D1.2 NEIGHBOUR-HOOD MOBILITY DOSSIERS

SUNRISE

Sustainable Urban Neighbourhoods Research and Implementation Support in Europe

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This deliverable is a product of Work Package 1 in SUNRISE. It assembles in a documentary way the steps taken by the City Partners (Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki) towards the Co-Identification and Co-Validation of problems and needs in their Action Neighbourhoods. The performance and documentation of these steps has been supportet by the work package leader urbanista and the technical support partners Koucky & Partners AB, Rupprecht Consult, TU Vienna and Zaragoza Logistics Center.
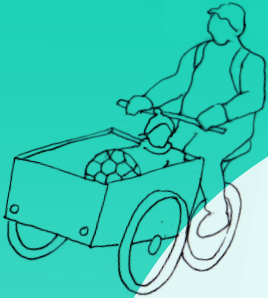
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NEIGHBOURHOOD MOBILITY DOSSIER

BREMEN - AREA AROUND
"NEUES HULSBERG-VIERTEL"

SUNRISE

Sustainable Urban Neighbourhoods
Research and Implementation
Support in Europe

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Inspirational field trip to Hamburg (© M. Glotz-Richter/City of Bremen)
Internal Kick-off meeting (© M. Glotz-Richter/City of Bremen)

1.0
INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:
- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the

organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

[1] The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2] The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).

In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

*All Formats and activities in SUNRISE Bremen are described starting from page 22 in this document.

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. ©urbanista

2.0
DOSSIER

2.1. Status-quo description

The general situation of the Neighbourhood

The Free Hanseatic City of Bremen (or "State of Bremen") is the smallest of Germany's 16 states and is situated in the North. The state consists of the City of Bremen as well as the exclave of Bremerhaven, which lies around 55 km further north, at the North Sea. The City of Bremen has about 560,000 residents and is the 11 largest city in Germany (Statistisches Landesamt Bremen, 2018 a). Bremen is part of the Bremen/Oldenburg Metropolitan Region, with 2.4 million people.

Industries, trade and administration are the backbone of Bremen's economy. Today Bremen has particular expertise in maritime services, logistics, aerospace engineering, wind energy and automotive. Being a harbour city, Bremen suffered severely under the structural changes of shipbuilding, fish industry etc.. The level of unemployment is above German average – causing also some financial restrictions.

The SUNRISE focus area – the surrounding streets of "Neues Hulsberg-Viertel" – belongs to the borough "Östliche Vorstadt". It is situated close to the city centre and is a densely populated residential and mixed-use area, with its 29,500 inhabitants (figure for 2015, Statistisches Landesamt Bremen, 2018 b).

It is an area with a wide mix of social groups: Traditionally a high percentage of students and academics live in this borough. In 2015 more than 40 percent of the residents were young to middle aged grown-ups (age 25 – 50 years old). Around 20 percent of the residents had a migration background. This is however significantly lower than in the whole of Bremen (more than 32 percent) (Statistisches Landesamt Bremen, 2018 a, b). In the last years, house prices have increased significantly – the quarter faces gentrification. In 2015, the average income of this area has been a bit over the overall city level (Statistisches Landesamt Bremen, 2018 a, b).

The borough is very lively, hosting a large area for shopping, with restaurants, pubs and bars. Also, the "Weser Stadion", Bremen's soccer stadium, is situated in the borough. Therefore, a large number of visitors is regularly attracted to the quarter.

Figure 6: Free Hanseatic City of Bremen – Historic market place (© M. Glotz-Richter/ City of Bremen)

Figure 7: Focus area of SUNRISE in Bremen – the surrounding streets of the "Neues Hulsberg-Viertel" (© City of Bremen)

The streets around the "Neues Hulsberg" and the hospital have been defined as the neighbourhood in focus of SUNRISE (figure 7). These streets belong to several quarters: to the old "Hulsberg"-quarter, "Steintor", "Fesenfeld" and "Peterswerder".

All of those are historically evolved quarters, with narrow streets and houses in block construction (figure 8 – 11). Typically, the buildings are narrow 2 to 3 storey townhouses for 1 up to 3 families. Many of the houses were built between the mid-19th century and the 1930s but also post-war buildings can be found, some of them being apartment buildings. Typically, the houses have only tiny front yards, some of them do not even have those. The „SUNRISE" quarter is a typical European neighbourhood with also typical problems of overused street space.

The "Östliche Vorstadt" is experiencing some new developments in one of its quarters, the "Hulsberg"-Quarter: A local hospital ("Klinikum Bremen Mitte") is undergoing a spatial concentration. Only parts of the former 10 ha large hospital area will be further used from the hospital – this makes room for new housing (about 1,500 new apartments, 2,200 – 2,500 additional inhabitants) and hospital related businesses (figure 12). The new residential area is referred to as "Neues Hulsberg" (New Hulsberg).

The development and planning processes for "Neues Hulsberg" have started in 2011/12 and are still in process. Just recently, in Mid 2018, the official development plan entered into force.

The residents and other stakeholders of the 'Östliche Vorstadt' have already experienced many participation processes on various themes of urban development. For the new housing area 'Hulsberg', an intense participation process has started in 2012 and will continue during the planning and implementation phase (www.neues-hulsberg.de).

Figure 12: Area of new development: The spatial concentration of the hospital (Klinikum Bremen-Mitte) makes room for a new residential area (Neues Hulsberg-Viertel) (© GEG)

Description of the Mobility Issues in the Neighbourhood

Figures 13 and 14: Station based car sharing concept in the public space: the "Mobil.punkt" or "Mobil. pünktchen" (for smaller stations) (© City of Bremen)

Figures 15 and 16: Bremen is a "cyclists-town" – Every fourth trip is done by bike.
left: "bicycle-street" Humboldtstraße – where cyclists have priority (© L. O. Kvalbein)
right: Many school kids go to school by bike (© City of Bremen)

Bremen has a high level of sustainable modes in the modal split of the citizens. In total, 64 percent of all journeys of Bremen citizens are made with sustainable modes (Infas, 2019). The bicycle is very present on Bremen's streets with a 25 percent share, every fourth trip is done by bicycle (figure 15 – 16).

Bremen is also a tram city – all public transport is overground. The tram is the backbone – being extended in the last two decades – even running into neighbouring municipalities. The public transport system in Bremen is part of a regional public transport association (Verkehrsverbund Bremen/Niedersachsen) – 33 operators working jointly under one ticketing and information system.

The City of Bremen actively promotes station based car sharing, to offer alternatives to car ownership (Figure 13–14). The 17,000 users (2019) have taken more than 5,500 cars off the road - Every cars haring car replaces about 16 private cars in Bremen [Team Red, 2018]. Car sharing is regarded as a key measure to reduce the number of cars in inner city areas [Bremen's Car Sharing Action Plan, 2009; Bremen's Sustainable Urban Development Plan "VEP" 2025, 2014]. Therefore, the promotion of car sharing has become a crucial part of the strategy in Bremen to reclaim street space – for pedestrians, cyclists, the provision of cycle-parking, etc.

The City of Bremen implements car sharing stations (called 'mobil. punkt´ and `mobil. pünktchen') in the narrow streets of the inner city neighbourhoods. Here, not only car sharing cars are provided, but as well bike racks help to improve the parking situation for bicycles. Extended kerbs at intersections improve safety – as there is better visibility without cars being parked into the intersection. But it also helps bigger vehicles like waste collection or fire fighters to manoeuver into the small streets. Accessibility for such vehicles is a big concern in the neighbourhood.

Bremen has recently updated its Sustainable Urban Mobility Plan (VEP Verkehrsentwicklungsplan 2025) and won the European SUMP Award – not only for the ambition in terms of sustainable transport but as well for its innovative participation concept. Online tools were used in addition to concepts of proactive consultations (e.g. on Saturdays in shopping centres) and with an online scenario game. With this concept, new (younger) groups got involved – and the intense involvement on the political level led to an unanimous decision in the political bodies on the Bremen SUMP (2014).

The street space of the direct neighbourhood of the "Neues Hulsberg" area – the focus area of SUNRISE – is heavily overused (Figures 17–18). Although the modal split of the neighbourhood shows a preference of non-motorised modes (which are quite space efficient), the obvious and widely discussed key problem is the high pressure of car parking and its related consumption of street space.

Sidewalks are partly used for car parking. As a consequence, the space for pedestrians is significantly reduced. Bicycle parking on the sidewalk and garbage bins further add to the problem. In many streets, people with rollators, prams or shopping bags must use the road ways instead. Illegal parking is regularly happening to the extent that fire brigades cannot pass many streets and crossings. Currently the residents have to share the space with visitors of the shops, restaurants and also with visitors of the hospital. Although a parking garage for visitors and employees of the hospital will be build, it is expected that people try to avoid the parking fee and search for free parking spots in the surrounding streets.

Figure 17: One of the main problems related to car parking in the Bremen borough "Östliche Vorstadt" is illegal parking, which also can result in blocking fire engines (© M. Glotz-Richter/ City of Bremen)

Over decades, the practice of car parking halfway on sidewalks was accepted – although not being legal. The introduction of a stricter approach represents a problem as it would mean to reduce the number of cars which can be parked on public space. Due to the high pressure on parking space, car parking has become emotionally charged and an extremely sensitive theme within the neighbourhood as well as a political issue.

The integration of the new neighbourhood "Neues Hulsberg" might increase already existing problems: While a significant number of new residents will move to this quarter, the parking situation might become even more difficult at the same time. The former hospital area, these days used as parking space by residents and visitors, will not be available for this purpose anymore. The options for building new neighbourhood garages are limited due to rarely available space. In addition, construction costs are high and adequate parking fees will not be accepted if there is free parking space closeby (on public streets).

During the planning process of the new neighbourhood "Neues Hulsberg" a mobility concept has been developed. It builds on an increased use of sustainable modes. The new residential area will have a ratio of 4 car parking spaces per 10 apartments. However, it will offer high quality bicycle parking, car sharing and services for bike sharing, freight delivery etc. as integral part of the innovative mobility concept. Street space will primarily be dedicated to pedestrians and cyclists with no car parking except for handicapped. While those ambitious mobility goals of car-reduced living add to the living quality of the new neighbourhood, there is a certain risk of shifting the additional stationary traffic coming with the new residents into the surrounding streets.
Also, the hospital is working on a mobility concept – this process is still in progress. There are ongoing debates about how to reduce the risks of attracting more car traffic (of visitors and patients) and how to prevent cars parking in the residential area next to the hospital.

Figure 18: One of the main problems related to car parking in the Bremen borough "Östliche Vorstadt" is illegal parking, which also can result in blocking fire engines (© S. Findeisen/ City of Bremen)

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

The aim of the Bremen SUNRISE activities is to foster innovative sustainable mobility options. It will be the goal to develop a concept to reduce space consumption of parked cars and to carry out a pilot demonstration of re-allocating street space to walking, cycle-parking, greening etc.

As for many European cities with intense problems in streets due to high parking pressure, any change by reorganising limited street space is a sensitive political issue. Despite all images of Germans keeping rules - there is poor rule-keeping in traffic, especially related to speeding and parking. The low level of fines - being set by federal regulations - is leading to severe problems in all German cities. The discussion about car-parking is emotionally overcharged due to the various citizens' interests: parking the own car, having sufficient space for pedestrians, including handicapped or guaranteeing good accessibility for firefighters. It is seen as a special value of SUNRISE to initiate and moderate the necessary debate among citizens - being aware that there will be no solution that will make everybody happy.

It is also the aim of SUNRISE to carry out an intense "co-creation" process: Street-users, residents, businesses and other stakeholders shall participate in all phases of the process; including the identification of problems, the development of

concepts, implementation of solutions and evaluation of results.
The development of solutions shall be based on the discussion with and among citizens and stakeholders as well as on quantitative data derived from the SUNRISE study on parking in the neighbourhood.

The vision for the SUNRISE neighbourhood – the surrounding of the „Neues Hulsberg"-Quarter is:

- keeping routes for fire engines clear at all times
- a better and fair use of the limited street space available
- improved mobility of all population groups and increased use of sustainable mobility options
- improved quality of stay and quality of life in the streets of the neighbourhood.

Within the four years project duration the following should be achieved:

- a concept for innovative, sustainable mobility solutions and a coordinated action plan agreed with local residents and stakeholders
- individual measures to improve the use of street space and to foster sustainable mobility – implemented and tested in an exemplary manner
- a sound basis for further, medium to long-term implementation after the end of the project
- increased trust between residents and stakeholders in order to continue the dialogue and to work on further sustainable solutions for the street space in the neighbourhood

Concrete qualitative targets have been defined for SUNRISE in Bremen with regard to car sharing, which is a suitable measure for reclaiming street space for all street users: about 500 new car sharing users – and about 100 cars shall be taken off the roads.

Main Challenges of the Project

SUNRISE will deal with an extremely sensitive and highly controversial issue, which is regularly subject in the local media: space consumption by parked cars in residential areas (figure 19 and 20). It is the established practice to tolerate illegal parked cars (e.g. halfway on the pathways) in many neighbourhoods in Bremen for decades. This has led to the perception that those parking habits are legal or – at least – do not result in any consequences. Also, parking of cars on public space is for free in most areas of the neighbourhood. This leads to an attitude of entitlement, that public space can be occupied with private vehicles. On the other hand more and more opposition against this car-friendly practice is formed. Citizens and activists demand that blocking the ways of other street users must stop and the limited space available must

be allocated to all street users – also pedestrians, bike riders, children and disabled persons – in a fairer manner (Figure 20, 21). It can be assumed, that changing those long established practices will create strong conflicts with the car owners and finding some consensus between car owners and other street users might be difficult. Therefore it needs the political will to change things in favour of those whose interests were neglected for a long time – like pedestrians, bike riders, children and disabled persons. Another challenge of SUNRISE is the relatively short duration of the project (4 years). Urban development and mobility projects often are long processes, which need a suitable time frame for the development, planning and implementation phases.

Figure 19: Local Newspaper "Weser Kurier", 27.09.2018 ("Here the parking pressure is especially high")

Figure 20: Local Newspaper "Weser Kurier", 03.02.2018 ("Parking spaces to become scarce and expensive")

The single phases can be deferred by many factors which are outside the sphere of influences (e.g. decision-making in political processes, the involvement of many stakeholders, the time slots granted by the responsible authorities for construction works etc.). Also the intense participation process of SUNRISE is very time consuming. In a good bottom-up-process the process needs to have a certain flexibility, to react on the needs of the citizens in the different project phases. Additional process steps might be required. Producing "measurable" outputs within the time span of SUNRISE is therefore a real challenge and in many cases beyond the control of the SUNRISE project management. The SUNRISE project budget for the actual implementation is very small. Furthermore, Bremen is a state with a very tight financial budget, so that the financing of mobility measures is strictly limited to the most needed actions. The financing of the implementation of measures is unclear and might only be possible in the medium or long term. of the neighbourhood.

Main Opportunities of the Project

Currently there are a number of parallel initiatives in the neighbourhood that enforce a debate about the use of street space, illegal car parking and the need for pricing public space for car parking. It seems as it is the right time for initiating a change. Supported by those other initiatives, SUNRISE might be able to use this momentum.
The issues in the SUNRISE neighbourhood are complex and the problems have been subject of debates among the residents, the borough administration and the borough parliament for years. SUNRISE has the (personal) resources to manage

the process of urban and mobility development in a systematic and integrated manner. This represents an opportunity to find sound and sustainable solutions and to initiate substantial changes in the street space of the neighbourhood.

Figure 21: Magazine of Bremen's office of the German Cyclists' Federation (ADFC), 10/2018, Topic "How will we use space in the city? – The absurd normality of the distribution of urban space"

2.3. The Co-Identification Process

Aims and Expectations

Aims of the participation process

The participation process in SUNRISE shall go beyond the standards legally required. It encompasses the consultation of the public in all phases of the project – from the identification of local needs, the development of new solutions towards the implementation and evaluation of them.
Interested citizens, residents, stakeholders etc. can become involved by:

• bringing problem descriptions and formulating own wishes and ideas;

• developing and discussing solution approaches, the action plan and measures;

• initiating, joining or supporting implementation activities;

• collaborating in the evaluation of outputs and the process;

• participating in shaping the procedural steps and formats of the participation process.

2.3. The Co-Identification Process

Participation Promise

How is the participation process designed?

SUNRISE will be implemented by running a highly participatory "co-creation" process in all phases of the project, including the identification of problems and needs, the development of concepts, the implementation of solutions and evaluation of results. Everyone who is interested shall feel invited to express ideas and concerns related to the current and future mobility situation and the use of street space within the Hulsberg neighbourhood: street users, residents, businesses, individuals, initiatives or organisations. Participation is facilitated via:

- the „Co-Creation Forum": This is the overall framework for participation in SUNRISE – the "platform" on which all participation activities are carried out, where participants meet and get involved;

- The Core Group ("Projektbeirat") This is formed from membersof the Co-Creation Forum (citizens and stakeholders). The core group meets regularly and works in cooperation with the SUNRISE implementation Team from the City of Bremen on the development of the project and discussion of results.

What does "participation" mean in SUNRISE?

The participation process in SUNRISE goes beyond what is required by law. It encompasses the consultation of the public in all phases of the project – from the identification of local needs, the development of new solutions towards the implementation and evaluation of them.

In SUNRISE, participation of a wide range of stakeholder groups shall be facilitated. Specific efforts will be made to involve groups which often are underrepresented in participation processes (e.g. by target group specific workshops).

What will be done with the input from the citizens?

The ideas and suggestions from the people becoming involved will be taken up and represent the basis for the further working steps within SUNRISE: The input received from the participating residents and other stakeholders 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 will also be the task of the SUNRISE implementation team (City of Bremen), in cooperation with the core group, to weigh the different positions. This way, also the interests of groups can be adequately considered, who do not have the opportunity or ability to become involved in the project in the same extent as other groups can (e.g. mobility impaired people).

The use of street space and parking of cars is a topic, which is discussed very controversially. Therefore, it can be expected, that the input from the citizens will be very divers – reflecting the diverse interests, needs and convictions of the people. When it comes to re-allocating street space, there will be one group who will "gain" from the changes, but there will be others, who may experience negative effects. It therefore can be expected that there will be no consensus with regard to some of the measures taken. It is clear from the start, that not all wishes and ideas can be fulfilled.

Who is involved in decision making in SUNRISE?

Decision making in SUNRISE is carried out according to the applicable legislation. The sovereignty of the responsible bodies remains untouched. Depending on the type, scope and impact of the measures, decisions are taken by, for example:
- the Borough Parliament ("Stadtteilbeirat");
- the administration of the Free Hanseatic City of Bremen e.g. by the Road Authority ("Amt für Straßen und Verkehr");
- the City of Bremen's Deputation for Environment, Construction, Traffic, Urban Development, Energy and Agriculture;
- Bremen's Parliament ("Bürgerschaft");
- private actors, investors, others.

What financial resources are available through SUNRISE?

SUNRISE is funded by the European Commission' research and innovation programme "Horizon 2020". The financial resources available for the City partners (e.g. Bremen) mainly cover the personnel costs to set up and manage the participation process, the development of an action plan, the implementation of pilot solutions, the evaluation of results and processes. Being funded as a research project, the project has rather limited funding available for investments. Only trials of solutions (pilots) identified for the locations as well as small scale interventions can be covered by the SUNRISE funding from the European Commission. Therefore, the implementation of further measures has to be covered by other sources identified within SUNRISE.

What is the focus area of SUNRISE in Bremen?

In Bremen, SUNRISE will focus on the direct neighbourhood of the "Neues Hulsberg-Viertel", the new housing area currently being developed, and of the hospital "Klinikum Bremen Mitte". Figure 1 gives an indication about the approximate extension of the "SUNRISE-Neighbourhood".

What is the timeframe of SUNRISE?

The project duration of SUNRISE is four years: from May 2017 to April 2021. All direct activities of SUNRISE need to be carried out within this timeframe. Nevertheless, there will be more long-term impacts – as behavioural impacts can be part of a longer process.

SUNRISE is a European Research Project – What does this imply?

Being funded by the European Commission's research and innovation programme "Horizon 2020", SUNRISE has significant research elements. The SUNRISE processes themselves and their impacts will be systematically described and assessed in order to extract transferable key lessons learnt. This extraction of lessons will not only take place towards the end of the project, but throughout the life of the project, for constant reflection to "learn as we go", as well as build guidance for future projects.

As a part of a European consortium, we will share learning and inspiration with partner cities (Bremen, Budapest, Jerusalem, Malmö and Thessaloniki) and will receive guidance and assistance of a number of SUNRISE "Technical Support" partners. In a 'media society', there is a growing role of 'lighthouse projects' and 'best practice examples' elsewhere that inspires and influences local politics and decision-making.

Which are our principles for working together?

In SUNRISE, we want follow the following principles of working together:

- all voices and ideas, different perspectives and opinions are heard and valued in the project
- we facilitate an open discussion and carry out a neutral moderation
- we make processes and results transparent for the citizens and stakeholders
- formal responsibilities e.g. of the politically elected bodies are respected.

How will transparency of the steps and methods taken through the process be ensured?

Transparency is ensured by regularly providing information on the SUNRISE processes, results and the current status of the project. A wide range of communication channels will be applied to reach the different stakeholder groups and the general public

- the SUNRISE website (www.sunrise-bremen.de)
- SUNRISE newsletter or emails to those having subscribed to the SUNRISE-distribution (all interested persons can subscribe under www.sunrise-bremen.de)
- presentations at specific SUNRISE events, workshops etc.
- presentations of SUNRISE at external events, like public meetings of the Borough Parliament, conferences etc.
- press releases
- articles, interviews etc.

All relevant (intermediate) results of the SUNRISE activities in Bremen will be documented in reports and made available. Furthermore, all relevant official SUNRISE "deliverables" (EU-project language: English) will be made available for interested citizens and stakeholders.

Process Design

The implementation of SUNRISE follows a similar approach in all six participating neighbourhoods, which has been predefined in the proposal. SUNRISE consists of six work packages (WP):

WP 1: Inventory of problems and needs in the neighbourhoods, together with residents and stakeholders ("Co-identification of problems & co-validation of needs")

It is the objective to identify and validate local mobility-related problems as perceived by residents and businesses of the action neighbourhoods through collaborative processes. The overall participation process of the project is set up. Residents and other local stakeholders are invited and activated to participate in the project. The open participation process is launched with the identification of problems of needs in the neighbourhood. The outputs of this work package include the neighbourhood mobility status quo description, co-identified and co-validated inventory of mobility concerns and challenges expressed by citizens, experts and stakeholders and a SWOT analysis. The key output will be the Neighbourhood Mobility Dossier.

WP 2: Identification and selection of mobility solutions for the neighbourhood ("Co-development & co-selection of solutions")

Novel solutions are developed, prioritised and selected in this work package, through a collaboration of residents and stakeholders that are interested in, affected by and required for the implementation, operation and maintenance of these solutions. The key output will be a Neighbourhood Mobility Action Plan for each neighbourhood.

WP3: Pilot-like implementation and testing of solutions ("Co-implementation & co-creation of solutions")

Work package 3 deals with the implement of innovative solutions through co-creative processes involving residents and other stakeholders. Within the framework of SUNRISE, solutions will be exemplary tested (pilot actions). Concrete improvements of people's quality of life shall be achieved from these pilot activities. Furthermore, recommendations will be developed to facilitate learning from experience made within the SUNRISE cities, for other interested cities (e.g. a position paper on SNMP Sustainable Neighbourhood Mobility Planning).

WP4: Assessment and Evaluation of outputs and processes ("Co-assessment & co-evaluation")

The objective of this work package is to identify optimal (as well as problematic) co-creation techniques (i.e. participation methods) and solutions for changing mobility patterns with an explicit view on transferability. Participation processes applied and the impact of the developed novel solutions are analysed, assessed and evaluated, both quantitatively and qualitatively. The results will be documented in assessment, evaluation and transferability reports. A key output will be final "Lessons Learned" documents.

WP5: Joint Learning, Communication activities ("Co-learning & Uptake")

This work package includes all dissemination and communication activities from the neighbourhoods to inform, activate and involve residents and other stakeholders (e.g. by project websites, newsletters etc.). Furthermore, findings are disseminated towards other cities and the European research community. An exchange and "co-learning" within the SUNRISE consortium and with so called "Take-Up Cities" which are interested to benefit from the results and findings of SUNRISE is organised. Bremen is additionally active in various networks of cities on national, European and international level.

WP 6: Project Management

This work package involves activities like regular financial and technical reporting to the European Commission and consortium meetings.

2.3. The Co-Identification Process

Tools, formats, events

Figure 22: Internal Kick-off meeting (© M. Glotz-Richter/ City of Bremen)
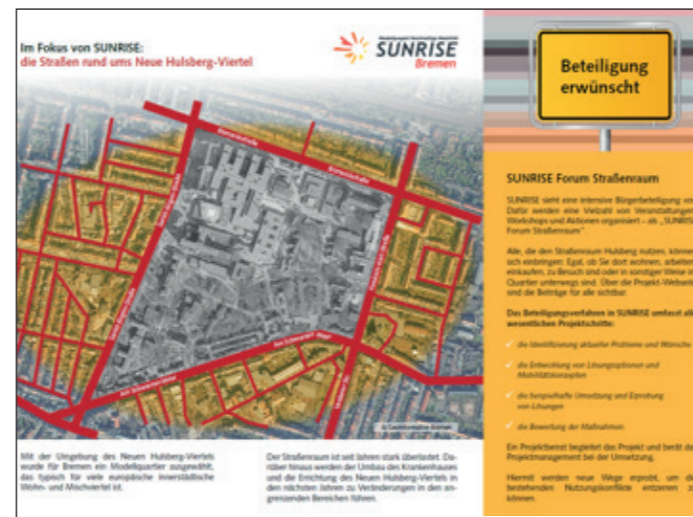
Figure 23: SUNRISE Flyer (City of Bremen)

Figure 25: SUNRISE Kick-off Meeting: Key note speaker Michael Koucky (partner of the SUNRISE consortium) presents how other cities deal with sustainable mobility and parking problems
(© M.Glotz-Richter/City of Bremen)

Figure 24: SUNRISE Kick-off event: Citizens discuss problems in the street room during the workshop (© Gerald Weßel)

Figure 26: Online participation tool on the SUNRISE website: Stated "problems", "ideas" and "good examples" can be allocated to a specific location in the neighbourhood

Internal kick-off meeting (Dec 2017)

The internal kick-off meeting has been organised as a three-hour workshop, to introduce SUNRISE, to identify core group members and to safeguard support and involvement from relevant stakeholders. Around 15 invited representatives of key stakeholder groups have participated: the Borough Administration, the elected Borough Parliament, the Management of the hospital "Klinikum Bremen Mitte", the Development Agency of the new neighbourhood "Neues Hulsberg-Viertel" (GEG), Fire department (Preventive fire protection), Chamber of Commerce, Bremen's parking space management, automobile club (ADAC), German Cyclists' Federation (ADFC) etc.. The meeting has been very successful. The project has been received well and everybody expressed their willingness to support SUNRISE. A number of participants agreed to become a member of the core group.

Start of public relation activities

A wide range of public relation activities have been started in the first phase of SUNRISE, to reach and involve (a cross section) of citizens and relevant stakeholders, to inform about the project, ongoing processes and upcoming events and to report about latest developments. The activities have included the production of press releases, the production and distribution of PR material/ project information, interviews in newspapers/ magazines or invitations of the press to events. There have been a good and positive media echo. The activities will be continued until the end of the project.

Public kick-off-event (Feb 2018)

A public evening event has been carried out as an information event and workshop. It was the aim to inform about SUNRISE, to safeguard acceptance and support from citizens and to involve them into the participation process to come. A key note speech on sustainable mobility solutions in other cities was held by Michael Koucky, technical support partner in the SUNRISE project and mobility expert from Göteborg, Sweden. Last but not least, a workshop has been carried out in which the participants had the opportunity to identify problems in the street room and contribute ideas or good examples. Around 80 participants – interested residents, representatives of local initiatives, businesses, administration etc. – took part in the event.

SUNRISE-website with online participation tool (questionnaire) (Since Feb 2018)

A project website for Bremen's SUNRISE activities has been set up with the aid of SUNRISE partner Urbanista, to provide online information and frequent updates about the project (www.sunrise-bremen.de). A key feature of the website is the online participation tool, which allows citizens and stakeholders to contribute their opinion within the co-creation process, independent from physical events or workshops. The online tool also has been used to display all contributions (including those collected at non-line activities), for maximum transparency. The online tool ("NEXTSEVENTEEN" tool) has been kindly provided by Urbanista.

Figure 27: Example of the wide and positive coverage of SUNRISE by local media

Figure 28: SUNRISE Newsletter

Figure 29: "Street chats" in the neighbourhood (© KW Schlie)

Figure 30: Test ride of Bremen's fire brigade within the SUNRISE neighbourhood, with local media invited (© S. Findeisen/City of Bremen)

Figure 31: Internal Workshop with the SUNRISE core group ("Projektbeirat") (© S. Findeisen/City of Bremen)

Figure 32: Inspirational field trip to Hamburg (© S. Findeisen /City of Bremen)

SUNRISE Bremen newsletter and email communications

Interested citizens have been provided with direct information on SUNRISE by means of a SUNRISE newsletter and email communications. Around 80 persons have registered for the mailing list within a few months.

Series of eight "Street Chats" (Straßengespräche) (Apr 2018)

An opportunity for direct dialogues with residents and "street users" in the neighbourhood was organised by means of series of "Street Chats". The SUNRISE team was present in the neighbourhood with a "mobile market stand", equipped with a tent, table, DIN-A0 street map and prepared cards to collect the input of the people. The team was present at eight dates and different locations. The aim was to make the project known to more residents, to talk directly to residents and street users on site and to collect their views on problems, ideas, good examples. Around 110 persons participated – mostly residents passing the stand by chance. However, some people visited the stand on purpose, after having read about it in the newspaper, to use the opportunity to talk to the SUNRISE team and to contribute their views.

Workshop with Core Group (June 2018)

A three-hour internal workshop has been successfully carried out with the members of the SUNRISE core group. The group jointly validated the SWOT-Analysis, which had been prepared by the SUNRISE team on the basis of the citizen's contributions. Furthermore, the workshops was used to exchange on the process so far and to discuss the plans for the further SUNRISE process ("Neighbourhood learning retreat")

Field trip to projects on sustainable mobility in neighbourhoods (June 2018)

An inspirational one-day field trip was organised for interested residents and other stakeholders to Hamburg (projects visited: "Neue Mitte Altona" and "HafenCity"). The main aim was to collect impressions and ideas from other projects on sustainable mobility solutions. The trip was also used to exchange about the ongoing work in SUNRISE and to discuss the joint further processes ("Neighbourhood Learning Retreat"). Last but not least, the trip served the purpose of team-building. Being a successful event, more field trips will be organised.

Target groups and participants

In SUNRISE, participation of a wide range of stakeholder groups shall be facilitated. Specific efforts will be made to involve groups, which often are underrepresented in participation processes (e.g. mobility impaired people).

The participation process of SUNRISE shall contribute to an increased trust between citizens, other stakeholders and decision-makers. It also shall increase the understanding and appreciation of the demands of all street users and of sustainable mobility options.

Citizens
- contribute their view on problems and own ideas as being „experts" for their neighbourhood
- become involved in the planning and implementation of solutions
- learn about sustainable mobility solutions

Borough administration
- organises support in the borough with a wide range of stakeholders
- acts as an interface between SUNRISE and various initiatives in the neighbourhood as well as to the elected borough parliament („Stadtteilbeirat");
- brings in long term experiences from work in the neighbourhood
- becomes involved in the development of solutions and in their implementation

Elected Borough parliament
- democratically legitimated representation of the citizens in the borough
- acts in the participation process

as an interface between SUNRISE and various initiatives
- brings in long term experience about political conflicts and their solution in the neighbourhood
- is involved in the development of solutions and in decision-making for their implementation

Management of hospital
exchange about the hospital's mobility concept, how displacement effects of car parking (of visitors and employees of the hospital) into the neighbourhood can be prevented
- contributes to finding synergy effects with the SUNRISE neighbourhood
- involved in the development of solutions and in their implementation

Development Agency of New Neighbourhood (Neues Hulsberg)
- interaction between the „new" and the surrounding „old" neighbourhood in relation to mobility and urban development in general
- provides an exchange about the mobility concept of the "Neues Hulsberg-Viertel", how displacement effects of parking cars into the neighbourhood can be prevented
- contributes to finding synergy effects with the SUNRISE neighbourhood
- involved in the development of solutions and in their implementation

Police
- responsible contact for aspects of safety on the streets of the neighbourhood - especially concerning traffic aspects
- becomes involved in the development of solutions and in their implementation

Fire department
- responsible contact for aspects of preventive fire protection in the neighbourhood
- supports SUNRISE with test rides with the fire brigade's vehicles on the streets of the neighbourhood
- becomes involved in the development of solutions and in their implementation

Chamber of Commerce
- represents the business community and their needs
- becomes involved in the development of solutions and in their implementation

Bremen's parking space management (BREPARK)
- responsible for parking space management, operation of parking garages and implementation of on-street car sharing stations etc.
- becomes involved in the development of solutions and in their implementation

Automobile Club (ADAC)
- represents motorists and their requirements
- becomes involved in the development of solutions and in their implementation

German Cyclists' Federation (ADFC)
- represents cyclists and their requirements
- becomes involved in the development of solutions and in their implementation

Citizen's initiative for the development of a cooperative housing project in the new neighbourhood ("Stadtteilgenossenschaft Neues Hulsberg")
- represents citizens, who actively seek to develop new solutions for the new development area (Neues Hulsberg Viertel)
- can contribute to finding synergy effects with the SUNRISE neighbourhood
- becomes involved in the development of solutions and in their implementation

Association, which provides ambulant care ("Ambulante Versorgungsbrücke e.V.")
- represent elderly or mobility impaired people and their requirements in street space
- becomes involved in the development of solutions and in their implementation

Ministry of Internal Affairs (Senator für Inneres, der Freien Hansestadt Bremen)
- is responsible for issues relating to the police and public order
- becomes involved in the development of solutions and possible in their implementation

2.3. The Co-Identification Process

Constitution/Formation of the Core Group

Set Up of the Core Group (CG)

The implementation of the core group was very successful and without problems, as key stakeholders had a strong professional and/or personal interest in improving the mobility situation in the SUNRISE quarter and they have been willing to become directly involved. The involvement of key stakeholders needed diverse informal meetings in advance, to inform about the project, its targets, the planned processes etc. It has been supportive that many of the core group members and parts of the SUNRISE team have known each other before. Some have worked together before in other professional contexts, and in many cases, there have been already established trustful relations.

