE cities took. Your actual process must of course be adapted to the specific local conditions.*





Unit 3: Co-identification of problems and co-validation of needs

# Module 3.2 The co-identification process

## - Starting the process



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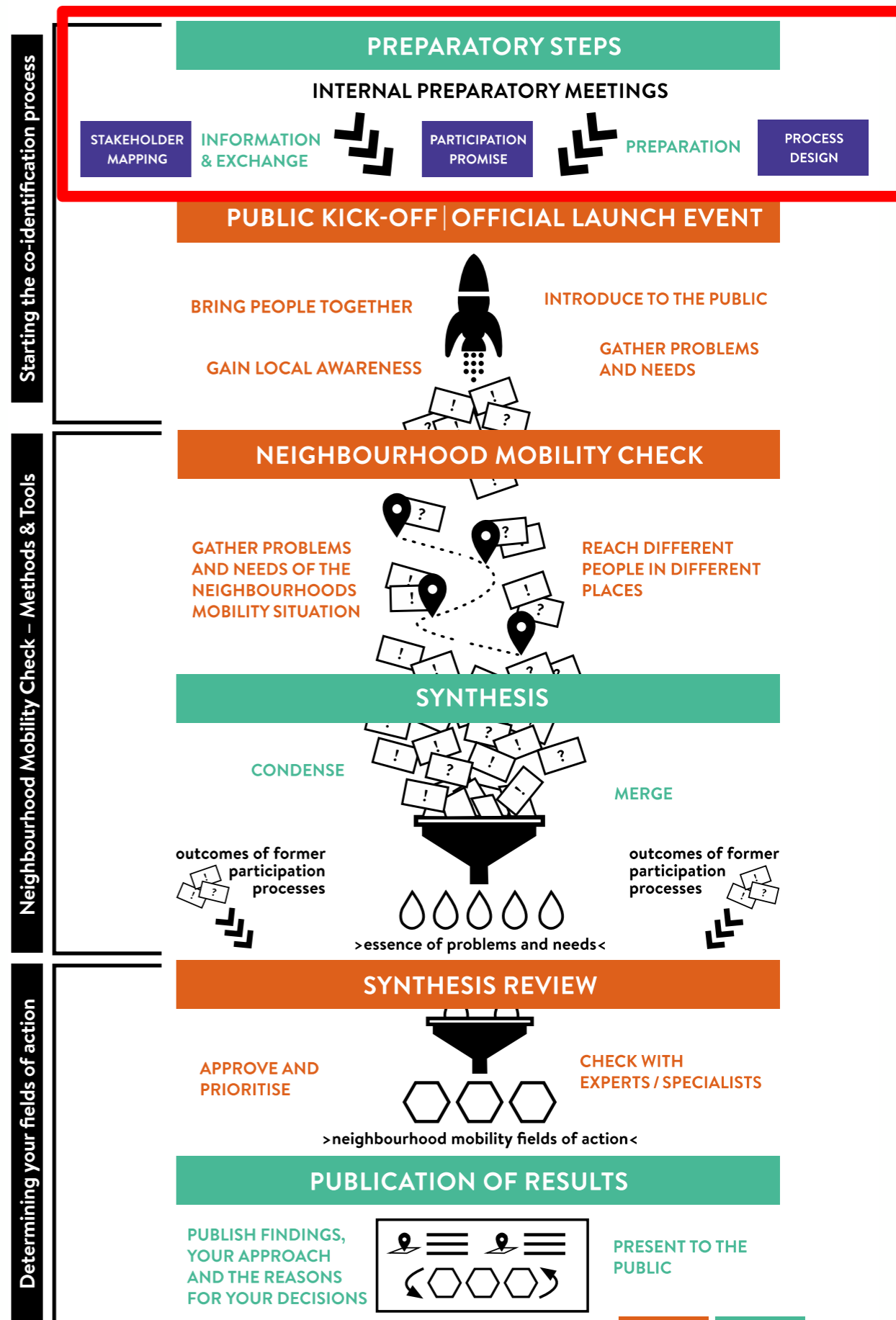
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# Preparatory Steps

Before you start a co-creation process, make sure you have a clear internal framework and information base in place. Together with the administration and politicians it must be clarified what the subject of the participatory process is (area, possibilities, available funds, limits), which stakeholders exist, how they can be involved, how to structure the process, who decides what, what information and experiences already exists and what synergies can be used within and with other project(s).





# Preparatory Steps



## a) Internal Kick-off

- Inform colleagues and partners about the project, the process and its objectives - find synergies
- Gather and share all relevant existing information, ideas and concerns about the neighbourhood and the project

- Who decides what will be done and financed in the end?
- How much money can realistically be allocated to implementation?
- Which promise can honestly be made to citizens?

## b) Map relevant Stakeholders

- Identify all relevant stakeholders - not only the „usual suspects“
- Pay special attention to hard-to-reach groups

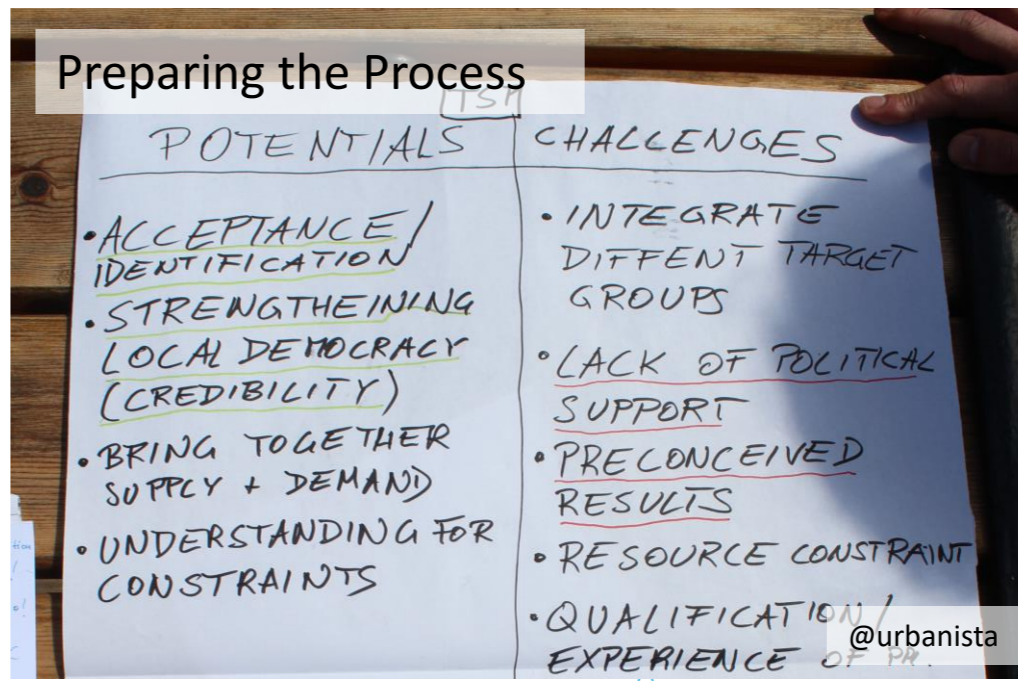
## d) Develop the Process in detail

- What are the steps in the process?
- When does which step happen?
- Which methods are used to reach out to the various target groups and stakeholders?
- What is the PR strategy to reach as many people as possible?

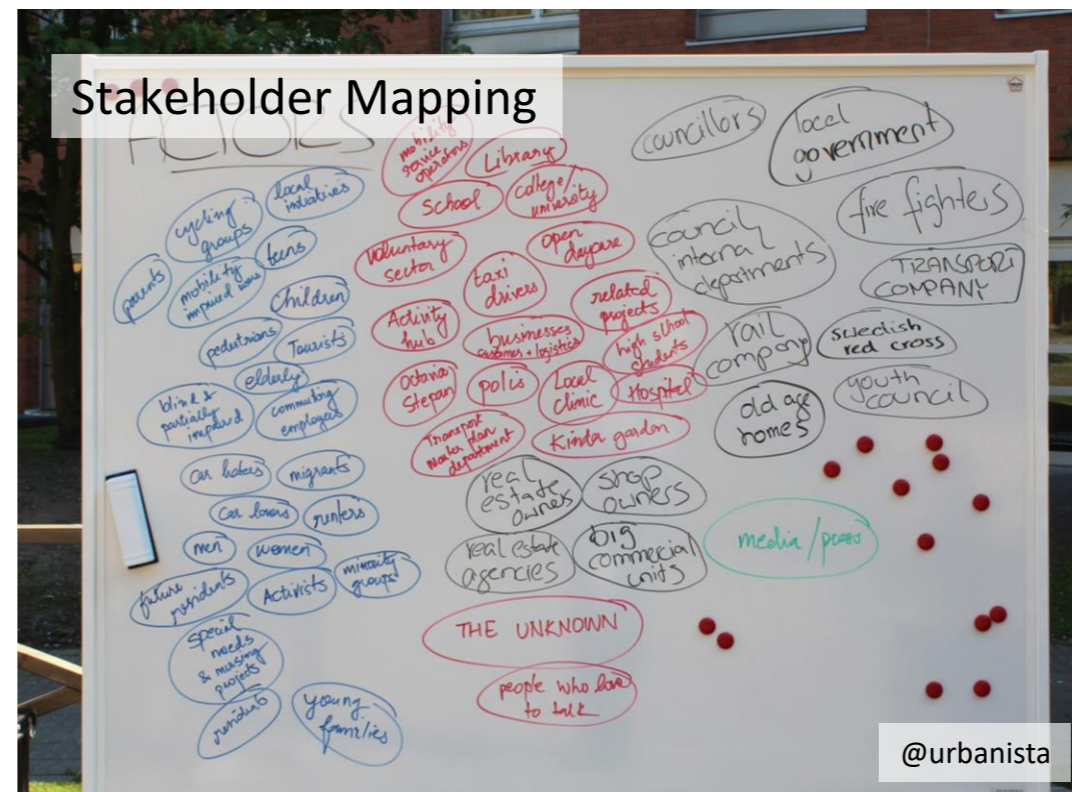
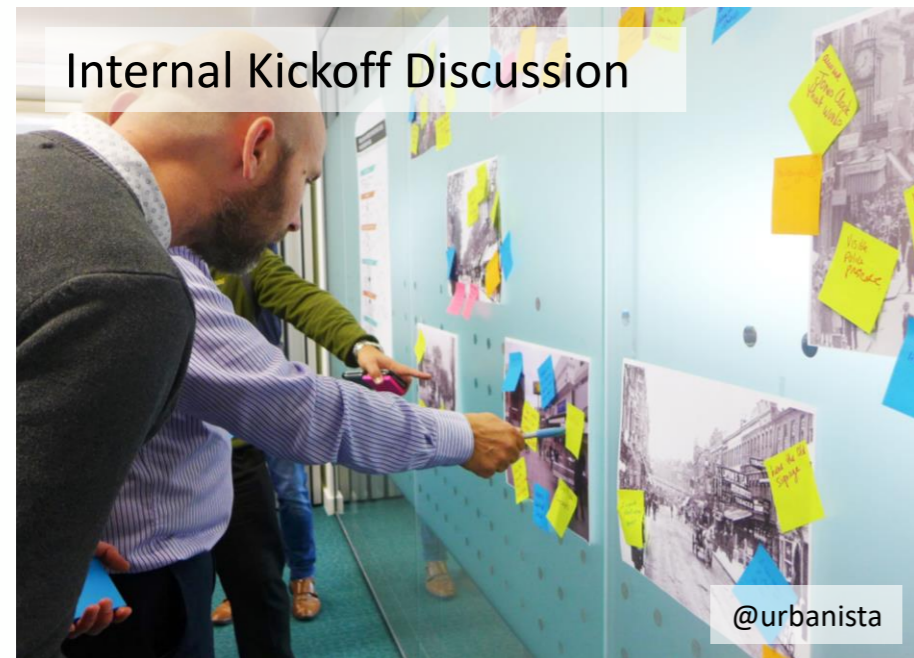
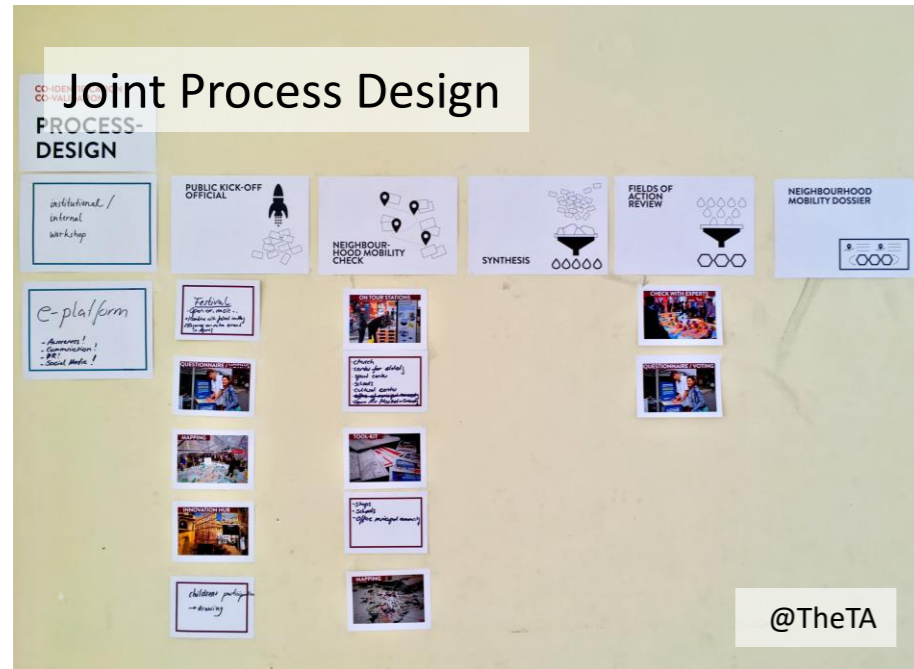
## c) Develop a „Participation Promise“

- What are the possibilities and constraints of the process?
- How can citizens' views lead to implemented projects?