- Format: open group, with irregular meetings every couple of months (due to time constraints of relevant key stakeholders)
- Legal form: No legal form
- Meeting place: Different meetings places, e.g. rooms from borough administration, rooms of SUNRISE management team (of Free Hanseatic City of Bremen)
- Funds: no funds
- The SUNRISE implementation team is the head of the core group

Work mode of the Core Group

Decision making procedures
There are no strict decision-making procedures established for the CG. The group works 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. Depending on the type, scope and impact of the measures, decisions are taken.

Current members of the Core Group

- **Susanne Findeisen**
Project Manager responsible for SUNRISE at Free Hanseatic City of Bremen, Ministry of the Environment, Urban Development and Transportation (Der Senator für Umwelt, Bau und Verkehr - SUBV)

- **Michael Glotz-Richter**
Project Manager responsible for Sustainable Mobility at Free Hanseatic City of Bremen, Ministry of the Environment, Urban Development and Transportation (Der Senator für Umwelt, Bau und Verkehr - SUBV)

- **Daniel de Olano**
Borough Parliament (Stadtteilbeirat Östliche Vorstadt)

- **Sven Eckert**
German Cyclists' Federation (ADFC)

- **Steffen Eilers**
Borough Parliament (Stadtteilbeirat Östliche Vorstadt)

- **Hellena Harttung**
Borough Administration (Ortsamt Bremen Mitte/Östliche Vorstadt)

- **Andreas Kartscher**
BREPARK GmbH - Bremen's parking garage operator

- **Helmut Kersting**
Borough Parliament (Stadtteilbeirat Östliche Vorstadt)

- **Florian Kommer**
Property Development Agency Hospital Bremen-Mitte (GEG Grundstücksentwicklung Klinikum Bremen-Mitte GmbH & Co KG)

- **Anne Mechels**
Citizen's initiative for the development of a cooperative housing project in the new neighbourhood ("Stadtteilgenossenschaft Neues Hulsberg")

- **Frank Möller**
Fire Department Bremen (Feuerwehr Bremen)

- **Daniela Wendorff**
Hospital Bremen Mitte (Klinikum Bremen Mitte)

- **Elsbeth Rütten**
Ambulantory Supply Bridge Initiative (Ambulante Versorgungsbrücke AVB)

- **Dirk Matthies**
Automobile club (ADAC)

- **Axel Lindemann**
Police Bremen (Police Station Steintor)

- **Torsten Öljeschläger**
Ministry of Internal Affairs (Der Senator für Inneres)

- **Olaf Orb**
Chamber of Commerce (Handelskammer)

The results of the Co-Identification phase:
The process from collection towards synthesis

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 (e.g. 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 of 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 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
Members of the SUNRISE Team, the core group, citizens and other stakeholders increased their knowledge on sustainable mobility options and could learn from best practice examples.

Validation of top-down SWOT Analysis
On the basis of 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.
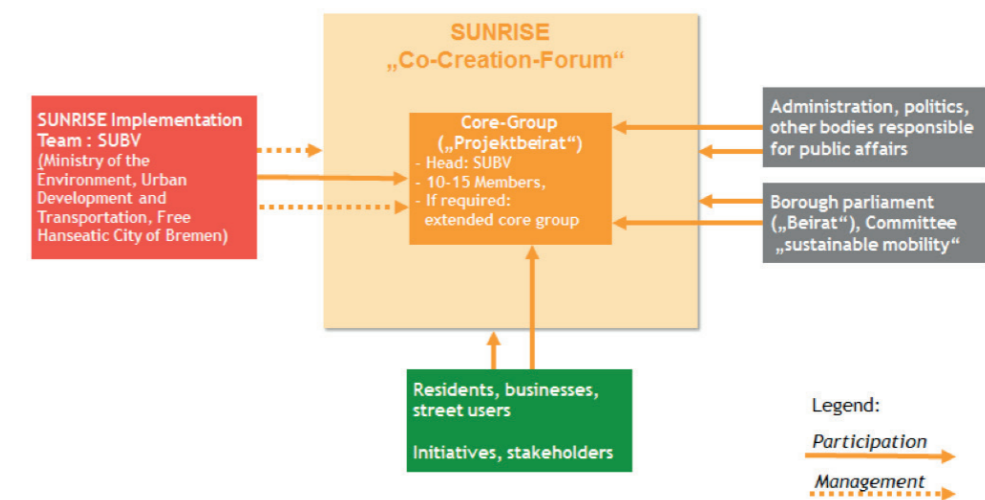
Figure 33: The structure of the participation ("co-creation") process, © City of Bremen

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.

Data collection
- All contributions from citizens have been made visible through the online-tool
- Online contributions are directly visible
- "non-line" contributions (from workshops, street chats) are transferred into the online-tool (with clear identification of the date and location of contribution) by the SUNRISE team
- Contributions of citizens and stakeholders (problems/ideas/good examples) have been analysed and grouped with regard to "topics mentioned"
- Summaries of citizens input, with example "quotes" and locations mentioned in this context have been produced
- Results have been used as basis for SWOT Analysis and strategy development

- Contributions have shown the whole spectre of problems. However, the contributions cannot be considered as "representative".

The first participation phase has been very successful. Overall, 381 contributions (=statements cards) from citizens have been collected from the end of February until the beginning of June 2018. Around 200 persons contributed their statements in the kick-off-Workshop, via the online-tool and in the series of eight „Street Chats".

The 381 filled out "statement cards" contained:

- 321 statements on specific problems:
  - 285 of those referring to the locations with the SUNRISE neighbourhood (shown in detail below)
  - 32 refer to other locations
  - 4 „other" statements, not directly relevant

- 97 statements on specific ideas
- 36 good examples

2.4. Culminating Outcomes

Collected problems
(285*)

#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*)

#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 baths (2*)

#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 due to the development of "Neues Hulsberg" quarter (4*)
- Loss of parking space (3*)

#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 divers, cyclists ride on the wrong side of the road, cars illegally turning) (9*)
- Cycling on sidewalks (5*)
- (Little) consideration of other road users (e.g. from cars who overtake cyclists or from fast cyclists) (4*)
- Car drivers crossing the traffic lights when the lights are red (3*)

#Problematic crossings (34*)

- Lacking/ improvable crossing aids (20*) (out of this: 11* junction Humboldtstraße/ St.-Jürgen-Straße)
- Traffic light circuit unfavourable for pedestrians/cyclists (14*)

#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 (benches etc.) (2*)
- Polluted street room (waste etc.) (2*)

#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 Bismarckstraße") (1*)

#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. dust bins, bulky waste, bikes, bollards)

#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)

#Route Connection (4*)

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

#Public transport (3*)

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

The list summarises the 285 specific problems referring to locations within the SUNRISE neighbourhood and how often they have been mentioned.

Comments:

- 4* contributions did not target the concrete topic, they have not been included in the above summary
- additional 32 contributions on "problems" were made to locations outside the SUNRISE area – those are not included in the above summary

Collected ideas
(97*)

The following list summarises all 97 specific ideas and how often they have been mentioned:

#Parking (33*)

- Introduction of residential parking (9*)
- Creation of more parking space (with new building projects); intensifying the use of parking space (e.g. on hospital area: Multiple use considering shift workers, underground car park) (6*)
- Stronger monitoring to enforce car parking in accordance with the road traffic regulations (4*)
- Allocation of parking costs on public space to the users (2*)
- Reduce parking spaces (2*)
- Establishing loading zones for delivery vans (1*)
- Using /re-investing income from parking management for public transport (1*)
- Using flower buckets (instead of bollards) for preventing illegal parking (1*)
- Clear markings to indicate legal parking spaces (1*)
- Implementation of no-parking zones (1*)
- Check the actual usage of private parking garage (to contain misuse) (1*)
- Legalising parking halfway on sidewalks (on one side of the street) (1*)
- Regularly changing the street side on which parking is allowed street cleaning (1*)
- Using stickers "Do not park on our sidewalks" (1*)
- Higher sanctions for illegal parking (1*)

#Bicycle Traffic (27*)

- Improvement of bike paths (6*)
- Improvement of route connections (5*)
- Improvement of crossing aids (4*)
- Implementation of additional bicycle streets ("Fahrradstraßen") (4*)
- Increase bike sharing services (also cargo bikes) (2*)
- Implementation of "waiting zones" for bikes in front of traffic lights (1*)
- Clearer marking of bicycle streets ("Fahrradstraßen") (1*)
- Grinding off/flattening cobblestone pavements (1*)
- Bi-directional cycle paths (1*)
- More bike racks (1*)
- Awareness-raising campaign (1*)

#Car Traffic (21*)

- Introduction of speed limits (13*) (e.g. Friedrich-Karl-Straße, Bismarckstraße, Myrthenstraße, Schaumburger Straße)
- More car sharing (2*)
- Reduction of the width of traffic lanes (1*)
- Speed monitoring (1*)
- Banning of trucks (1*)
- Car-free city centre (1*)
- Leaving individual motorised traffic behind – towards public transport, bike traffic and walking (1*)
- Removal of the already installed width reduction of traffic lane (Braunschweiger Straße) (1*)

#Quality of Life (6*)

- Implementation of "temporary play streets" (4*) (e.g. Anna-Lühring-Straße, Sachsenstraße)
- Improving the quality of stay (2*) (e.g. Seats in public space, use of area of former filling station at Am Schwarzen Meer)

#Pedestrian Traffic / Accessibility (5*)

- Specific activities for students (e.g. Joint walks/bike rides to schools, temporary closing of roads before school starts) (3*)
- Improve accessibility (2*) (e.g. Hemelinger Straße)

#Public Transport (5*)

- Implementation of additional bus stop (3*)
- Higher service frequencies of trams (1*)
- Shuttle/mini bus ("bus-on-demand") to the hospital (1*)

Collected good examples
(36*)

The following list summarises 36 good examples collected and how often they have been mentioned:

#Bicycle Traffic (17*)

- Improved bicycle infrastructure (7*) (e.g. asphalt bike path on cobble stone – in Schaumburger Straße; Am Schwarzen Meer, St.-Jürgen-Straße)

- Implemented bike racks (2*) (e.g. Graf-Waldersee-Straße)

- Implemented bicycle streets ("Fahr-radstraßen") (2*) (Graf-Haeseler Straße, Humboldtstraße)

- Good bike paths (1*) (Bismarckstraße)

- Traffic lights for bike paths (1*) (Fried-rich-Karl-Straße)

- Allowing cycling against the one-way street direction (1*)

- Copenhagen as good example for bike traffic (1*)

- Traffic control for cyclists (example City of Münster) (1*)

- Bike riding training for migrants (1*)

#Car Traffic (8*)

- Through traffic prevented (4*) (e.g. Sachsenstraße)

- Electric recharging points (1*)

- Car-sharing (2*)

- Bike racks serve as space reserve in narrow streets (where cars and bikes can pass each other) (1*)

#Quality of Life (5*)

- Greening of streets (3*) (Schaumburger Straße, Humboldtstraße, Verdener Stra-ße)

- Street suitable for playing (1*) (Manteuf-felstraße)

- Cobble stones allow rain water to infli-trate into the ground (1*)

#Pedestrian Traffic / Accessibility (3*)

- Good crossing possibilities (2*) (Oster-deich)

- Wide sidewalks (1*) (Humboldtstraße)

#Parking (2*)

- Temporary residential parking zone du-ring Soccer-Games (1*)

- Bollards prevent illegal parking (1*)

#Other (1*)

Contradictions and Correlations

- The input from the citizens show the whole spectrum of problems for all mobility modes: walkers, cyclists, car drivers and public transport users. Also, although it has not been the main element of this participation activity, many good ideas and examples have already been identified by the citizens. The answers of the citizens illustrate, that there are – as expected – contradictory demands for the street space: Many people wish for less car traffic and space consumption for car parking – to give more room for other street users. Others demand for more parking space.

- It is clear, that the contributions collected cannot be considered as representative. The number of participants is too low for that and some citizen groups (e.g. mobility impaired people, young people) have been underrepresented. Therefore, the count of how often a particular issue has been mentioned cannot be used to identify clear priorities. But the input can be well used as a basis for further analysis of the problems and demands. This should also include the particular consideration of groups and their demands who have not been considered adequately so far. It is a general question in particpation processes, whether demands

of certain groups (e.g. mobility impaired persons, more vulnerable road users) should have a higher value in the weighting process of planning.

- Some ideas mentioned are outside the direct framework of action of SUNRISE, as they are not compatible with local or national legislation. Other ideas are simply not financeable within a foreseeable time. Nevertheless, those ideas are still valid as they can serve as stimulations for future projects or initiatives to adapt legislation.

SWOT-Matrix

STRENGHTS

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

SWOT-Matrix

STRENGHTS

Local public transport

High frequency of tramlines and buses

Coordinated timing of trams (time-shifted)

Some public transport services also at night

Good bus stop facilities (roofed, protected from rain/wind)

Dynamic passenger information

Barrier-free public transport vehicles (low-floor technology, use of lifts, etc.)

Environmentally friendly engines (trams with 100 percent green electricity, 3 electric buses)

Electronic tickets ("BOB Ticket", mobile ticket of the VBN Regional Traffic Association)

Joint ticket system for all public transport of regional traffic association VBN

App for timetable and ticketing available

Individual motorised transport

Generally comparatively few road congestions in Bremen and in the neighbourhood

low share of individual motorised transport in relation to total traffic (25 percent of all ways by car for statistical district „Bremen Mitte") compared to Bremen as a whole (36 percent)

Small number of cars compared to other districts and the German average (in the borough "Östliche Vorstadt": 34.3 cars/100 inhabitants; 31.4 private cars/100 inhabitants; Bremen in total: 41.1 cars resp. 35.6 cars/100 inhabitants; Germany: 55,5 cars/100 inhabitants)

High share (48 percent) of households without cars (46 percent with 1 car/household; 6 percent with 2 cars/household) (for statistical district "Bremen Mitte")

More than 15000 users of station-based car-sharing in Bremen; 4 stations with 11 vehicles in the neighbourhood (in the wider area: 14 additional stations, 54 vehicles)

Many one-way streets – reduces through traffic in many residential streets

Temporary resident parking is regularly established during soccer games in the local soccer stadium (free parking space just for residents)

2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

WEAKNESSES	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

Some traffic lights are unfavourable for pedestrians (too short green light phases for crossing the whole street, long waiting time)

Some hazardous locations for pedestrians near bus/tram stops, where users of the bus/tram easily get in conflict with individual motorised transport or cyclists

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)

(Almost) no public seats

Few spaces of encounter

Temporary problems: Littering

Bicycle traffic

Many cycle paths are too narrow

Cycle paths are often blocked by cars, which do not park in accordance with the rules, which leads e.g. to unsafe situations due to the reduced visibility for cyclists

Cobblestone roads in many residential streets which are difficult to drive on by bike (comfort/safety issue)

Often poor surface quality of cycle paths

Some cycle paths with interruptions or ending abruptly

Risk of accidents due to cycle paths in the close proximity of parked cars (opened car doors)

Risk of accidents due to spatially separated cycle paths which reduce the visibility of cyclists)

Risk for bike riders by incorrect turning of cars and disregarding the priority regulations

Lack of attention/consideration of some motorists, e.g. urging cyclists using the road

No consistent design of "bicycle streets", resulting in uncertainties among street users and some disregarding the specific rules

Not all cyclists use the "bicycle streets" according to the rules, e.g. as they feel unsecure about riding on the road (Humboldtstraße)

Traffic lights partially unfavourable for cyclists

Not enough parking spaces for bicycles or bicycles with special features, e.g. for (expensive) e-bikes or cargo bikes (rain-prove, secured, with large dimensions)

Missing crossing aids, e.g. on main roads

Barrier effect of the hospital "Klinikum Bremen Mitte"

Lack of good bicycle routes connecting the neighbourhood with different parts of the city

Inadequate accessibility of the neighbourhood via important junctions in the surrounding area (e.g. "Am Dobben")

Parts of the population are not riding bicycles at all

Limited range of rental bicycles and almost no bike-sharing offer of freight bikes

Risky ways for cyclists where tram tracks have been laid ("Vor dem Steintor").

SWOT-Matrix

Local public transport

No barrier-free bus/tram stations (kerbstone heights of 12 cm)

Noise pollution from rail traffic

Relatively unfavourable public transport access in "Neues Hulsberg" area, especially for hospital (distance from tram stops e.g. to main entrance; for shift workers hardly usable because of the few night rides)

Despite sufficient traffic potential, the implementation of a new railway station ("Mitte") is not feasible

16 percent of all journeys are made by public transport (statistical district "Bremen Mitte", Bremen as a whole: 16 percent) – this is a rather low value compared to other cities

Individual motorised transport

No residential parking in the neighbourhood – foreigners compete with residents for parking spaces

Free parking in public spaces – only a few exceptions

Free parking attracts car traffic

Only few parking area monitoring: toleration of cars not parked in accordance with the rules (Parking not in accordance with the rules is perceived as „customary law")

Often cars are parked illegally (double-sided parking or parking half-way on the pavement) and thus block the way for other street users

There are significant safety risks for residents as ambulance services and the fire brigade often cannot pass junctions or streets due to the illegal parking of cars

Stationary traffic dominates many roads

Continuously very high parking pressure (more cars than parking spaces) which leads e.g. to a lot of traffic due to the search of parking spaces

Parking pressure is additionally increased by the many visitors of the quarter/hospital/soccer games etc.

The hospital "Klinikum Bremen Mitte" generates high car traffic

Only a few parking spaces are clearly marked

Very high traffic volume on the main roads which leads to noise and air pollution

Road space often strongly car-oriented

Lots of through traffic on all main roads and in individual residential streets

Increased noise due to cobblestone pavement

Car drivers often exceed the speed limit (partly subjective perception)

Low fees for parking in parking garages (in the city centre / next to the neighbourhood), public transport more expensive

Very low availability of charging stations for alternative fuels – electric charging stations, hydrogen filling station

Car-sharing in the neighbourhood has almost no e-vehicles

Occasionally poor condition of the road surface

No parking garage in the neighbourhood

SWOT-Matrix

OPPORTUNITIES	OPPORTUNITIES

High quality and availability of station-based car sharing in Bremen (Cambio, Flinkster, MoveAbout)

New leasing offers for bicycles for the job (instead of company cars)

A high level of environmental and sustainable mobility awareness among residents

Vehicles with low-emission engines-reduction of environmental pollution

Atmosphere "pro bicycle/pedestrian" in the neighbourhood (and in Bremen in general), coming from the population, politics and being supported by initiatives

Discussion about diesel and impending driving bans in other cities

Declining importance of driving licence and car ownership among young people

Aging society – which could lead to an increasing consideration of accessibility

Replacement of car rides / attracting new groups of cyclists with pedelecs/e-bikes and freight bicycles (additional areas of use and larger radius of action)

Development of the hospital and the "Neues Hulsberg" area could enable improved pedestrian routes between neighbourhoods

Trend: "using" instead of "owning"

EU, federal and regional funding programmes for sustainable mobility (e.g. for digitisation in pedestrian traffic)

Many car-sharing users ("testimonials")

Framework conditions of the federal policy is beneficial for a change in transport policy

A study, commissioned by the city of Bremen, showed that one station based shared car can replace 16 individual private cars

Strategies of Bremen's transport policy promote sustainable mobility

Bike-sharing providers (also freight bikes, e-bikes) looking for markets

Inclusion/participation as objective of many policy areas

Innovative „micro-hubs" concept facilitating local logistics – use of decentralised distribution points by suppliers / parcel service providers

New "Neues Hulsberg" area residents increase public transport demand

Digitisation in traffic (e.g. sensor-controlled parking management systems to reduce parking search traffic, apps for barrier-free routes)

Potentially new tram stop "Sorgenfrei" could give better accessibility to "Neues Hulsberg" area

Innovative shuttle concepts (e.g. VW: Moia) supplement public transport

Popular urban living environment – citizens become involved to increase the quality of life in „their" neighbourhood

„Micro-mobility" (electric scooters, segways, hoverboards) as opportunity for sustainable mobility but requires to clarify where and how to use

New mobility offers through the new development of the hospital/"Neues Hulsberg" area, which can also be used by local residents (car-sharing, micro-hubs, parking facilities, etc.)

Short distances in the neighbourhood, good local supply situation

New residents in "Neues Hulsberg" area secure the demand for a local supply with everyday necessities (i.e. a contribution to make local shops economic viable in the long term – which contributes to a liveable city)
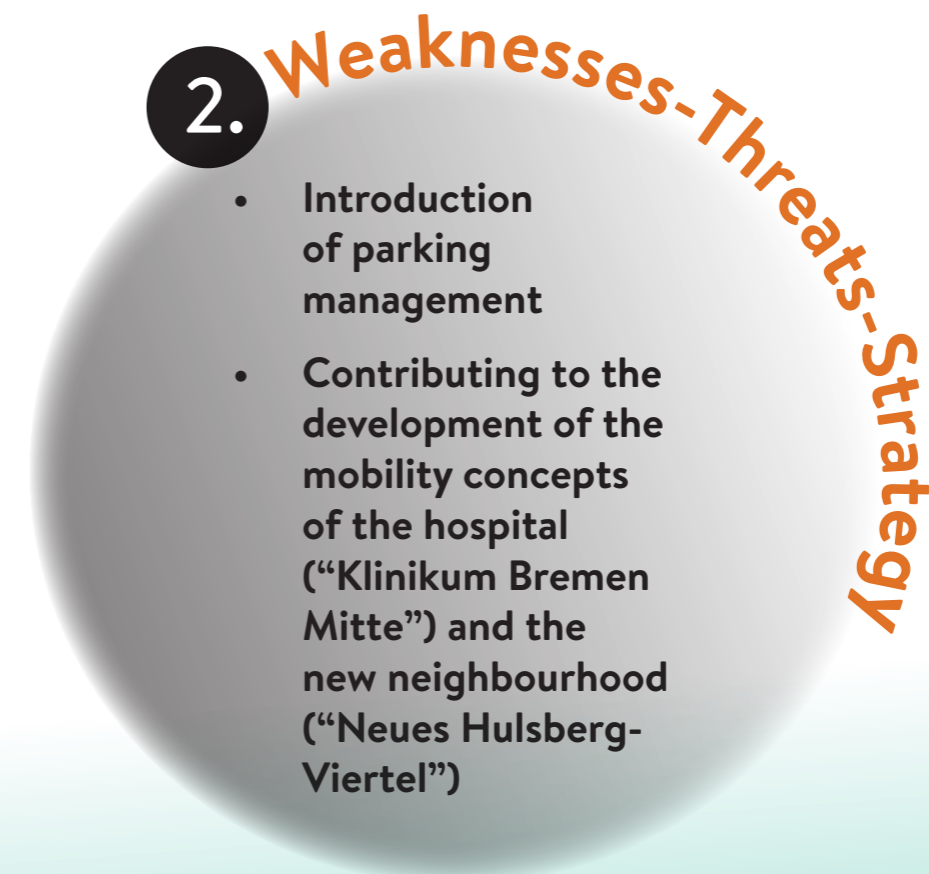
SWOT-Matrix

Additional traffic through new development of the hospital/"Neues Hulsberg" area (e.g. at entrances and exits to car parks)

Ambitious mobility concept of the "Neues Hulsberg" area which could lead to the relocation of stationary traffic to the surrounding districts

Delay of several years in the construction of the multi-storey car park of the hospital "Klinikum Bremen Mitte"

With the development of the Hospital/"Neues Hulsberg" area comes an elimination of unofficial parking areas (at night) for residents from neighbouring streets which could lead to an increasing parking pressure for the neighbourhood

Unfinished mobility concept of the hospital

Possible conflicts between supporters and opponents of cobblestone

A high number of bicycle theft

Cycling infrastructure is not suitable for increasing speed differences and vehicle widths (pedelecs/e-bikes, freight bicycles, child trailers)

Potentially reduced acceptance of bike-sharing due to (non-regulated) free-floating bike-sharing offers (many cities have experienced problems with the large number of wildly parked bikes of bike sharing companies)

Free-floating car-sharing offers tighten parking problems

„Micro-mobility" (electric scooters, segways, hoverboards) can become a problem if used with some speed on sidewalks

High public transport ticket prices: it can prevent people to use buses or trams (and can increase the use of private cars)

Economic constraints of BSAG (Bremen's Public transport company)

Election of the City Parliament ("Bürgerschaft") and Borough Parliament ("Stadtteilbeirat") in spring 2019: Sensitive decisions might become postponed for the time after the election; possible new political objectives of transport policy

Lack of courage (political will) to demand enforcement of traffic rules

Unclear financing of measures (limited budget of Bremen)

Long process for the further development of the traffic rules (legislative procedures)

Increase of match days in the soccer league – additional burdens for residents during the working week

Increasing number of parents driving their children by car to school, leisure activities etc. ("mama taxi / Elterntaxi")

(Subjectively perceived) increase of aggressiveness/lack of consideration in road traffic

Increased parking pressure through digital aids for drivers (e.g. apps for displaying free parking spaces)

Increasing car ownership through gentrification

Increasing motorised traffic (also with electric cars)

Increasing number of commuters in Bremen

Increasing width of cars exacerbates parking problems (SUVs)

More delivery traffic due to increasing online trade

"Micro-mobility" on sidewalks (electric scooters, segways, hoverboards) can interfere with pedestrians if the according infrastructure is not designed to meet those extra needs

Privileged status (i.e. tax advantages) of company cars increase the use of MIV

Low fines for illegal parking

2.5 SWOT Analysis & Corridor of Options

SWOT-Strategies

The "Weaknesses-Opportunities-Strategy" can be used to improve weaknesses by taking advantages of opportunities.
The "Weaknesses-Threats-Strategy" can be used to minimise weaknesses and avoid dangers in Bremen.

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")**

2.5 SWOT Analysis & Corridor of Options

Corridor of Options

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. The current atmosphere "pro bicycle/pedestrian" coming from the population, politics and being supported by initiatives could change the political will to tackle the conflicts around car parking and to shift the space allocation towards a fairer consideration of the demands of other street users. To reduce effects on residents, this strategy should be implemented in combination with parking management measures and with improved offers on alternative mobility options.
The following actions might be an option for the SUNRISE neighbourhood:

- Stronger monitoring (and fining parking offences) to enforce parking in accordance with the road traffic regulations
- Constructional measures to reduce illegal parking (e.g. bollards in narrow junctions)
- Other measures to reduce illegal parking (e.g. markings to clearly indicate legal parking spaces)

2. Introduction of parking management (W-T-Strategy)

The current situation of free parking in the neighbourhood for everybody attracts parking cars and the related traffic. Thus it intensifies the problem around the limited street space available for residents. Therefore parking management measures shall be implemented to enable the steering of parking in the neighbourhood. This is particularly important for reducing the potential threat of attracting parking visitors and employees of the hospital and to reduce possible relocation effects of stationary traffic into the neighbourhood, derived by the ambitious mobility concept of the "Neues Hulsberg" area.

A fee based parking has to be introduced in combination with residential parking to allocate the limited parking space available to residents and to reduce the attractiveness for visitors to park in the neighbourhood. This has to be accompanied by a tuned price system for local public transport and parking fees – so that public transport becomes more attractive than car rides or even private car ownership. Finally parking opportunities should be further developed. The exploitation of existing space (e.g. supermarkets) for the public can be a cost-efficient option. It has to be investigated, if the construction of a multi-storey car park is also an option.

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

- Pricing of parking space/introduction of fee based parking in public areas
- Introduction of residential parking
- Coordinated price system of local public transport and car parks/parking fees in adjacent neighbourhoods (to make public transport more attractive)
- Development of parking opportunities for the public on existing car parks/spaces on private properties
- Construction of (multi-storey) car parks to reduce the number of parking cars on the streets

3. Support of sustainable mobility options (W-O-Strategy)

The support of sustainable mobility options will be a vital strategy in a situation where the street space is very limited, the space for parking is scarce and common (illegal) parking practices needs to be further reduced to prevent blocking of other street users. Sustainable mobility options (walking, cycling, using public transport) and innovative services (e.g. car-sharing, sharing of freight bikes) can reduce the number of private cars. Therefore, related offers have to be enhanced and conditions have to be improved to draw more people or "users" towards sustainable mobility and away from using or owning cars.
The following actions might be an option for the SUNRISE neighbourhood:

- Further increase of car-sharing stations to create alternatives to private car ownership
- Implementation of lending station(s) with (rental and) freight bicycles etc.
- Creation of bicycle parking spaces in the neighbourhood - also rain protected/ large dimensioned / secured spaces for pedelecs, freight bicycles etc.
- Measures to improve cycling infrastructure (cycle paths, better marking of cycle paths etc.)
- Measures to privilege bicycle traffic (further development of "bicycle streets", introduction of "bicycle zones")
- Micro-hubs (decentralised collection points for suppliers / parcel service providers), to reduce delivery traffic
- Barrier-free/cyclist-friendly road surface (no cobblestone) in residential streets, to increase accessibility and to free the sidewalks from cyclists
- Measures to improve important crossing situations (street refuge, traffic lights, pedestrian crossing)

2.5 SWOT Analysis & Corridor of Options

Corridor of Options

- New street design to implement innovative mobility concepts („meeting zones", „shared space") instead of speed limitation to 30 km/h
- Digital help to improve the finding of available parking space
- Digital help for pedestrian traffic
- Further improvement of accessibility of public transport stations
- Measures to increase accessibility for mobile impaired and visually impaired people (paving, lowering, tactile elements, etc.)
- Revision and further development of public transport services (stops, lines)
- Innovative services complementing conventional public transport (shuttle buses, new taxi services, bike sharing etc.)

4. Improvement of the quality of stay (W-O-Strategy)

Currently in many streets of the "SUNRISE"-neighbourhood the quality of stay is reduced by the dominance of parking cars. The potential of many streets is not utilised to invite residents to meet, to communicate or spent time in them. Furthermore, children have not many options to play in the public area. Measures should be taken to improve the quality of stay in the streets. They can be supported by resident's initiatives: There is a high level of environmental and sustainable mobility awareness among residents and many of them have proved to be very engaged. This engagement can be used by for

- The creation of more space for play of children (playgrounds, traffic-calmed streets - „play streets", temporary "play streets")
- Measures to improve the quality of stay: greenery initiatives, waste bins, expansion of „nice toilet" initiative of gastronomy, benches etc.

Another important measure can be the enforcement of speed restrictions, which can add to the quality of life and safety in the neighbourhood, in particularly:

- Speed monitoring on main roads

5. Contributing to the development of the mobility concepts of the hospital ("Klinikum Bremen Mitte") and the new neighbourhood ("Neues Hulsberg-Viertel") (W-T-Strategy)

The motivation for SUNRISE in Bremen has been the new developments in Hulsberg – the re-alignment of the hospital and the development of a new housing area – with the related concerns about increasing the existing traffic and parking problems for the neighbouring streets. It is clear that solutions for a better use of street space need to encompass the whole area, a) to avoid relocation of problems b) to make use of synergy effects between the neighbouring areas and the hospital. Therefore, it will be an option to become involved in the development and/or implementation of the mobility concepts of the hospital and the new neighbourhood and to consider those concepts in the design of own measures.
The following action might be an option for the SUNRISE neighbourhood:

- Consideration of the mobility planning of the hospital "Klinikum Bremen Mitte" and the new Neighbourhood "Neues Hulsberg-Viertel" (using synergies, becoming involved)

6. Implementation of information campaign (W-O-Strategy)

Sustainable mobility – innovative options and services, costs, benefits etc. – need to be communicated to the public to initiate a change of habits. The organisation of events and activities can be suitable to establish first contacts to new technologies and to make people curious and interested. Last but not least the understanding of other street users demands is essential for creating an acceptance for a reallocation of street space.
The following actions might be an option for the SUNRISE neighbourhood:

- Information campaigns about (sustainable) mobility offers, car-sharing, multimodality, consideration etc.