# Preparatory Steps - Impressions I



# Preparatory Steps - Impressions II



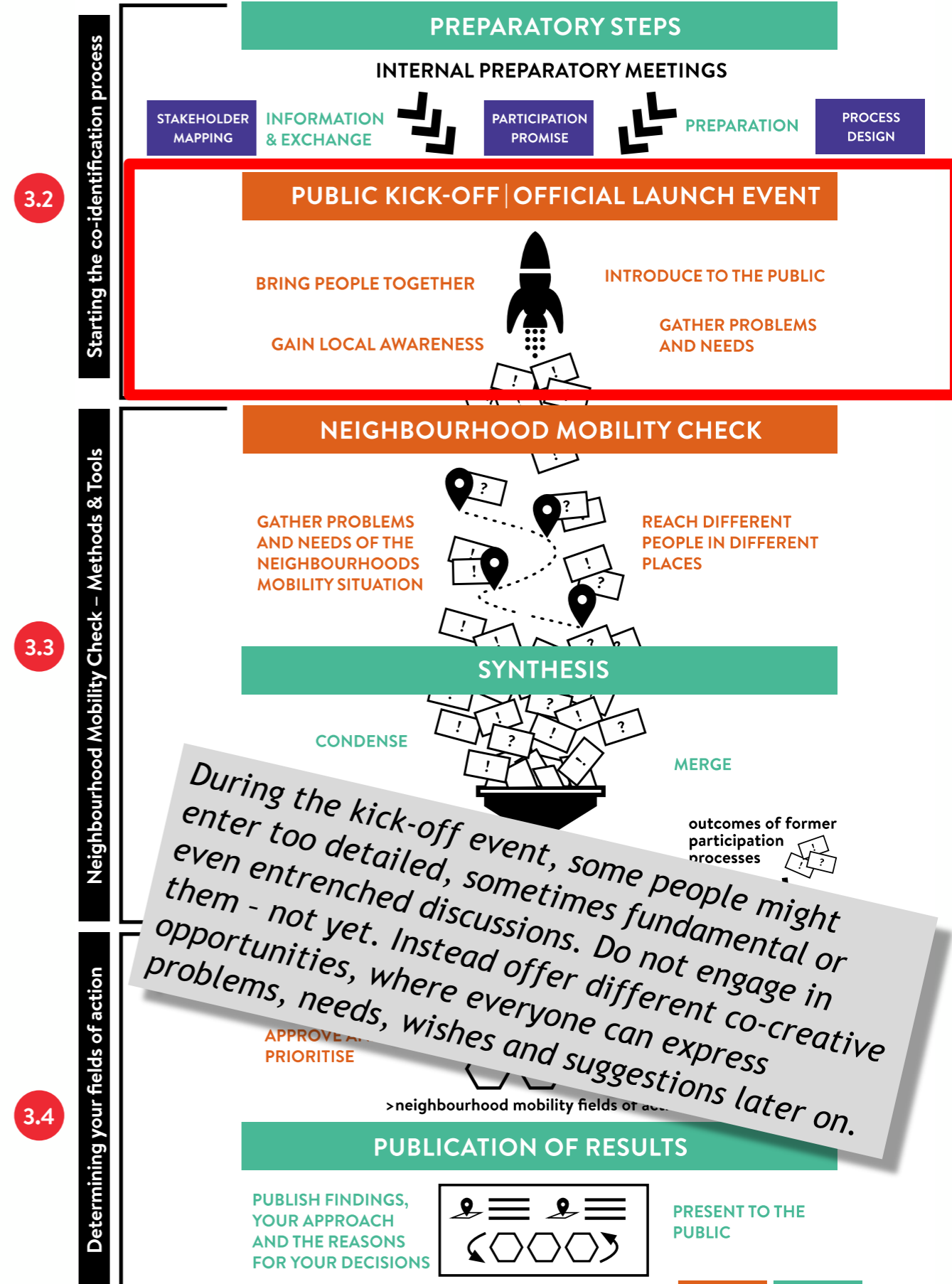
# Public Kick-off

To make as many people as possible aware of the process, organise a public launch event.

Choose an easily accessible, well-frequented location and make sure you have a robust PR campaign in place.

During the kick-off, the process, its goals, timeline and the „participation promise“ will be presented to the public.

Use this opportunity to already collect initial problems, needs and ideas.



# Public Kick-off

**FIND** a frequented place where a lot of different people naturally pass. It should also ideally be reachable at ground level, to gain more attention and incorporate disabled people.

**MAKE VISIBLE** from the outside, creating atmospheres, that there is something happening and everyone is welcome to join.

**INVITE** to your events via posters in public spaces apart from via social media.

**SHOW** all ideas collected transparently for everyone in order to be commented and discussed.

**INVOLVE** the neighbours and participants in the set up.

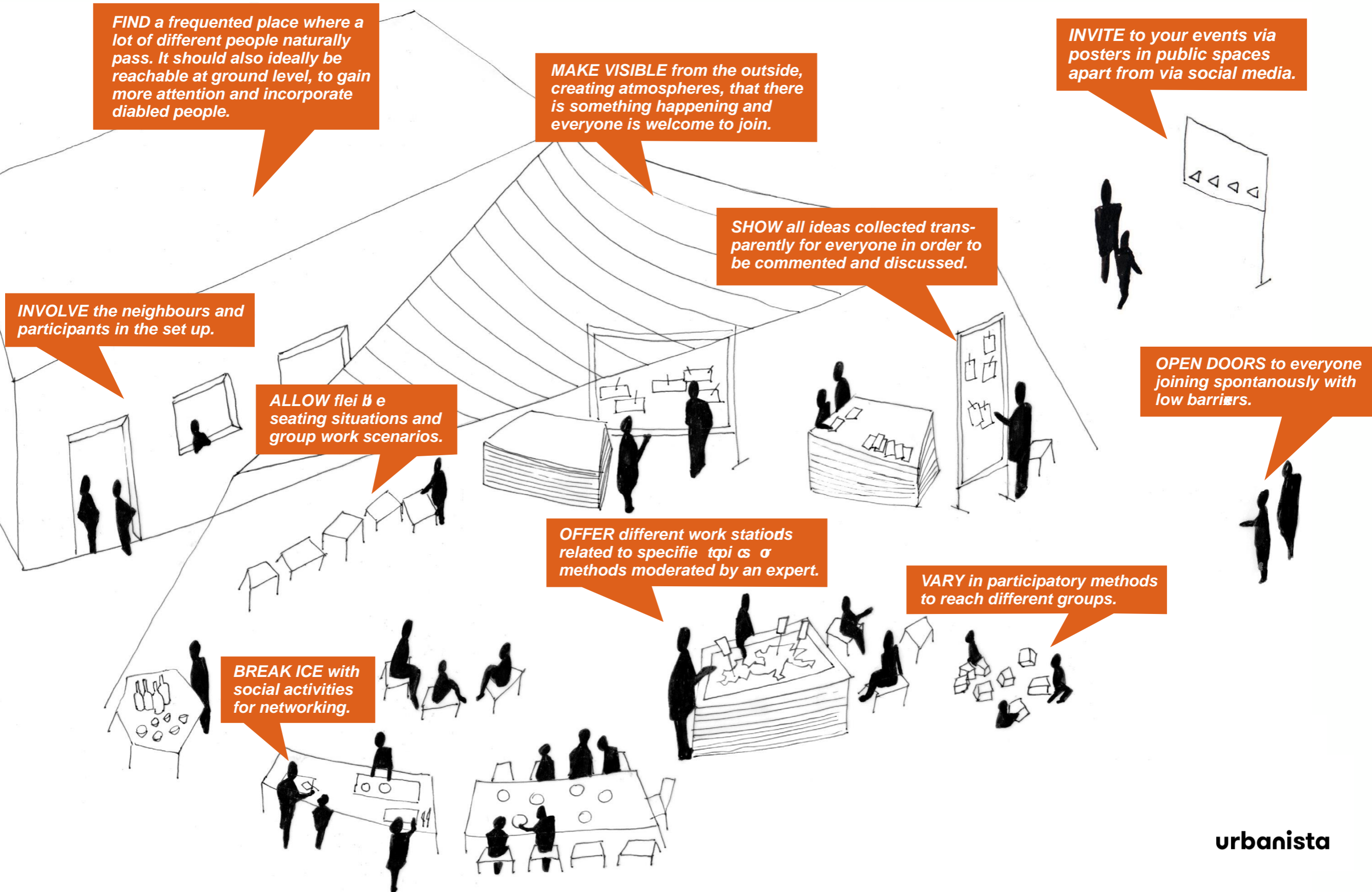
**ALLOW** flexible seating situations and group work scenarios.

**OPEN DOORS** to everyone joining spontaneously with low barriers.

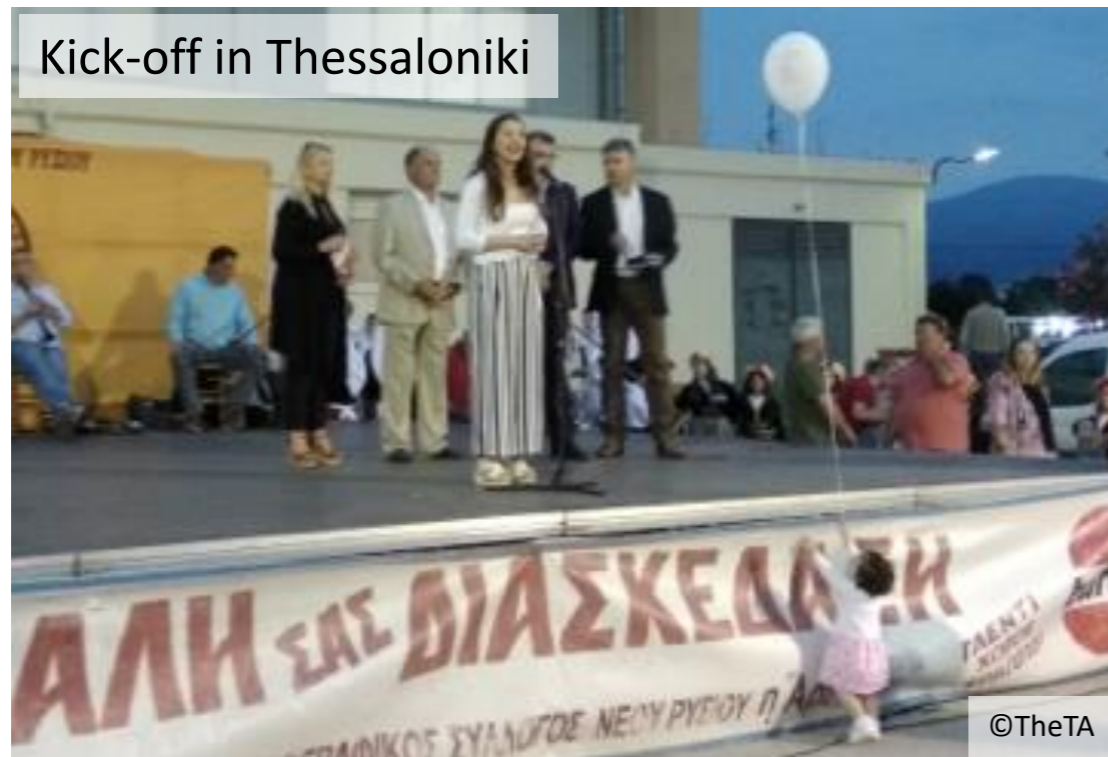
**OFFER** different work stations related to specific topics or methods moderated by an expert.

**VARY** in participatory methods to reach different groups.

**BREAK ICE** with social activities for networking.



# Public Kick-off





Unit 3: Co-identification of problems and co-validation of needs  
**Module 3.3 Neighbourhood Mobility  
Check - Methods & Tools**



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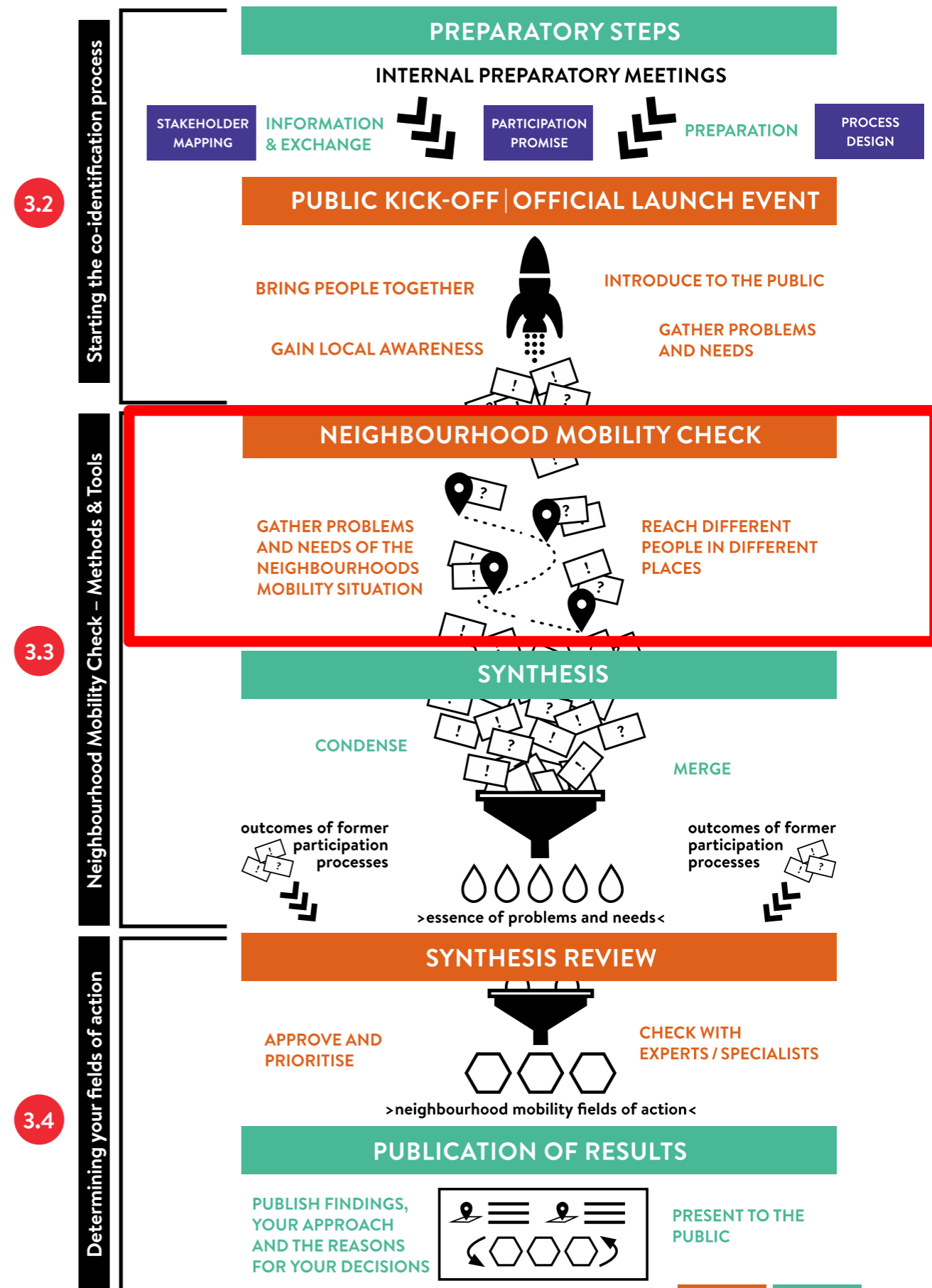
# The Neighbourhood Mobility Check

A systematic Neighbourhood Mobility Check ensures that ...

- the locally (perceived) mobility challenges of as many and as many different citizens as possible ...
- and that the neighbourhood specific strength, weaknesses, opportunities and threats ...

are identified, validated and articulated.

It consists of an internal status-quo analysis of the neighbourhood's mobility situation and of various participatory formats that reach out to all (!) members of the public to collect problems / needs / ideas etc.





# Neighbourhood Mobility Check

Think about where and how, concretely, you might be able to reach people

- be present in highly frequented places (public squares, train/bus stations, weekly markets, museums, libraries etc.)
- find ways to involve particular segments of the population (e.g. “wheelchair inventory” with disabled people)
- contact school headmasters / teachers to distribute information to and through children
- provide a map of the neighbourhood where people can mark certain spots
- consider partnership with leaders of ethnic minorities, faith groups etc.
- use suitable hardware (e.g. gazebo in case of sun and rain)
- think about fun workshops for youth groups
- visit elderly people in nursing homes
- be creative

# Neighbourhood Mobility Check

On-site »Neighbourhood Mobility Checks« of the SUNRISE cities

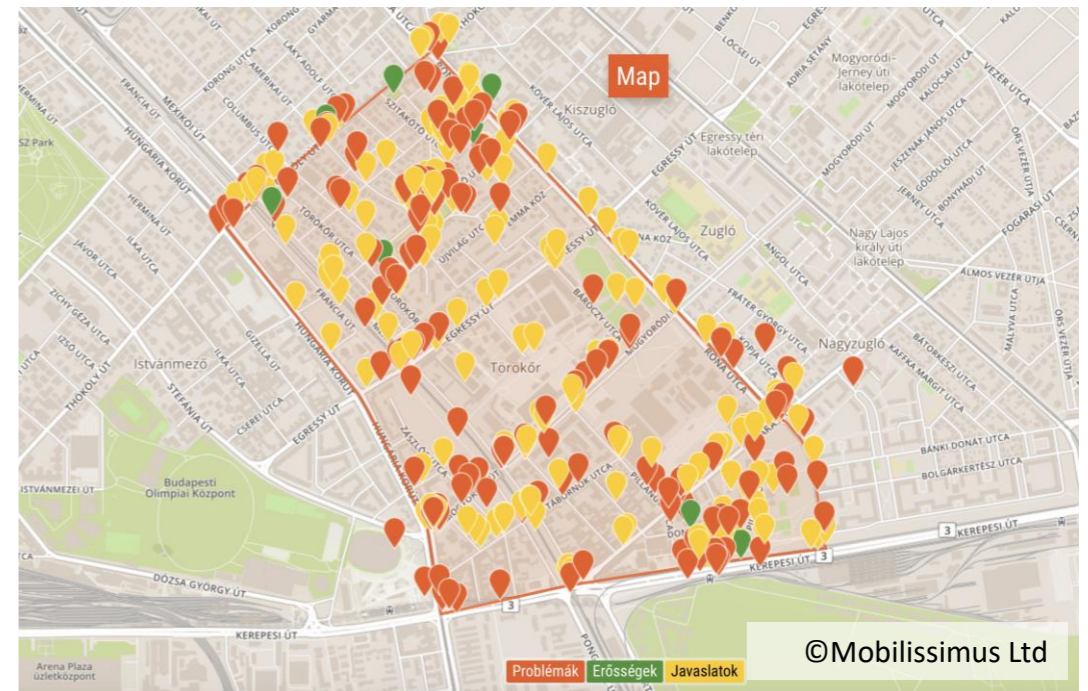


# Neighbourhood Mobility Check

Also think about online formats, which are accessible regardless of time, location, weather etc.

- Very important is a website with info about the entire process, the next events, the „participation promise“ etc.
- Several SUNRISE cities made good experience with an online map, where people can mark certain spots and leave related explanations and comments.

*Ideally you would incorporate the comments from the off-line interactions on the same online map)*



# Neighbourhood Mobility Check



Speed Dating:  
Participants introduce themselves to each other in rotating short interviews, asking questions like »What should change?« »What should stay the way it is?«



Modelling: Expressing ideas and needs three dimensionally as a playful and diverse form of communication.

Life-size Mapping:  
Putting ideas and needs on the map as a walkable basis for discussions.



Cooking Session in a group is a nice way to say “thank you” to participants and it is an activity that brings them closer on an equal basis.



# Neighbourhood Mobility Check

- A SWOT analysis is useful for a »top-down« analysis of the mobility situation in the neighbourhood.
- SWOT stands for ...
  - Strengths
  - Weaknesses
  - Opportunities
  - Threats
- A SWOT is conducted by the administration and potentially external experts
- The results of this top-down view needs to be reviewed / validated by the public

Example of how to built SWOT strategies

How to? Elements of a SWOT

Factors that will help in achieving objectives      Factors that hinder the achievements of objectives

**Internal factors** (characteristics of the system/ neighbourhood)

**Internal factors** (characteristics of the environment)



STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> <li>(b) - Very well working bike sharing-system</li> <li>(a) - Part of the bus fleet is already electrically driven</li> <li>- one ticket solution for sharing systems and public transport</li> <li>...</li> </ul>	<ul style="list-style-type: none"> <li>- poor railbound (only 20 percent of residents have access)</li> <li>- poor airquality / high pollution level of NOx and pm (c)</li> <li>- low cycling's share of the modal split</li> <li>...</li> </ul>

OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>(a) - ongoing electrification: good conditions for continuing/ change</li> <li>(c) - mobility as a service: reducing the number of cars</li> <li>- SUMP: new reduced number the required number of car parks per accommodation unit</li> <li>...</li> </ul>	<ul style="list-style-type: none"> <li>(b) - ongoing urbanisation: lack of appartements with good connection to public transport</li> <li>- growing e-commerce: growing traffic through delivery</li> <li>- increase of extreme weather events threats the more complex infrastructure</li> <li>...</li> </ul>

## SO Strategies

- (a) Provide the whole bus fleet with electric motors.
- ...

## ST Strategies

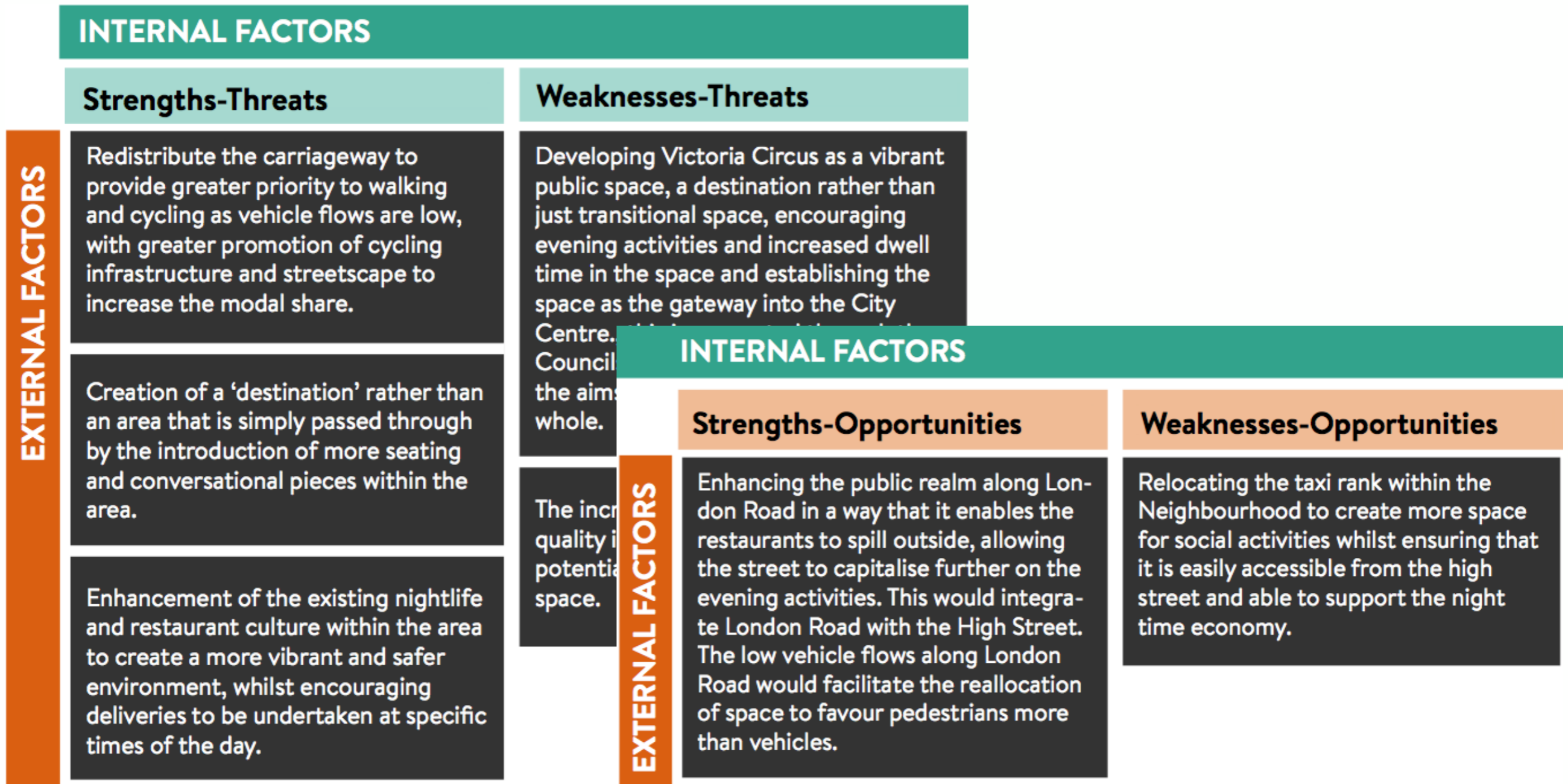
- (b) Expand the existing bike sharing system in term of range and electro motors.
- ...

## OW Strategies

- (c) Expanding mobility as a service offers to reduce numbers of cars and emissions.
- ...

# Neighbourhood Mobility Check

## SWOT-Analysis: The Strategies - selected example from Southend-on-Sea

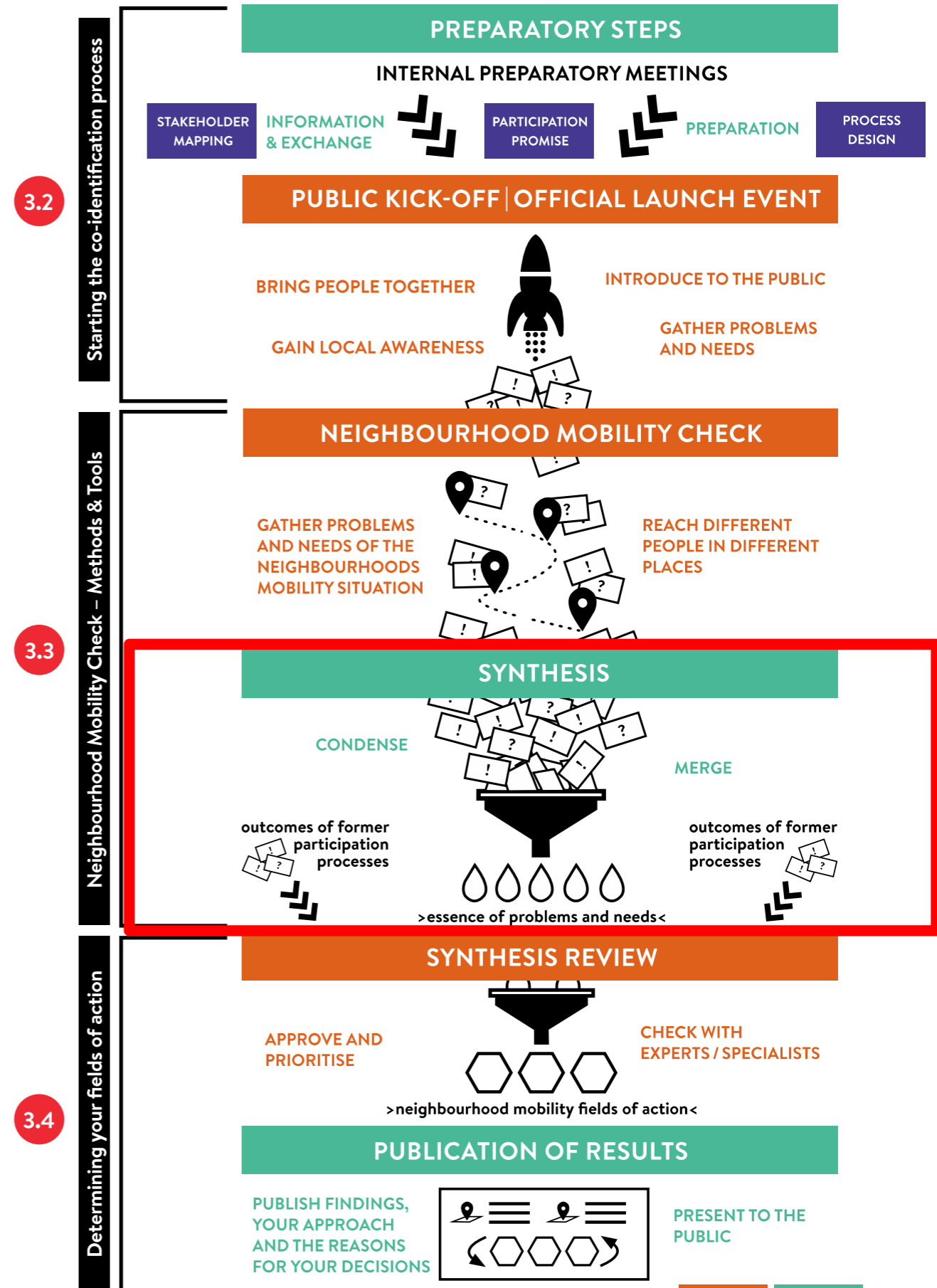


# The Synthesis

After a wealth of problems, needs and ideas have been collected, they have to be reviewed and condensed to extract the essence of all that information.

In other words, the next step is to identify patterns in all the data (e.g. recognise frequently mentioned issues) and to cluster related topics into thematic strands.

The outcomes of previous processes - even if they are a few years old - should also be considered in this interim result.