2.6 Lessons Learnt

What went well? What didn't work?

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.

What should be developed further?

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.

2.6 Lessons Learnt

Main drivers

Key stakeholder: long history of working together

Highly engaged citizens

Information needs and participation demands   High interest of local media

Strong support for the project from key stakeholders

Need for different participation options/formats to reach different stakeholder groups   Current developments in the neighbourhood

A high pressure of problems

Important topic of discussion for years

Good examples serve as inspiration

Main barriers

Unfulfilled expectations with preceding participation processes

Data protection

Time constraints with relation to joint meetings, events with the core group

Missing Support with individual key stakeholders

Reaching and involving (a cross section) of citizens

- **#1 Strong support for the project from key stakeholders**
  SUNRISE is strongly supported by key stakeholders (the borough administration and the elected borough council and others). Many key stakeholders have become member of the core group.

- **#2 Highly engaged citizens**
  There are many highly engaged citizens, who are interested in becoming involved in any process relating to their neighbourhood, the environment in general etc. Some of them have experiences with participation processes.

- **#3 A high pressure of problems**
  The problems with relation to over-used street space and car parking are considered to be very high in the neighbourhood.

- **#1 Reaching and involving (a cross section) of citizens**
  It is a challenge to reach and involve a good cross section of citizens with public relation activities and participation events,
  - e.g. the online tool only reaches people with high web-affinity; some (often senior) people do not use the internet
  - e.g. not everybody can participate during evening events (time/mobility constraints)
  - e.g. participating at an excursion is time-consuming and not everybody can and wants to invest the time/effort
  - generally, persons get involved who have a (strong) interest in mobility issues as well as in their living environment and who have the time/ability to do so

- **#2 Time constraints with relation to joint meetings, events with the core group**
  It has been difficult to find time slots for events which suit all invited stakeholders (some of them act in an honorary function, with regular jobs at the day time).

- **#3 Unfulfilled expectations with preceding participation processes**
  Some residents/initiatives of the neighbourhood have been engaged in other participation process before. Some of those participation processes have created (in parts) frustration, due to unfulfilled expectations (very long duration of the process; the feeling that ideas were not adequately considered in decisions making). As a consequence, there have been limited trust towards "another" participation process (i.e.SUNRISE) with some individuals and a reluctance to participate.

2.7 Following Steps

Conclusion Drawn & Further Concept (Activities, Ideas, Wishes, ...)

September 2018

Strategy development Workshop

1

What?
• To discuss and validate strategies and measures for the SUNRISE neighbourhood
• To discuss and validate strategies and measures for the SUNRISE neighbourhood

How?
• Workshop
• Open Group discussion

Who?
• Members of core group

November 2018

Field trip to Cologne

2

What?
• Inspiration from other neighbourhoods
• Teambuilding
• To learn how other other cities/ neighbourhoods deal with parking problems (residential parking, parking management etc.)

How?
• Meeting with representative of local traffic authority etc.
• Guided tour around the visited neighbourhood

Who?
• Interested citizens, stakeholders (representatives of the administration, borough parliament etc.), members of the core group etc.

Mai/June 2019

Public event and workshop on action

3

What?
• To inform about the outcomes of the first phase of the participation process, the preceeding analysis and the suggested action plan
• To collect a feedback on the action plan
• To facilitate participation of citzens and stakeholders
• To increase the understanding for the measures

How?
• Information event (presentation of results)
• Workshop element to collect citizens` feedback

Who?
• Interested citizens, stakeholders (representatives of the administration, borough parliament etc.), members of the core group etc.

June 2019

Field trip to Munich or another suitable city

4

What?
• Inspiration from other neighbourhoods Teambuilding
• To learn how other other cities/ neighbourhoods deal with parking problems (residential parking, parking management etc.)

How?
• Meeting with representative of local traffic authority etc.
• Guided tour around the visited neighbourhood

Who?
• Interested citizens, stakeholders (representatives of the administration, borough parliament etc.), members of the core group etc.

June - October 2019

Several thematic walks

5

What?
• To show problems and explain measures
• To target specific stakeholder groups
• To increase the understanding for other street users and the need for measures

Who?
• Interested citizens, stakeholders (representatives of the administration, borough parliament etc.), members of the core group etc.

2.8 Data & Expertise

Resources the city can offer

Active participation of municipal staff in the process
City staff from a wide range of departments (Borough Administration, Ministry of Internal Affairs, Traffic authority, Fire Brigade, Police etc.) invest time and energy to support the overall process, provide technical information/analyses/investigations, organise activities, participate in informal meetings, workshops and events etc.

Decision-making
Decision-making on measures for the SUNRISE neighbourhood will be carried out according to applicable legislation: The sovereignty of the responsible bodies remains untouched. Depending on the type, scope and impact of the measures, decisions are taken by e.g. the Borough Parliament ("Stadtteilbeirat"); the administration of the Free Hanseatic City of Bremen e.g. by the Road Authority ("Amt für Straßen und Verkehr"), the City of Bremen's Deputation for Environment, Construction, Traffic, Urban Development, Energy and Agriculture, Bremen's Parliament ("Bürgerschaft")

Technical planning
Prior to implementation the measures identified and decided on needs more detailed planning, which will be managed by the Municipality.

Access to municipal communication channels
Public relations are vital to reach the target groups and inform the public and are supported by the city, e.g. via press releases, communications to journalists etc.

Provision of rooms for events
Either for outdoor or indoor events the city provides a room or the necessary permit to use public space.
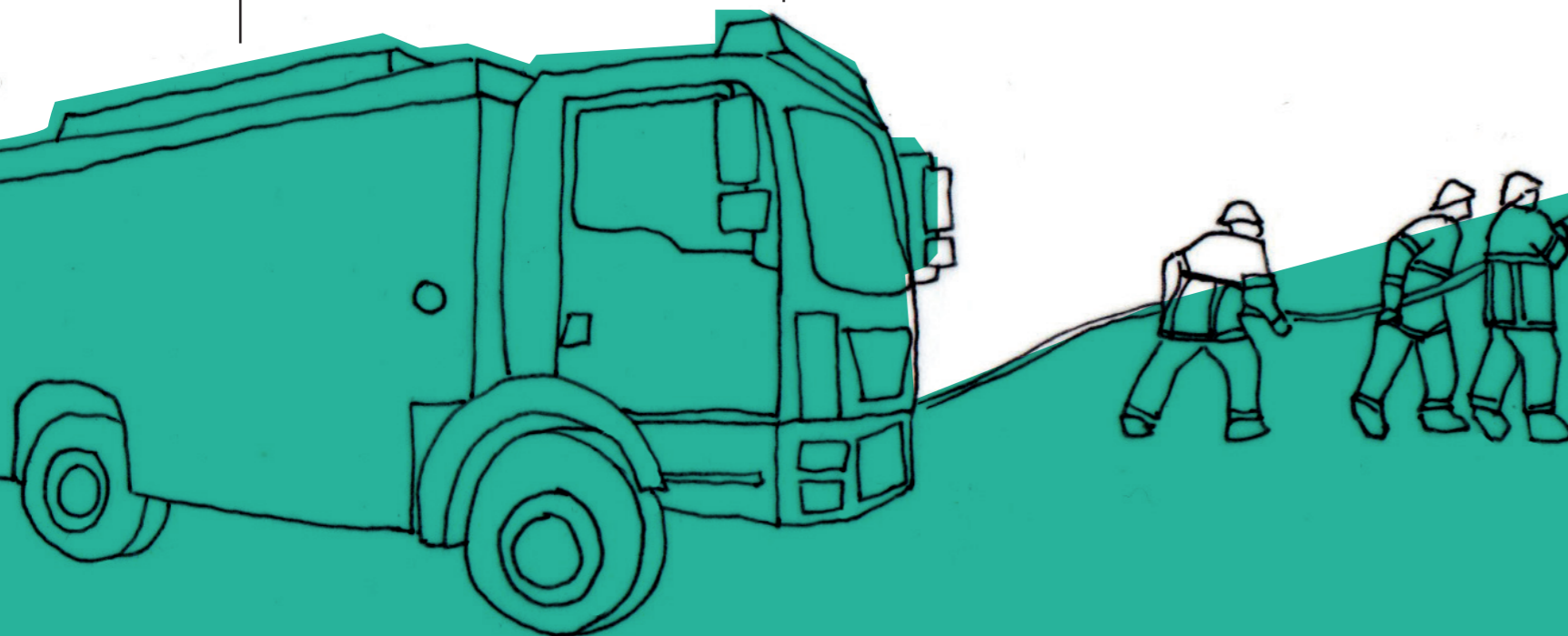
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Figures

Cover: urbanista, 2019

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. : urbanista, 2019
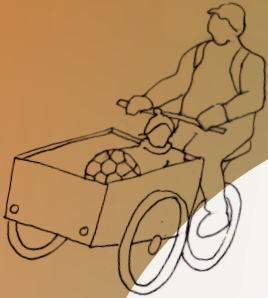
NEIGHBOURHOOD MOBILITY DOSSIER

TÖRÖKŐR - BUDAPEST

Content

Thematic walk with blind people
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Neighbourhood Festival
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On tour problem mapping
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Online problem mapping
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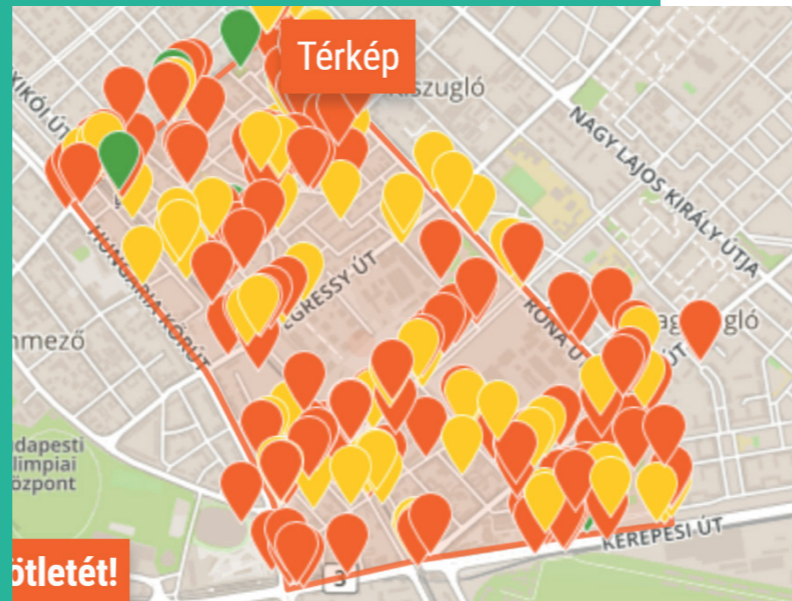
Parking alongside of a residential street
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CCF Meeting
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Walking tours
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INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:
- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

[1] The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2] The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).
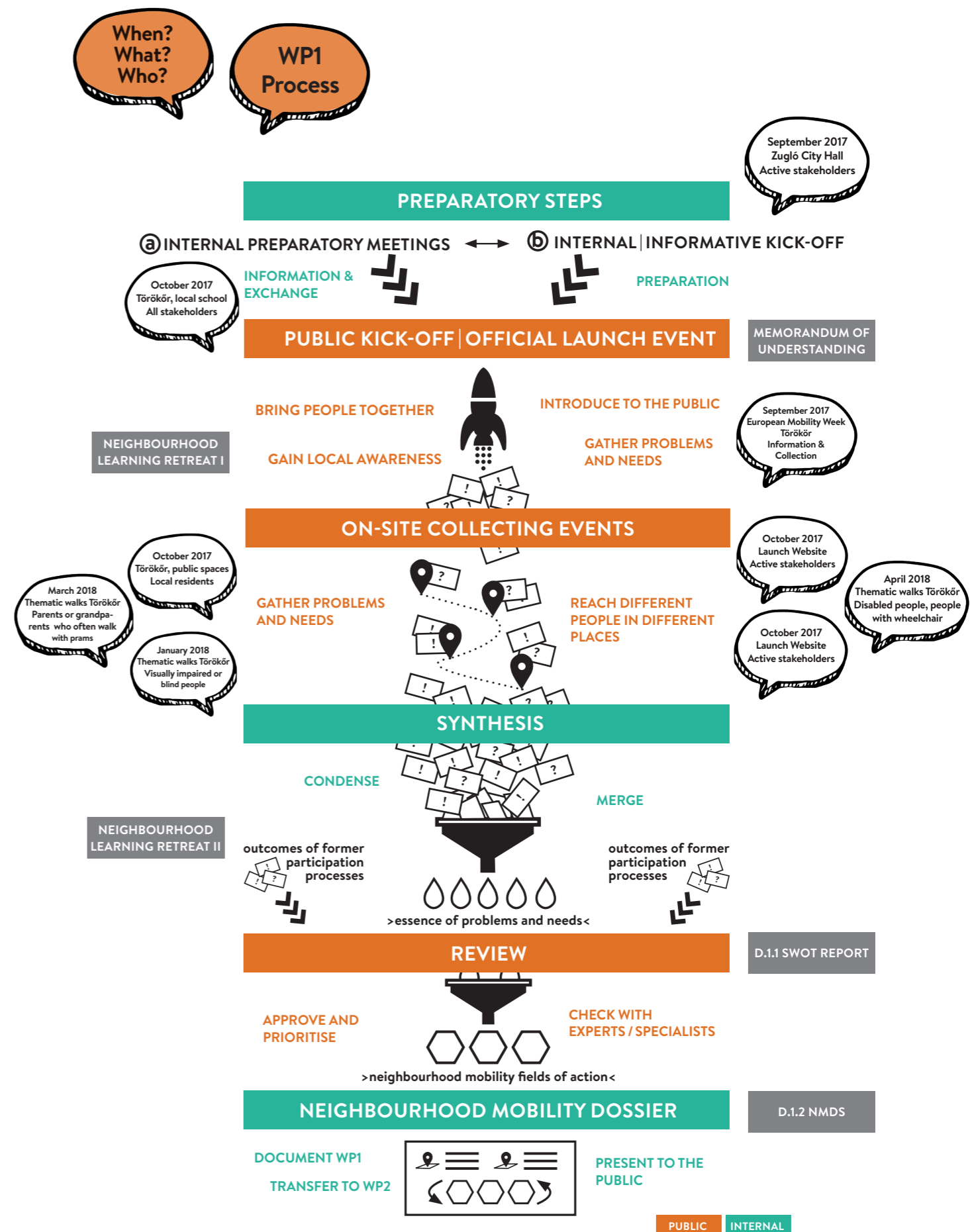
In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken.
©urbanista

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DOSSIER

2.1. Status-quo description

The general situation of the Neighbourhood

Törökőr in the context of Budapest
Törökőr is situated in Zugló, which is one of the 23 districts of Budapest, located in the transitional zone, between the core and the outskirts of the city. Budapest has 1,7 million residents, of which approximately 125.000 live in Zugló and 12.000 in Törökőr. The size of the neighbourhood is 1.75 km2.

Zugló became a district of Budapest in 1935. The first buildings of the neighbourhood were built between 1900 and 1930, when the main roads on its borders became structural elements of the City of Budapest. After WW2 industry and services were settled here creating jobs for thousands, and new housing estates were built. From 1990 major industry has moved out, while small enterprises and new services were established. New housing estates were built on brownfield areas, but industrial-commercial areas still exist.

Budapest has a two-tier administrative system: The Municipality of the Capital City of Budapest being responsible for the issues of city level interest, and 23 district municipalities responsible for the issues of district-level interest. The Municipality of Zugló is the 14th district of Budapest, and has a representative body with elected representatives.

The location of Törökőr in Budapest
©Mobilissimus Ltd

The neighbourhood
©Open Street Map (above), ©Google Earth (below)

Social features of Törökőr

Törökőr has a population of 12.045 inhabitants. Numbers show that the population of the neighbourhood has been nearly unchanged since the 1990s, in the last ten years a slight increase can be observed.

The issue of ageing population seriously affects the neighbourhood. The 12.045 people that were registered in 2015 fell into the following categories: 0-14 years: 1545, 15-24 years: 970, 25-62 years: 6586, 62+ years: 2944. Ageing causes problems for the municipality to reorganise the institutions like kindergartens, or schools. It also has its effects on mobility. For instance, ageing has an effect on public transport as there are areas with more passengers that suffer from locomotor diseases.

The neighbourhood is divided into 5 smaller areas by the railway and three crossing collector roads; the Egressy road, the Mogyoródi road and the Fogarasi road. West from the railway older tenement houses and empty sites lay, with a high population density in the blocks of the old buildings. East from the railway in the northern area there are mainly family houses with lower density, while in the southern part a housing estate lays with high population density in the blockhouses. In the middle of the area mostly commercial units are located with a few residential buildings. Törökőr is home to middle-class people with higher qualification than the average of Budapest. 5 kindergartens, 2 elementary schools, 7 technical colleges and one high school are located in the area.

The number of people in different age groups in Törökőr, 2015
©Hungarian Central Statistical Office

The number of people in different age groups in Törökőr, 2015
©Hungarian Central Statistical Office

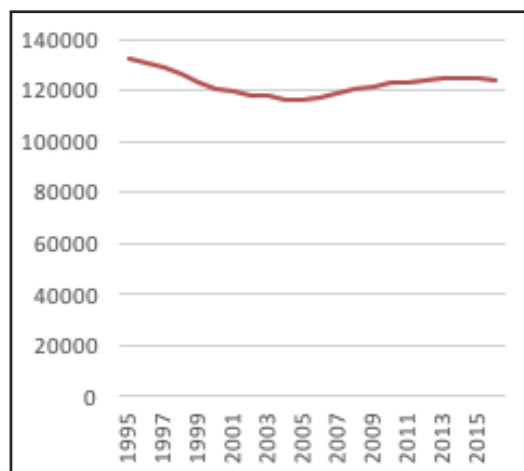Population density in Törökőr, 2017
©Municipal Data

Economic features of Törökőr

Zugló is part of an economically strong area of the Budapest Functional Urban Area, which has higher economic indicators than the Hungarian and EU average and high potential for further economic development. In the district, most of companies work in tertiary (service) and quaternary (R&D&I) sector providing higher added value products. The three most important sectors in the area are the technical scientific activities, the commerce and repair of motor vehicles and the information, communication sector.[1]

In the area of Törökőr 391 companies have operational permission, 70 companies have site permission and 7 gas stations are operating. The number of cars per 1000 habitants in Törökőr is high (580)[2], though this is partly due to the large share of the company-owned cars. Counting only the privately-owned vehicles, the number drops down to 240, which is less than the average in Budapest (284) and in Hungary (308).[3]

Budapest's most famous park, the City Park is located in the district. Despite the fact that park attracts many tourists from the country and from abroad, other areas of the district do not belong to the touristic destinations of Budapest. From the eight neighbourhoods located in Zugló, Törökőr is the third most expensive concerning the average price per 1 m2 of a flat.[4]
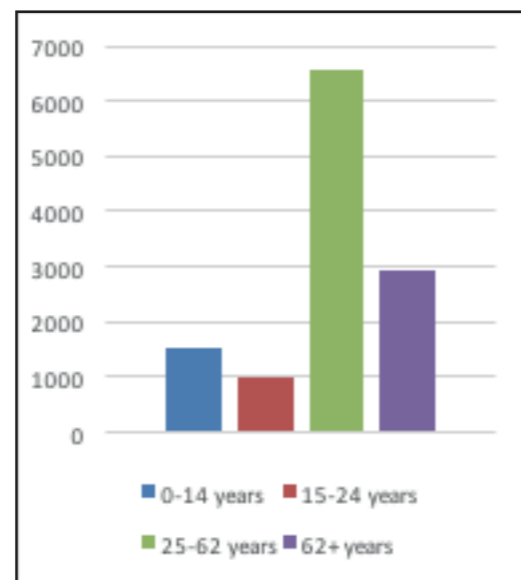
Environmental features of Törökőr

In the Pest side of Budapest (the area located east form the river Danube), Zugló is the greenest district. Besides the City Park which is located here, the houses usually placed into greenery or have some garden on their own. The City Park is located in the north-western corner of the district at the end of Andrássy Avenue. The park was created more than 100 years ago and since then it is the city's most prominent green area with a lake and other attractions (Széchenyi Thermal Bath, Vajdahunyad Castle, Municipal Grand Circus...etc.) used by locals and tourists throughout the year.

Besides the park, the other important natural element of the district is Rákos stream, which runs through the district from the east to the west, towards the river Danube, connecting four different districts on its way. The stream has been regulated and directed into a concrete ditch much deeper than the usual water level, which resulted in the loss of the stream's natural environment. Plans have been made to revitalise the Rákos stream, to make the surrounding of it more natural and pleasant to use, but they have not been implemented yet.

The two main sources of air pollution in the district – besides the residential heating – are the industry and the vehicles. The main industrial sites causing the pollution are located outside of the area of Törökőr. Mostly the CO2, NO2 and particulate matter pollution coming from the vehicles affect the area because lots of main roads with heavy traffic run around the neighbourhood (Hungária ring, Thököly road, Mogyoródi road).

Photos of the Törölör Neighbourhood
©Budapest Municipality

Description of the Mobility Issues in the Neighbourhood

Two city-level main roads and two district-level main roads run at the edge of the neighbourhood, causing congestion and a high level of air and noise pollution. Törökőr is divided from the inner city of Budapest by the main road Hungária ring. Along this road the volume of traffic has a significant negative effect for businesses (e.g.: the noisy surrounding is a big problem for office workers and also for enterprises in the HoReCa sector). Some can adapt to the circumstances by for instance, changing windows, or rebuilding their facilities. Others move from the place or suffer from the pollution. The number of private cars using alternative fuels is not known for the neighbourhood, but it is assumed that the number is very low.

The area suffers from a huge number of parking cars. 6,550 cars were registered in Törökőr in 2013, most of them are parked on public spaces; more than half of the cars are owned by enterprises. The area also serves as an "informal P+R" solution for commuters due to parking fees in neighbouring areas. Having the national sport stadium and Hungary's biggest sports court just across from the Hungária-ring also causes parking problems.

The neighbourhood has a reasonably well-developed public transport system, however, coverage is not satisfying as there are white spots (areas, which are not covered by the public transport routes) in the inner area. Getting to the main public transport lines causes problems for some groups of people (handicapped, aged or parents with babies).

Cycling is growing rapidly, the need for developing cycling infrastructure – cycling routes, bicycle parking – is evident. The public bike sharing system MOL Bubi does not reach Törökőr.

Within the area of the neighbourhood pedestrians can move in safe conditions. Conditions of crossings or harmonisations of traffic lights could be developed, but the main problem is on the borders of Törökőr, where the main roads block the movement and separate Törökőr from the neighbouring areas. New pedestrian crossings could improve the situation. The area is flat, ideal for walking and cycling.

Parking alongside of a residential street
©Mobilissimus Ltd

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

The core group (CG) is an informal group of around ten residents who live in Törökőr and volunteered to take active part in the whole SUNRISE process, this way helping the management of the project and making decisions at some point (see more on page 26). The group set up its own hierarchy of goals for the project frame on the first CG meeting in autumn 2017. During the ranking process, the participants evaluated different possible objectives according to their own opinion. Based on the results the list and priority of the goals emerged (see the table below).

Main Challenges of the Project

One of the main challenges in Törökőr is to find the best and most suitable way to develop pedestrian friendly public spaces with the help of the redivision of roads and traffic calming measures. Those measures need to give special attention to the area of schools, kindergartens and day nurseries. Another challenge is to find out the real needs of locals concerning the public transport network of the area. Those findings should be addressed subsequently by the change of routes, the establishment of new routes or new stops. During the project, an important objective and challenge at the same time is to change the attitude and mindset of people concerning mobility-consciousness. The reason for it is firstly that if locals do not have a different mindset, bad feedback could emerge after "unwanted" and not understood infrastructural changes, and secondly, that the real change of modal split only could happen if locals voluntarily chose active and sustainable mobility modes.

Main Opportunities of the Project

Törökőr has many wide, green streets which could be used more for cycling and walking. For this aim a change of street division and further measures are needed. It is the opportunity of this project to be the starting point of this process. Since Zugló has its own municipality and representative body it has the power to influence the public transport routes in the area. Due to SUNRISE the municipality has the collected needs and problems of the residents concerning the topic. Those could be presented to the responsible organisations. Within the project one of the most important and long-lasting challenges and opportunities of the partners is to find ways to change the mindset and the way of thinking of locals. It also offers possibilities to motivate them to shift from individual motorised transport modes towards sustainable mobility modes.

Importance	Goal	Points[5]
1.	Community development (better cooperation between residents, and between different social groups)	6
1.	Enlargement of green areas	6
1.	Fostering the involvement of youngsters	6
2.	Facilitating the use of sustainable mobility modes	4
3.	Decreasing CO_2 emission	3
3.	Providing better accessibility	3
4.	Developing the mobility options of vulnerable people (e.g.: elderly, parents with children, visually impaired people, disabled people)	2
4.	Building a democratic society, fostering the locals' interest in public questions	2
5.	Safer mobility	1
5.	Decreasing noise pollution	1
5.	Facilitating the use of shared mobility solutions	1
5.	Proper control of illegal parking, more suitable parking regulations	1
6.	Increasing the area of traffic calming zones	0
6.	Better security	0

Hierarchy of goals of the Core Goup (CG)
©Mobilissimus Ltd

The Participation Promise for SUNRISE Törökőr

The Participation Promise (or the goals of the project) as formulated in the Memorandum of Understanding:[6]

- Identification of the problems regarding broadly defined mobility in the Törökőr neighbourhood, with the involvement of the community.
- Development of sustainable solutions by common planning, taking into account all participants and modes of mobility, such as pedestrians, people with wheelchair, visually impaired, cyclists, elderly, young, people with small children, car drivers etc.
- Taking into account maximally the priorities of the local community when using the financial sources provided by the project (ca. 65 000 EUR).
- Development of the sustainable mobility action plan of Törökőr.
- Experimental use of participatory planning in mobility issues.
- Testing and disseminating sustainable mobility solutions
- Shaping attitudes.
- Local community development.

The participation promise was established by the Municipality of the XIV. District according to the aims of the project, the possible outcome of the process and the financial resources available within the project. The participation promise is available on the website of the project and have been presented and discussed on the first CG meeting as well

2.3. The Co-Identification Process

Process and Events

Summary

The SUNRISE participatory planning process in Zugló-Törökőr is seen as an opportunity to test various formats, with the ultimate goal to integrate successful formats in the municipal planning processes beyond the project lifetime. Consequently, a broad range of formats have been tested in the phase of co-identification of problems & co-validation of needs.

The collection of problems and strengths has been successful, as a large number of items have been collected by a wide range of events and tools (both online and offline, covering several areas of Törökőr), for all areas of the neighbourhood and also covering all mobility issues and transport modes. The CCF and CG meetings, as well as the thematic walks contributed to the more in-depth common understanding of specific areas or problems for different stakeholders.

Regarding the different methods used, some can be considered fully successful, while others could not contribute to the process to the envisaged extent; e.g. the open questionnaire mainly due to the overlap with the problem mapping; the customer service office due to the high need of human resources etc. For the next steps, the main conclusion is that currently only a small, committed group of people (the CG members) are willing to regularly spend time and effort on the co-creation process, mainly due to internal motivation. In order to reach a wider group of residents and stakeholders, the right formats have to be found, and the content has to be specific enough so that people can identify if they are directly affected and motivated to take part in the process.

The Process Design

The process of participation was planned in the autumn of 2017 and during the following months it went according to the plan. The main steps are described in the figure below. The participatory process involved many different methods, formats and events. The co-identification phase, when the collection of problems and ideas happened, took place between September and November in 2017. This was the most intensive phase of problem-gathering. For one week every day a stand was put up in different frequently used places in the neighbourhood and the local or those people who work or study in the area could share their problems, ideas or give feedback on the good solutions in the neighbourhood.

Process design figure of the participation
©Mobilissimus Ltd

2.3. The Co-Identification Process

Tools, formats, events

The SUNRISE participatory planning process in Zugló-Törökőr is seen as an opportunity to test various formats, with the ultimate goal to integrate successful formats in the municipal planning processes beyond the project lifetime. Consequently, a broad range of formats have been tested in the phase of co-identification of problems & co-validation of needs.

Activity 1 – Title: Core Group (CG) & Co-Creation Forum (CCF) meetings

This activity covers a series of events. An internal kick-off was held on 08/09/2017 to present the SUNRISE project and process and give insight into participation in general and the co-identification process (including the role of CG) to key stakeholders. The CCF kick-off on 09/10/2017 aimed for a wider audience (open for all) and already included the collection of SWOT items of the area. The SWOT describes a tool to analysis strenghts, weaknesses, opportunities and threats. We used two different techniques for the identification of problems and strengths in the area,

one was a mapping tool with the help of a big satellite picture of the area and the other was a questionnaire. The 1st (forming) meeting of the CG was held on the 09/11/2017. The 2nd CG meeting, held on the 17/12/2017, was dedicated to successful examples of participatory planning processes in Hungary and abroad, while the 3rd CG meeting on the 14/02/2018 to the SWOT presentation and validation and setting topics for the co-design workshops. On the 3rd workshop, after the presentation of the SWOT, the members discussed its items and and added to the list, then the preparatory work for the co-design workshops started with 3 small groups that did a brainstorming exercise on possible workshop topics, which they shared and discussed amongst one another.

Participants were generally positive, but participation levels remain low. The core CG members (local residents) are people committed to

participation in general and therefore are stable, regularly contributing to the process. Other stakeholders are however harder to reach and integrate to a regular series of meetings.

Activity 2 – Title: Awareness raising events (neighbourhood festival, European Mobility Week)

Two existing events have been used to raise awareness about the SUNRISE process: A neighbourhood festival on 16/09/2018 in Törökőr, open air in front of the tennis club, as well as the main European Mobility Week event of Budapest, on 16-17/09/2018 at Andrássy Avenue.

The objective was to raise awareness about the co-creation process. This was more successful at the neighbourhood festival which was organised in Törökőr (also some SWOT items were already collected), while the EMW event was off site and most people were not relevant for Törökőr.

In the neighbourhood festival the SUNRISE project presented with its own tent, informational desk, problem mapping tool, questionnaire and different games connected to the mobility of the area. With the help of these tools and games the collection of SWOT items has been started.

SUNRISE flyers
©Mobilissimus Ltd

Activity 3 – Title: MIZUglónk website and Facebook channel, local press

The main communication channels of the co-creation process towards the general public are the following:

- MIZUglónk website (http://mizuglonk.hu/) with a SUNRISE subpage;
- MIZUglónk facebook channel (https://www.facebook.com/mizuglonk/, the channel is followed by around 450 people
- local (municipal) newspaper (fortnightly)
- SUNRISE flyers

Articles, news, events are also shared at partners' websites and Facebook channels (Mobilissimus and BKK).

CCF Meeting
©Mobilissimus Ltd

Neighbourhood Festival
©Mobilissimus Ltd

2.3. The Co-Identification Process

Tools, formats, events

The wider public is being informed about the co-creation process and its results. There is generally low level of interaction on the Facebook channels.

Activity 4 – Title: On tour problem mapping

After the CCF kick-off, a problem mapping tour was organised. For a week, a stand (table, chairs, project banner) was set up in several different frequented public spaces in Törökőr, in order to collect problems and strengths perceived by the residents (SWOT items). Nine locations were chosen for the tour; around half of them were in front of kindergartens or schools and half of them were near busy transport nodes (e.g.: in front of the metro station, near a big shopping mall). Thanks to the different locations, we reached a wide range

of people: those who are living in the area, those who work here and those ones who bring their children here to study as well. During the tour we used a big satellite picture of the area, where the participants could mark the locations of the problems, ideas or good solutions they experienced in the area with the help of different coloured stickers according to the different mobility modes.

During the tour we tried to contact everybody passing by the stand. People were generally reserved and not going up to the stands on their own initiative, they had to be approached personally. People approached were generally open to sharing their ideas, but were mostly sceptical ("nothing will happen anyway"). When they shared their experiences and ideas, we put marks on the map, this way everybody could see which locations had been identified as having more or fewer problems. Answers have been manually uploaded to the online mapping tool (see below). 280 items (problems, strengths, ideas) have been collected in total (on tour & online).

The locations of the on-tour problem mapping
©Mobilissimus Ltd

On tour problem mapping
©Mobilissimus Ltd

Activity 5 – Title: Online problem mapping

The Nextseventeen online mapping tool has been provided and adapted by Urbanista, translated by Zugló and Mobilissimus and integrated into the MIZUglónk website.

People could pin locations on the online map with problems, strengths or ideas they know, and include description and photo. They could also comment on already uploaded ideas.

280 items (problems, strengths, ideas) have been collected in total (on tour & online). The answers of the on-tour mapping (see above) have also been manually uploaded to the online mapping tool, thus giving a full overview of items identified. The results were later exported to Excel, analysed by Mobilissimus experts, published on the MIZUglónk website and presented to the CG, who had the opportunity to review and discuss it, by adding the members' own opinions and experiences to it on the event or afterwards by e-mail.