# The Synthesis

## Collected problems/needs/ideas - selected example from Jerusalem

### Accessibility #1

- Mechanisms that facilitate crossing the street for hearing/visually impaired people i.e. sounds or blinking lights
- Renewing crosswalk signage
- Urban lighting on crosswalks
- Trees that block passage on sidewalks (foliage, falling fruit, and full trees themselves)
- Regulating electric bicycle traffic on sidewalks and pedestrian pathways
- Putting a stop to cars parked on sidewalks and crosswalks, making parking arrangements
- Crooked sidewalks, potholes
- Litter and construction waste block passage on sidewalks
- Safe walking for kids from home to schools

### Public Spaces- Maintenance and Aesthetics #2

- Benches – maintain existing ones by renovating the wood, painting them
- Litter and construction waste block passage on sidewalks

### Urban Connectivity - visual and infrastructural issues #3

- Connect substantially Baka and Talpiot neighbourhoods
- Shade, water fountains
- Create points of interest on the way - community gardens, urban history, etc
- Create a uniform design language for connectivity and walkability
- Create clear walking pathways towards public institutions, public and community gardens, courtyards
- Strengthen the east-west axis of Baka (Talpiot-Katamon neighbourhoods)

### Traffic and congestion #4

- Many residents take the car instead of walking short distances in an effort to save time or because they perceive walking distances as too far
- Many parents drop off kids by car, which increases traffic congestion during rush hour. There should be a way for dropping off kids without the car or at drop-off points

### Awareness #5

- Strong awareness of sustainable issues in Baka, but the perception of the importance and ease of walking (or taking the car less) can be improved

### Contradictions and Correlations

- Infrastructure repairs or changes require long-term planning and big-budget allocation.
- Suggested traffic changes may contradict new traffic arrangements that are planned as part of other plans that regards main road on the eastern border of Baka.
- Walking to school program – many students come from distant neighbourhoods. The planned intervention can hardly affect their travel habits.
- Behavioural intervention can be evaluated in long term – result will be less clear in 2-3 years.





Unit 3: Co-identification of problems and co-validation of needs

# Module 3.4 The co-identification process

## - Determining fields of action going forward



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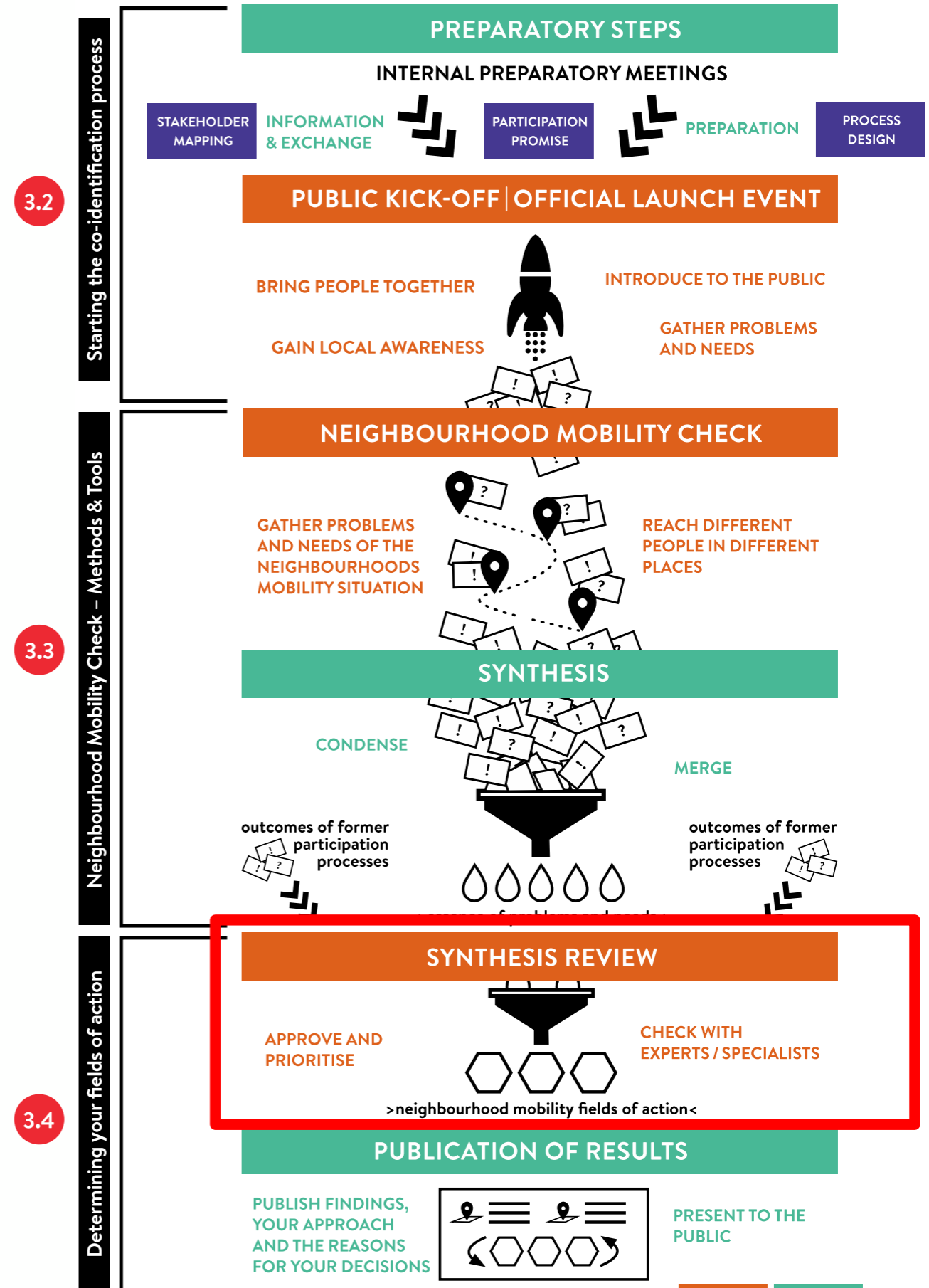
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# Synthesis review

It is good practice to double check with the public whether the synthesis your team created actually matches with the perspective of the public.

For this purpose connect again with the citizens, stakeholders, the local media, NGOs etc.

Choose a suitable workshop format for this to validate the essence of perceived needs. And use this opportunity to reflect whether the participatory process as such can be improved in the next steps.



# Publication of the results

It goes without saying: At the end of this process: Publish the findings! In SUNRISE, this was done in the form of so called „Neighbourhood Mobility Dossiers.“ They contain all information that is needed to build informed decisions upon it during the next phase.

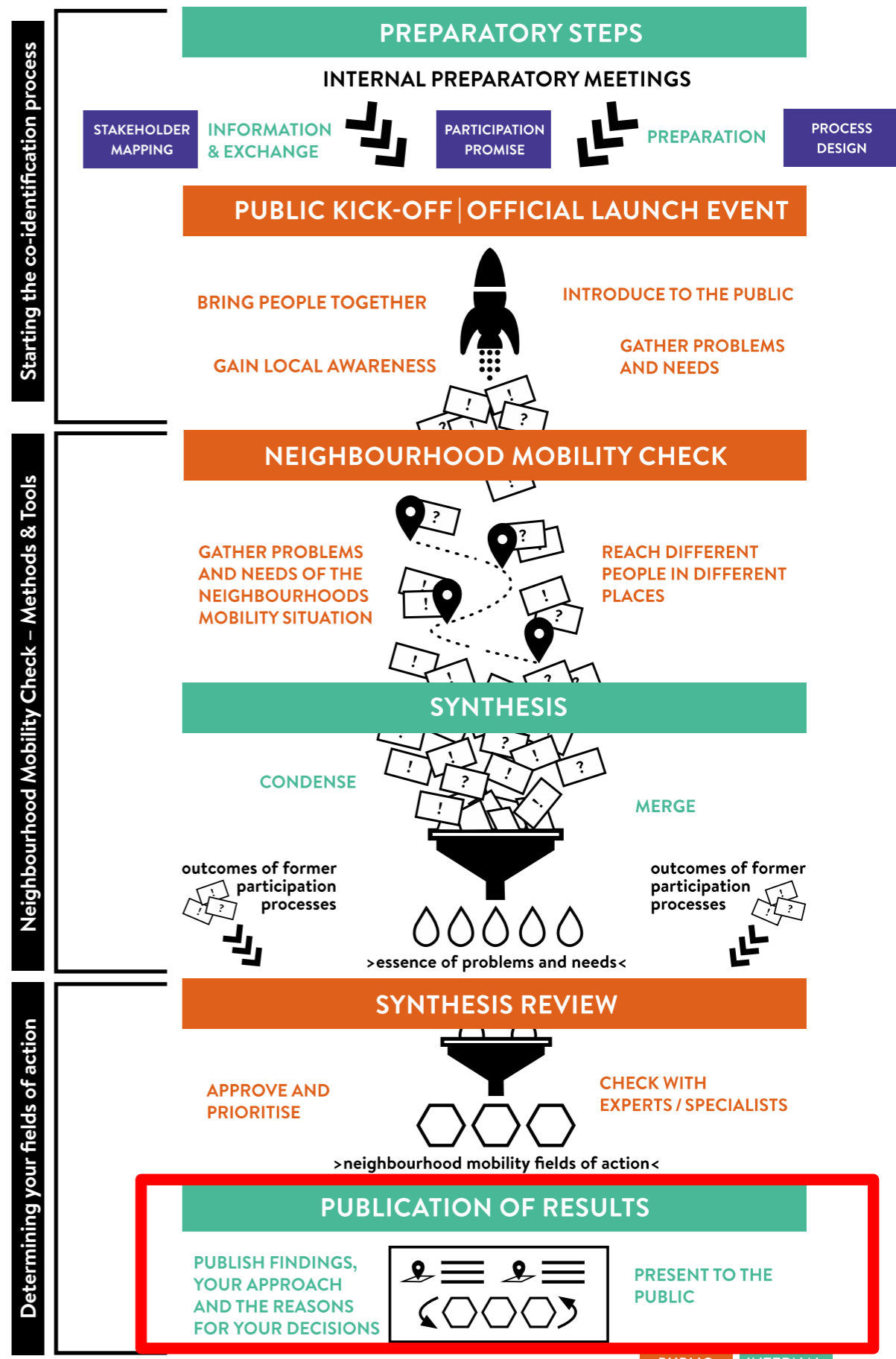
*To ensure transparency, you should also include some information about the chosen approach, the representativeness of participants etc. in the “Dossier.”*



3.2

3.3

3.4



Unit 3: Co-identification of problems and co-validation of needs  
**Module 3.5 Learning from the cities**



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# Learning from the cities - an overview

Here are some impressions of the city partners who went through the SUNRISE process. A special spotlight will be placed on Bremen and Thessaloniki.

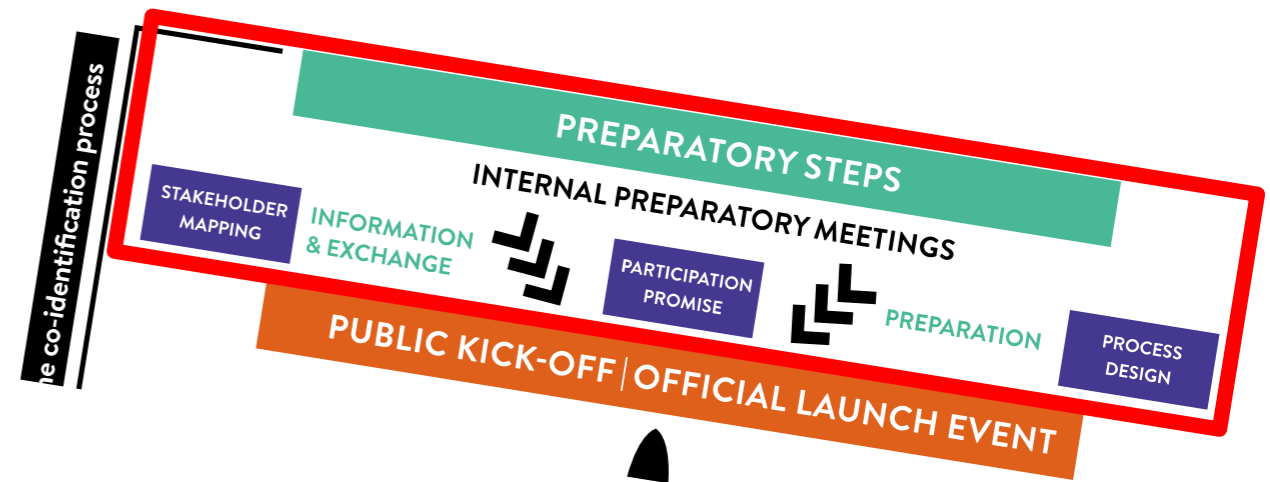




# Spotlight on Bremen

# Bremen - Preparatory Steps

- The thematic focus in Bremen turned out to be space consumption by (partly illegally) parked cars in residential areas - a rather sensitive and controversial issue.
- SUNRISE connected with some ongoing initiatives in the action neighbourhood Hulsberg that deal with parking issues.
- Thanks to the external funding, SUNRISE has the resources to drive the process forward in a systematic and integrated manner.



# Bremen - Preparatory Steps

## Extracts from Bremen's „Participation Promise“

- The input received from the [participants] will be collected and analysed by the SUNRISE project team, considering technical feasibilities, financial and legal implications or interdependencies within the whole mobility system.
- It is clear from the start, that not all wishes and ideas can be fulfilled.
- Decision making in SUNRISE is carried out according to the applicable legislation. The sovereignty of the responsible bodies remains untouched.
- In SUNRISE, we want follow the following principles of working together:
  - all voices and ideas, different perspectives and opinions are heard and valued
  - we facilitate an open discussion and carry out a neutral moderation
  - we make processes and results transparent for the citizens and stakeholders
- The project has rather limited funding for investments. Only trials of solutions (pilots) ... can be covered by the SUNRISE funding ... Therefore, the implementation of further measures has to be covered by other sources identified within SUNRISE.



## Bremen - Preparatory Steps

- Bremen managed to recruit a reliable and committed Core Group of people with professional and / or personal interest in the mobility situation in the Hulsberg neighbourhood.
- The involvement of key stakeholders required a number of informal meetings in advance, to inform them about the project, its objectives, the planned processes etc.
- Some of the core group members and some members of the SUNRISE team knew each other before. This helped in terms of trust building etc.



## Bremen - Preparatory Steps

- The format of the Core Group consisted of ca. 17 regular members and was always open to new members.
- It met irregularly, roughly every couple of months (due to time constraints of relevant key stakeholders). Venues were in rooms from the borough administration or rooms of the local SUNRISE team (of Bremen)
- The local SUNRISE team convened and moderated the Core Group meetings
- The Core Group had no own funds and no strict decision-making procedures. It operated with open discussions, exchanging arguments, mostly resulting in consensual decisions or compromises.
- Decision making on major issues (e.g. approval of action plan measures) is carried out according to the applicable legislation. The sovereignty of the responsible bodies remains untouched

# Bremen - Preparatory Steps

Here is a sample of public engagement steps organised by Bremen's SUNRISE team:

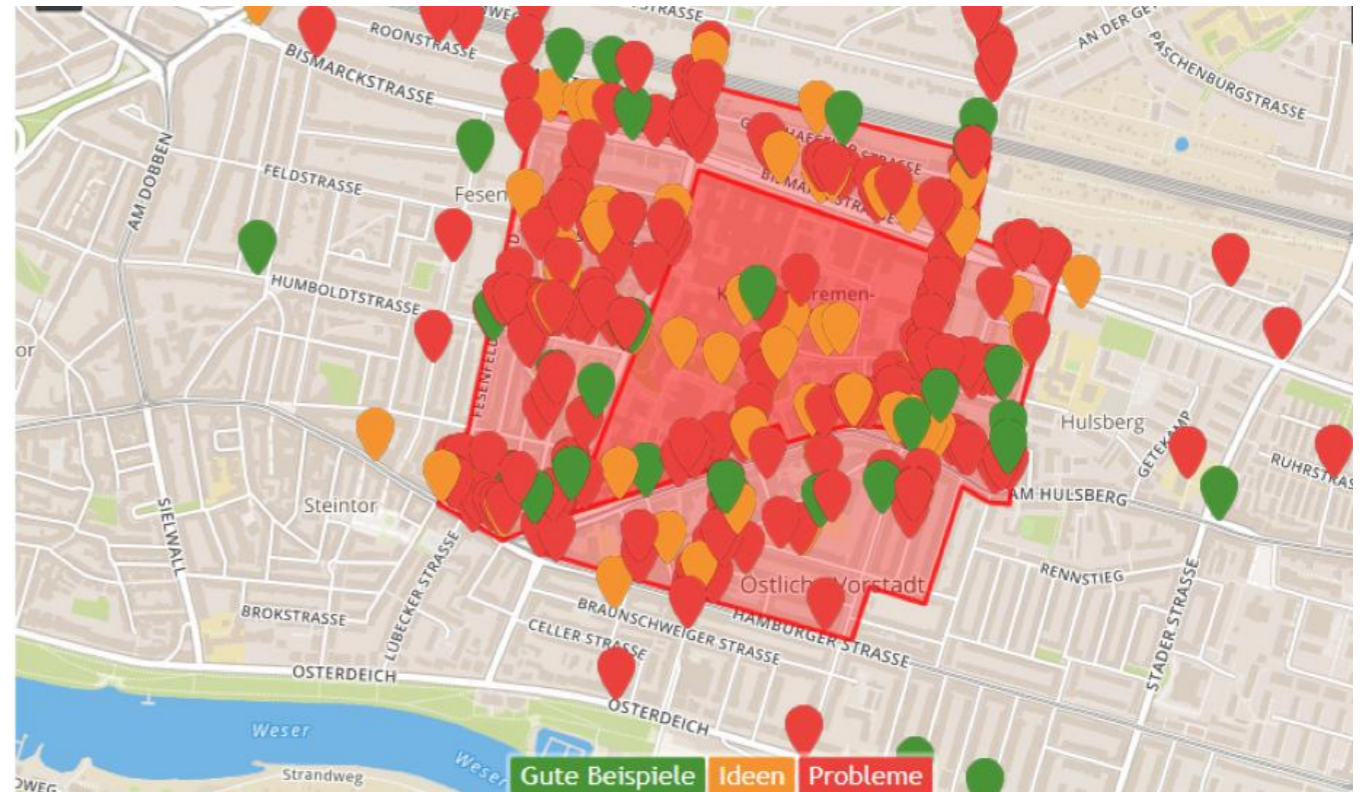
1. Internal kick-off meeting (Dec 2017)
2. Start of public relation activities
3. Public kick-off-event (Feb 2018)
4. SUNRISE-website with online participation tool (questionnaire) (Since Feb 2018)
5. SUNRISE Bremen newsletter and email communications
6. Series of eight "Street Chats" (Straßengespräche) (Apr 2018)
7. Workshop with Core Group (June 2018)
8. Field trip to projects on sustainable mobility in neighbourhoods (June 2018)

# Bremen - Mobility Check

Bremen's SUNRISE-website had an online participation tool built in:

[www.sunrise-bremen.de](http://www.sunrise-bremen.de)

- It allowed visitors to contribute their opinion independent from physical events or workshops.
- It displayed all contributions (including those collected at non-line activities), for maximum transparency.
- It provides information and frequent updates about the project
- It was based on the nextseventeen-word-press-tool by urbanista



# Bremen - Mobility Check

- Opportunity for direct dialogues with “street users” through 8 „Street Chats“ in 8 locations
- “Mobile market stand” (tent, table, DIN-A0 map, prepared cards to collect the input of the people)
- Helped to make project known and to collect perceived problems, thoughts, ideas directly from street users.
- Ca. 110 people participated - mostly residents passing by chance. However, some people visited the stand on purpose, or having read about it in the newspaper, to talk to the SUNRISE team and to contribute their views.



# Bremen - Mobility Check

## Target Groups reached:

- Citizens
- Borough administration
- Elected Borough parliament
- Management of hospital
- Development Agency of New Neighbourhood
- Police
- Fire department
- Chamber of Commerce
- Bremen's parking space management (BREPARK)
- Automobile Club (ADAC)



- German Cyclists' Federation (ADFC)
- Citizens' initiative for the development of a cooperative housing project in the new neighbourhood
- Association providing ambulant care
- Ministry of Internal Affairs

# Bremen - Mobility Check - SWOT

## STRENGTHS

### Pedestrian traffic

Many pedestrians in relation to total traffic: 30 percent of all ways by foot (for statistical district „Bremen Mitte“; Bremen as a whole: 25 percent)

Short connections within the quarter for pedestrians (low factor of detours)

30 km/h on most roads reduces the risk of accidents

Many school children walk to school some streets of the neighbourhood with a lot of vegetation

Sufficiently good surface condition of many footpaths (for users without special needs!)

High urban density, short distances

High quality of urban development with many picturesque town houses etc.

### Bicycle traffic

Many cyclists in relation to total traffic: 29 percent of all ways are done by bicycle (for statistical district „Bremen Mitte“; Bremen as a whole: 23 percent)

Increased visibility and safety of cyclists through „critical mass“

Very high bicycle ownership rate (88 percent, for statistical district „Bremen Mitte“; Bremen as a whole: 84.6 percent)

Three „bicycle streets“ in the SUNRISE neighbourhood (20 in total in Bremen), with priority for bicycle traffic

One-way streets opened for bicycle traffic in the opposite direction  
Bicycle tests for primary school children

Offers for refugees to use bicycles to participate in Bremen

## WEAKNESSES

### Pedestrian traffic

Many sidewalk are too narrow – little room for pedestrian traffic

Sloping sidewalks reduce the accessibility (freedom of barriers)

Frequently blocked sidewalk due to cars not parked in accordance with the rules - without being sanctioned

Poor visual conditions for pedestrians (especially for children) due to cars parked in zones of parking bans

Regularly blocked sidewalks due to garbage bins, waste paper etc.

Many blocked sidewalks due to parked bicycles

Pedestrians are disturbed by cyclists who illegally use the sidewalks (especially when they want to avoid cobblestone roads with their reduced comfort and safety for cyclists)

Missing crossing aids on many roads

Low accessibility for blind and visually impaired people as infrastructural elements (e.g. tactile elements) are mostly missing

Reduced accessibility for mobile impaired people as structural requirements (e.g. paving, lowering) are mostly missing

Low accessibility for mobile impaired people due to impassable cobblestones on the roadways of many residential streets

Large hospital area of “Klinikum Bremen Mitte” represents a barrier for pedestrians

Few areas for children’s play, no reduced traffic areas („play streets“ – streets forming a designated playing area), no “temporary play streets”

Some streets with only little vegetation

Few green areas (parks)

# Bremen - Mobility Check - SWOT

**1.**

**Weaknesses-Opportunities-Strategy**

- Reduction of illegal parking
- Support of sustainable mobility options
- Improvement of the quality of stay
- Implementation of information campaign

**2.**

**Weaknesses-Threats-Strategy**

- Introduction of parking management
- Contributing to the development of the mobility concepts of the hospital ("Klinikum Bremen Mitte") and the new neighbourhood ("Neues Hulsberg-Viertel")



# Bremen - Mobility Check - SWOT

„Corridors of Option“ formulated in the SWOT analysis

## 1. Reduction of illegal parking (W-O-Strategy)

Illegal parking shall be reduced to minimise the blocking of sidewalks and cycle paths, to minimise barriers for mobility impaired persons and to reduce the risks of fire engines not being able to pass junctions and streets. ... this strategy should be implemented in combination with ... improved offers on alternative mobility options.

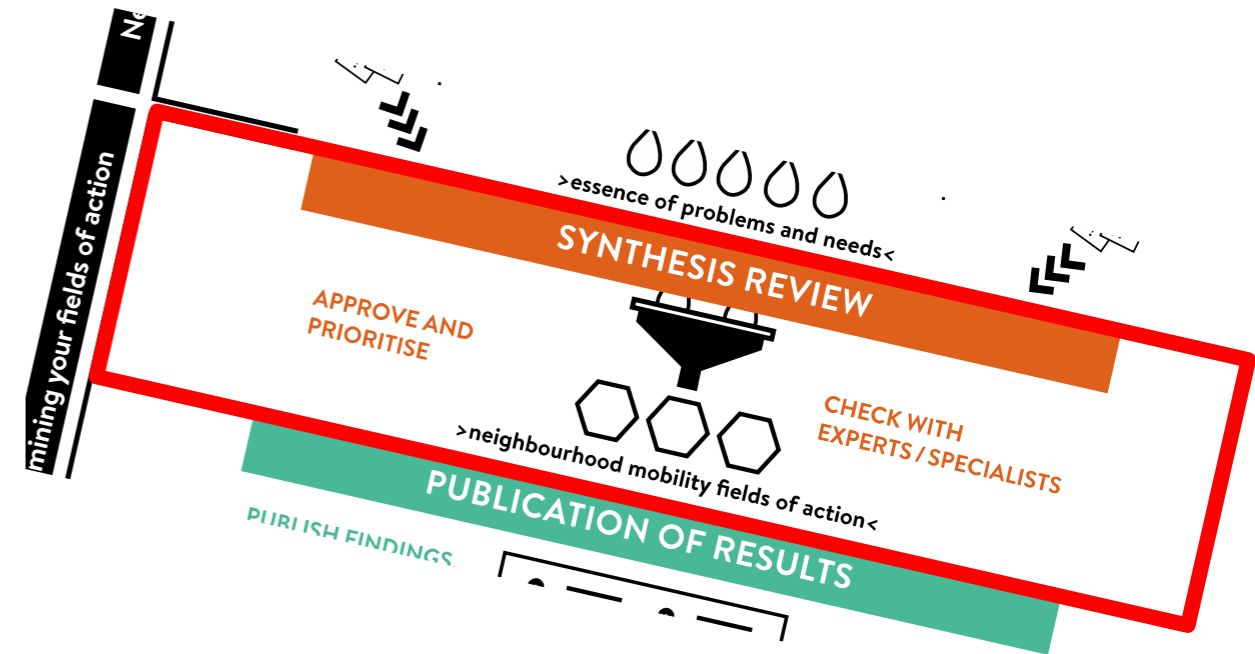
Thee following actions might be an option for the SUNRISE neighbourhood:

- Stronger monitoring (and fining parking offensives) to enforce parking in accordance with the road traffic regulations
- Constructional measures to reduce illegal parking
- Other measures to reduce illegal parking (e.g. clearly marking of legal parking)

# Bremen - Synthesis Review

## Bottom-up Review of the SWOT analysis

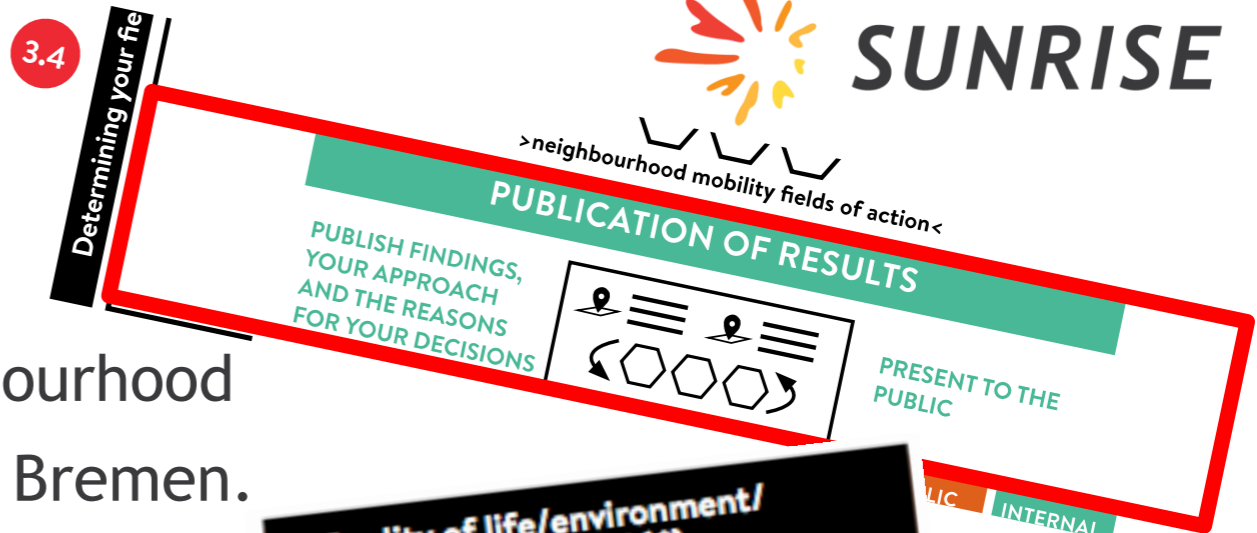
- During a three-hour workshop, the SUNRISE Core Group validated the SWOT-Analysis, which had been prepared by the SUNRISE team, taking into account the citizen's contributions.
- All the strengths, weaknesses, opportunities, threats and the resulting strategies were recorded on cards and pinned to movable walls. In the workshop those could be commented, corrected and supplemented.



# Bremen - Publish Results

On the following three slides you can see sample pages from the published „Neighbourhood Mobility Dossier“ for the Hulsberg area in Bremen.

Here: Priority problems



### #Illegal parking (56\*)

- Illegal parking (inclusive parking halfway on sidewalks) blocks other street users (46\*)
- Illegal parking reduces the accessibility of streets for the fire brigade (reduced security) and waste collection vehicles or delivery vans (10\*)

### #High parking pressure (37\*)

- Non-residents (visitors) use the parking space (18\*)
- Not enough parking space (6\*)
- "Temporary" residential parking at football games is not ideal (6\*)
- Anticipated increase of parking pressure with the development of "Neues Hulsberg" (4\*)

### #Quality of life/environment/room for children (26\*)

- Noise pollution (10\*) (e.g. St.-Jürgen-Straße, Bismarckstraße)
- Not sufficient space for child's play (6\*)
- Not enough/destroyed greenery (4\*)
- Air pollution (2\*)
- Missing places to sit (be...)
- Polluted street room (v...)