Activity 6 – Title: Online and offline problem questionnaire

An open problem (and success) perception questionnaire has been developed and published on the MIZUglónk website, and also offline with ballot boxes at 9 locations (mostly schools, kindergartens) for 2 weeks. The format was successful earlier in other cities. Also, a blind-friendly version has been developed. The

questionnaire had three parts: the first was a table about the transport habits of the respondents (how often they use the different transport modes), in the second part there were open questions about the perceived problems and strengths of the different transport modes in the area and in the third part there were questions about personal data, which was required
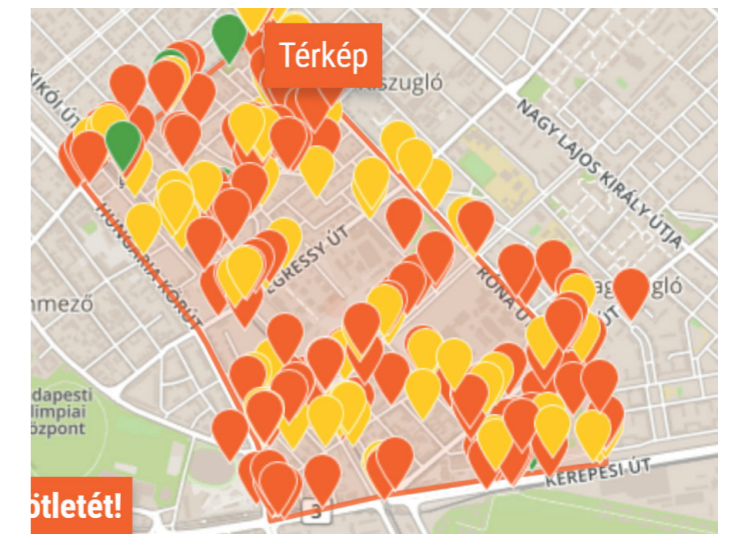
Online problem mapping
©Mobilissimus Ltd

to fill in, if the responders wanted to participate in the later activities. The questionnaire was promoted on the webpage of the project as well as on its Facebook channel.

Due to the overlap with other activities (especially the on tour and online problem mapping) the number of answers (57 in total, of which 42 on paper, 13 online and 2 blind-friendly) remained relatively low. Also, shops and services (hairdresser's etc.) were not open to host the ballot boxes.

2.3. The Co-Identification Process

Tools, formats, events

For this reason most were placed in schools and kindergartens, but a school holiday also negatively affected the number of answers.

The results were later exported to Excel and analysed by Mobilissimus experts, presented to the CG and also published on the MIZUglónk website.

Activity 7 – Title: Customer service office (ZETI office)
The plan was to upgrade the existing ZETI (energy efficiency consultancy for residents) customer service office to also serve as a regular contact point for residents about SUNRISE (with a limited opening time of one afternoon by week). This was not realized due to the location outside of the area, technical constraints (access to keys etc.) and limited human capacity to staff the office.

The office still serves as a meeting point for the CG, being much easier to access from the street than any municipal office.

Activity 8 – Title: Thematic walks
As the Institute of Blinds is based in Zugló, several people with visual impairment walk and travel day-by-day in the area. The aim of the first walk (18/01/2018 13:00) was to map out the specific obstacles and identify suitable solutions.

The second walk (13/03/2018 7:30) was a site visit to Újvidék tér, Bölcső utca and neighbouring schools and kindergartens to see the traffic

situation of the morning peak when schools start.

A few active and cooperative blind people and active and engaged local residents in the Újvidék tér area made both events successful, especially for raising awareness and providing in-depth local knowledge to municipal staff.

Thematic walk with disabled people
©Jóügy

Thematic walk with blind people
©Mobilissimus Ltd

Target groups and participants

The stakeholder mapping was done at several preparatory meetings during the Summer 2017. In addition to brainstorming, several checklists have been used (e.g. from the SUMP Guidelines).

As there was already a participation process in the area before (Pillangó Park), the idea was to build on its existing core group and adapt it to the SUNRISE project's focus. Stakeholders would have included local residents, NGOs, institutions (schools, kindergartens) and local businesses. District councillors elected in Törökőr were also invited. Universities with campuses in Zugló or having relevant scope (transport engineering, communication, civic involvement etc.) were regarded as potential partners.

A group of stakeholders (around 20) were invited to the internal kick-off to present the project to them and discuss the way working of the CG. Invitations were mostly sent by e-mail. Later on, those residents who showed great interested to the project were invited personally to the CG.

To bring people to the CCF and make them interested in the project many different advertising methods were used. There were reports about the project in the local newspaper from time to time, on the website and on social media the events were always advertised. Before the thematic walks and workshops posters were put out in the relevant places and there were

leaflets dropped in to every mailbox in the neighbourhood. People could also openly register their interest at events (awareness raising events and the open CCF kick-off) and on the website (promoted also on Facebook).

Involvement of participants

- Local residents: currently only a small, committed group of people (the CG members) are willing to spend regularly time and effort on the co-creation process, mainly due to internal motivation. Since there is not a long history of co-planning in Hungary, the mindset of people towards this cannot easily be changed. SUNRISE is a good step, but the change of the attitude of a whole society always takes longer time. The lesson in the SUNRSIE project is that the best way to catalyse the participatory process is to find those key persons, who are local-patriots and feel committed to the development of the area.

- Blind people: direct approach via the Institute of Blinds (with seat in Zugló) proved successful.

- Universities: students of Central European University (CEU) have participated at several events. Budapest University of Technology (BME) organised a student case study competition on Zugló railway station (in Törökőr), where the winning team also built on the results of the SUNRISE problem mapping. The lesson is that with every participatory project is really

2.3. The Co-Identification Process

Target groups and participants

important to try connecting it to other already existing projects with similar scope (in topic or in territorial), because this way more information is available and the projects can support each other to be more effective.

- People with little babies: The thematic walk with prams was not a success, not many people participated; even though the timing was probably good for them (in the morning). It is not easy to understand the reason for low participation. It could be either a lack of interest or not having seen the information, but the lesson here is that other tactics are needed to reach this group. Reaching out to this group personally or through kindergartens, local GPs, nurses rather than via online forums and posters, may be more effective.

People or groups to be activated within the next steps of bottom-up participatory activities

- Further local residents and other stakeholders: In order to reach a wider group of residents and stakeholders, the right formats have to be found, and the content has to be specific enough so that people can identify if they are directly affected and motivated to take part in the process. To reach also those groups who are not directly affected, awareness raising programmes or projects are needed in order to convey

how and why the quality of the neighbourhood and the situation of mobility affects their lives. Also, better communication of the Pillangó Park process is a prerequisite to save the credibility of the participation process, because the plan of the Pillangó Park was created by co-planning, but after the pans were ready, the Municiplality has stopped communicating about the further steps of the process this way leaving the locals in uncertainty about the whole situation.

- Local institutions (schools, kindergartens): people who are willing to participate from schools and kindergartens in the area are especially important because through them, large groups of parents and children can be reached, and they can also have an important multiplicatory role in the process. Some representatives participated at the internal kick-off, but after that they did not follow the project. In their case a more direct approach should be used (e.g.: visiting them personally in their institutions).

- Local businesses: Local business are important for two main reasons. Firstly, the business starts to connect more to the neighbourhood, and therefore feel more responsible for it. Secondly, they have the possibility and the resources to support a project which can be important for

them as well. Businesses have to be addressed via direct contact, e.g. for sponsorship (when the measures have been identified). In the project just a few local businesses have been contacted directly, the others only via e-mail, but since local businesses receive many ads through email, this way is not effective in their case.

Constitution/Formation of the CG

Set Up of the Core Group

As there was already a participation process in the area before (Pillangó Park), the idea was to build on its existing core group and adapt it to the SUNRISE project's focus. A group of stakeholders (around 20) were invited to the internal kick-off to present the project to them and discuss the way working of the CG. The CG membership was however open: people could register at events and on the website, and also at the open CCF kick-off.

Based on the contacts from the previous participatory planning process of the Municipality 60 people received direct invitation to be a member of the CG and 3 more people registered on the first promotional activities. At the first CG meeting 7 people participated.

The CG was planned to be an informal group from the beginning, to avoid any administrative burden resulting from a legal form. As meeting place the ZETI office has been selected (see

below), being much easier to access from the street than any municipal office. The fund and operational costs of the CG are not high, partly thanks to the ZETI Office which is possible to use for this reason, only a small amount of printed materials and sometimes some beverage and snacks were needed, which were financed from the project budget.

Members of the Core Group

The CG officially consists of 10 people as of 06/04/2018 (those who have signed the Declaration of Membership[7] required to become a member). Nine of them are local residents and one represents a local business. From the residents, one is representing an informal local group (The neighbourhood group) and one is a civil member of the Municipality's Committee for Environment. Apart from him, two members have a background connected to the topic, they are urbanists, one of them currently on maternity leave and the other one already active in civic initiatives and a member of the

Hungarian Cycling Association. The others are motivated to be part of the CG because they feel responsible for their surrounding end the development of the area.

Fluctuation in membership cannot be measured yet, as there were only 3 CG meetings so far. The average participation from the CG's part is four people, plus the project partners (including NEM and Municipality). From the Municipality usually one or two people are present, who are responsible for the project.

Responsibilities and powers of the Core Group
The meeting rhythm and procedures are flexible, adapted to the actual phase of the project. The goal is to maintain a regular meeting rhythm, while avoiding unnecessary meetings when there are no questions to discuss or decisions to be made.
In addition to the meetings, there is a mailing list for the CG which is also used carefully and in a focused way to share relevant information. The presentations and minutes are made public on the MIZUglónk website.[8]

The core CG members (local residents) are people committed to participation in general and therefore are stable, regularly contributing to the process. Other stakeholders (e.g.: business owners, leaders or teachers of local educational institutions) are however harder to reach and integrate to a regular series of meetings. The

reason for it is that people who are working in the area, but living someplace else, rush home after the end of the workday and are not in Törökőr when the meetings and other events of the SUNRISE project take place. Another reason could be that they do not care as much about the area of Törökőr as they do about the areas where they live. A promotional campaign targeted specifically to those people who are not living in the area, but working here, could help to involve them more in the project.

The main steps of the organisation and pre-evaluation of the collected problems and suggestions:

1) Collection of problems, suggestions and comments (683 items altogether).

2) The organisation of the items into 48 thematic group within 5 different mobility modes and one additional category for the positive feedback.

3) Localisation and visualisation of the items in a geographical information system (QGIS) in a way that they could be filtered either by theme or by area.

4) The localisation of those focus points in the neighbourhood, in which multiple items focussed on the same topic and in the same are are grouped, identifying them as possible projects.

5) From all of the possible projects selecting the ones which fit into the aim and scope of SUNRISE.

6) Project creation from those items which could not be localised on the map, because they refer to the whole area.

7) Project creation form those topics which spatially irrelevant, but were mentioned many times (e.g.: awareness raising).

8) Experts' supervision of the project ideas, determining the future of those projects which are out of the SUNRISE scope.

2.4. Culminating Outcomes

Collected problems

Parking #1

- Residential parking problems, because the commuters use the area as Park and Ride (P+R) (22 mentions)

- Not enough parking lots (17 mentions)

- Illegal forms of parking (on the sidewalk, on green areas) (15 mentions)

- Unsuitable parking lots, parking cars obstructing the flow of traffic (6 mentions)

- On some streets the cars park on both sides, causing traffic-flow problems (5 mentions)

- P+R parking lots are not free to use (3 mentions)

Pedestrian traffic #2

- Missing pedestrian crossing (26 mentions)

- On some streets the cars park on both sides, causing traffic-flow problems (20 mentions)

- Missing sidewalks (11 mentions)

- Missing, unsuitable public lighting (11 mentions)

- Inaccessible areas (curbs, lifts…etc.) (9 mentions)

- Short green light at the pedestrian crossings (8 mentions)

- Trash, dirt, public spaces in bad condition (8 mentions)

- Worn-out markings of the pedestrain crossings (4 mentions)

Bicycle traffic #3

- Missing bike paths and cycling infrastructure (27 mentions)

- Dangerous, unsuitable bike paths (12 mentions)

- Missing bike racks (12 mentions)

- Missing bike rental stations (5 mentions)

- One-way streets not suitable for cycling both directions (4 mentions)

- Car and bus drivers' ignorance toward cyclists (3 mentions)

- Bicycle racks not in the right places (2 mentions)

Public transportation #4

- Missing or unsuitable track for public transportation (pl.: Róna utca) (22 mentions)

- Traffic jam, missing bus or trolley lane (10 mentions)

- On some streets the cars park on both sides, causing traffic-flow problems (8 mentions)

- Train station in bad condition, not accessible and cannot be reached easily from different directions (8 mentions)

- Not full accessiblity (not enough low floor vehicles, missing or broken elavators, narrow safety islands) (mentions 7)

- Delays, cancellations (5 mentions)

- Stops not suitable or not in the right place (5 mentions)

- Missing train station (4 mentions)

- Slow metro (4 mentions)

- Missing bus stops (3 mentions)

- Missing noise protection wall (2 mentions)
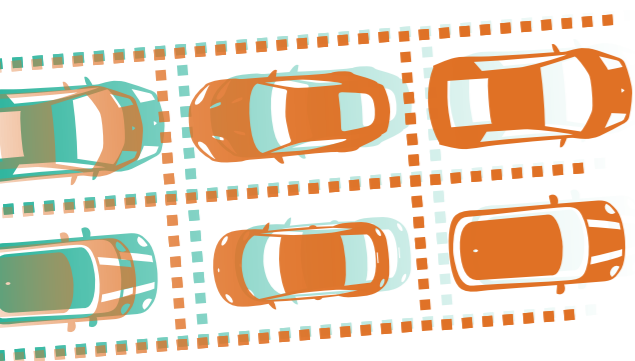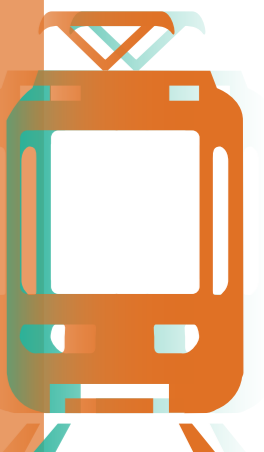
2.4. Culminating Outcomes

Collected problems

Individual, motorized transport #5

- Dangerous intersections (e.g.: missing traffic lights) (46 mentions)

- Transit traffic on the residential streets, missing or not suitable traffic calming (tempo 30, speed bumps) (25 mentions)

- Dangerous street, pedestrian crossing, area (e.g.: around some institute) due to car traffic (12 mentions)

- Traffic jams on a regular bases (11 mentions)

- More traffic lanes are needed (more 4 lane roads) (10 mentions)

- Mogyoródi út is not renewed entirely (4 mentions)

- Too many cars (4 mentions)

- Pavement in bad condition (4 mentions)

- Some streets should be converted into one-way streets (3 mentions)

- Francia út is missing/ uncompleted in construction (2 mentions)

Contradictions and Correlations

contradictions and correlations
Two main contradictions appeared during the whole process of the co-identification and the elaboration of the first draft list of the possible project ideas:

1) Between the problems and suggestions collected from the citizens, there were many which were not in line with the overall approach and aim of the SUNRISE project (e.g.: the wish for more parking spaces instead of green areas, increasing road capacity, etc.). These wishes and needs were sorted out and not used in the later phases of the process.

2) After the first draft list of the possible project ideas was concluded, it became obvious that many of the ideas are out of the scope of the SUNRISE project, mostly because the responsible authority for the realisation of the specific project is not the XIV. district of Budapest (Zugló), but a different organisation usually on higher level. Some projects were sorted out because they did not fit into the theme of transportation or referred to maintenance problems. The projects which were sorted out were handed over to the responsible organisations or authorities (e.g.: Centre for Budapest Transport (BKK), Hungarian State Railways (MÁV), Budapest Public Road (BK)).

The most important correlations within the wishes and needs of the citizens and later on within the project ideas were those which overlapped with each other in theme and in area as well. This occurred most visibly in those three different areas of the neighbourhood, where many said that the creation of a home zone (with a 20km/h maximum speed) would be really useful while many only expressed the need for different traffic calming measures. Because of the correlation, we merged the ideas for little traffic calming interventions in these areas underneath the project ideas for creating home zones.

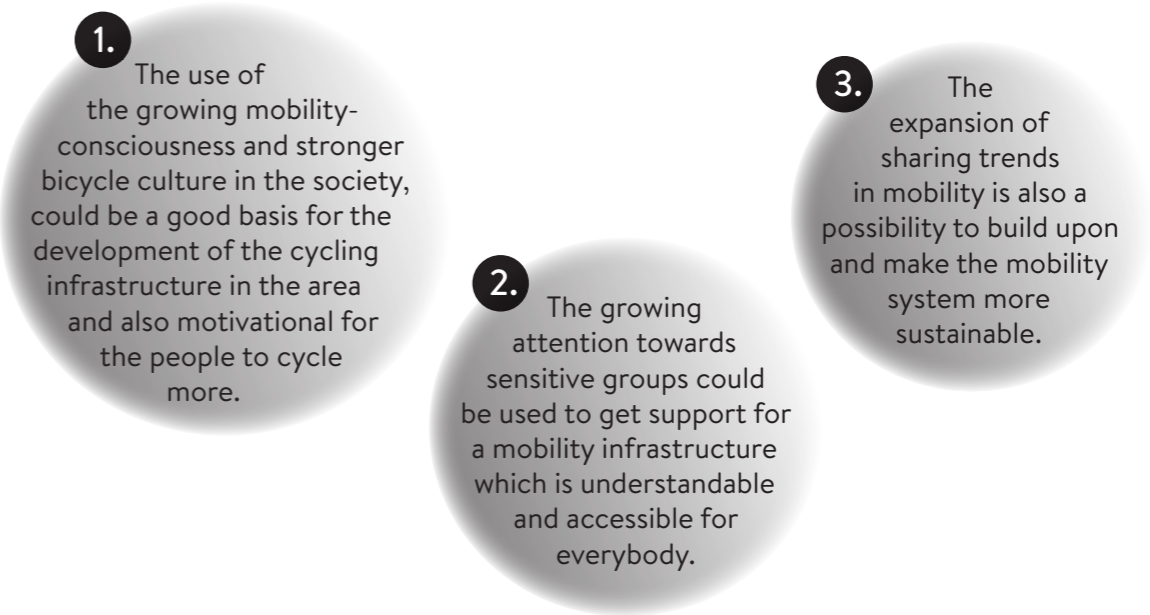## 2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

As a result of the co-identification phase a SWOT analysis was created to sum up the actual state of the neighbourhood's mobility and to state clearly the main strengths, weaknesses and thoose externnal factors, which could influence the future of Törökőr"s mobility. During the co-identification phase and the status quo description we categorised and handled the SWOT items in three different categories according to the mobility modes they refer to: pedestrian and bicycle traffic, public transportation and individual motorised transportation.

INTERNAL FACTORS	
Strengths	**Weaknesses**
Pedestrian and bicycle traffic: • Existing bicycle infrastructure • Bicycle usage for everyday purpose is more common • Existing bicycle racks • Wide, green streets, ideal for cycling, walking • Existing Bicycle Network Plan and a cycling referent responsible for the cycling issues in the district	**Pedestrian and bicycle traffic:** • Bicycle infrastructure is not suitable and not kept in good condition • Missing elements of the bicycle network • Some roads are not suitable for cycling • Missing bike racks and bike rental stations • Public spaces and intersections are not pedestrian-friendly • Accessibility problems in public areas • Missing or not safe pedestrian crossings • Degraded, littered area around the railway and Zugló Train Station
Public transportation: • Renewed tram number 1 • Accessible tram stops • Many low-floor buses, trams and trolleybuses in the area	**Public transportation:** • Some areas without suitable public transportation • Not entirely accessible vehicles and the infrastructure • Missing bus lanes and public transport priority on some streets • Intersections which are dangerous or not the best way designed for public transportation • Missing train station on Kerepesi road • Degraded trolleybus infrastructure • Missing connections on the trolleybus network • Zugló Train Station is in bad condition
Individual motorized transport: • Main roads with big capacity around the area • Traffic calming measures on the side streets	**Individual motorized transport:** • P+R use of the streets, P+R parking is not properly legislated • Significant through traffic on the narrow, low capacity streets • Dangerous intersections, pedestrian crossings • Temporary traffic jams, over-parking, illegal parking in front of the educational, social institutions • During big events there are conflicts between the residential and client parking, not enough parking lots

EXTERNAL FACTORS	
Opportunities	**Threats**
Pedestrian and bicycle traffic: • The culture of cycling is getting stronger in Budapest • Available financial sources for sustainable mobility solutions • Strengthening eco- and mobility conscious education in schools	**Pedestrian and bicycle traffic:** • Growing number of cars on the roads due to the economic recovery after the years of the financial crisis started in 2018
Public transportation: • Accessibility issues get more attention • Aspects and problems of the sensitive groups in the area of mobility are taking into account more seriously	**Public transportation:** • The appearance of autonomous cars might increase the number of cars on the streets • Decrease of demand due to growing car use
Individual motorized transport: • Appearance of electric cars • Installation of electric charging facilities • Appearance of car-sharing systems	**Individual motorized transport:** • Strengthening through traffic on the roads • More people using the area as a P+R zone due to the implementation of the parking fees

SWOT-Strategies

With the "OW Strategy", the opportunities are used to reduce existing weaknesses. The dominance of weaknesses in the SWOT analysis of Törökőr resulted that the OW Strategy was taken into account.

1. The use of the growing mobility-consciousness and stronger bicycle culture in the society, could be a good basis for the development of the cycling infrastructure in the area and also motivational for the people to cycle more.

2. The growing attention towards sensitive groups could be used to get support for a mobility infrastructure which is understandable and accessible for everybody.

3. The expansion of sharing trends in mobility is also a possibility to build upon and make the mobility system more sustainable.

2.5 SWOT Analysis & Corridor of Options

Corridor of Options

● **Traffic calming measures in residential streets**

Despite the fact that at the borders of the neighbourhood feeder roads connect the core of Budapest with the suburbs, in peak hours many drivers chose to go through the area aiming a fast transit passing. Tempo 30 areas exist in Törökőr, but in many cases drivers do not adhere to the speed restrictions. More and/or more serious measures are needed to make Törökőr quieter and safer for pedestrians and cyclists, especially around kindergartens, schools, playgrounds.

Possible specific measures:

- **Residential zone in the northern family house area**
  The design of a residential zone in the northern area of Törökőr is a complex measure which can take place only if the responsible bodies and authorities on local and city-level both approve the idea. The measure should be built upon an elaborated traffic management plan, which alters all the streets into one-way streets in order to exclude through traffic. The cost of full implementation may be high, not fitting into the budget of the SUNRISE project, but a basic version can be a result of the project.

- **Raised intersections for pedestrian priority**
  This low-cost measure can be useful especially near schools, kindergartens or green areas where children, as well as adults, cross the streets to reach their destination. The design of a raised intersection requires a traffic management plan and approval from the responsible authorities.

- **Chicanes**
  The introduction of chicanes on a residential street needs elaborated and detailed planning, especially because these forms of traffic calming are not yet common in Hungary. The cost of this measure can vary according to the design; in the case of the usage of simple mobile panels and plant boxes the cost is low, but in the case of a detailed and permanent design it can be higher. Since the measure directly affects only one street it is questionable if it is worthwhile to spend a large amount of money on it.

- **Speed bumps**
  Even though there are many speed bumps in the area, more are needed, and in a variety of forms, since the design of the existing ones is not suitable. This low-cost measure could be especially useful in the family house area or near the educational institutions.

- **Reduced corner radii**
  The reduction of a corner radius gives more space to pedestrians in the intersections and at the same time makes the drivers more cautious because of the narrowed street width. It is a low-cost measure, but it still needs a simple traffic management plan and the approval by authorities.

● **Solutions for overdemand in parking**

Using the area as a spontaneous Park&Ride zone is a serious problem, therefore solutions need to be found by managing the demand for parking and fostering the use of public transport or other modes and by restricting the illegal parking on sidewalks and green areas.

Possible specific measures:

- **Extension of the paid parking zone to cover the area of Törökőr**
  The regulation of parking and the determination of parking zones and paid parking areas within the capital is a joint responsibility of the districts and the City of Budapest. For this reason the decision on the expansion of the paid parking zone cannot be made in the Municipality of the XIV. District, the Municipality's role can be only to report the problems to the City of Budapest and lobby for the right decision. As a result of SUNRISE, the request of the citizens - to introduce paid parking in the area - can be represented to the Municipality of Budapest with a big support from the local residents.

- **Stricter control of illegal parking**
  One of the biggest problem concerning the illegal parking in the area is the discrepancy of the control. The vehicles parking on an appointed parking space without a parking ticket are controlled by a parking company, but those ones parking on green areas or illegal spots are controlled either by the police or by public-space controllers (similar to municipal police). To change this situation the adjustment of the system or an extended scope of the parking controllers is needed. The measure does not require high implementation cost, but rather the good cooperation between the different actors.

2.5 SWOT Analysis & Corridor of Options

School mobility

In Törökőr and especially in the northern areas there are lots of schools, kindergartens and day-nurseries and many of them have serious problems regarding mobility (e.g.: huge amount of parking cars at the beginning and the end of school time, dangerous intersections and crossings, missing public lighting, etc.) Solutions to these problems mean both measures which aim to make physical, infrastructural changes (e.g.: new pedestrian crossings, proper sidewalks, etc.) and the change of the mobility habits of parents and children by changing their attitudes towards sustainable mobility solutions (e.g.: introduction of walking bus, bicycle train, etc.).

Possible specific measures:

- **Ban for motor vehicles/creation of dead-end streets in front of schools, kindergartens**
  The measure can have a high positive effect on the safety of school and kindergarten areas with relative low-cost interventions. Even the simplest solutions (e.g. only the placement of some mobile panels or plant boxes) can have really positive outcomes, but in the case of a stronger financial background the design of a beautiful public space is also possible.
- **Awareness raising, mobility-consciousness games/campaigns in schools (e.g.: STARS)**
  The implementation of the measure depends on three major factors: the financial background, the know-how and the willingness of the schools. The measure is low-cost, even small amount of dedicated money is enough for a programme, the know-how is available from public sources or earlier similar projects in Hungary and the third factor is the most unpredictable, the willingness of schools mostly depends on the mindset of the leaders.
- **New pedestrian crossings, building of the lacking sections of sidewalks**
  The elaboration of new pedestrian crossings or new sections of the sidewalk can be a big help for the pedestrians in the area. Both of the measures need a traffic management plan and the approval of the responsible authorities. The cost of these measures can be categorised as low- or medium-cost.

- **Designating Kiss&Go drop-off points near schools**
  For the establishment of a Kiss&Go zone the approval of the local authorities and the understanding of the leaders and parents of the school is also needed. The action needs a traffic management plan, the solutions can be low- or medium-cost. In Hungary Kiss&Go zones are not common yet, that is why effective communication is very important and parents may need some time to adjust to the changes.

Solutions for improving safety of pedestrian crossings

Existing pedestrian crossings in the area in many cases are not safe, because of the lack of streetlight or traffic lights, unforeseeable corners or sometimes they are dangerous just because of the missing attention of drivers. The improvement of these crossings is necessary with the attention for the different problems and surroundings of them.

Possible specific measures:

- **Improving public lighting (street lights)**
  Missing street lights are not only a mobility problem, but also a problem of public safety. The placement of new street lights needs thorough utility plans.
- **Installing traffic lights**
  Some of the intersections of Törökőr are dangerous in spite of the fact that pedestrian crossings link the pavements. The solution can be the placement of traffic lights, which needs a detailed traffic management plan and the reconsideration of the harmonisation of traffic lights in the area.
- **Traffic mirror**
  The placement of a traffic mirror is a low-cost and fast solution, which could be a big help at certain intersections and corners. Most of these intersections are not foreseeable because of dense bushes, but lay near to educational institutions, in an area, which is used constantly by children.

2.5 SWOT Analysis & Corridor of Options

Solutions for improving accessibility for mobility impaired and blind/visually impaired

- The Institute for blind people is located near Törökőr and because of this many blind or visually impaired people use or live in the neighbourhood. They are a group with specific mobility needs and problems, which should be solved by making public transport easily accessible and creating blind-friendly public spaces for them.

Possible specific measures:

- **Lowering the curbs of the pavement**
  The measure is a low-cost solution, which does not need special permissions or plans, but could improve the mobility situation of the sensitive groups significantly.
- **Awareness raising within the society**
  Many creative modes of awareness raising exist, which can have a big impact on people who otherwise do not know how to help those who need it. These solutions usually are low-cost and the success of them highly depend on the good design and the well-worded message.

Low-scale measures supporting cycling

There are several elements of the cycling infrastructure in the area (both bicycle lanes and bicycle parking facilities) but the cycling network is not complete and at some important locations bicycle parking facilities are missing.

Possible specific measures:

- **Installing new bicycle racks**
  New bicycle racks make the use of bicycle for everyday mobility much easier. The implementation does not need a big budget and can be done step by step. Possible locations for bicycle racks are in front of schools, kindergartens, shops, office buildings and parks.
- **Opening one-way streets to two-way cycling**
  If the specific road is wide enough the implementation of this measure does not need hard infrastructural changes, only the painting of the signs on the road and the putting of street signs at the ends of the road are necessary. The measure is low-cost, but can help a lot to connect the existing bicycle infrastructure and create a continuous bicycle network.

- **Creating new bicycle routes (Róna utca, Mogyoródi út)**
  The bicycle network in the area is not continuous and there are important and frequently used streets where there is no infrastructure for cyclists even though in some of the cases the streets are really wide. The expansion of the network is necessary to foster the use of bicycles for everyday purposes. The difficulty of these interventions is that main roads are operated by the City of Budapest and not by the district.

Shared mobility solutions

Shared mobility solutions currently are not available in the area. The extension of the already existing bike-sharing systems (MOL BuBi and Donkey Republic) or a station based car-sharing system could give the residents the possibility to use the shared mobility solutions.

Possible specific measures:

- **Extension of existing bike sharing system(s) to the area**
  The extension of the existing bike sharing systems can foster the use of active modes in the neighbourhood, but this measure meets serious obstacles since the system on the extended area might not be maintained economically. Furthermore, another obstacle is that extending bike sharing systems is not only an investment, but would probably need the constant co-financing of operation.
- **The establishment of the area's own bike sharing system**
  If it is not possible to extend the already existing bicycle sharing systems, the solution can be the creation of Törökőr's own bike sharing system. There are many different operational models, finding the right one probably would be one of the most important and hardest task.
- **Extension of existing station based car sharing system to the area**
  There is only one station–based car-sharing system in Budapest, which is mostly used by companies for business trips and not by residents. The popularity and promotion of the system is not strong either. That is why the extension and more visible promotion of the system is necessary. The implementation needs high investment cost, which does not fit into the budget of SUNRISE, but the project can have a major role in catalysing such a process.

2.6 Lessons Learnt

What went well? What didn't work?

What went
well?

- Engaged core members of the CG

- People were generally open (even if passive)

- More concrete topics
  (more specific location/area, more specific
  topic) potentially attracting more people

What should be
developed further?

- Low participation levels, especially when needing
  regular effort

- Weak outreach to local businesses, institutions

- Weak participatory culture (in general), trust
  must be built (results delivered)

- The online and offline questionnaires had been
  filled out only by a few

- Because of the big project team sometimes the
  information can easily get lost in between the
  different actors

2.6 Lessons Learnt

Main drivers

Institutional
Spatial
Involvement/
communication
Technological Cultural Positional
Financial Political

Main barriers

Involvement/
Communication
Political/Strategic Spatial
Organisational Planning
Cultural Technological

- **CULTURAL - A handful of engaged residents**
  The core group played a key role in the co-identification of problems, needs, and wishes. The members of the group mostly live in Törökőr and for this reason they are really motivated to help to improve the mobility situation of the area. Furthermore, since they use the streets and parks every day, they have a really deep understanding about the local problems.

- **FINANCIAL - SUNRISE funding available for a limited range of interventions**
  The fact that at the end of the SUNRISE project some interventions will really take place was important, because it gave credibility to the whole process and this way helped to convince the people that it is worth participating and sharing their opinion.

- **Technological - Online mapping tool (Nextseventeen) provided by Urbanista presents motivating people to participate**
  From all of the methods we used during the co-identification phase the online mapping tool was by far the most successful. People really enjoyed searching on the map for the streets where they live or the daily routes they use and to identify the locations where they experience difficulties in the area of mobility.

- **POLITICIAL/STRATEGIC - Backlash of no (transparent) communication of the implementation phase of previous participatory process (Pillangó Park)**
  Pillangó Park is the most important and the biggest green area in the neighbourhood. Since the park is in bad condition new plans were made during 2016 and 2017 with a participatory planning process involving local citizens. In the process, many workshops and meetings took place. The plans were ready in the summer of 2017, but the city council first did not accept the them, because of the high cost. This undermined the perceived effectiveness of participatory planning in the neighbourhood, which caused disappointment and distrust in similar projects among some residents. Later on, in the autumn of 2017 the city council accepted the plans and secured the financial background for the first phase of the renewal.