### #Risks of accidents (12\*)

- Risks of accidents, uncertain traffic situation (12\*) (e.g. Kleine Bismarckstraße, St.-Jürgen-Straße/Graf-Haeseler-Straße, Friedrich-Karl-Straße, Manteuffelstraße)

### #Bike paths, space for cycling (42\*)

- Problems within the bicycle street (14\*) (out of this: 13\* Humboldtstraße)
- Cycling on cobblestone (8\*)
- Bad condition of the bike path (e.g. Friedrich-Karl-Straße, St.-Jürgen-Straße, Verdener Straße) (6\*)
- Narrow bike paths (5\*) (e.g. Am Schwarzen Meer, Am Hulsberg, St.-Jürgen-Straße)
- Risk for cyclists due to tram lines (Vor dem Steintor) (5\*)
- Risk for cyclists due to opening car doors (2\*)
- Narrow distance of carriageway and bike paths; narrow distance of sidewalks and bike paths (2\*)

### #Behaviour of other road users (34\*)

- Speeding (13\*)
- Non-compliant behaviour or limited knowledge of traffic rules (e.g. rights of cyclists are not granted by car drivers, cyclists ride on the wrong side of the road, cars illegally turning) (9\*)
- Cycling on sidewalks (5\*)
- (Little) consideration of cyclists from cars who overtake cyclists (4\*)
- Car drivers crossing the lights are red (3\*)

### #Car traffic and related road infrastructure (21\*)

- High traffic volume (10\*) (z.B. Friedrich-Karl-Straße, Bismarckstraße)
- Too narrow width of the carriageway (6\*) (out of this: 5\* Friedrich-Karl-Straße)
- A lot of through traffic (4\*)
- Bad condition of carriageway ("kleine D...")

### #Route Connection (4\*)

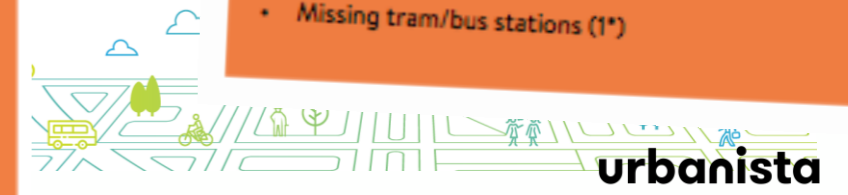
- Missing route connections for pedestrians and cyclists (4\*) (Out of this: 3\* route across the hospital area)

### #Conditions for pedestrians/ accessibility (16\*)

- Problems due to cobblestones (3\*) (e.g. Wendtstraße, Graf-Waldersee-Straße, Hemelinger Straße)
- Height of kerbs (3\*) (e.g. Hemelinger Straße)
- Narrow width of sidewalks (3\*)
- Bad condition of sidewalks (1\*)
- Other obstacles on sidewalks (other than parked cars) (6\*) (e.g. street bins, bollards, etc.)

### #Public transport (3\*)

- High ticket prices (2\*)
- Missing tram/bus stations (1\*)



# Bremen - Publish Results

## What went well?



- **Establishment of dedicated SUNRISE core group (“Projektbeirat”).**

A SUNRISE core group has been identified and established. The members represent important stakeholder groups and work dedicated on the success of SUNRISE.

- **Establishment of communication channels to the target groups and effective communication.**

Communication channel to interested stakeholders, citizens have successfully been established (newsletter, website) to inform them directly about the project, the ongoing process and participation opportunities.

- **Involvement of citizens and stakeholders into the project.**

Citizens and stakeholders have actively participated via the online-tool and at events (e.g. public kick-off event, “street chats”).

- **Awareness on SUNRISE in the public, with stakeholders and institutions.**

The public, stakeholders and institutions have been made aware on SUNRISE, by public relation activities and events carried out.

- **Bottom-up identification of problems, ideas, good examples.**

The first participation phase has been successfully carried out. Around 380 contributions from approx. 200 persons have been collected in an open process with on-street market stands („street chats“) and as well internet based tools between February and June 2018: concrete problems in the street space, ideas suitable to overcome problems or good examples on how former problems have been solved successfully. Furthermore, strategies and options for actions have been brought in by the core group.

- **Increase of knowledge on sustainable mobility options and learning from best practices with stakeholders.**

Participants of the SUNRISE process have increased their knowledge on sustainable mobility options and could learn from best practice examples.

- **Validation of top-down SWOT Analysis.**

On the basis of a bottom-up characterisation of the neighbourhood and own research a SWOT-Analysis has been produced by the SUNRISE-team, which has been validated by the core group (during the “SWOT-Workshop”).

- **Validation of options for actions.**

Options for actions have been discussed and validated with the core group (Workshop to validate options for actions).

- **Feedback on the process so far and ideas for the SUNRISE process ahead.**

The core group members provided feedback on the SUNRISE process so far and contributed new ideas for the implementation of SUNRISE. The excursion to projects in Hamburg served as inspiration.

- **High interest of local media.**

Due to public debates on the topics (illegal) parking, parking pressure, traffic situation and the Hulsberg developments, the media have strong interests in any news about it.

- **Successful first phase of co-creation process.**

Overall, the project has been well received so far. A wide range of key stakeholders support the project, many of them as part of the core group. Furthermore, citizens have been open and supportive and show appreciation for the project.

# Bremen - Publish Results

## What should be developed further?

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The participation process coming up will be based on the experiences made in the preceding phase. Therefore, in the subsequent months, the following participation formats and aspects will be considered:

- More inspirational field trips to other cities and neighbourhoods will be offered to interested citizens and stakeholders. The trips will target preferably neighbourhoods with quite similar problems and new/different approaches in solving them. Also, field trips serve the purpose of team building and have turned out to be very valuable in this respect.
- Further on the SUNRISE participation process will be an open process, which can be joint by citizens also to a later stage – for one or more activities.
- Efforts will be done to involve stakeholders groups, which have not yet been reached sufficiently (e.g. mobility impaired people).



- Further efforts will be carried out to reach and involve relevant stakeholders which have not participated yet.
- It has been found valuable to invite “external experts” to report on the experiences of other cities and who can provide good examples, lessons learned, inspiration and new perspectives. Also, external experts are neutral and their input might be perceived as more credible than from local players. Therefore, external experts will also play a role in future workshops or public events.

# Spotlight on Lisbon



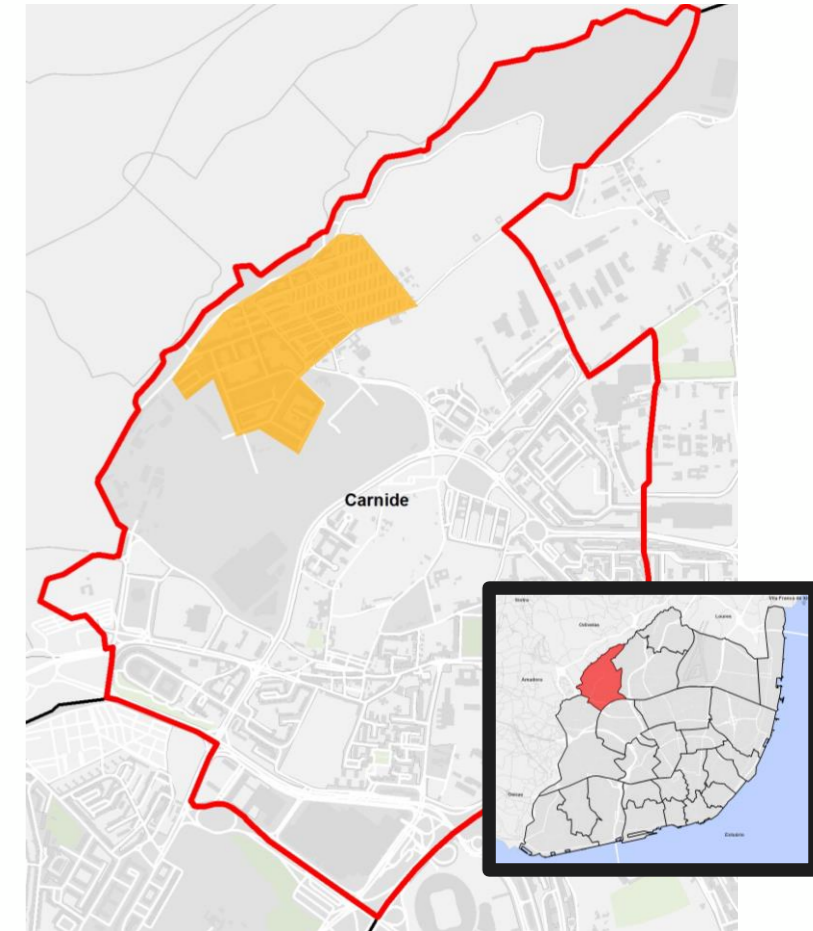
# Spotlight on Lisbon (PT) - Challenges

Lisbon is a Take-Up City in SUNRISE, and has chosen to focus their activities on **Bairro Padre Cruz**, a neighbourhood in the Carnide borough on the northwest edge of Lisbon.

Bairro Padre Cruz is a disadvantaged residential area with a multi-ethnic population, and is primarily comprised of social housing. The area has an unemployment rate of 23% and 12% of residents cannot read or write (Census 2011).

**Community severance** is a big issue in this area. It is a spatially isolated „island“ that is poorly connected to the city centre. Safety has been reported as a concern. The residents are heavily dependent on taking the bus and walking.

There are not many attractions and very few people visit the neighbourhood, which further worsens the economic situation.



# Spotlight on Lisbon (PT) - Strengths



Although there are many ongoing challenges in Bairro Padre Cruz, the situation is beginning to improve, which is a source of local pride among the residents. This has been driven by a strong network of actors:

- As a social housing area, there is an existing network of actors who are positively perceived by the residents, including the city council, local borough, social security services, residents' association, kindergartens
- The Residents' Association is active and motivated to continue trying to improve the neighbourhood, and is interested in working with City of Lisbon
- The community police (associated with the city council) - include two officers who are in the neighbourhood every weekday. They support local activities carried out by the social housing network of actors, and are also well-received by the residents.
- It is a social housing neighbourhood going through a major housing regeneration process. Entire old housing blocks are being demolished, and new social housing is being constructed. Part of the street layout will change.





# Spotlight on Lisbon (PT) - Choosing a focus

Lisbon's aim in SUNRISE is to improve the mobility situation specifically for the girls and women who live, work and go to school in Bairro Padre Cruz. The idea for this area and focus was agreed upon through a top-down and bottom-up approach:

1. The City of Lisbon first chose this area and focus based on their own assessment and impressions of the need to more adequately address women's mobility issues in peripheral neighbourhoods.
2. It is a neighbourhood with community severance issues in significant need of addressing, so a project focused on improving local mobility became a great match.
3. Finally, they met informally with all actors in the neighbourhood to discuss the project idea with them (including other City Council actors), find out if they would find it useful and gauge their support. This took some time, but it was time well-invested because it built trust, awareness and support in the community around the project before it officially began.



Image source: Rita Jacinto, Lisbon City Council  
Rita Jacinto, Lisbon City Council



## Spotlight on Lisbon (PT) - Co-identifying problems

Lisbon's aim in the co-identification phase was to understand the mobility problems faced by girls and women in the neighbourhood.

To do this, they collected data from different groups of girls and women, with different mobility patterns and needs:

- Girls at local school (13 to 17 years old)
- Young women (18 to 22 years)
- Women working outside of the neighbourhood  
(22 to 64 years)
- Older women (65+ years)



Image source: Rita Jacinto, Lisbon City CouncilRita Jacinto, Lisbon City Council



## Spotlight on Lisbon (PT) - Co-identification methods

They used the following methods to gather input from local women and girls:

- Questionnaires at a local school: 102 girls aged 13-17 years
- Focus groups with mapping of main issues: 50 girls and women between 13 and 87 years
- Questionnaires, face-to-face, at the neighbourhood bus stops: 49 women waiting for the bus

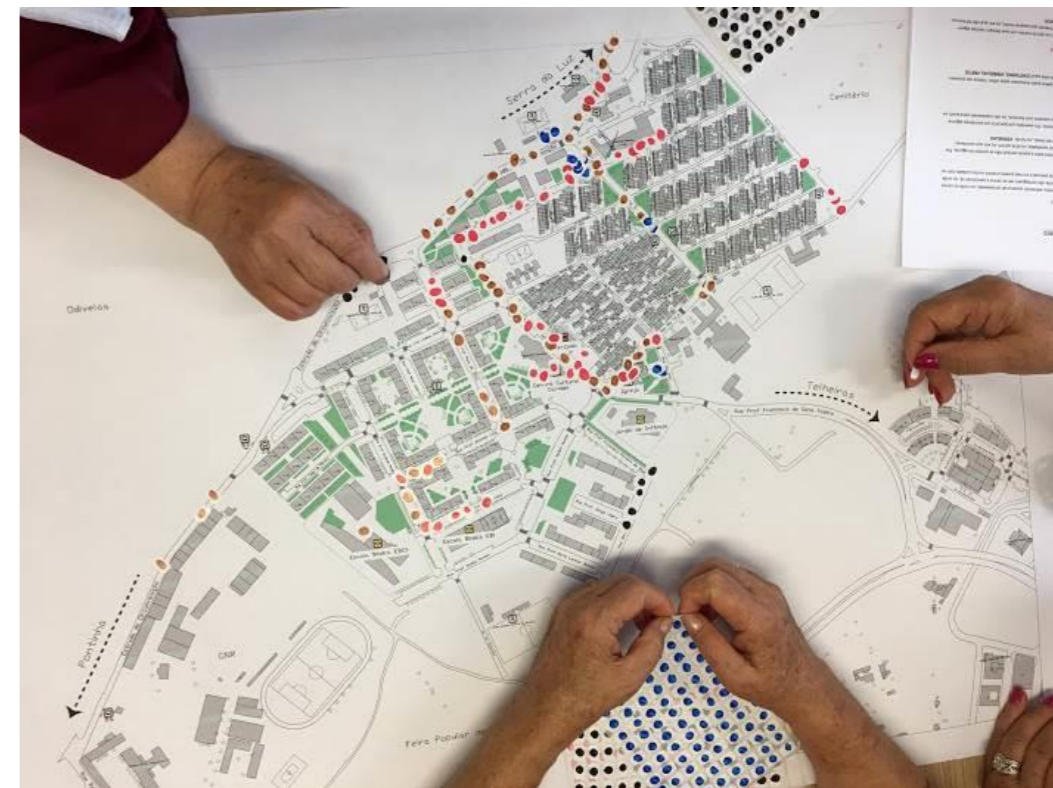


Image source: Rita Jacinto, Lisbon City Council



# Spotlight on Lisbon (PT) - Results of co-identification

Examples of problems identified by the girls and women:

- Road safety: Cars drive too fast and do not stop at pedestrian crossings
- Personal safety: Fear of dark areas and isolated bus stops. Bus stops located at the edge of the neighbourhood
- Sexual harassment: Girls and young women report being harassed
- Costs: Walking to nearest shopping centre to save cost of bus ticket
- Reliability: Buses do not show up on time. Some bus services cancelled.
- During public holidays and weekends no bus to nearest hospital. Only three buses to get there!
- Women cannot leave baby strollers at day care facility during the day



Image sources: Rita Jacinto, Lisbon City Council  
Rita Jacinto, Lisbon City Council

These problems will be taken as the starting point for co-developing solutions in the next phase.