- **CULTURAL - Scepticism of people ("nothing will happen")**
  Participatory planning was not very common in Hungary in the past. Most of the time, residents were only informed about what is going to happen in their neighbourhood, but did not have the real power to influence the changes and therefore had a general lack of good experiences. This might be the reason why many people were mistrustful in the beginning. It was the project's task to convince people that they can have a say in what the future of their neighbourhood will look like.

- **PLANNING - 1 week school holiday within the 2 weeks period (of problem questionnaire)**
  Among all the methods we used in the co-identification phase, the questionnaire (both online and offline) was the least successful one. The paper-based questionnaires were put out in approximately 10 educational institutions for two weeks, but due to a lack of proper planning, the first week overlapped with the autumn holiday, when these schools and kindergartens are closed. This problem caused a low participation rate.

2.7 Following Steps

Conclusion Drawn & Further Concept (Activities, Ideas, Wishes, ...)

For the next steps, the main conclusion is that currently only a small, committed group of people (the CG members) is willing to regularly spend time and effort on the co-creation process, mainly due to internal motivation. In order to reach a wider group of residents and stakeholders, the right formats have to be found, and the content has to be specific enough so that people can identify if they are directly affected and motivated to take part in the process.

The topics of the 3 design workshops were organised in March and April 2018 were selected in a way that allowed residents and stakeholders to concentrate their efforts on the topics and areas most relevant for them. The voting on the measures to be implemented within the SUNRISE project had to be broadly available and easily accessible for the local residents and stakeholders, both online and offline.

The promotion of events and other contribution opportunities is key, in due time, with broad reach and in an appealing format. The 1st design workshop was e.g. promoted via leaflets distributed to the mailboxes of 1660 households in the area of Újvidék tér and Bölcső utca.

Technical Meetings — **March 2018**

1

What?
• exchange information with key stakeholders (implementers)
• pre-check the feasibility of some ideas
• getting to know major projects affecting Törökőr (schedule of known road developments, possible rail projects) and the possibility to solve collected problems
• provide the relevant collected problems to the partners to include them into their planning
• inviting them to public design workshops

How?
• meetings
• e-mail, phone...

Who?
• BKK (public transport authority)
• Budapest Közút (road authority)
• MÁV (Hungarian State Railways)
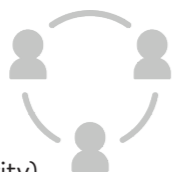
Design Workshops — **March - April 2018**

2

What?
• Defining a set of measures to be prepared and planned with the involvement of stakeholders

How?
• public design workshops (with walks before)

Who?
• local residents
• other local stakeholders
• municipality
• experts
• possible implementers (road authority, PT authority etc.)

Study Tour — **Autumn 2018**

3

What?
• get to know good practices from Vienna
• reward CG
• take home ideas (with proposed measures in mind)

How?
• 1-day study tour to Vienna

Who?
• CG members
• municipality

Measure Development — **Autumn 2018**

4

What?
• Develop proposed measures in detail (technical content, feasibility, costs...)

How?
• expert workshops

Who?
• municipality
• experts
• international experts (Koucky)
• CG
• possible implementers (road authority, PT authority etc.)

Measure Voting — **Autumn 2018**

5

What?
• co-decision and selection on the set of measures to be implemented within SUNRISE

How?
• online and nonline voting

Who?
• local residents
• local stakeholders

2.8 Data & Expertise

Resources the city can offer

Active participation of municipal staff in the process
City staff will be present in the upcoming events and will help all along the process.

Provision of rooms for event
Either for outdoor or indoor events the city will provide a room or the necessary permit to use public space.

Access to municipal communication channels
Local municipal communication channels (local newspaper, website, facebook channel, mailbox leaflets…) will play an important rule in the future of the project as well.

Cost estimates of the projects
The Municipality will give a draft estimation of the cost of the possible projects.

The execution of the voting
The precise planning and execution of the voting procedure will be in the hands of the Municipality.

Technical design
After the voting, the projects chosen by the citizens will need more detailed planning, which will be managed by the Municipality.

3.0
REFERENCES

Cover: urbanista, 2019

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. : urbanista, 2019

1   source: ITS megalapozó – gazdasági SWOT analízis

2   source: Municipal Data

3   Hungarian National Statistical Office

4   source: ITS megalapozó - 118

5   note: The number of CG members who indicated they agree with the objetive.

6   see: http://mizuglonk.hu/wp-content/uploads/Egyuttmukodes_ SUNRISE_ZUGLO_20180201.pdf

7   see: http://mizuglonk.hu/wp-content/uploads/Tags%C3%A1gi-nyi latkozat.pdf

8   see: http://mizuglonk.hu/sunrise-projekt/torokor-tanacsado-testulet/

NEIGHBOURHOOD MOBILITY DOSSIER

BAKA - JERUSALEM

Content

1 INTRODUCTION

2 DOSSIER

3 References ...

Photograph 1: by the SUNRISE Baka team

Photographs 2 -3 : Street festival, 2017, Miri Reiss – mapping opportunities and obstacles with the community
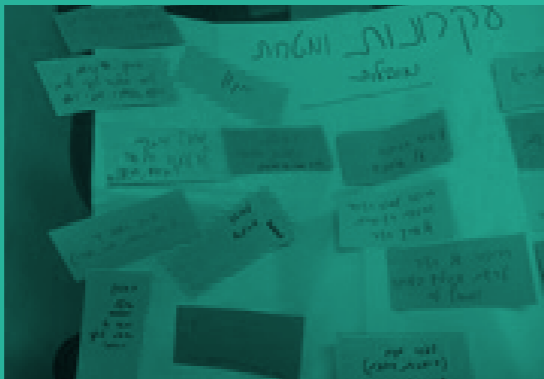
Photograph 4: by the SUNRISE Baka team

Photographs 5 - 7: Walking and mapping Workshop with the CCF and HGQ Architects

Photograph 8: Third age, 2017, Miri Reiss Co identification with the third age at „Moses House"

Photograph 9: CCF meeting, 2017, Miri Reiss – co identification descations

Photograph 10: by the SUNRISE Baka team

1.0
INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:
- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the

organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

[1] The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2] The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).

In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken.
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2.1. Status-quo description

The general situation of the Neighbourhood

Baka's population is 13,000 inhabitants and is a strongly diverse neighbourhood, with communities spanning: the religious and nonreligious; economically well to do and economically more marginal; native born and new immigrants; a European cultural orientation and a Middle Eastern cultural orientation. Despite the different cultural orientations of the population, the community has a pluralistic ideology which fosters a shared sense of community identity, a heightened sense of environmental awareness, and a strong commitment to civic duty. The community activity is organised under the „Bak'a neighbourhood community council" which functions as a „mini municipality", and includes social services, cultural activities, local communal committees that handle operational and strategic matters in the local level.

There is a long history of interaction between the municipality and the community on both the political level and on the professional level. This has included the preparation of the neighbourhood master plan with active community involvement. As in many cities there is also the tension between neighbourhood priorities and city wide priorities which at times leads to scepticism and lack of trust. The Baka Community Council's role is to bridge between the municipality and the

community interests. The council is led by an elected board which includes residents, municipal and political representatives.
The vision of this community as it recently evolved as part of the neighbourhood master plan, with hundreds of residents participating, states:

"The Baka Neighbourhood is part of the "weave" of neighbourhoods that make up the city of Jerusalem. The neighbourhood has developed over 120 years and wisely sustained its unique heritage... The neighbourhood is to remain green with well-developed open public space accessible to all: children, adults, disabled and senior citizens. Streets are to be pleasant and safe, accommodating pedestrians, cyclists, and motorists. The neighbourhood is to develop, linking the past with the future, in keeping with three underlying principles: community, historic preservation, and "green" innovation."

Thus it is important to point to the high level of environmental awareness and commitment held by the residents of Baka. Alongside this, one of the major challenges in the implementation of programs for sustainable transportation is the social-cultural dynamic, which is expressed in a high percentage of car ownership and low satisfaction with public transportation.

The growth percentage in car ownership in Jerusalem was 6.5% at 2017. Cycling paths in Bakʻa and from the neighbourhood are not connected with popular destinations in the neighbourhood and outside it, along with rickety cycling infrastructures. That is why encouraging cycling as part of encouraging sustainable transportation, as a main tool to reduce private car usage, is problematic because of safety considerations, especially among kids that arrive to school and to afternoon activities.

There are multiple forums in which civil society takes action, such as forums for urban planning, sustainability, and pensioners. The forums are diverse and reflect the multi-cultural make-up of the population. A commitment to sustainability is shared by all these groups in Baka, as a cross-sectional issue shared by different groups. Along

with communal vibrant participation there are residents that are less represented, as elderly ages, immigrants, students and youngsters that are not consuming local communal services. The other side of participatory heritage is the expectation that the process will be focused on results. At that point - generating long methodological process may exclude some residents.
Baka is a well-organized community, with a structured communal participatory activities and decision making processes, which enables the development of new models for active engagement and community partnership in implementing sustainable transportation innovations at the local level.
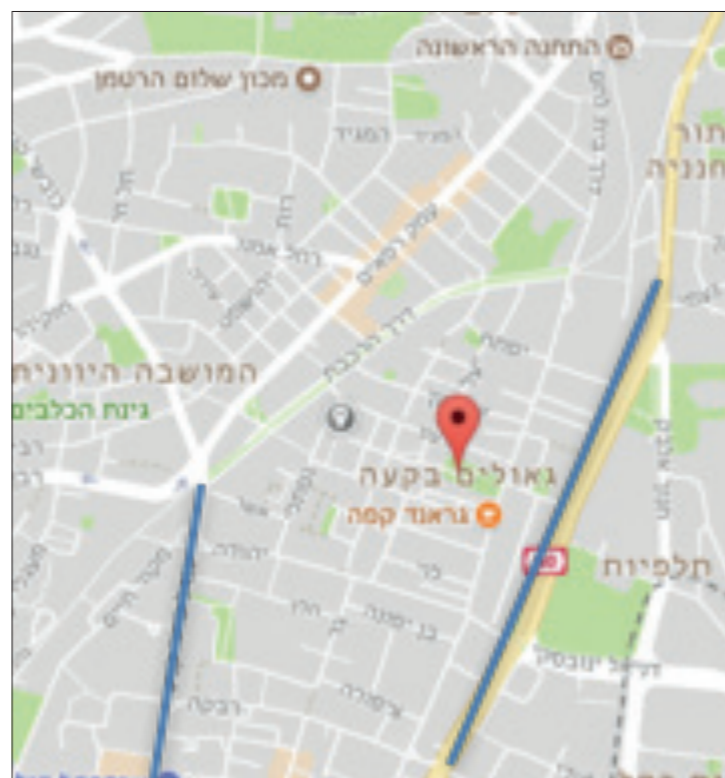

Figure 1: Map of Baka on the basis of GoogleMaps by the SUNRISE Baka team

Description of the Mobility Issues in the Neighbourhood

The agricultural history of the neighbourhood has left its imprint of narrow dead-end streets that make travel by roads cumbersome. Congestion is a major issue for travel within the neighbourhood and through the neighbourhood. Parts of the infrastructure to enable creating a walkable and cycleable district are already in place. Specifically, an old rail line into the city, which was previously an obstacle to local transportation, has been transformed into a „Rail Line Park" and pedestrian/cycle way linking the neighbourhood on one side to an industrial commercial area and on the other side to the CBD.

The policy of Jerusalem and Israel in general is to ensure accessibility to all forms of public transportation. In the Baka neighbourhood this has been implemented in most of the bus stops (design-friendly to the visually-impaired and wheelchairs) and will be incorporated into the light rail transportation system.

Transport Demand and Supply

- Narrow dead-end streets that make travel by roads cumbersome - as mentioned above.

- Congestion is a major issue for travel within the neighbourhood and through the neighbourhood, especially during school beginning and ending time, because the existing of two elementary schools at the neighbourhood.

- Main bus lines are on the neighbourhood borders – that makes public transportation accessible to residents, but less to the elderly population.

- In some areas sidewalks and other obstacles have not been adapted to people with disabilities and not all locations have adequate access to public transportation.

- Except elderly population, residents prefer that bus line will not cross in the neighbourhood.

Actual Travel Behaviour and Modal Split

- At this point close to 60% of the population travels to work by car and about 30% use public transportation with only 4% walking or cycling.

Use of Public Spaces

- Baka's public spaces (parks and Beit Lehem Street, a commercial centre) are often full of residents, with a lot of activity throughout the day.

- There's a strong culture and desire for an open and aesthetic public space, and many residents invest in greenery and beautification of their facades and fences for the good of the public sphere.

- Parking situation – there are 900 parking places in the neighbourhood (on-street parking only). The urban planning communal committee and the SUNRISE's CCF is now promoting initiative to convert 120 parking places into walking paths and to encourage walkability by additional shade, benches and pleasant open space.

- In light of the fact that the parking is free at the neighbourhood and that Baka's borders are with main public transportation lines, passengers from peripheral neighbourhoods park their cars at Bak'a and take the bus to their destinations from Bak'a. That increase congestion at rush hours and the use of a long term parking in Bak'a.

- Many of Baka's streets are narrow and without sidewalks, causing positive and negative outcomes:

1. cars, pedestrian and cyclists overlap and weave within each other's routes

2. it slows the travel speed of cars

3. it has the effect of pedestrianizing the street

4. there is often congestion for all three types of modes

5. decreases the safety of pedestrians, seniors and children

6. it creates issues of accessibility for seniors, parents with carriages, and people with disabilities

7. The community with the communal urban planner has a new initiative to replace parking places into walking paths, and encouraging walkability with shade, benches etc. part of the plan is to limit the parking only to residents.

Mobility-relevant Trends

• The state is pushing forward policies for urban regeneration without providing adequate measures for public works (schools, parking, parks), impacting the density in the neighbourhood and increasing congestion.

• There is a joint national-municipal body for public transportation (Transportation Master Plan) that is in charge of the mobility system (the whole spectrum from walkability to train network).

• Walkability is now embedded at all new transportation plans – as a municipal policy.

• The Environment Ministry is just beginning to integrate electric buses into mass public transportation.

Mobility-relevant Policies and Plans

• The development of two new light rail lines on two sides of Bak'a – the neighbourhood would be affected during the construction period and when the train will be activated. During construction, congestion will increase and a reduction is predicted with the train activation.

• Parking rearrangement – as described before. Bottom-up initiative that will reduce private cars' entry to Bak'a.

• Walking to school project – by City Architect

• Air pollution redaction projects – by Education Administration

• Healthy cities educational programme in Jerusalem schools

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

The stated objective of SUNRISE in the Baka neighbourhood are to:

• Increase the number of children walking to school rather than being driven by car

• Reduce air pollution through increased use of public transport and less motorised travel

• Change the split of travel mode in general: less motorised transport, more walking and cycling

• Redesign public spaces that enable safe and pleasant non-motorised travel

• Implement a neighbourhood "Mobility Innovation Centre"

• Advance community cohesiveness and programming that encourages the above objectives

Through SUNRISE, neighbourhood stakeholders that were not previously involved in the formulation of these goals will be identified and their views taken on board towards a truly representative community vision. This vision will be translated into a clear work plan with shared responsibilities among stakeholders. The focus of action is anticipated to be around the redesign of public spaces and the creation of a low-motorised "Green Path" to link residential areas, community institutions and businesses (the Green Path was identified some

decades ago by the neighbourhood council and residents as a principal axis to be developed by and for the community. During SUNRISE's proposal preparations, the community steering committee decided to consider the detailed planning of the Green path as one of the project modules).
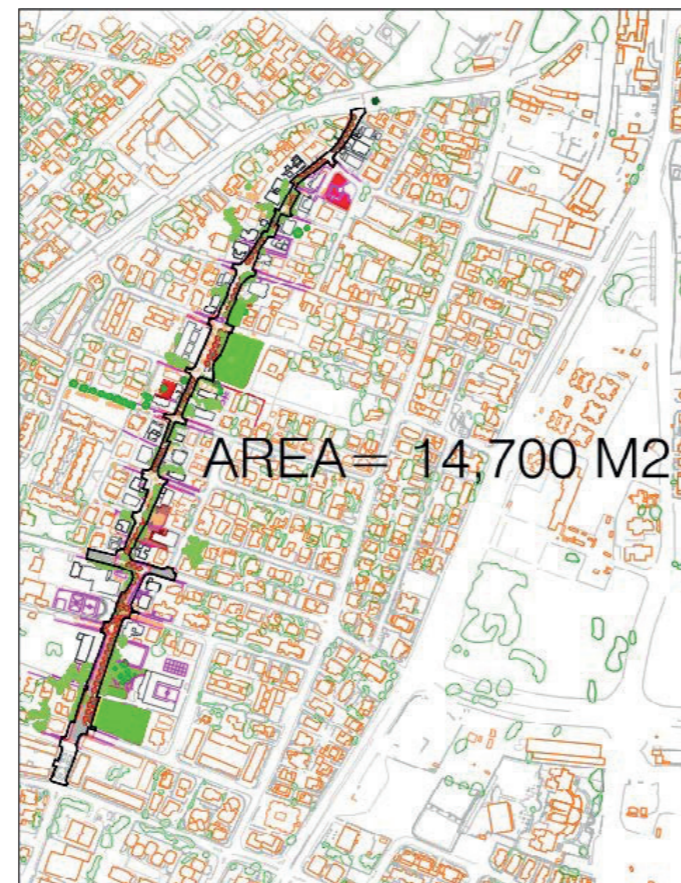

Figure 2: Map of the Green Path in Baka by the SUNRISE Baka team

Main Challenges of the Project

• The historic urban morphology/building environment of the neighbourhood limits the infrastructural changes that can be made, and increase costs of physical interventions that can be made in order to improve walkability and cycling.

• Accessibility for all populations - people with disabilities, seniors, parents with strollers and the like - is a neighbourhood-wide challenge and requires a neighbourhood-scale improvement

• It is unclear how to integrate cycling lanes into the narrow streets

• Bicycles cannot be placed in public transportation vehicles by law. This prevents bicycle riders from having true connectivity – if they can't combine cycling and public transportation, it impacts their decision to cycle at all.

• It will be necessary to allocate additional budget for some of the initiatives. A collaboration with other municipal programs will be required and we can't guarantee the implementation of those initiatives.

• There is a tension between encouraging residents to propose their own initiatives and the professional understanding of what can and needs to be done by the professional team (facilitation is necessary and delicate)

• Retaining resident involvement due to the minimal budget and perceived impact of the project

Main Opportunities of the Project

• There is a strong basis for community involvement and leadership

• There is an established commitment to sustainability and walkability

• The neighbourhood lies at the cross-section of significant urban areas (post-industrial zone of Talpiot, the German Colony, the First Station, main thoroughfares, proximity to the city centre, etc)

• The topography is suitable for walking and bicycle riding.

• There is a professional SUNRISE team in Baka that is very familiar with the neighbourhood and its communities

• Local schools are partners in project for reducing air pollution

• Baka is already a pleasant neighbourhood to experience (but lacks real accessibility)

• Major road and transportation changes around Baka provide an opportunity to introduce further change at the neighbourhood level

2.3. The Co-Identification Process

Aims and Expectations

Our aim was to:

1. To establish a core group of local activists

2. To engage previously unaffiliated residents in community development

3. To invite the wider public to be aware and involved with SUNRISE themes and activities

4. To gage the issues and needs of the diverse local populations

We expected:

1. Residents already involved in community initiatives to take up leading roles in the SUNRISE core group

2. Unaffiliated residents to join the core group and/or to take part in SUNRISE events such as the walking tours, the Baka street festival, and filling out the survey

3. The wider public to be involved in filling out the survey and providing their perspective on the challenges, needs and positive qualities of the neighbourhood

4. Diverse groups to be involved in different phases and in different ways i.e. seniors were instrumental in identifying infrastructural and transportation challenges, while youth activists were able to imagine

solutions by walking around the neighbourhood

The Baka neighbourhood has a strong legacy of community participation, a legacy that has continued with the implementation of the SUNRISE project. The community is well-organized into several sub-networks, each with their own representatives and engaged activists.

While the SUNRISE project was introduced by the municipality and the EU, the content and key decisions are still directed by the residents themselves in the CCF and the Core Group.

At the start of the project, the CCF and Core Group came to meetings and discussed as a collective the general direction of the SUNRISE project in Baka. With each meeting, residents voiced their desire to see results on the ground, and with this feedback the work plan was divided into several projects, each one with a point person from the CG. While budgetary decisions are still taken as a collective, each project is being moved along at the initiative of leading residents for each project.

This was the most intensive phase of problem-gathering. For one week every day a stand was put up in different frequently used places in the neighbourhood and the local or those people who work or study in the area could share their problems, ideas or give feedback on the good solutions in the neighbourhood.

The Participation Promise

Our aims for Baka in the participation process were the following:

1. To establish a core group of local activists

2. To engage previously unaffiliated residents in community development

3. To invite the wider public to be aware and involved with Sunrise themes and activities

4. To gage the issues and needs of the diverse local populations

5. For the community to design and implement initiatives regarding SUNRISE themes.

6. Reducing motorised travels and increase sustainable transportation.

The participation promise for SUNRISE in Baka approached the following questions:

- Which possibilities and limits do the process and its outcomes have?

- How and by whom are decisions made throughout the process (Explain why and if there exist limits or dependencies framing our SUNRISE project such as area, target groups, topics, etc.

- Please spell out the condition under payment will occur in order to give an orientation on the financial resources.)?

These were communicated at each CCF meeting, in which the background and aims of SUNRISE in Baka were communicated and developed.

In order to empower stakeholders to transform their statements into projects, the following steps were taken:

1. There is a designated team in charge of bridging and connecting the citizens to the urban-planning experts. This team is familiar with the current issues in the area and is very accessible to the residents.

2. An existing and vast communal infrastructure supports the issues of the community within the neighbourhood.

3. The community's joint work is dependent upon the active participation of diversified group of citizens. The diverse partners include more targeted populations of the stakeholders' such as elected stakeholders at the neighbourhood and the municipal level.

4. A relatively short timeframe to execute a significant and prolonging change.

5. A project which was imposed on the neighbourhood hinders the residents' sense of ownership over the project.

2.3. The Co-Identification Process

Tools, formats, events

Activity 1: Baka street festival

- Tabling and PR materials for SUNRISE (interactive dissemination of PR materials as a way to spread the word and get feedback at an early stage)
- Conversations with interested residents about sustainable mobility in Baka and Jerusalem
- Summarised the feedback concerning challenges and desired changes in the neighbourhood on posters and charts
- Several of the residents became part of the CCF

The aims of tabling at the festival were:

- Co identification - Collecting information on the issues residents shared with us a part of the Co-identification process
- PR about the project to the whole neighbourhood
- Recruiting residents to the CCF

Photograph 3: Street festival, 2017, Miri Reiss – mapping opportunities and obstacles with the community

Photograph 2: Street festival, 2017, Miri Reiss – mapping opportunities and obstacles with the community

Activity 2: Focus groups and SUNRISE survey

In order to assess the current transportation and mobility situation in Baka, we designed several strategies for reaching residents, including hard-to-reach-populations. The Co-identification phase was conducted through:

1. Residents meetings, custom designed to the needs and availabilities of the residents - open discussion at the Seniors' Home Bet Moses, walking tour with a group of youth movement members, evening-hours meetings for working individuals and parents

2. Custom-designing a survey (in partnership with the municipal strategic division and the survey unit of Transportation Master Plan) for multiple types of residents (parents, children, working individuals and students). The survey assesses people of all ages, occupations, and mobility patterns currently employ various modes of transportation in Baka, and for what purposes (school, errands, sports and leisure, work, etc). The survey format is a questionnaire and it was distributed online by email, WhatsApp and Facebook, as well as by approaching people in the street. The survey was interactive and showed different questions based on the age and occupation of the respondent, including students.

3. Walking around the neighbourhood with Baka's community worker, and talking to pedestrians, cyclists and car-owners, business-owners and residents, about the project and giving the survey link through WhatsApp or email.

CCF Meetings

- At CCF meetings we have presented a summary of the SUNRISE aims and format, a summary of previous activities, a work plan for that particular meeting, the budget, and the timeline for overall SUNRISE projects. So far there have been 8 meetings.
- Tables and charts have been produced and shown for: Co-Identification activities and feedback about challenges and opportunities relating to Baka's walkability and transportation modes; the stated values, aims and means of the CCF in Sunrise; the projects viewed as having the most potential.
- For each CCF meeting, an email and Facebook post is sent out.
- Currently the chosen projects of residents are being developed and built for implementation. The CCF voted on which projects are most important according to SUNRISE principles, Baka's needs, and a realistic assessment of what can be done with the available budget and the municipality's readiness.

2.3. The Co-Identification Process

Tools, formats, events

- Meetings with HQ Architects were designed as workshops in order to provide concrete mapping tools for the residents to visually articulate their visions. HQ ran a workshop with the CCF in which they asked the resident about the urban layout, design and connectivity of Baka. The residents communicated their needs while explaining how Baka works well and less well.

- HQ is currently working on designs for the Green Path. In the Co-Creation and co-implementation phases, HQ will be involved in the detailed planning of the Green Path, and there are several urban intervention projects being planned by the residents themselves.

Photographs 5 + 7: Walking and mapping Workshop with the CCF and HGQ Architects

Activity X : Walking Tour of the Green Path

- Materials included maps (as a tool for seeing connections between landmarks and streets), a summary of the identified needs and challenges in the neighbourhood (as a guide to identify problems and solutions along the green path), and a mini-workshop in Placemaking (based on Project for Public Spaces).

- With the materials in hand, residents could identify and articulate particular aspects in public spaces that required upgrades, whether through physical or social interventions.

- Great brainstorming sessions occurred on the walking tour because residents could feel and see what needed attention in the actual moment.

- Residents came up with ideas for implementation based on the tour and on the list of challenges distributed at the start of the tour. The ideas with the most potential to be realized (according to the Baka team and the residents) were articulated into project proposals for both the Placemaking competition in the Jerusalem Municipality, and for the next phases of SUNRISE.

- One project from this tour recieved funding from the municipality's placemaking 2018 budget.

Target groups and participants

Involvement of participants

- The Baka team listed all the different populations in the neighbourhood and connected with representative groups i.e. seniors were contacted through the Bet Moses retirement home, the youth were contacted through youth groups.

- The Baka team met residents randomly by tabling at the Baka neighbourhood street festival, and by publishing and disseminating PR materials during conversations with residents.

- As a group, the CCF also did ground work, by walking around the neighbourhood and chatting with pedestrians, parents and kids, seniors, shopkeepers etc.

- The Community Council has a strong network of established and long-time active residents.

- The Community Council's social worker, urban planner, and youth, senior and education coordinators are all in touch with residents relating to their specialty; they invited residents they knew to be interested in advancing Baka's mobility needs in tandem with SUNRISE, through phone calls, Facebook and mailing lists.

Lessons learned from approaches

- Different groups need different approaches in terms of timing, the amount of time spent, the number of times approached, and the topics broached.

- For example, the seniors at Bet Moses had an easy time communicating through conversations, and were able to meet in the late afternoon.

- Conversely, active and committed residents with kids could attend CCF meetings only in the late evenings.

- And in parallel, the youth groups enjoyed taking part in physically active events, such as a neighbourhood tour and brainstorming sessions outdoors .

2.3. The Co-Identification Process

Target groups and participants

People or groups to be activated within the next steps of bottom-up participatory activities

- Seniors, people with special needs, single parents, and people in lower income brackets are more limited in time and availability, and they should be invited to meetings at times they can attend (or the SUNRISE team should go meet them where it's easier for them - in the seniors home, parks etc)

- The community at large (not just the CCF) should be involved in the SUNRISE process through events every few months, and given the chance to provide feedback on the CCF's work .

Photograph 8: Third age, 2017, Miri Reiss Co identification with the third age at „Moses House"

Constitution/Formation of the Core Group

Set Up of the Core Group

- The Core Group (CG) was established by inviting members of the CCF to take the lead or to join in specific SUNRISE projects, such as the Walking to School programme.

- The core group was very motivated to be involved in this project about sustainable mobility and walkability in Baka, and they identified strongly with the values and framework of the project.

- The multitude of steps and meetings tired out several of the core group members, especially because they want to achieve concrete results on the ground already. The Baka team encouraged them to stay with the process, and presented the budget for discussion and vote.

- The meeting place in the Community Centre is a great space to meet and do workshops, and walking around the neighbourhood has proven to help with brainstorming and seeing outside the box.

- Despite the efforts made to explain the division of funds within the project, many Core Group members felt the budget for implementation is too small for the scope of the vision advanced by SUNRISE.

Members of the Core Group

The Core Group is mostly composed of local residents, some of whom are elected within the neighbourhood to be representatives on the Community Council's Board of Directors. A few examples include:

- The chair of the Parents Board for the Efrata Elementary School

- The deputy chair of Baka's Community Council Board of Residents

- A long-time activist in Baka's urban forum

- Young parents who lives along the Green Path A young couple

- Two of the Core Group are Jerusalem City Council Members

The number of attendees has stayed between 12-16 people at a time (including the Neighbourhood Evaluation Manager for SUNRISE in Baka and Municipality). From the Municipality usually one or two people are present, who are responsible for the project.

Responsibilities and powers of the Core Group

The CG is very aware of what it wants in the neighbourhood, and has expressed their visions through the various CG meetings held at the community centre.

Every meeting and workshop has yielded a strong response of values, aims, and physical and community-based elements intended for SUNRISE projects.

Currently we are developing project formats and timetables with motivated individuals in order to advance each idea and aim.

Members of the CG meet frequently, depending on the project being implemented. The members involved in the Walking to school programme met once a week for a month during the Pilot program; the members involved in the seating area upgrade have met 3 times so far, and will meet several more times this summer until the project is completed; and so on.

Photograph 9: CCF meeting, 2017, Miri Reiss – co identification descations

The results of the Co-Identification phase: The process from collection towards synthesis

In Baka there is an active CCF group, and many residents are aware of the SUNRISE activities and are happy about them. Residents from a variety of backgrounds have expressed whole-hearted agreement with the aims of SUNRISE, and on this basis the Co-Identification and Co-Design phases have been successfully ongoing. We were able to reach most of the populations we intended to contact and engage, and with future projects we hope to continue involving populations from all parts of Baka. However, we are currently facing 2 main obstacles:

1) The community has been involved with SUNRISE since the start of the proposal stage in 2016, and has also been engaged with urban issues since before SUNRISE - they feel it is time for implementation, and these detailed processes are overdrawn.

2) When the needs were identified and the initiatives were designed, the participants were dismayed at the stark difference between their ideas and the budget allocated for initiatives within the SUNRISE framework.

2.4. Culminating Outcomes

Collected needs/issues

The following are the collected and co-identified needs found through the SUNRISE co-identification process. These needs were identified through a variety of tools and forums: the survey, the Co-Creation Forum of residents (the main committee and forum for public participation within SUNRISE in Baka), focus groups, tabling in public spaces, and workshops.

Which are the essential ideas, problems and needs on mobility in Baka?

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) |

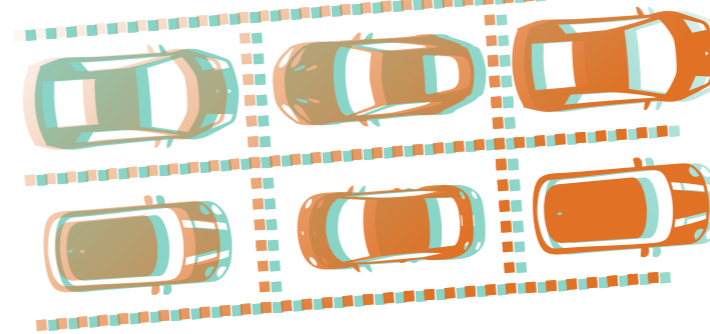| **Traffic and congestion #4** |
|---|
| • Many residents take the car instead of walking short distances in an effort to save time or because they perceive walking distances as too far |
| • Many parents drop off kids by car, which increases traffic congestion during rush hour. There should be a way 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
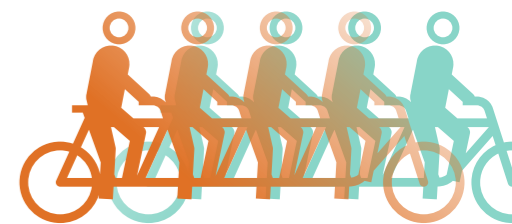
Contradictions and Correlations

- 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.

2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

INTERNAL FACTORS

Strengths

The community's commitment and the residents vision to find alternative transportation means.

The main route in the neighbourhood which has the potential to encourage connectivity and walkability.

Geographical location and the layout of the neighbourhood enable the citizens to be in proximity with the city centre and other daily sites, such as the centre for employment and commerce.

The topography is suitable for walking and bicycle riding.

There is a designated team in charge with bridging and connecting the citizens to the urban-planning experts. This team is familiar with the currents issues in the area and is very accessible to the residents.

Existing vast communal infrastructure to support the issues of the community within the neighbourhood.

The local schools participate in a reducing pollution project.