# Spotlight on Lisbon (PT) - Corridors of action

Feedback gathered through focus groups and surveys was analysed and the data was categorised into the following thematic areas for improvement, resulting in possible corridors of action:

- Women's perception of safety
- Road safety
- Public space accessibility
- Costs (primarily ticket prices)
- Convenience of bus stops
- Convenience of bus service
- Convenience of cycling
- Social dynamics (problems that can't be solved only by infrastructure)



Image source: Rita Jacinto, Lisbon City Council  
Rita Jacinto, Lisbon City Council

Residents also specifically said that they're supportive of measures to encourage motorised modes to drive slower, e.g. speed bumps, to reduce the number of accidents with pedestrians and cyclists.

The problems that were co-identified and the possible corridors of actions will be taken as the starting point for co-developing solutions in the next phase.

The collaborative process with local actors is still under way. In September, the data collected so far will be shared with all local actors involved in the process.



Unit 3: Co-identification of problems and co-validation of needs  
**Module 3.6 Lessons learned**



**SUNRISE**

*Sustainable Urban Neighbourhoods  
Research and Implementation  
Support in Europe*

**eLearning**

# Challenges

## The topic itself

- Mobility issues are often discussed very emotionally
- Strong political will is required to tackle mobility issues sustainably
- Relevant solutions might not entirely be within the municipality's domain of responsibility and field of action.

## The participatory process

- Participation requires a lot of time and resources & can be unpredictable
- Building trust is essential, is an art and takes time (especially when people have already gone through several [less successful] participatory processes > „Participation Fatigue“)
- More concrete topics are useful potentially attract more people (more specific location/area, more specific topic)
- It is difficult to involve people permanently in the project process without them getting tired

# Challenges

## Methods and Tools

- It is a challenge to reach and involve a good cross-section of citizens
- It requires extra effort and creativity to work with hard-to-reach groups
- Language can be a barrier

## SUNRISE specific challenges:

- Small budget for measure implementation
- Although four years is long for an EU project, it is short for a co-creation project



# Recommendations

## Methods and Tools

- Direct Dialogue is key: On-street market stands work well for that purpose
- Break complex topics down and use everyday language

## The participation process

- Create small-scale success stories to motivate people and keep them on track
- Maintain momentum (meetings, events, implementation) to keep residents engaged
- Partner up early within municipal and governmental agencies, NGOs etc.
- Use external experts for inspiration, new perspectives and neutral opinions

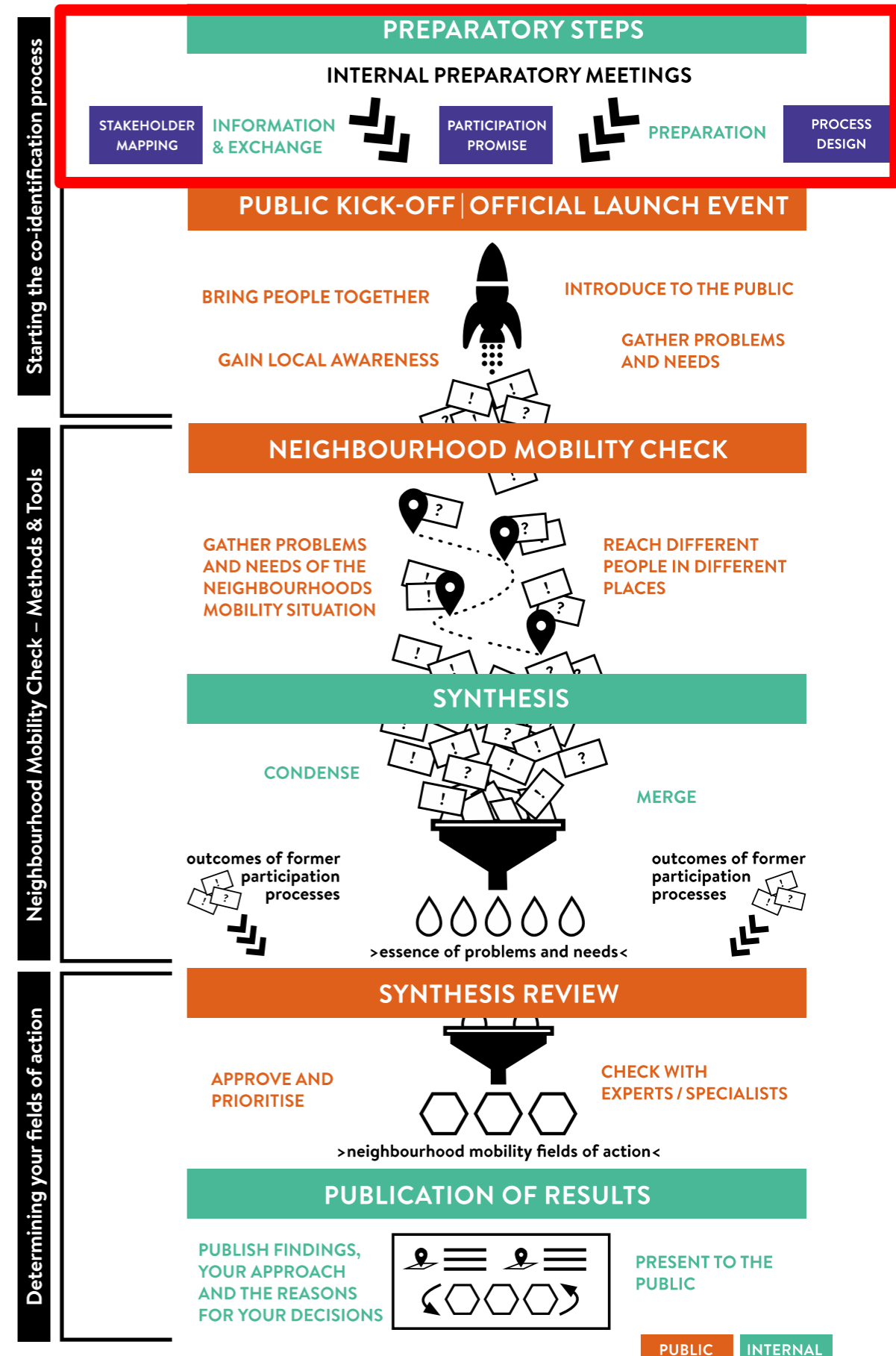
## The participation process

- Plan the participation process thoroughly - but stay flexible enough to react.
- Engage deeply into the local process - but don't forget to keep the big picture and the overall objectives in mind

# Checklist

## Preparatory steps

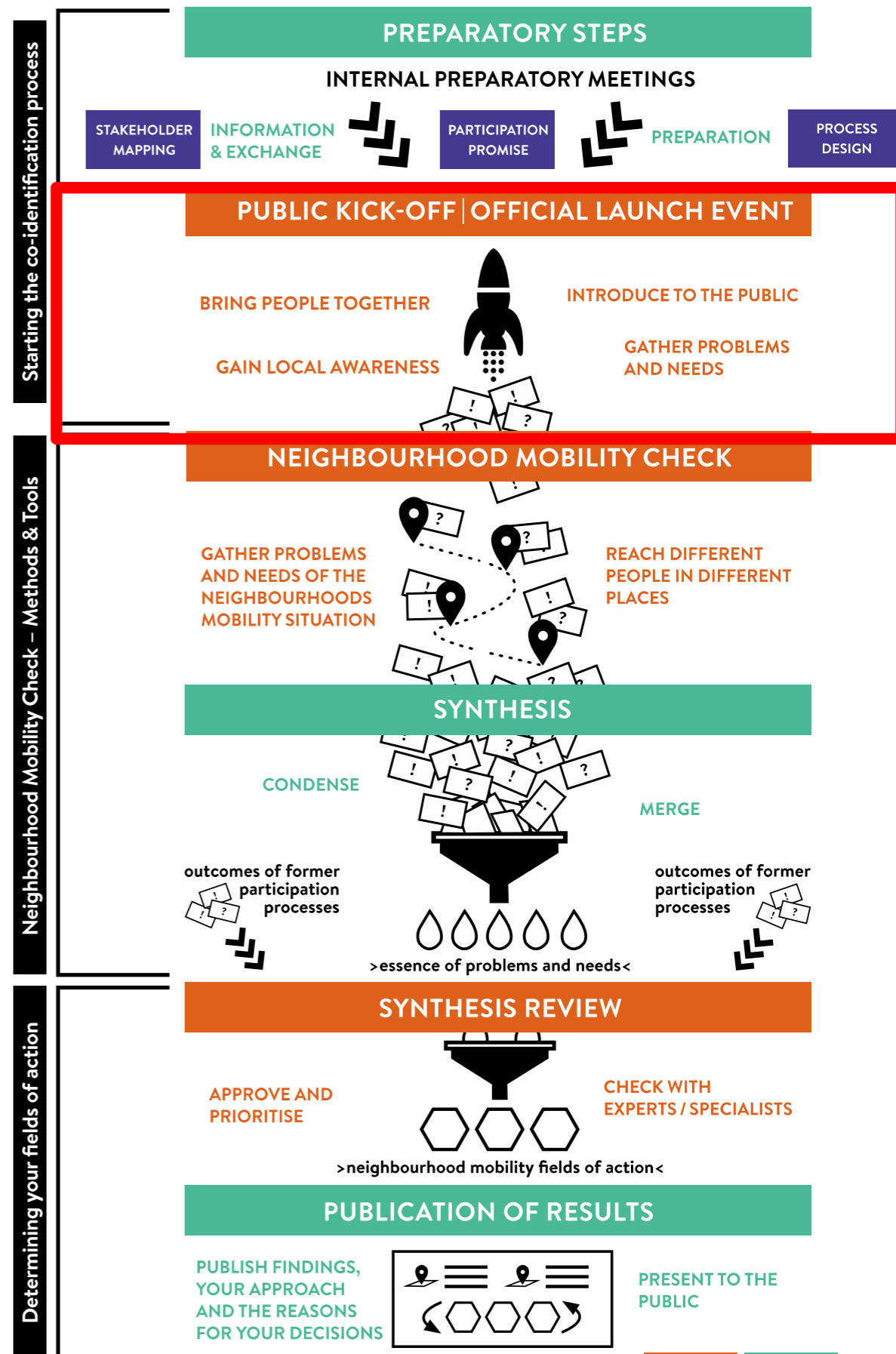
- ✓ Get enough staff - you always need more than you think
- ✓ Identify as early as possible all people in administration/policy/private sector/NGO who could be helpful in the process and try to involve them - generate a momentum.
- ✓ Elaborate the participation promise for the process (purpose, scope, powers, resources, etc.)
- ✓ Do a stakeholder mapping and think about who you can involve and how
- ✓ Draw-up a process design and a PR-campaign



# Checklist

## Public Kick-off

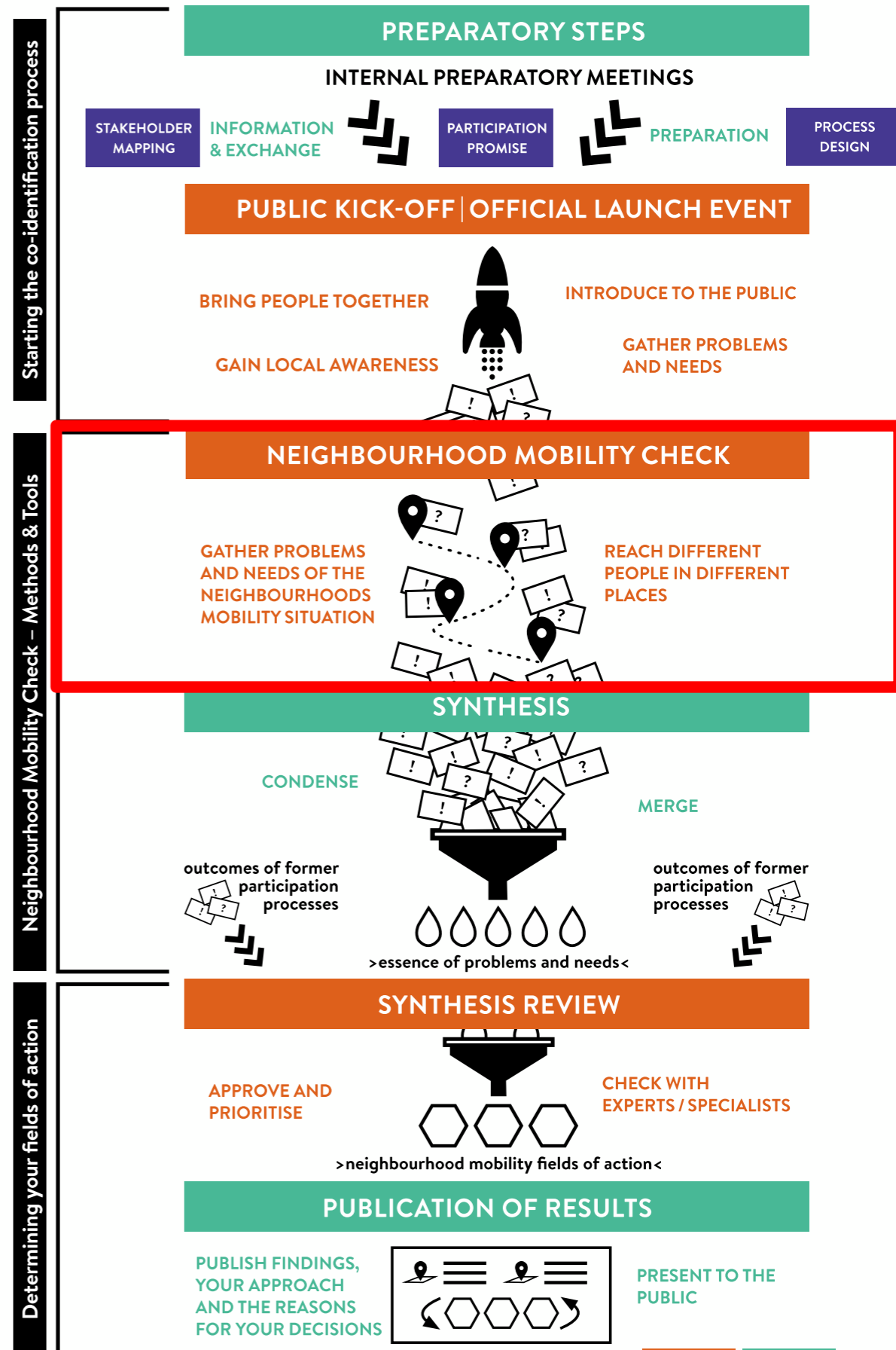
- ✓ Find a frequented place where many different people naturally pass (reachable at ground level)
- ✓ Invite the public with an intensive PR campaign
- ✓ Make the event visible from the outside
- ✓ Introduce the process, its goals, limits and timeline (participation promise) to the attendees
- ✓ Avoid frontal discussions. Instead highlight the many possibilities to raise problems and concerns and to contribute ideas



# Checklist

## Neighbourhood Mobility Check

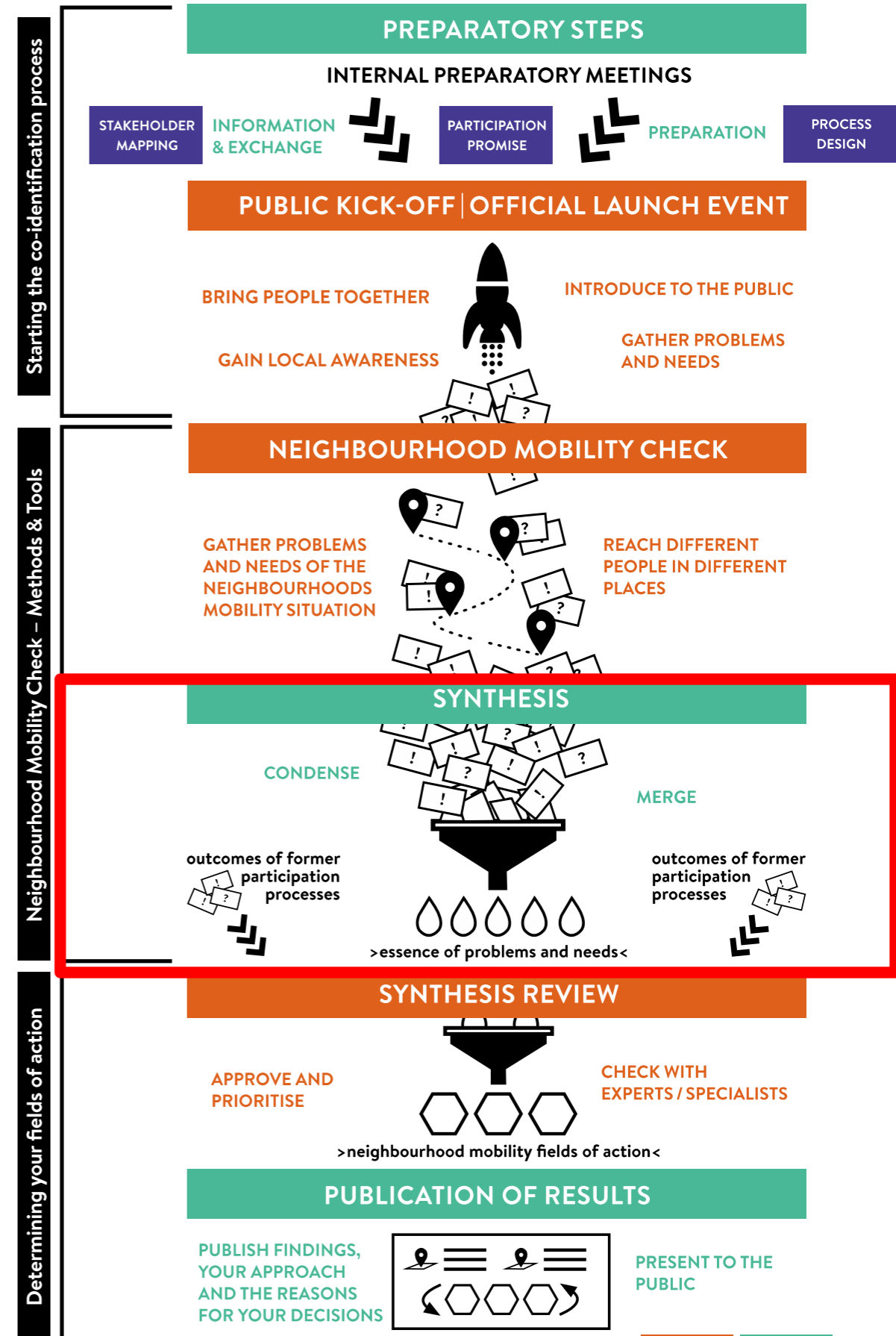
- ✓ Be present at frequented places (markets, train stations, pedestrian zones, super markets etc.) and actively approach many different people
- ✓ Visit places where you can meet hard to reach groups (schools, youth centres, nursing homes etc.)
- ✓ Reach out to multipliers (e.g. leaders of churches / religious groups / association of traders etc.)
- ✓ Consider a SWOT or similar to objectively analyse the status quo of the neighbourhood



# Checklist

## Synthesis

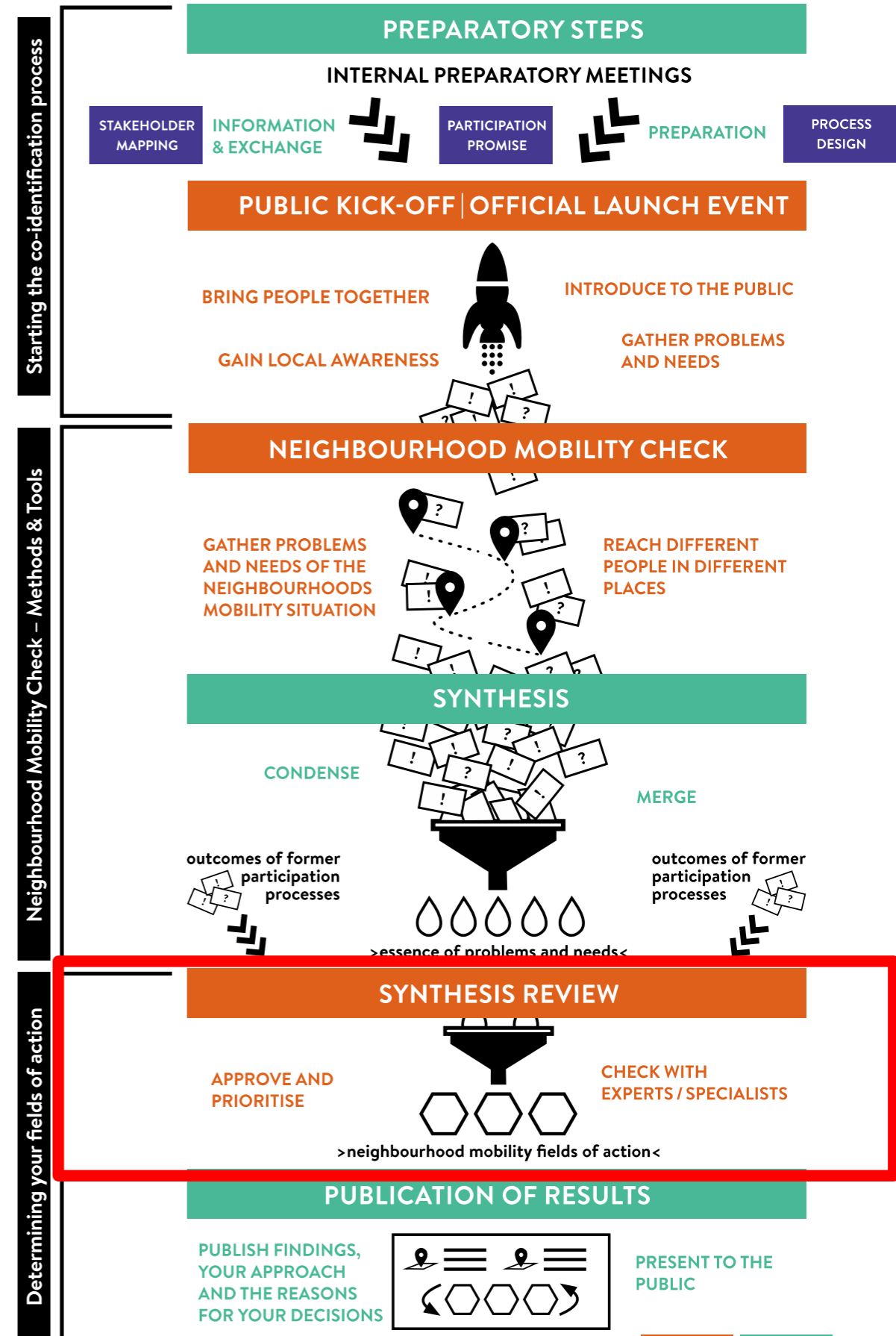
- ✓ Review and sensitively condense and cluster the problems, needs and ideas that have been collected. Extract the essence of it all!
- ✓ Recognise frequently mentioned topics and merge similar mentions into thematic strands
- ✓ Also Include the outcomes of former processes in this interim result



# Checklist

## Synthesis Review

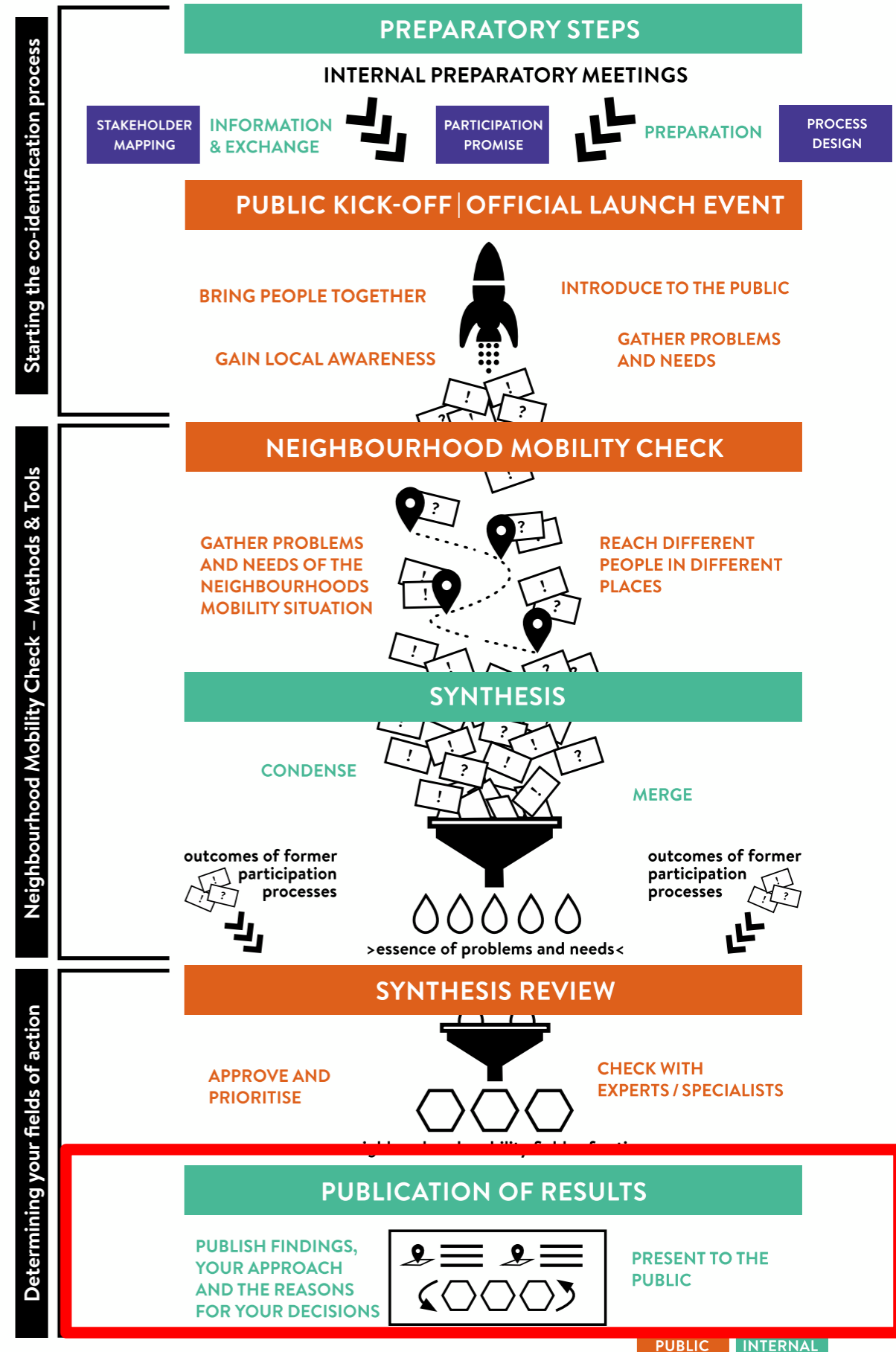
- ✓ Make sure, that the condensed essence matches with the perspective of the public
- ✓ Consider a workshop to:
  - ✓ Approve and prioritise the drawn essence of ideas and needs collected
  - ✓ Check realisability through external points (experts and specialists)
  - ✓ Reflect upon the process, methods used and participants reached
  - ✓ Give reasons to the public why certain proposals were not accepted.



# Checklist

## Publication of results

- ✓ Publish the findings, your approach and the reasons for your decisions to ensure maximum transparency for your process
- ✓ Explain how decisions were made and what this means for the future
- ✓ Spend some time and effort to layout and visual attractiveness
- ✓ Outline the next steps



# Resources needed

Consider the fact that a thorough co-identification process requires resources:

- Staff for:
  - process management
  - activating stakeholders
  - evaluation of events
  - PR/social media
  - IT for (participation) website
- Financial resources for:
  - Material costs (on-site events, maps, posters, flyers etc.)
  - Implementation budget (also for some first small-scale projects)
- Possibly legal expertise
- Professional know-how (e.g. estimation of cost concerning different measures)
- Data from the municipality's databases and analysis/modelling (for status-quo report, knowledge transfer, designing maps etc.)
- (Different) room(s) for events (frequented, ground level, barrier free)



# Unit 3 Task

## 1. Starting the Co-Identification Process

- a) What can realistically be promised in the “Participation Promise”
- b) Which stakeholders should be involved and how? Also think of “hard-to-reach groups” (children, elderly people, ethnic minorities)
- c) How could your public kick-off become special?

## 2. Neighbourhood Mobility Check

- a) What do you consider main strengths and weaknesses of your neighbourhood in terms of its mobility situation.
- b) At which locations and with which tools do you want to capture the opinion of all citizens / stakeholders about your neighbourhood’s mobility situation?