Weaknesses

Dead-end streets discourage connectivity and walkability.

Rickety pavement infrastructure and lack of accessibility in some spots at the neighbourhood.

Lack of continuity in sustainable transport (e.g., bicycles cannot be placed in public transportation vehicles).

According to national regulation, children under the age of 9 years old cannot walk to schools and kindergartens due to the need to cross roads.

The community's joint work is dependent upon the active participation of diversified group of citizens.

There is no budget allocated to the green path construction.

A relatively short timeframe to execute a significant and prolonging change.

A project which was imposed on the neighbourhood hinders the residents' sense of ownership over the project.

EXTERNAL FACTORS

Opportunities

Implementing the SUNRISE project in Baka.

Implementing new bottom-up approaches by the urban planning experts.

Transport revision at one of the main streets at Bak'a might open opportunities for infrastructure and walkability improvement.

A master transportation plan is committed to implement changes according to the current needs of the residents.

Similar objectives to the „Eden Talpiyot" plan to improve the walkability in the area. Neighbourhoods in proximity to Baka will also benefit the changes in transportation.

Continuing SUNRISE initiatives and implementing additional activities due to cooperation with similar projects.

Threats

Neglecting the promises already made to the residents with relation to transport planning.

Existing city plans contradict the desired trends. These plans have an impact on the capacity of the neighbourhood and its transport infrastructure.

2.5 SWOT Analysis & Corridor of Options

SWOT-Strategies

INTERNAL FACTORS	
Strengths-Threats	**Weaknesses-Threats**
Changes to surrounding thoroughfares may impact the number of cars driving by Baka but also provide an opportunity to have the Municipality implement infrastructural changes as part of its cityworks projects. In fact, the Municipality-approved Master Plan for Baka demands such changes for accessibility and walkability.	Strong participation with a limiting physical infrastructure means SUNRISE projects can be creative in its community-based programming
	The need for better cycling infrastructure and rules in Baka can bolster the changes needed for the locality and for the city as a whole. Baka can join cycling movements, promoting initiatives in the municipal level.
Diverse communities will have different challenges, and also diverse ideas for solutions.	The limited budget means it is necessary to prepare in advance and work with the right stakeholders in the municipality to get projects implemented. Therefore, Baka SUNRISE is pulling resources from other programs (the Baka team has already recruited 10,000 NIS for physical intervention from the city's „placemaking" grant and we have a partnership with the educational administration for the coming educational plan of 2018-19)
Stregths-Opportunities	**Weaknesses-Opportunities**
Baka's community network and political experience can help open up avenues for budgets and solutions.	To compensate for the potential lack of influence residents have on transport policies around Baka:
The professional team in Baka and in the municipality can do the same.	Ensuring shared expectations from the start (being on the same page)
The location of Baka is strategically important to Jerusalem's transportation fluidity. Therefore it is almost guaranteed that any interventions around Baka will improve services for the neighbourhood as a whole.	Ensuring dialogue between municipal actors and residents, and navigating compromises in public works projects.

EXTERNAL FACTORS

Corridor of Options

Option ① Walking to school programmes in conjunction with the City Architect project „the way to the gymnasia", may lead to budget allocation for implement the „green path".

Option ② Connectivity and walkability initiatives can be financed by transportation major projects on the edges of Bak'a.

Option ③ Placemaking approach for implementing small scale projects and improving an overall sense of walkability.

Option ④ All infrastructure projects will be done in conjunction with Baka's district office (Rova Oranim) and the municipality. Because public works sector is very hands-on, we will meet with them only when the projects are well-defined.

2.6 Lessons Learnt

What went well? What didn't work?

What went well?

- Substantial data collection on Baka's issues

- Strong CCF, intent on implementing goals

- Raising awareness to the concepts of sustainable mobility, walkability, urban improvements

- Engaging residents and including them in the SUNRISE process allows them to feel heard and involved in the actions

- Extensive mapping of the issues by the CCF, Baka SUNRISE team and HQ Architects pinpoints the issues and improvements that can be made

What should be developed further?

- The absolute necessity to establish trust-building processes with the residents through previous or small-scale success stories

- The importance of building strong ties and partnerships within municipal and governmental agencies, NGOs

- The importance of keeping the residents engaged and empowered in the process, through: Consistent momentum of meetings, events and implementation

- Establishing clear and focused goals, schedule and expectations between project coordinators and residents

2.6 Lessons Learnt

Technological **Political**
Financial **Cultural** **Problem related**
Involvement/Communication **Positional**
Planning **Institutional**

Positional
Cultural Political **Problem related**
Involvement/Communication
Organisational Technological **Financial** Institutional
Planning

- **#1 POLITICAL**
  This was the most important driver because of: The commitment and mutual interests of key figures within the community (elected council members, chairperson of the board, long-time activists), within the community council (CEO, urban planner, director of social affairs), and within the municipality (the Environmental Department, the Municipal Council).
  This driver helped to actualize every activity in the Co-Identification process - disseminating and filling out the survey, the Baka Street festival, and CCF meetings and the workshops and walking tours. Without this driver it would have been much more difficult to undertake co-identification activities.

- **#2 CULTURAL**
  This was almost as important as the first driver. The residents make the process happen, and Baka has a strong legacy of resident participation and activists. Many members of the CCF have been involved in Baka's development and community for years, with experience and a commitment the place and people. With their commitment, the beginning of SUNRISE and the co-identification process was a success.
  Communal commitment to sustainable developments goals, as reflected in Baka's sustainability vision, which was created by the community.

- **#3 POSITIONAL**
  SUNRISE came at an opportune time because of 2 other projects that began at the national and city levels: the education and awareness campaign for reducing air pollution (from the Ministry for the Protection of the Environment); and the PR programme for walkability by the Jerusalem Master Plan for Transportation agency. With these 2 important partners, which have coordinators at the city and neighbourhood levels, certain principles of SUNRISE were already part of the public discourse. For example, one-age group at both schools was excited about the walking to school program because of their education on air pollution issues.

- **#1 CULTURAL**
  Walkability, as a concept and practice, is not widely prioritized or familiar yet. While people are aware of environmental issues, they are less aware of the feasibility and strategies possible for making sustainable mobility an integrated reality in their day-to-day. Therefore, with each of the activities, it was important to talk about the objectives and theory, and not simply to dive into community recruitment; for the survey, getting the walking to school program underway is a logistical challenge, especially for parents who are less involved with community council and activism and requires key activists within the Parents Board to move the project forward; and of course, even with long-time activists it has been hard to keep them engaged because they want results on the ground and not meetings and planning - this led us to move relatively easily and quickly through the co-creation phase.

- **#2 INVOLVEMENT/COMMUNICATION**
  As mentioned in the first barrier, many residents aren't involved or aware of walkability as a basis for sustainable mobility. For this reason, one of the outcomes of the co-development of solutions phase and the co-implementation phase is a PR campaign on the importance and feasibility of walkability in both Baka and Jerusalem as a whole.

- **#3 PROBLEM RELATED**
  The complexity of improving Baka's walkability, especially issues relating to physical infrastructure, is quite daunting and were seen as a question mark by many residents. Even with knowing what the goals of SUNRISE are, simple activities such as recruiting residents, or having them fill out the survey, was slightly more complicated by the high number of factors that go into identifying and solving such an issue. As a way to respond, we (successfully) broke down the problem into themes and projects: for example, the survey speaks about various aspects of mobility, the CCF did workshops that helped identify all the many aspects of mobility in Baka, and the promotional activities like the festival presented the project in a simplified manner (people walking or cycling as the main objective).

2.7 Following Steps

Conclusion Drawn & Further Concept (Activities, Ideas, Wishes, …)

Updates on SUNRISE activities will be consistently published on Facebook and in the Baka Community Council newsletter for the wider public to follow the process and get involved where and when they would like.

The activities shown here are related to the second phase „Co-Selection" and the third phase „Co-Implementation" in SURNISE.

1 CCF Meetings

Community Participation and empowerment inviting residents to workshops, discussion to be in charge of content and decisions of the SUNRISE initiatives.

2 Walking to School Programme

A continual educational program about reducing air pollution in the two elementary schools of Baka from 2018 - 2019.

3 PR Campaign

PR Campaign on walkability to school and for the general population with the Jerusalem Master Transportation Plan agency

Phase 1: Walking routes and directives for safe walking to school, in partnership with two Baka schools.

Phase 2: Walking routes throughout Baka and connecting to surrounding neighbourhoods.

Phase 3: City-wide PR for walkability.

4 Gad-Rivka

1. Gad-Rivka Corner Upgrade – to take place in mid-September.

2. Designing and renovating the Gad-Rivka entrance from Talpiot to Baka with an industrial designer.

5 Green Path

1. Walking tour of the Green Path with the CCF.

2. HQ Architects urban design programme to redesign the Green Path as a means of connecting routes between popular destinations will be presented at October 2018.

6 Social Media

Updates on SUNRISE activities will be consistently published on Facebook and in the Baka Community Council newsletter for the wider public to follow the process and get involved where and when they would like.

2.8 Data & Expertise

Physical interventions
1. Working with the municipal bureaucracy - how to navigate the complex system?

a. The Green Path Programme will be presented to various departments in the municipality, especially the planning department, and included in work plans underway as a way to ensure funding and development,

b. Traffic arrangements – the Green Path's traffic consultant recommendations will be included in the Traffic Infrastructure Department's considerations.

c. Safety hazards – a list of safety hazard in public areas will be sent to Public Works District Manager, who has expressed a willingness to take care of them as apart of her yearly work plan.

2. Identifying issues on the ground with residents by means of workshops and tours

a. Several of the co-identification aims were achieved by bringing residents together with architects, by touring with them on the Green Path, and by providing them with tools for assessing issues and opportunities on the ground.

b. Conducting workshops outside, at the site of interest – these brought in a wealth of feedback and additional activists. Being on site, talking to people who use it daily, approaching strangers and inviting them to be part of the SUNRISE and Baka Council's community of engaged residents, makes a huge difference in the process and results.

c. Workshops in identifying principals and goals of the project, which eventually helped with making methodical and clear processes for the co-creation and co-implementation phases.

Survey
1. Professional assistance from the strategic planning division.
2. Dissemination infrastructure

Educational program
1. Partnering with similar programs to ensure optimal results

a. Partnering with the schools and teachers who took part in the pedagogical programme for reducing air pollution has helped make the walking to school programme a reality

b. The Walking to School programme educational program is accompanied by traffic safety activities – provided by the municipal Road Safety Department.

3.0 REFERENCES

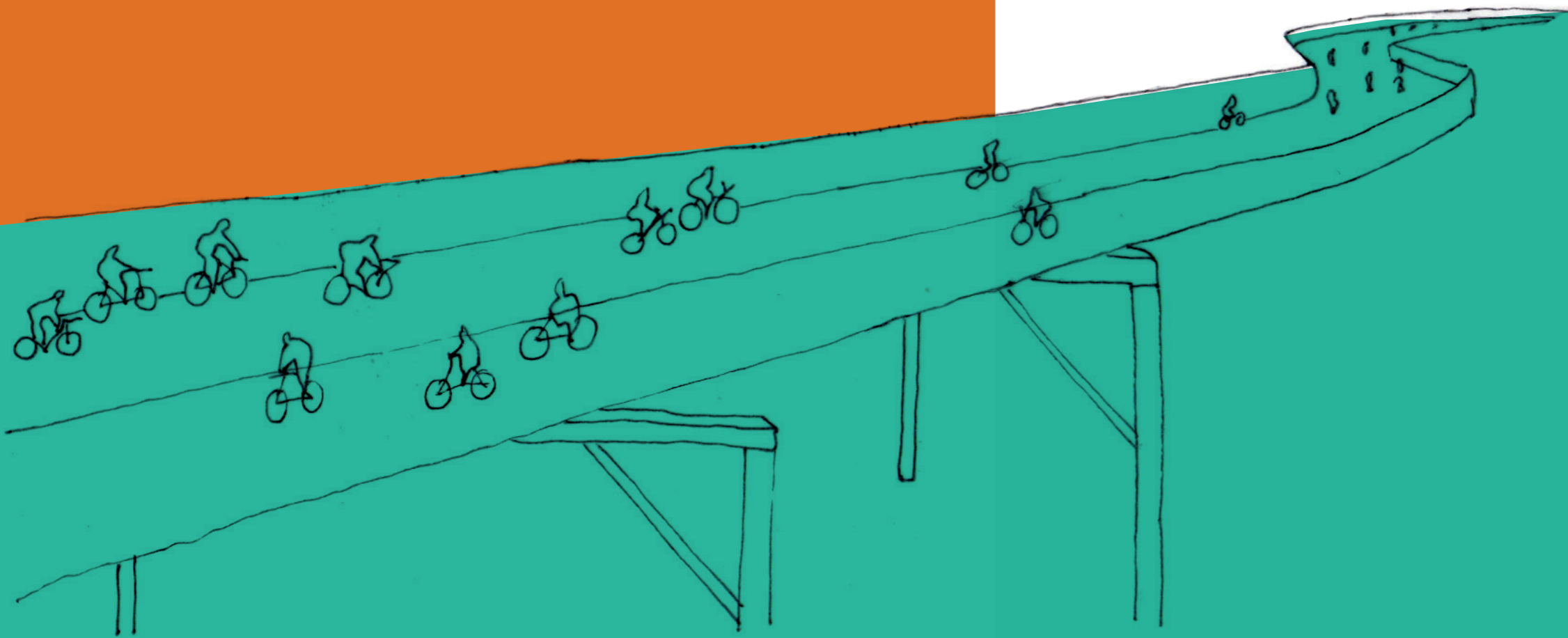Cover: urbanista, 2019

Photographs 1-10:   (2017 - 2018) authors:
                        SUNRISE Baka team

Figure 1:   (2019) Map of Baka on the basis of GoogleMaps,
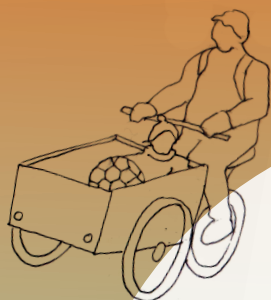   SUNRISE Baka team

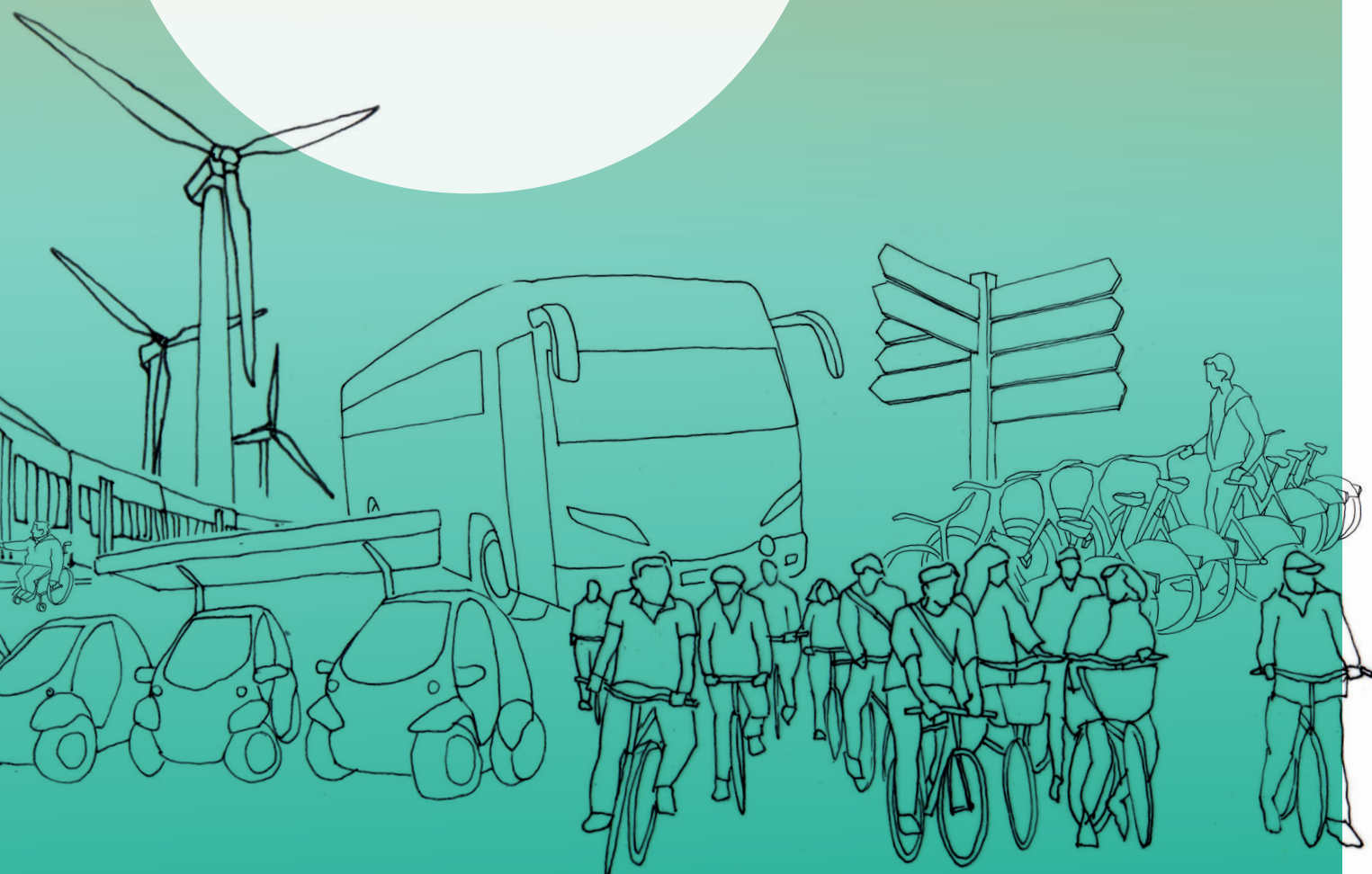Figure 2:   Map of the Green Path in Baka,
                        SUNRISE Baka team

NEIGHBOURHOOD MOBILITY DOSSIER

LINDÄNGEN - MALMÖ

SUNRISE

Sustainable Urban Neighbourhoods
Research and Implementation
Support in Europe

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Content

Photograph 6 : Inviation to Bike Day June 2018,
photographer: Emmy Linde

Photograph 7 : Container On-Tour Event June
2018, photographer: Maria Örn

Photographs 1-3 : Bike Day May 13, 2017,
photographer: Johan Fridh

Photographs 4-5 : Bike Day May 13, 2017,
photographer: Johan Fridh

1.0
INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:
- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

[1]The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2]The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).

In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken.
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2.0
DOSSIER

2.1. Status-quo description

The general situation of the Neighbourhood

Lindängen is located in the south of Malmö and home for 7.620 people. Compared to other parts of Malmö, the population in this neighbourhood is characterized by a high migration background. 76 % of the population of Lindängen have foreign background compared with the Malmö average of 45 %. Most frequently spoken languages are Arabic, Polish, Danish and Serbian/Croatian. Lindängen is home to a very young population. 36 % of the residents are below the age of 24 compared to 29 % for Malmö's average. In Lindängen households with children are more common than city average. In Lindängen a significantly lower share of the population has reached a high level of education compared to the Malmö average. However, the school results rank above average. Other socio-economic statistics describing Lindängen are an employment rate and per capita disposable income below the city average.

The neighbourhood is representative for the Swedish building style of the 1960s-70s. The buildings consist of multi-storey buildings with a high percentage of rental flats, but hardly no detached houses, compared to the rest of Malmö. During a time when housing was scarce, the national government encouraged the construction of one million new apartments with a clear separation of transport modes. Up until now, parking is reserved in underground garages and outside the neighbourhood. Inside, bike lanes and pedestrian paths connect residential areas with its central amenities, shops and services. Public places where people can meet are parks with vast lawns, a central square, public and residential playgrounds and sportsgrounds.

Malmö is once again standing at the outset of a building boom and Lindängen will be one of the main beneficiaries of this development. 200-300 new apartments will be built and two existing schools expanded to meet the needs of a growing population. Two bus express lines will be directed through the neighbourhood and accompanied with complementary changes e.g. redistribution of public and private space, bike-sharing system, bicycle paths (Nellerup and Andreasson 2016).

Description of the Mobility Issues in the Neighbourhood

The traffic separated neighbourhood might have been intended to become a safe environment for children to play. Unfortunately, it is not used in that way. In the absence of an adequate system to direct public and private services, e.g. deliveries, maintenance, police heavy vehicles regularly occupy pedestrian and bicycle lanes.

Insecurity has become a notable factor influencing residents' everyday mobility choices. Besides a high crime rate, other factors influencing the perception of insecurity include illegal and fast driving on bicycle lanes. The absence of residential houses along the pedestrian and bicycle paths and close to the centre leaves no eyes on the street after dawn. Consequently, people take detours and avoid moving through the neighbourhood at certain locations or certain times.

The question is how to facilitate sustainable travel in a neighbourhood that was built during a strong phase of motorisation and where peoples' mobility choices are determined by a high perception of insecurity?

Transport Demand and Supply

Accessibility

Figure 1 below depicts the result of the aggregated Accessibility Index from 2013. The index divides Malmö into 225 zones according to eight indicators. These indicators consist of

1) travel time by walking to 10 destinations

2) travel time by cycling to 10 destinations

3) travel time ratio bicycle/car to 10 destinations

4) travel time ration public transport/car to city centre, nearest commercial area/ shopping mall, and nearest public transport node

5) distance to nearest bus stop (with good headway)

6) distance to nearest major public transport node

7) distance to nearest car sharing facility

8) range of travel opportunities, i.e. access to several sustainable transport modes with good accessibility (freedom of choice)
Accordingly, half of the areas have acceptable accessibility or better. 59% of Malmö's population live in these areas. Many of the areas with poor accessi-

bility have relatively few inhabitants and low population density. Based on the indicators above Lindängen can be described as an area of acceptable to poor accessibility. However, this index has not taken levels of personal insecurity into account.

A look at Malmö's commuting statistics shows that a high share of Lindängen's population is employed in Denmark (11 percent compared to 8 percent for the total of Malmö), which makes commuting routes to the train station in Hyllie particularly important. Lindängen itself is not a destination for many commuters, but out of the people who come to or stay in Lindängen for work 70 percent are women.

Motorisation rate and car parking situation

Car ownership in Lindängen is slightly lower than Malmö's average (220 cars per 1,000 inhabitants compared to the average of 255 cars per 1,000 inhabitants) and lower than the average in SUMP area 7 Fosie (237 cars per 1,000 inhabitants) which Lindängen is a part of. The parking norm varies across housing units that were built during the 1970-80s (Balladen, Serenaden, Kantaten and Motetten with 0,6-1 cars/ household) and a more recently constructed housing unit (Vårsången with 1,5 cars/ household).
Parking in Lindängen costs 10 SEK (1 EUR) per hour and 60 SEK (6 EUR) for a 24-hour day pass. Residents have also the option to get a 30-day pass for 375 SEK (37.50 EUR). This is average compared to the rest of Malmö. According to real estate owners, there is a strong interest in renting on-street-parking lots, while underground garage spaces are less attractive and frequently available.

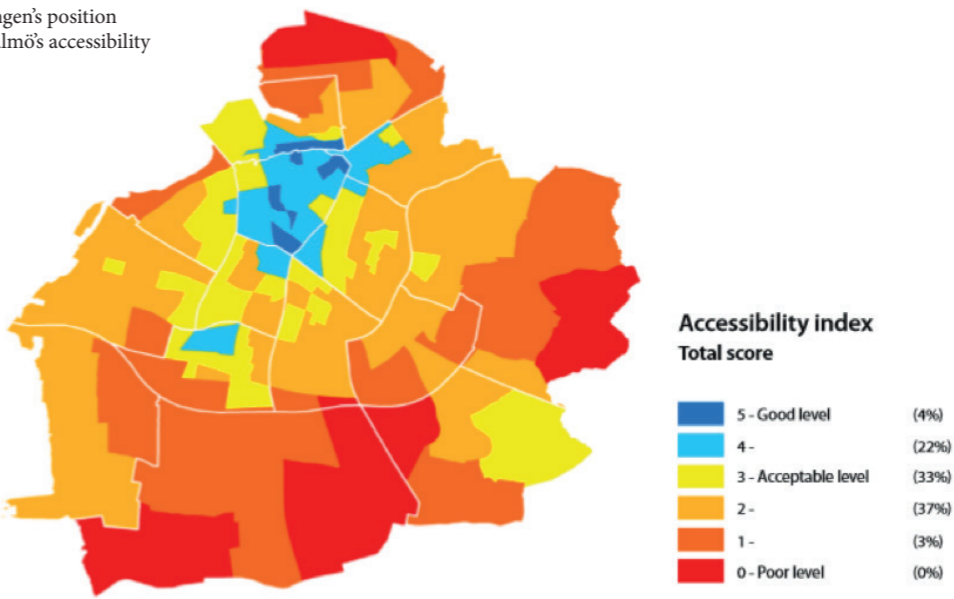Figure 1: Lindängen's position according to Malmö's accessibility index

Accessibility index
Total score

5 - Good level	(4%)
4 -	(22%)
3 - Acceptable level	(33%)
2 -	(37%)
1 -	(3%)
0 - Poor level	(0%)

Figure 2: Map of bus lines and stops between Hyllie and Lindängen

Public transport infrastructure: bus connections, prices and payment methods

Three municipal bus lines and one regional bus line connect Lindängen to Malmö and the surrounding region of Skåne.

- City bus #2: directed from the city's South (Kastanjegården) across the city centre (with stops at Södervärn, Triangeln and Centralen) towards the new harbour (Fulriggaren) departs every 10 minutes, on weekends and evenings every 20 minutes.
- City bus #31: directed from Lindängen across eastern Malmö (Jägersro, Bulltofta, Värnhem) towards the industrial harbour (Mellersta hamnen) departs approximately every 30 minutes.
- City bus #33: directed from Malmö's western parts (Ön och Hyllie) across Lindängen towards the city's eastern parts (Rosengård and Värnhem) departs every 20 minutes.
- Regional bus #170: directed from Hyllie station across Lindängen and Malmö's south-eastern suburbs towards Lund (Technical University and industrial science park) departs every 20 minutes, on weekends and other less frequently travelled times every hour.

Hyllie is an important train stop close by that connects travellers to central Copenhagen and Copenhagen airport. Taking the city bus #33 or regional bus #170 it takes 15 respectively 10 minutes to get from Lindängen to Hyllie. Figure 2 below shows bus lines (orange) and bus stops (red dots) in the area.

A standard ticket within Malmö costs 25 SEK (2,50 EUR) which is cheap compared to other cities like Gothenburg and Stockholm. Children to the age of 7 travel free. Pupils to the age of 19 receive a 40 percent discount and students a 20 percent discount. Pensioners from the age of 70 receive a 30 percent discount. Moreover, there is a couple discount that gives a 20 percent discount when travelling together. Bikes can be taken on the metro for a charge of 20 SEK (2 EUR), but are not allowed on city buses (which is common in Sweden but can cause some issues for i.e. a cyclist with a flat tire). A monthly ticket for Malmö costs 550 SEK (55 EUR). A special summer tariff allows travellers from 15 June – 15 August to visit the whole of Skåne for 695 SEK (69,50 EUR).
Payment is either possible via a smart travel card or the local transport operator's app. Skånetrafiken plans to successively phase out smart travel cards in the region and instead focus on developing the app-function further. Overall, the neighbourhood bus system is well-developed and connects with other parts of the city and regional public transport system. However, the numbers of users are high and an increase in capacity is included in the municipality's infrastructure plans.

Cycling and pedestrian network

A well-developed network of bicycle paths, with good road surface quality, runs through the neighbourhood and connects Lindängen with other parts of town (indicated with pink lines in the figure below). Amongst these is the route to the city centre through the neighbourhoods Hermodsdal and Nydala. However, as different traffic modes are separated from each other, bike paths run through a park-like, but rather isolated, area. Bicycle paths are missing to a large extent alongside for example Munkhättegatan. While many residents appreciate Lindängen for its car-free environment, the separation of pedestrian and cycling paths from streets, can make it somewhat difficult to orient oneself across neighbourhoods and, as they go through isolated and sometimes desolate areas, can contribute to a sense of insecurity (Hammarberg et al. 2015). However, some pedestrians-and-cyclist-only-areas are not respected. The fact that car and motorscooter drivers sometimes take shortcuts via pedestrian and bike paths diminishes the positive aspects behind the traffic mode separation planning idea. Munkhättegatan also creates a main barrier to pedestrians in the area. Pedestrian and bicycle tunnels offer crossing points under Munkhättegatan at five different points. Pedestrians often choose to cross above even if only one of these points is provided with an additional zebra crossing on ground level. This is a common feature in traffic mode separated areas.

Shared mobility: car-sharing and bike-sharing

Malmö counted 93 station based car-sharing pools in March 2018, one of which is located in Lindängen (currently with only two subscribers). The local car-sharing operator Sunfleet envisages an extension by another 80 car-sharing pools in Malmö within the coming year. Studies have shown that car-sharing has its limits in semi-periphery areas such as Lindängen (Wennberg et al. 2018).
The city's own station based bike-sharing system Malmö by bike exists of 50 stations located in the central parts of Malmö. An annual membership fee of 250 SEK (25 EUR) makes the system very affordable and popular among residents and visitors alike. For 2019, the system will be extended by another 50 stations. Eight stations will be leading the way to Lindängen, but are not yet in place.

Figure 3: Map of Lindängen's bicycle network

Actual Travel Behaviour and Modal Split

Modal split: Malmö and Fosie latest survey 2013 and 2030 objectives compared

Sub area	🚗	🚌🚊	🚴	🚶
1 Centrum	15% (25%)	25% (23%)	35% (25%)	25% (25%)
2 Slottsstaden	25% (33%)	20% (16%)	40% (34%)	15% (14%)
3 Västra hamnen	20% (30%)	30% (25%)	30% (25%)	20% (17%)
4 Norra hamnen	25%	30%	30%	15%
5 Kirseberg	25% (34%)	30% (24%)	30% (24%)	15% (16%)
6 Rosengård/Sorgenfri	20% (31%)	30% (25%)	35% (28%)	15% (15%)
7 Fosie	30% (49%)	35% (24%)	25% (18%)	10% (6%)
8 Holma/Kroksbäck	30% (40%)	20% (17%)	30% (22%)	20% (18%)
9 Limhamn	35% (54%)	20% (14%)	30% (20%)	15% (10%)
10 Bunkeflostrand	45% (62%)	25% (18%)	20% (9%)	10% (8%)
11 Hyllie	30% (56%)	30% (14%)	20% (12%)	20% (18%)
12 Jägersro	50% (59%)	15% (12%)	20% (15%)	15% (15%)
13 Husie	50% (63%)	20% (15%)	20% (14%)	10% (8%)
14 Oxie	50% (64%)	25% (20%)	15% (6%)	10% (8%)
15 Tygelsjö	55% (72%)	20% (12%)	15% (4%)	10% (9%)
Total	30% (40%)	25% (21%)	30% (22%)	15% (15%)

Figure 4: Actual (in brackets) and anticipated modal shift changes until 2030.

Figure 4 above shows Malmö's modal split objective until 2030 in total as well as for each SUMP area. The result from a travel survey 2013, is displayed within brackets. The modal split regards all trips made by inhabitants within, to/from and outside the areas. Lindängen is part of SUMP area 7, Fosie. The comparison between this area and Malmö's total modal split change illustrates that the challenge for Fosie consists in significantly reducing car use, increasing the already high use of public transport and encouraging walking and cycling. However, Lindängen's lower car ownership (compared to Malmö and Fosie average) could be an indicator that car usage also is lower compared to the other neighbourhoods included in SUMP area 7. Inhabitants in SUMP area 7 make fewer trips (2,3 per person) compared to the city average (2,6 per person).
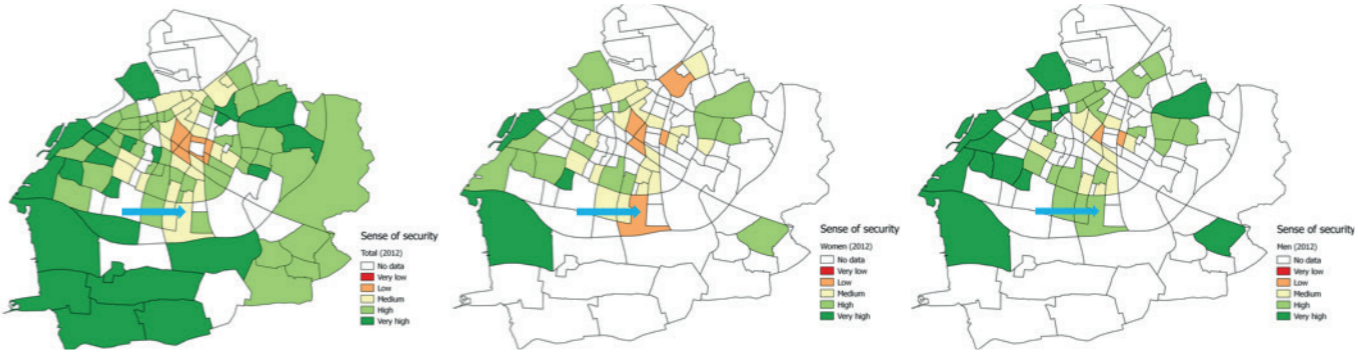
Figure 5: Levels of Sense of security per subareas, shown in total and by gender. The blue arrows indicate Lindängen subarea.

Use of Public Spaces

Security

Security has been raised as a major issue by the people of Lindängen. Many places are perceived as uninviting and unsafe. Notably, 54% of the residents indicated that they did not feel secure on their own at night, compared to 34% in the rest of Malmö (BRÅ 2017). Figure 5 shows how levels of security amongst women in Lindängen is lower compared to the neighbourhood's male population. Part of the reason lies in the neighbourhood's architectural design. Buildings open to the inside. Closed housing fronts to the outside leave no eyes on streets or bicycle paths. Functions that otherwise are arranged at a house's backside, e.g. waste disposal, parking and loading spaces, have been placed at its entrance, creating a first impression that residents do not feel represented by.

Moreover, vast spaces of greenery that are neither parks nor squares create unsecure places between buildings (Hammarberg et al. 2015). A high crime rate with open drug dealing and gang violence contribute to this public perception. More recently, the neighbourhood was listed among the most exposed areas to crime in Sweden alongside Hermodsdal and Nydala (BRÅ 2017). There have been multiple shootings with deadly outcomes in and around Lindängen. Consequently, people take detours to avoid certain locations, avoid going out alone, after dawn or choose to limit the errands they make – leaving public spaces as the square, playgrounds, parks including their bike lanes empty at large part of the time.

Use of pedestrian and bicycle tunnels

Due to their dark and underground character pedestrian and bicycle tunnels are contested. We were interested in residents' use of the tunnels going under Munkhättegatan and conducted traffic counts in summer 2017. The analysis shows that people use tunnels predominately when travelling by bike 85%. Pedestrians prefer to cross Munkhättegatan on street level, whether a designated zebra crossing was available or not.

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

Malmö has two objectives with SUNRISE:

1) On an overarching level, we want to identify a method and tools that help us, together with the population of a certain neighbourhood, to identify, test and develop relevant mobility solutions. As a result, residents and companies shall be able to contribute in concrete ways to implementing Malmö's sustainable urban mobility plan.

2) We also want to identify and test concrete mobility solutions that facilitate people living and working in Lindängen to travel in a more sustainable way.

Main Opportunities of the Project

- Gain access to local networks and actor groups to co-identify relevant mobility needs.
- Learn about different ways to understand and approach mobility issues from a specific local context.
- Holistic approach to public and private spaces.
- Reclaiming and activating certain urban spaces to create a sense of security.

Main Challenges of the Project

- Local knowledge shared by local actors also indicate that the residents of Lindängen to a large extent have a project and participation fatigue. Residents' trust in the municipality has been strained by disappointment connected to previous "fruitless" regeneration focused projects and participatory initiatives.

- Relevant solutions might not entirely be within the municipality's domain of responsibility and action field. Actors like local organisations and real estate owners should therefore be involved as partners in the co-creation process (and/or in the facilitation there of) in order to have greater potential to implement measures.

- As there are a lot of other processes/projects ongoing within the neighbourhood, partners' and residents interest in and prioritisation of mobility related issues (and the SUNRISE project) might be at risk. Considering that Lindängen (alongside with the neighbouring areas Hermodsdal and Nydala) is listed among the most crime exposed areas in Sweden with gang violence and killings, sustainable mobility issues might be perceived less urgent.

- As there are seemingly more pressing issues than sustainable mobility;
    - How to gain residents engagement?
    - How to unite around mobility related core problems and goals?

- Mobility issues are entangled in great complexity and are a part of a so called "wicked" problem.

- To achieve a holistic approach to public and private spaces regarding maintenance and other issues.

2.3 SWOT Analysis & Corridor of Options

SWOT-Matrix

INTERNAL FACTORS	
Strengths	**Weaknesses**
Comparably low car ownership	Lindängen only has an acceptable to poor level of accessibility according to index (see figure 1)
Cycling network well-developed in some respects	Bus stops, parts of cycling and pedestrian network are avoided at certain times, which indicate an even lower level of perceived accessibility
Relative high level of public transport usage	Some pedestrian-and-cyclist-only-areas are not respected by car and motorscooter/moped drivers
High sense of urgency to find solutions to security related issues	A lot of active community forums but not specifically mobility related
A lot of processes are ongoing with active forums and engaged residents (albeit non-mobility related)	A lacking sense of urgency when it comes to narrowly defined mobility issues: What engages people to improve their mobility situation?
	Previous experience of "fruitless" projects and participation processes
	A lot of ongoing processes. What engages partners to prioritise and contribute to mobility solutions?

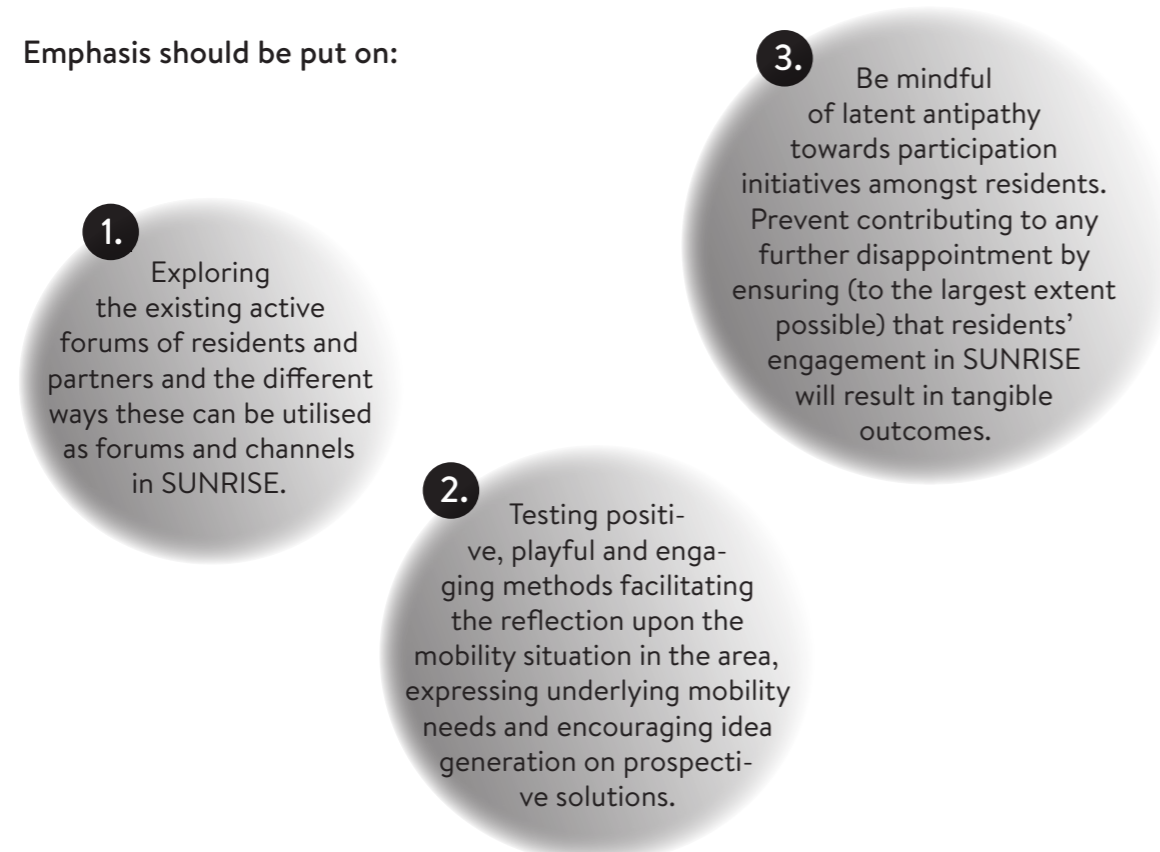| EXTERNAL FACTORS	
Opportunities	**Threats**
Lindängen is beneficiary of large physical investments in coming years	Ongoing gang crime in Malmö with deadly shootings and narcotic sales in public increase the sense of insecurity
New parking policy allows for extended use of different kinds of mobility management measures	
Facilitate the implementation of measures to show tangible results	

2.3 SWOT Analysis & Corridor of Options

SWOT-Strategy

The "Weaknesses-Threats-Strategy" can be used to minimise weaknesses and avoid dangers in Lindängen:

Project results should focus on improving the neighbourhood's accessibility to sustainable modes of travel and the perceived accessibility (i.e. people's perception of actually being able to access and utilize sustainable mobility infrastructure). SUNRISE can contribute on long to medium term basis by continuously feeding back of SUNRISE process results into upcoming physical changes and synchronising with other relevant processes. However, improvements on a short to medium term basis can be achieved within the scope of SUNRISE together with partners and local stakeholders working on and testing relevant measures. The high level of perceived insecurity in the Lindängen area should be seen as an overarching perspective and a factor that any mobility solution has to take into consideration. The high sense of insecurity amongst the residents, and the sense of urgency connected to the issue, risk overshadowing other topics in the neighbourhood (like sustainable mobility). This could be somewhat mitigated if narrow approaches to mobility issues are avoided. The co-creation process should be built on the openness and an understanding of direct and indirect connections between mobility and sense of insecurity.

Emphasis should be put on:

1. Exploring the existing active forums of residents and partners and the different ways these can be utilised as forums and channels in SUNRISE.

2. Testing positive, playful and engaging methods facilitating the reflection upon the mobility situation in the area, expressing underlying mobility needs and encouraging idea generation on prospective solutions.

3. Be mindful of latent antipathy towards participation initiatives amongst residents. Prevent contributing to any further disappointment by ensuring (to the largest extent possible) that residents' engagement in SUNRISE will result in tangible outcomes.

Corridors of Options

Option 1

Placemaking to activate certain places

Perceived insecurity is a big issue in the neighbourhood and influences mobility choices. The neighbourhood has a well-developed bicycle infrastructure but have sometimes an isolated character. According to surveys people, especially women, do not to feel comfortable going outside after dark. Particularly places where people do not feel secure and therefore avoid could be activated to increase the flow of people in public places. This corridor of option could include measures as different kinds of events, festivities and types of placemaking.

Option 2

Reclaiming urban space back to pedestrians and cyclists

Some pedestrian-and-cyclist-only-areas are not respected by car and speeding moped drivers. This makes these areas less suitable for children to play and less attractive as meeting places. This corridor of option could include different ways of physically blocking and hindering motorist to enter the area and for mopedists to speed.

2.4 The Co-Identification Process

Step 1 - 5

**Step 1: Preparations
(May 2017 – January 2018)**

- Internal preparatory meetings with the aim to initiate the process and to get to know Lindängen as well as relevant actors in the neighbourhood.
- Assessment of earlier work that has been done in the neighbourhood connected to co-creation and mobility. What was lifted in earlier dialogues that we can take with us and build further on?
- Internal kick-off with representatives working at different parts of the city council and with a clear responsibility affecting Lindängen's future development. The focus was to identify synergies between their work and SUNRISE.

Purpose:
To collect information and knowledge about the neighbourhood as well as future and past projects in Lindängen. To inform central actors about SUNRISE and identify synergies amongst each other.

Co-creation:
The focus of this phase was on involving different parts of the city council. First connection has also been established with associations and local networks that are active in the neighbourhood.

**Step 2: External kick-off
(February - March 2018)**

- After having learned more about the neighbourhood and having translated the ambitions with SUNRISE to a process that suits the neighbourhood's specific challenges and circumstances, we invited central actors to be part in defining next steps.

Purpose:
To identify advantages of jointly addressing the challenges that travelling from, to and within the neighbourhood entail. To establish a core group responsible for collecting and analysing ideas and suggestions which will be raised during future dialogue activities.

Co-creation:
This phase focussed on involving real estate managers in Lindängen. Other actors that have a connection to the neighbourhood's mobility situation and can become relevant later on, such as residents connected with the community centre Allaktivitetshuset, were informed as well.

**Step 3: Dialogue activities
(Nov-Dec 2017 and May 2018)**

- Focus group meetings were held and moderated by a subcontractor and organised around user group experience of urban surroundings and features.
- "Pop-up" events were held with focus on mobility related topics.

Purpose:
Familiarise ourselves to and get general insights on the area. Capture/identify local trends and needs regarding mobility issues. To meet people wherever they are and being present in their everyday lives. A way to build trust, raise interest and make people curious about the topic – thus laying a foundation for upcoming activities.

**Step 4: Dialogue activities
(May-June 2018)**

- "On-Tour activities" or "mobile questionnaires" activities were organised in close cooperation with local real estate managers. These kind of participatory activities was used with the purpose to reach out to as many residents as possible and to get a better understanding of their concrete needs while meeting them in their daily lives.

Purpose:
The aim with the dialogue activities was to identify challenges and needs of the local residents. How do people travel today? What hinders them from choosing more sustainable means of transport? And what do they need to be able to travel in a sustainable manner tomorrow?

Co-creation:
Co-creation was key during this phase. We wanted to involve as many residents as possible. Information was spread through local real estate managers communication channels, e.g. flyers in letter box, hall way and other public spaces. Information was also circulated through respective websites, social media and local newspapers. Other local actors were also carriers of information. In addition to direct face-to-face dialogue in Lindängen, residents had the opportunity to leave their ideas and suggestions via email or letter to us.

Step 5: Summary and validation of results (June-August 2018)

- The challenges and needs identified during dialogue activities in June were summarised and condensed. To get an overview over the different ideas and proposals that have been lifted, we categorised them into possible future working areas, then evaluated and validated them with the real estate managers and Allaktivitetshuset. The summary and synthesis will be our vantage point for future actions.

Purpose:
To provide an overview of main mobility challenges and needs. Co-creation: Dialogue results were summarised by the SUNRISE-team at the municipality and validated by the members of the core group and representatives from Allaktivitetshuset.

2.4 The Co-Identification Process

Participation Promise

 "Together, Malmö City and the neighbourhood's real estate owners have great opportunities to influence the local conditions for travel to, from and within Lindängen, Nydala and Hermodsdal. The city of Malmö and real estate owners will collect and handle the mobility needs that exist, so that people living and working in the area will be able to travel sustainable to a greater extent.

Through our cooperation we want to:
• find working methods to, together with the population in a certain part of the city, identify mobility solutions that would make it easier for residents to switch to a more sustainable transport mode.

• Develop and test concrete solutions for sustainable mobility.

The suggestions and comments that come through participation activities will be compiled and fed back to the participants. The proposals that dominate, and are economically and practically feasible, will be further investigated. Residents, organisations and businesses will be offered the opportunity to participate in the process, both regarding the details of the design of the measures and the testing of solutions. All tests and permanent solutions are jointly decided by Malmö city and real estate owners."

Photograph 1: Bike Day / May 13, 2017, photographer: Johan Fridh

Process Design

In the beginning we focused on getting to know the neighbourhood, the local actors and to build a local presence and trust. We chose to start low-key and small-scale to get a basis to build on. We left our process design quite open and to be able to adjust and define it based on the neighbourhood's circumstances and the impression we got along the way from meeting the local actors and residents. We arranged different public Pop-up events including Try-outs to "feel the waters" when it came to the residents' interest in mobility related topics and to create a local presence for SUNRISE. A focus group gathered around a running track together with the On-tour participatory events allowed us to be present, meet people where they were (doing errands, exercising or just hanging out) and collecting problems, needs, wishes and ideas on-site. Although we had a digital suggestion-box, our approach was otherwise "nonline".

The synthesis process was done internally at the municipality. Other than these low-key reviews with local stakeholders (including an evaluation of feasibility when relevant), no public synthesis review was executed. We considered this not to be appropriate

at that time. However, the fields for actions are broadly defined and in the next steps of the co-creation residents will have an active role in developing and selecting the measures.

Photograph 5: Bike Day May 13, 2017, photographer: Johan Fridh

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2.4 The Co-Identification Process

Tools, formats, events

Description of tools and related participants reaction, topics and specific outcomes:

Activity 1 – Visibility Campaign Pop-up event
• People we offered giveaways expressed positive astonishment as they were unaccustomed to receiving practical promotional products.

Activity 2 – Focus group meetings Running track
• Good to involve an active multiplicator to maintain the process and feedback.
• Good to link the participation process to something tangible.
• A good starting point to get residents' general thoughts about the area.

Activity 3 – Bike Day Pop-up event
• Meeting people wherever they are.
• Building trust by being present.
• Spark interest and curiosity.
• Capture and get a feel for local trends and tendencies regarding mobility issues.

Activity 4 – On Tour station events
• Three On-Tour events – based on „run into" or "pick up"- method
• Location and timing were important, we selected spots where people gather (supermarket and festival) in order to reach a range of residents.
• By offering coffee we could talk about mobility "under cover".

Photographs 1-2 :
Bike Day
May 13, 2017,
photographer:
Johan Fridh

Overall
• We used the same form of visual expression/design language (in order to create a sense of recognition).
• We learned that it was important to be out in person.
• An event meant a temporary redesign of places where it might not happen so much otherwise which was appreciated.
• Positive reactions but some hesitance.

Target groups and participants

Involvement of participants

Identifying:
• The initial stakeholder-mapping was made together with representatives from the city's Planning office and Job market and social department looking at prior participation activities
• The fact that the neighbourhood has a low share of publicly owned land led us to involve the local estate owners/managers.
• The fact that the area has a young population led us to contact the local community center, Allaktivitetshuset.

Activating:
• Face-to-face
• Multiplicators
• Personal invitation

Lessons learnt from approaches:

• Gained better understanding for peoples' every day travel circumstances. Every journey starts and ends at home. This is one important reason for why we reached out to local real estate managers and invited them to join the project.

• Project and participation fatigue – there has been multiple projects and participatory activities in the neighbourhood, which have been perceived by many not to have resulted in anything, and have left

the residents tired of being asked to get involved for no tangible reason. Residents have asked for physical change for a long time but there is a sense that nothing happens.

• The perception of unsafety and sense of low personal security is a big local issue. Sustainable mobility has a low priority. It is important to define the topic for mobility focused activities without the participant interpreting that this issue is overlooked.

People or groups to be activated within the next steps of bottom-up participatory activities

Residents who have a stake and interest in, and/or ideas and experiences concerning the three fields of action – secure bike parking, placemaking/activating urban spaces and reclaiming urban space. The plan is to reach target groups through existing forums and networks.

Photograph 4 :
Bike Day
May 13, 2017,
photographer:
Johan Fridh

2.4 The Co-Identification Process

Constitution/Formation of the Core Group

Set Up of the Core Group

The core group during WP1 consisted mainly of representatives from the local real estate managers/owners. We judged it to be important with members who have local knowledge, have a stake in the area with mandates to implement change and channels for influence. The distribution between private, semi-private and public spaces is not self-evident. The local centre, for instance, was sold to a private investor in the 1980s. A fragmented ownership structure complicates responsibilities when it comes to maintenance improvement questions in the area. Maintenance issues effect mobility behaviour and use of public spaces directly (i.e. concerning de-icing and lighting matters) and indirectly (littering and neglected management of common areas and facilities contribute to sense of insecurity) – and are therefore a relevant to the SUNRISE process.

The representative from the Job market and social department at Malmö city were initially engaged to share local knowledge and to provide guidance when navigating the many processes ongoing in the neighbourhood. All things considered, the constitution of the core group worked well.

Members of the Core Group

- Members of the Core Group:
- Representative from Trianon (real estate owner/manager)
- Representative from MKB (real estate owner/manager)
- Representative from Stena fastigheter (real estate owner/manager)
- Representative from Victoria Park (real estate owner/manager)
- Representative from Fastighetsägarna syd (real estate owner/manager)
- Representative from Trianon (real estate owner/manager)
- Representative from Job market and social department (Malmö municipality)

Work mode of the Core Group

The core group members already have a lot on their plate so are very busy and a bit hesitant to be involved in yet another project or workgroup. However, SUNRISE's focus on sustainability and with funds to implement user-identified measures made them curious and cautiously optimistic. Once onboard, the main challenge that the real estate managers/owners had to overcome was the integral uncertainty in the co-creation process. How could the real estate managers plan personal and financial resources without knowing exactly what measures would be implemented in the end?

How should we handle permanent vs temporary solutions, and operation and maintenance of what is to be co-created? To find solutions to these questions the wording of the participation promise and MoU were important together with the phrasing-process itself. One key-point was the agreement to do maintenance measures first and when it came to any investments, each party decides when there is more information available.
The format of the core group meetings had to be adjusted to fit the tight schedules of the members. The attendance at the meetings have varied depending on the scope of the meeting and unforeseen hinderance to partake.

Summary of on-site collected citizen problems, needs, suggestions and ideas

Problems, needs, suggestions and ideas concerning travel behaviour from, to and in Lindängen were raised during a series of participatory events in June 2018. The question posed was: "What would make it easier for you to walk, cycle or use public transport for your daily errands?" In total, we received 124 answers, among them 47 comments relevant to cycling, 36 comments concerning public transport, 24 comments about walking.

Amongst the participants' comments addressing cycling, issues about parking and the risk of bicycle theft were reoccurring. A feeling of insecurity was dominant and lead people to ride their bikes along traffic at Munkhättegatan rather than using the existing bicycle network through parks. Others avoided cycling all together. Others did not find it easy to orient themselves on the somewhat isolated bicycle networks. Moreover, the need for better bicycle crossings was indicated both inside and outside the neighbourhood. Several participants mentioned that they did not know how to ride a bike.

Factors that would make it more appealing for people to walk, the top three topics were maintenance, activities or other reasons to go outside as well as adequate illumination at night.

The existing network of pedestrian paths running through the neighbourhood was also perceived as isolated and therefore not interesting after nightfall. Insecurity was a relevant topic for many. A high rate of gang violence was one of two main causes for that perception. The other one was mopeds driving quickly on and bigger vehicles blocking designated pedestrian and cycling paths.

Feasibility analysis

The SUNRISE co-project heads at the Malmö's streets- and parks department sorted the on-site collected problems, needs, wishes and ideas into themes. We checked and analysed the feasibility to facilitate and create results through matching the themes of collected ideas and problems with mandate and resources available directly amongst and/or indirectly through the involved stakeholders. Previous feedback from participatory activities was also taken into consideration together with the comments from the stakeholders' review of the SWOT. We evaluated if ongoing programmes and/or upcoming investments could meet the needs (learn-how-to-ride-a-bike-courses are available in the neighbourhood through the Red Cross, Bus Rapid Transport investments are planned, bike lanes and additional crossings along Munkhättegatan will be built in the upcoming years and one of the problematic crossings was already due to be fixed during autumn 2018). The synthesis process was hence done internally at the municipality.

The expressed need amongst citizens for more secure bike parking was discussed and reviewed together with the real estate owners as they have the mandate over bike parking facilities on their land. The theme's feasibility was evaluated together with them and they committed to continuing within this co-creation process and in the upcoming work package co-facilitate labs with residents. The review did not follow any specific method.

The other themes were especially discussed and reviewed with two representatives (who also live in the neighbourhood) from the multi-activity community centre since residents organised around Allaktivitetshuset are important co-creation partners when reclaiming and activating urban space. The representatives were very positive towards being involved in these two co-creation processes and to co-facilitate labs with residents in the upcoming work package. The review did not follow any specific method. Based on the feasibility analysis we settled on the three fields of action.

Other than these low-key reviews with local stakeholders, no public synthesis review was executed. We considered this not to be appropriate at that time considering the context of project and participation fatigue amongst the residents. However, the fields for actions are broadly defined and in the next steps in the co-creation residents will continue to have an active role in defining the fields and developing and selecting the measures.

2.5 Culminating Outcomes

Three prioritised fields for action
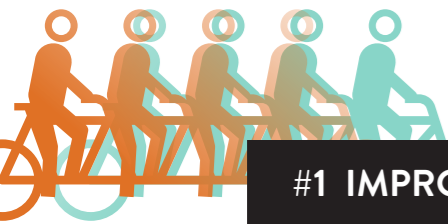
#1 IMPROVED BICYCLE PARKING

Cycling related questions clearly dominated citizen feedback during the participatory events. Amongst them, bicycle parking was one concrete issue. While some people did not have access to parking facilities that protected their bikes from rain and thieves, others reported that storage spaces are not easy to get to. But cycling parking was not only compromised at home, but also at important destinations in the area, such as workplaces or at local grocery shops.

Possible solutions span over short, medium and long term. Improving cycling parking could be a first action area for real estate owners, the municipality and engaged residents to co-create tangible solutions. The expertise of SUNRISE partner »Koucky & Partners« could be used to get inspiration and support. The objective would be to, together with residents, co-plan and co-develop test measures for safer bike parking facilities. The municipality, real estate managers and Hyresgästföreningen (Tenants Association) should partner up in facilitating the co-creation activities and to invite/engage target groups through available channels.
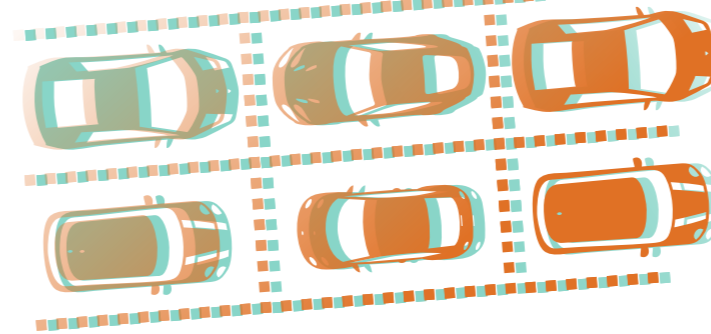
#2 ACTIVATING URBAN SPACE

Actual and perceived insecurity is an issue that directly influences people's mobility choices throughout all transport modes. The neighbourhood has a well-developed bicycle infrastructure, that is avoided after dark because of its isolated character. People report not to feel comfortable going outside or waiting for the bus. Particularly places where people do not feel secure and therefore avoid, could be activated and repopulated through different kinds of events, festivities and placemaking.

The objective in this field for action would be to, together with young people (young women especially) and adult men and women, co-plan and co-develop measures for activating urban spaces. The municipality will partner with representatives from Allaktivitetshuset (community center) in facilitating the activity and to invite/engage the target groups.

#3 RE-CLAIMING URBAN SPACE

Some pedestrian-and-cyclist-only-areas are not respected by motorists and speeding moped drivers. This makes these areas less suitable for children to play and less attractive as meeting places and cycling and walking routes.

The objective in this field for action would be to, together with especially families with young children, co-plan and co-develop measures for reclaiming designated pedestrian and cycling paths and the urban space around them back to pedestrians, playing kids and cyclists. This will be achieved by gathering both "experts" in mobility solutions and citizens (who are experts on their everyday life and the urban space they use) to work together to define, plan and develop test solutions to the safety and mobility issues in one or more areas.

The municipality will be facilitating the activity and tapping into Allaktivitetshuset's networks to invite/engage the target group.

Contradictions and Correlations

Sense of insecurity

- High levels of perceived insecurity, actual crime rate but – at the same time – high levels of sense of community.

- Sense of insecurity permeates other issues, such as mobility. Choices regarding mobility are made based on how we perceive our surroundings. Not feeling secure can alter one's behaviour and change or radically narrow the options one perceives to have. Living with a sense of insecurity integrated in your everyday lives soon makes you see this lack of options or altered behaviour as normal and just a part of going about your day. But when talking about mobility with residents there is sometimes a low awareness of how and to what extent one's sense of insecurity influences one's mobility behaviour or choices.

Development processes

- Big physical and structural changes have been discussed and planned for a long time and communicated (i.e. from the municipality) to be on their way, however there are not many projects that have gone from the planning to the implementation stage. The result is that there is an impression that local actors seem to wait for things to take off and are not prepared or incentivised to initiate something new. For instance, property owners are dependent on the municipality's construction process to implement any physical measures. They don´t want to invest in improvements that will have to be removed or risk becoming obsolete when the construction finally starts. Meanwhile, the residents in the area, the ones living with the problems that need mitigation, grow frustrated by the lack of improvement.

- Some of the building projects that have been started seemingly come to a halt. Physical attributes of start-up phases are perceived to become permanent.

- People living in Lindängen want things to happen but it seems to be difficult for them to believe and engage in this type of project as former processes might have generated a lack of trust.

What went well?

- We identified the three corridors of actions that are practically feasible (in that the municipality and partners own mandate to produce tangible results within the corridors). At the end of WP1 we now have relevant themes and topics to continue co-working with partners and residents.

- We learned more about the neighbourhood and which participation methods that actually could work in this kind of neighbourhood.

- We have found a niche for SUNRISE amongst other ongoing projects and processes. The SUNRISE process can provide a mobility perspective and, in this way, be a complement to the larger Program Lindängen. In WP1 process we have been able to see connections and connect topics and local actors in the neighbourhood which would not have been made without SUNRISE.

- After resolving hurdles along the way and finding it hard to continuously integrate residents and local actors in the process, a core group consisting of local estate managers is established and will be expanded in WP2 with representatives from the community center. There is greater sense of ownership at the end of WP1 for the co-creation process amongst the estate managers than in the beginning.

What should be developed further?

- The goals of the project should be broken down into details by the core group and made more precise, and if needed developed further.

- Co-creation should be initiated in the corridors of option/action concerning bike parking, reclaiming and activating urban space/placemaking. Alternative methods to collect and develop citizen ideas further should be explored and tested. Language barriers have to be considered and worked on/solved.

2.6 Lessons Learnt

Spatial Cultural **Political**
Involvement/Communication
Planning **Problem related**
Institutional Positional

Cultural Positional
Problem related Organisational
Involvement/Communication
Planning Institutional

#1 POLITICAL

The political/strategic type drivers relate to commitment of key actors, coalition between key (policy) stakeholders due to converging interests. In Lindängen far-reaching municipal and national level investment into housing and public transport infrastructure have recently been agreed on. This was a main driver behind the real estate managers interests in SUNRISE as they initially saw their involvement in the project as a way to also learn more about future plans and their impact on Lindängen.

#2 INVOLVEMENT /COMMUNICATION

The involvement/communication type drivers relate to open involvement of key stakeholders. The real estate owners' openness to introduce a similar process for neighbouring areas increased real estate managers interest for engaging in the project.

#3 PROBLEM RELATED

Problem related drivers are fuelled by the pressure of the problems which cause shared sense of urgency among key stakeholders. Real estate managers were/are aware of mobility related problems in the neighbourhood and were hence interested in initiating a closer cooperation with the municipality to solve these.

#1 CULTURAL

The cultural type barriers relate to frustrated and unengaged residents, caused by bad experience with participation projects not resulting in anything tangible. SUNRISE expected us to have a fully public external kick-off. We decided against this recommendation to avoid contributing to the project fatigue that had built up during past externally funded projects. Another important reason was the need to create a sense of ownership among actors that could contribute with resources like e.g. direct communication channels, property ownership, insights and experience with the local circumstances etc. By doing so we were able to lay the ground for a successful implementation and maintenance of mobility solutions that SUNRISE will result in.

#2 INVOLVEMENT/COMMUNICATION

The involvement/communication type barriers relate to language barriers. As the languages spoken by the representatives from the municipality sometimes differed from the languages spoken by the participants this complicated the exchange during the participatory events, even though both groups did their best to communicate. The extent of this barrier was an important lesson learned for the process going forward.

#3 PLANNING

The planning type barriers relate to the real estate owners' difficulties to gain internal support for the extent of their engagement in SUNRISE. As they already were involved in the larger process connected to Program Lindängen, this complicated their meeting participation. As corrective actions we co-revised and restructured the times and activity plan. We initially scheduled a full-day meeting in line with the idea of the neighbourhood learning retreat. As this proved hard for the invitees to commit to, we shortened it to a two-hour lunch meeting instead and planned to continue with a series of follow-up meetings.

2.7 Following Steps

Conclusion Drawn & Further Concept

The SUNRISE co-project heads checked and analysed the feasibility to facilitate and create results through matching the themes of collected ideas and problems with mandate and resources available directly amongst and/or indirectly through the involved stakeholders. We evaluated if ongoing programmes and/or upcoming investments could meet the needs, and if so, we excluded these topics from the SUNRISE focus areas. The expressed need amongst citizens for more secure bike parking was discussed and reviewed together with the real estate owners as they have the mandate over bike parking facilities on their land. The theme's feasibility was evaluated together with them and they committed to continuing within this co-creation process and in the upcoming work package co-facilitate labs with residents.

The other themes were especially discussed and reviewed with two representatives (who also live in the neighbourhood) from the multi-activity community centre (Allaktivitetshuset) since residents organised around Allaktivitetshuset are important co-creation partners when reclaiming and activating urban space. The representatives were very positive towards being involved in these two co-creation processes and to co-facilitate labs with residents in the upcoming work package.
Based on the conclusions from the feasibility analysis we settled on the three themes/categories/fields of action.

The fields for actions are broadly defined and in the next steps in the co-creation residents will have an active role in defining the fields and developing and selecting the measures.

1 Bike parking co-creation lab — January 2019

What?
- To co-plan and co-develop measures for at least one bike parking testbed facility to be implemented in the next WP.
- To partner with real estate managers and Hyresgästföreningen in facilitating the activity.
- To, together with residents, co-plan and co-develop measures for safer bike parking facilities.

How?
"Charrette"-styled/"future workshops" to address the existing issues and together develop ideas and solutions.

Who?
- Co-creation facilitation partners: real estate owners, Hyresgästföreningen.
- Target group: residents living in the interested/ selected rental buildings.

2 Activating urban space co-creation lab — December 2018

What?
- To have co-planned and co-developed measures for one reclaim-urban-space-testbed area to be implemented in the next WP.
- To partner with representatives from Allaktivitetshuset in facilitating the activity.
- To, together with young people (young women especially) and adult men and women, co-plan and co-develop measures for activating urban space.

How?
- "Open space event" – with only the dominant topic/issue of "safety and activating urban space" defined beforehand.

Who?
- Co-creation facilitation partners: representatives from Allaktivitetshuset.
- Target group: young people (young women especially) and adult men and women.

3 Reclaiming urban space co-creation lab — January 2019

What?
- To have co-planned and co-developed measures for one reclaim-urban-space-testbed area to be implemented in the next WP.
- To partner with representatives from All aktivitetshuset in facilitating the activity.
- To, together with families with young children, co-plan and co-develop measures for reclaiming urban space back to pedestrians, playing kids and cyclists.

How?
- "Charrette"-styled workshop gathering both "experts" in mobility solutions and citizens (who are experts on their everyday life) to work together to define, plan and develop solutions to the safety and mobility issues in one or more areas.

Who?
- Mobility Co-creation facilitation partners: mobility unit at Malmö municipality.
- Target group: families with young children.

2.8 Data & Expertise

Resources the city can offer

Data from the municipality's databases and analysis/modelling.

Legal expertise.

Professional know-how in different fields of expertise related to urban development and maintenance.

Cost estimates concerning different measures.

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3.0
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Photography

Photographs 1 - 5: Bike Day May 13, 2017,
photographer: Johan Fridh

Photograph 6 : Inviation to Bike Day June 2018,
photographer: Emmy Linde

Photograph 7 : Container On-Tour Event June 2018,
photographer: Maria Örn

Figures

Cover: urbanista, 2019

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. : urbanista, 2019

Figure 1: Malmö Stad, 2018
Figure 2: Malmö Stad, 2018
Figure 3: Malmö Stad, 2018
Figure 4: Malmö Stad, 2016
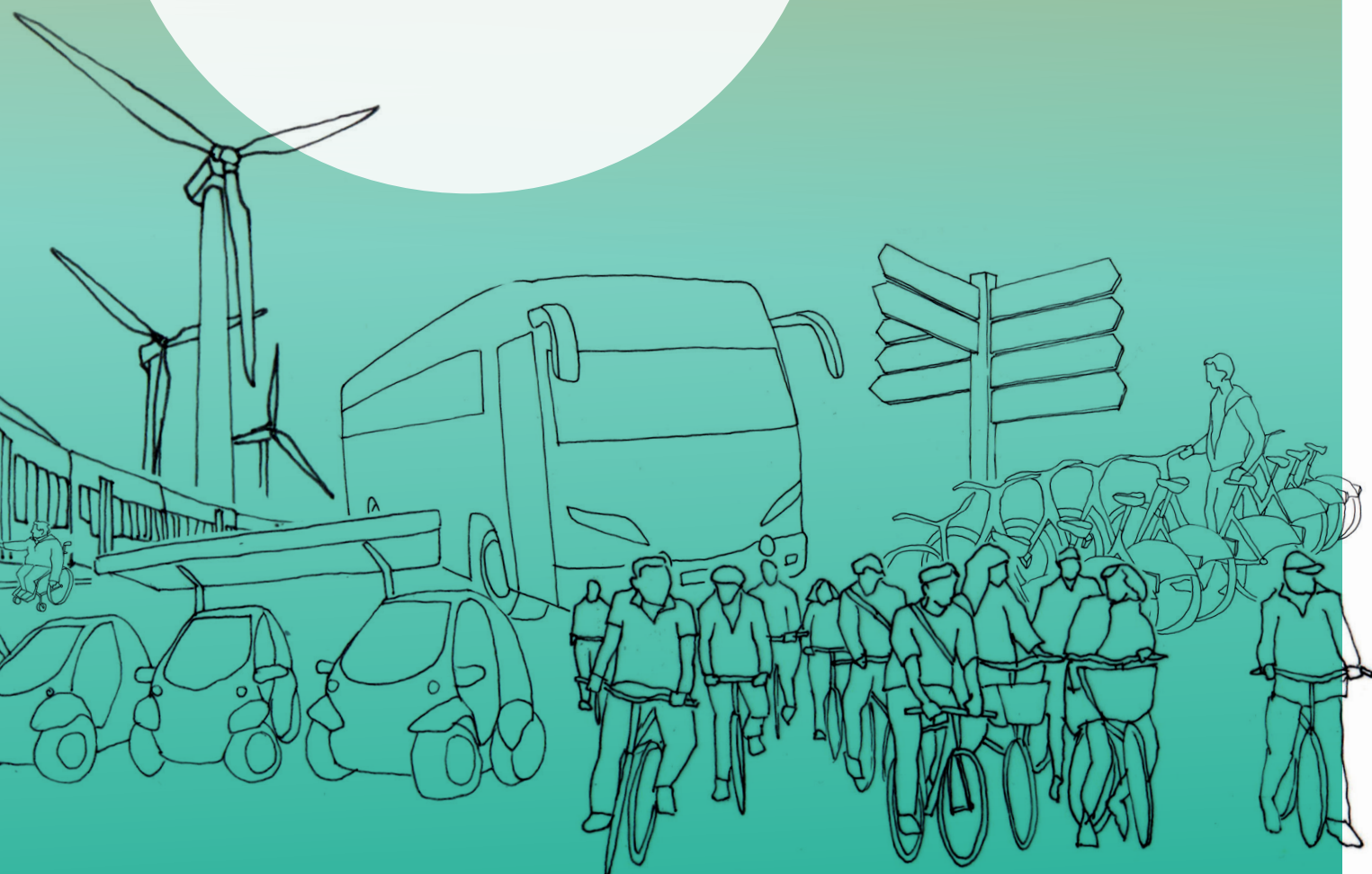Figure 5: Malmö Stad, 2018

NEIGHBOURHOOD MOBILITY DOSSIER

SOUTHEND-ON-SEA

SUNRISE

Sustainable Urban Neighbourhoods
Research and Implementation
Support in Europe

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Title

Neighbourhood Mobility Dossier of Lindängen/Malmö in SUNRISE [within the phase of WP1: Co-Identification and Co-Validation of Problems and Needs]

Deliverable 1.2 of the EU Project ID: 723365

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SUNRISE pop-up event at Victoria Circus – Justin Styles

Public kick off- Krithika Ramesh

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SUNRISE pop-up event at Victoria Circus – Krithika Ramesh

Southend Italian festival- Chris Styles

1.0
INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:
- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the

organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

[1] The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2] The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).

In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken.
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DOSSIER

2.1. Status-quo description

The general situation of the Neighbourhood

The Southend City Centre neighbourhood lies at the heart of Southend-on-Sea. It is a dynamic neighbourhood with a mixture of business, residential, demographics and environments and is in close proximity to both railway networks and public transport services. The area is also divided by two of the busy roads in the Borough which converge in the north of the neighbourhood. The neighbourhood covers an area of around 0.5 km2 and has a population of around 4,700. Around 27-30% of the inhabitants in the neighbourhood are economically inactive which includes people who are retired, looking after home/family, long term sick or disabled, and students. The neighbourhood is mixed with some affluent areas and some very low-income groups. There is a higher percentage of people unemployed in this neighbourhood compared to Southend as a whole. The neighbourhood falls under three Council wards which have overall about 15% of the inhabitants over the age of 60. However, the proportion of inhabitants over the age of 50 in certain parts of this neighbourhood is as high as 36-86%.

The neighbourhood falls within one of the most deprived wards in Southend-on-Sea and there are efforts being made to regenerate the area. These societal challenges are mirrored in the quality of some of the neighbourhood's environment. The car is seen as a safer mode of transport and hence many opt not to walk or cycle.

Social networks in the neighbourhood are affected by the on-going regeneration of the neighbourhood, creating a divide between the older, less affluent, original residents, and the younger, more affluent new residents. The car often is perceived to represent a status symbol and is another reason that some choose the car over public transport, cycling and walking. Having said that, a recent survey revealed that walking is the main mode of travel to the City Centre. This includes people coming from different parts of Southend (not just the City Centre Neighbourhood).

Description of the Mobility Issues in the Neighbourhood

If Southend City Centre is to remain and develop as a destination for visitors, residents and businesses, the streetscape and public spaces must be improved to support the overall offer. If town and city centres across Europe are to continue to have a key economic role in the future, then they have to have quality streetscapes and public realm that can encourage people to visit, dwell in and businesses to invest. Many Local Authorities have recognised this over the last few years and invested heavily in place-making projects of urban improvements as part of economic regeneration strategies.

• Wide road:
London Road is a 24m wide road that runs through the middle of this neighbourhood. As London Road terminates at Victoria Circus, a big public space at the top of the high street, vehicular flows tend to be low in comparison to the adjacent side streets but there are significant turning movements from taxis and pick up and drop offs which increases the perception of a busy road and reduces the permeability for pedestrians. (Refer to map below).

• Poor public realm:
Despite the low traffic flows the infrastructure is built to promote car use. Cyclists and pedestrians, especially the elderly and those with mobility issues perceive this as an unpleasant and dangerous route to the heart of the town centre. The lack of seating, planting and the poor quality of public realm fail to create a welcoming environment for pedestrians and cyclists. Victoria Circus is a large pubic space at the top of the City Centre. It sees high levels of pedestrian flows, approximately 3,000 pph on the weekday and 4,000 at the weekend. However, the dwell time in the space is very low and the square is under used. A lot of this can be attributed to the lack of seating areas and other street furniture that could help the public space to be occupied for longer periods of time and become more of a destination.

• Attitudes / images:
The neighbourhood falls within one of the most deprived wards in Southend-on-Sea and there are efforts being made to regenerate the area. These societal challenges are mirrored in the quality of some of the neighbourhood's environment and the image of the area is not very desirable for walking, cycling and socialising.
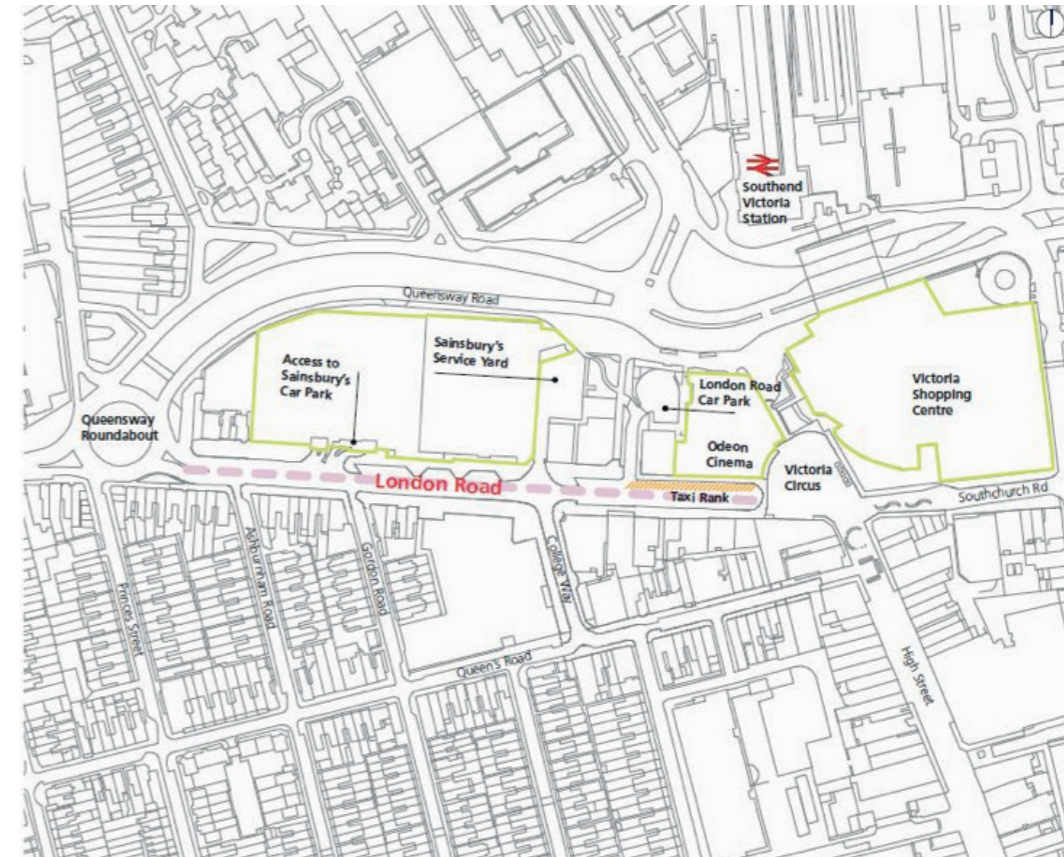

Figure 1: S-CATS Phase 3 Project Area – Victoria Circus and stub end of London Road (Southend Borough Council)
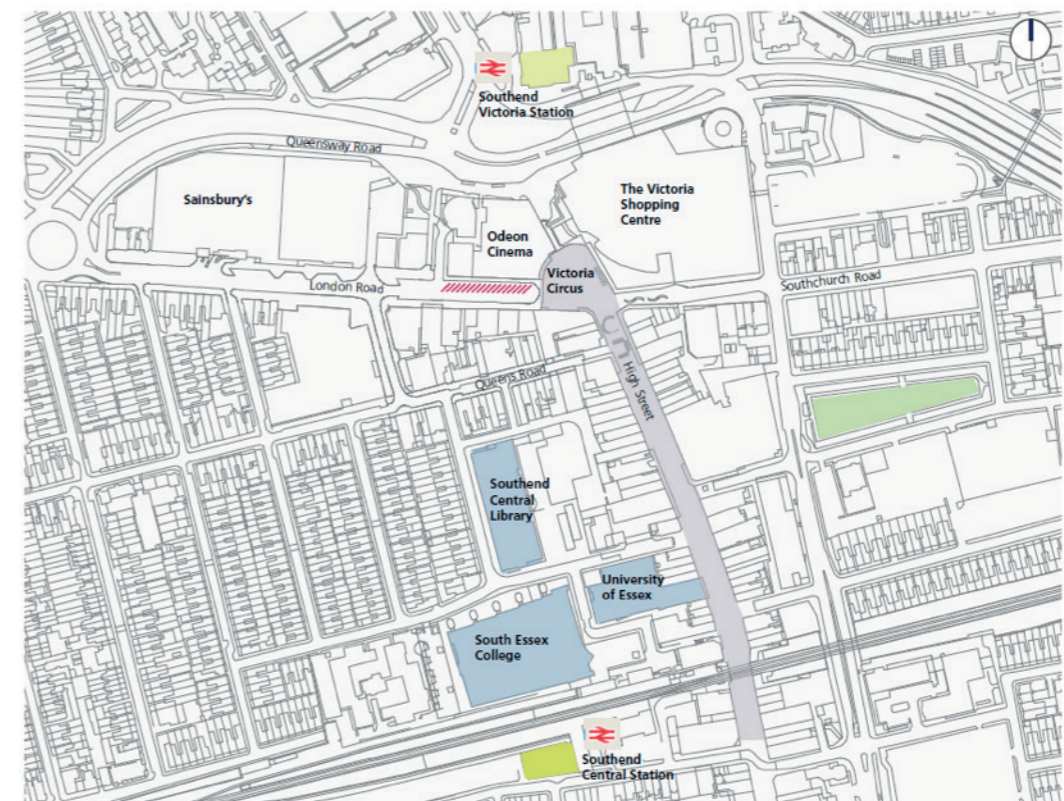
Figure 2: Southend Town Centre, S-CATS Phase 3 project area in orange (Southend Borough Council)
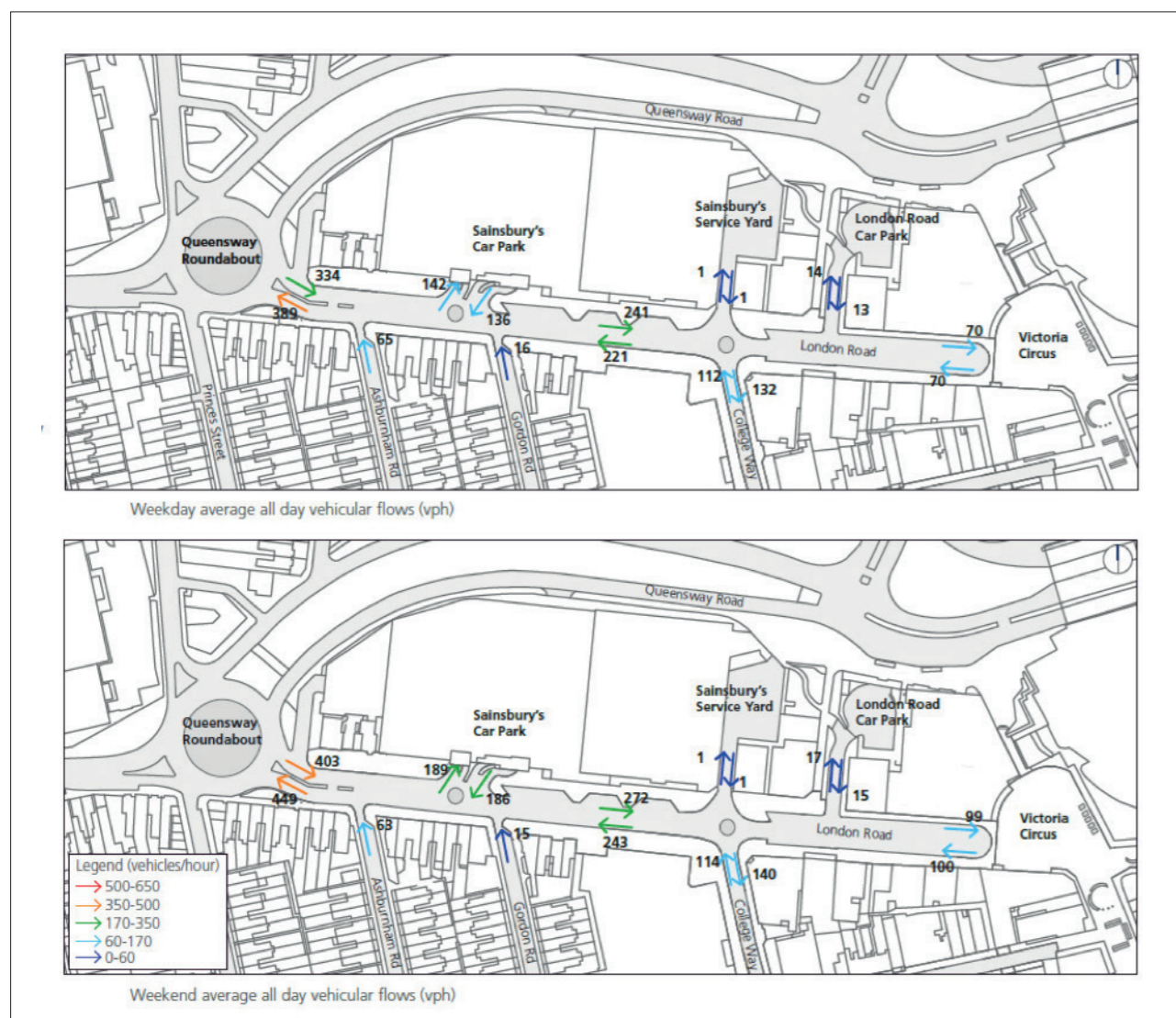
Figure 3: Average Vehicle Flows – stub end of London Road (Southend Borough Council)

Figure 4: Average Vehicle Flows by Type – stub end of London Road (Southend Borough Council)

Transport Demand and Supply

Due to its location and limited onward connectivity, this section of London Road is not an important vehicular 'through route' and, as such, vehicular flows during commuter times are not especially pronounced. Vehicular flows steadily increase through the morning, and remain at a fairly constant level from 10:30 onwards

Private cars make up the vast majority of vehicles in the area: 81 percent of all vehicles during the weekday and 85 percent at the weekend; with taxis and LGV(s) accounting for approximately eight percent of traffic for both days.

The number of OGV(s), motorcycles and cyclists is very low and less than two percent of all users were cyclists. Despite the fact that taxis account for only eight percent of all vehicle flows, a large share of the street space at the stub end of London Road is taken up by the taxi rank.

Taxi rank operation and performance study conducted in February 2016 showed that in general the demand for taxis is not high and the trend was for taxis to wait for passengers and not vice versa. Further, it was noticed that approximately 15 percent of all

taxis would leave the queue without a passenger. It is presumed that the taxi driver had received a call to pick up a passenger somewhere else, therefore, it could be suggested that often taxis drivers use the taxi rank as a provisional 'waiting' area between calls. The taxi rank did not impact significantly on footway capacity, as the number of people waiting, if any, was very low.

Figure 5: View along the stub end of London Road – Justin Styles

Pick up and drop off activity represents an important share of vehicle arrivals at the eastern end of London Road, however these uses comprise a relatively low proportion of kerbside occupancy time as they are usually short stay.

Whilst loading vehicles represent around 10 percent of vehicles using the kerbside space along London Road, deliveries are an integral part of this retail and restaurant-oriented area. All kerbs across the study area are regularly used for this purpose as demand frequently outnumbers provision for loading.

London Road is also a key access point for visitors to the area, where pick up/ drop off activity often overflows out of the assigned taxi rank and onto adjacent loading zones.

Mode Of Travel	Total	%
Walk	92	39%
Train	42	18%
Bus	46	19%
Car	45	19%
Cycle	5	2%
Other	6	3%
Total	*236*	

Figure 6: Modal Split, Journeys made to the Town Centre (Southend Borough Council)
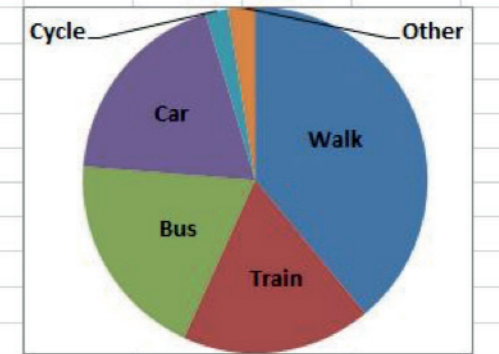
Actual Travel Behaviour and Modal Split

Despite the high car use in the neighbourhood, recent survey suggest that the main mode of transport used to get to the City Centre is walking. The public space at Victoria Circus, has high levels of pedestrian flows, approximately 3,000 people per hour on the weekday and 4,000 at the weekend.

Focusing on London Road, traffic surveys show that there are almost twice as many pedestrians along this section of London Road compared to vehicles.
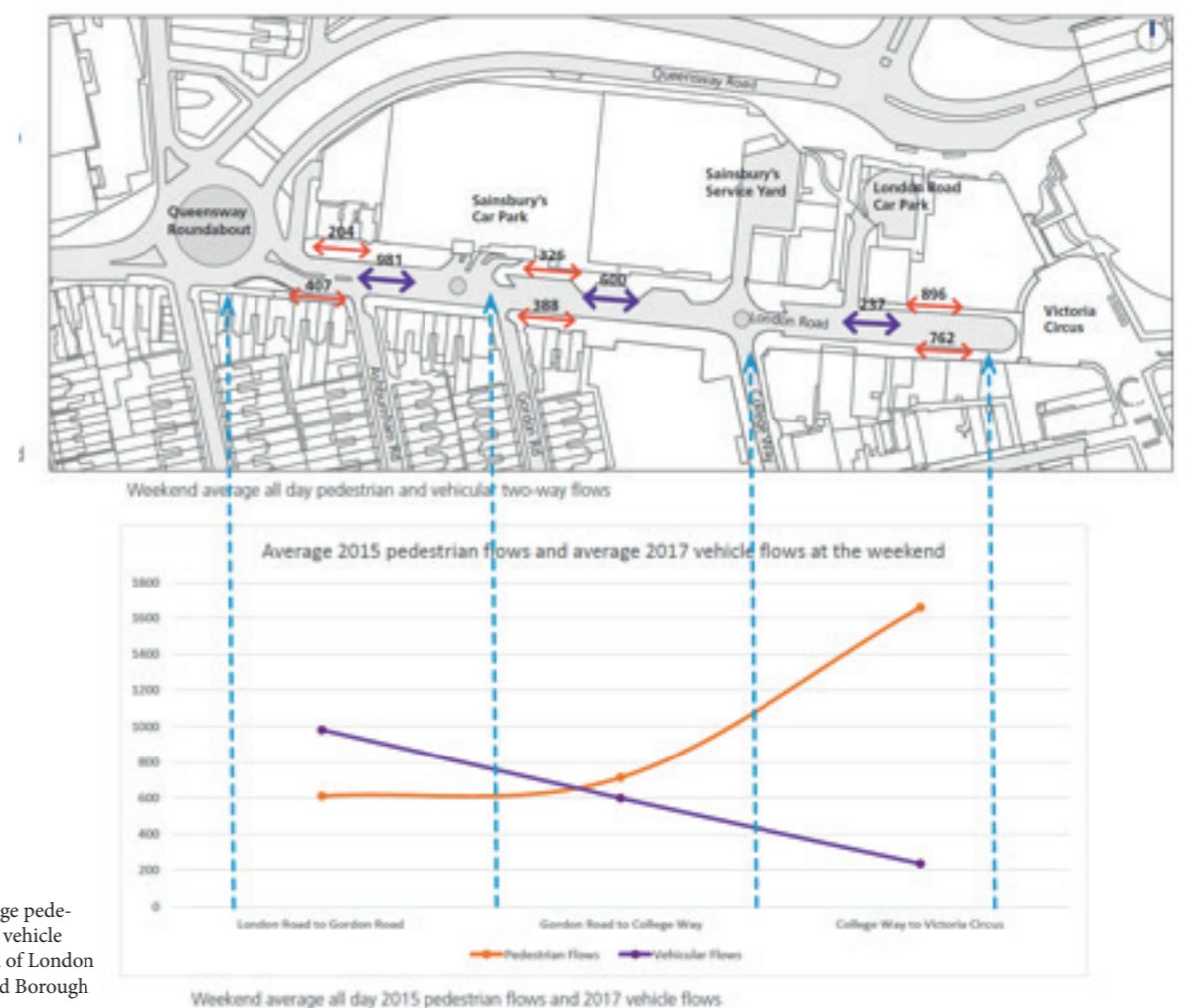
Figure 7: Average pedestrian flow and vehicle flow – stub end of London Road (Southend Borough Council)

Use of Public Spaces

Victoria Circus is located at the end of the (Southend) High Street, and strategically located between Southend Victoria and Southend Central train stations. The High Street, running from Southend Pier to Victoria Circus is busy with high levels of pedestrian flows and stationary activity throughout. Much of this activity is focused around Victoria Circus, which offers a shopping centre, cafes, restaurants and a number of other retailers and services. There is also the proximity to Southend Central Library and the South Essex College, a hub of educational facilities.

The high levels of pedestrian flows across the public space, approximately 3,000 pph on the weekday and 4,000 at the weekend. Overall peak is between 10:00 and 16:00, decreasing steadily afterwards.

Despite the high volumes of pedestrians, Victoria Circus fails to establish itself as vibrant public space. Apart from a few times in the year when it is used as an event space, Victoria Circus largely is used as a transitional space for people entering the space from the routes A to E as shown in the diagram below. Most of the stationary activities at Victoria Circus during the weekday relates to people who use the public space for smoking or waiting for friends. Along London Road, much of the stationary activity is related to the betting shop and banks when people need to wait to use the cash point. At the weekends, apart from being busier, the pattern was overall similar.

Figure 8: Pedestrian access routes at Victoria Circus (Southend Borough Council)

Figure 9: Pedestrian stationary activities at Victoria Circus (Southend Borough Council)

Use of Public Spaces

• Trend 1 Decline of High Streets
– Decline of High Streets as retail centres in England. This has led to a decrease in local shopping cultures and short journeys resulting from it.
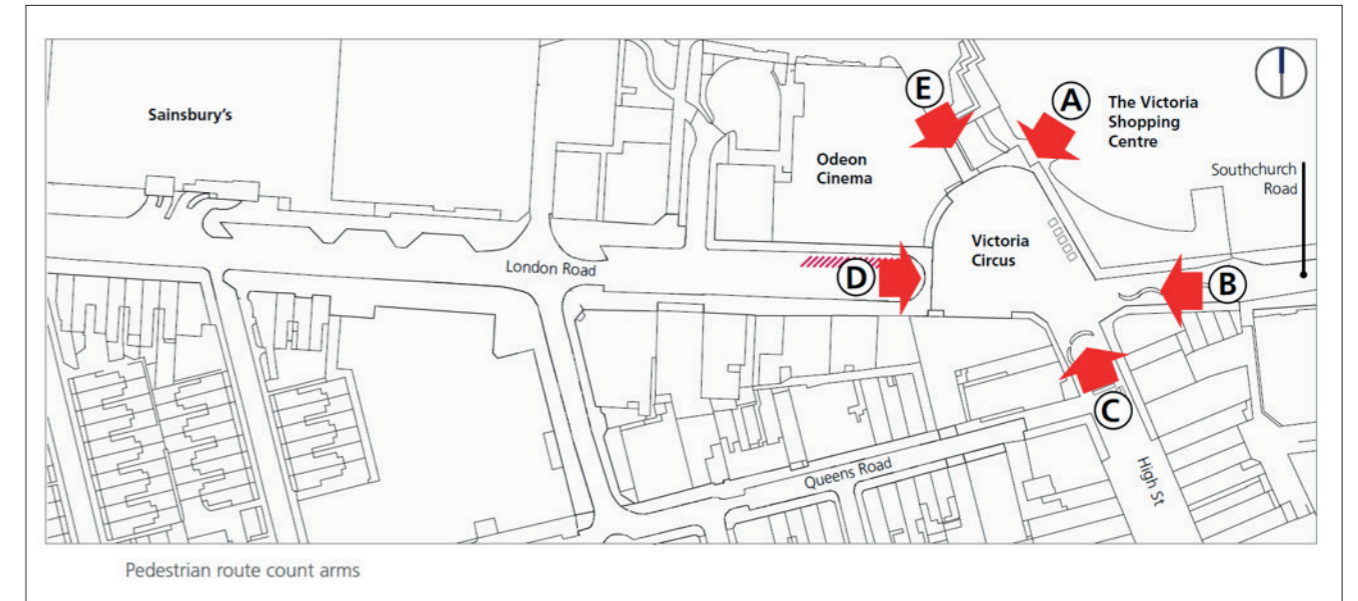
• Trend 2 Technology
– There is also increasing use of new models for hiring taxis or minicabs. Companies, use the location awareness and internet connectivity of smartphones to quickly identify appropriate cars and set fares in response to the number of vehicles available and consumer demand.

• Trend 3 Cycling Investment
– The number of cycle journeys is increasing in flat, dense urban areas such as London, Cambridge, Oxford and Brighton. Factors behind cycling's popularity within London include significant investment in cycle infrastructure, the introduction of the congestion charge and the introduction of the cycle hire scheme (which has seen annual journeys increase to over 10 million in five years).

• Trend 4 Air Pollution
– Air pollution is estimated to cost the UK around £16 billion a year, largely through health costs. Wide realisation about the impact of transport on air quality has led a greater push to encourage electric mobility, walking and cycling.

• Trend 5 Bus Use
– Bus use across the UK has declined for a number of decades.

• Trend 6 Housing
– Cities have experienced an apartment boom in recent years. If housing supply continues to increase in line with demand, then the return to city centre living seen in these places will continue and so will the pressure on transport network.

Mobility-relevant Policies and Plans

• Policy / Plan 1 – The Southend Central Area Action Plan
(SCAAP) will guide and promote all development and regeneration within the town centre area and central seafront until 2021. The document sets out the overall ambition for London Road policy area (See Policy Area map below) to be an area of the City Centre that provides for high quality office space, shops, cafes/restaurants, and homes above street level. It also identifies the need for this to be complemented by high quality public realm enhancements to create a pedestrian-priority area and improvements for pedestrians and cyclists.

• Policy / Plan 2 – Southend's Economic Development and Tourism Strategy (2017)
identifies that by supporting cafes, bars, restaurants and residential accommodation within the City Centres, a revitalised and refreshed high street offer will be achieved. This in turn will encourage businesses to remain open longer, increasing the number of jobs in the area and encouraging further spending.

• Policy / Plan 3 – Southend's Low Carbon Energy and Sustainability Strategy
Southend Council has a Low Carbon Energy & Sustainability Strategy (LCESS) for 2015-2020 which emphases supporting walking and cycling (sustainable travel), as well as integrating Sustainable Urban Drainage Systems (SUDS) to reduce the ever increasing risk of local flooding.

• Policy / Plan 4 - Southend's adopted Core Strategy
makes provision for a large share of the Borough's employment and housing growth and associated regeneration to be focussed in the Central Area, this will be associated with an increase in the levels of traffic growth in the area.
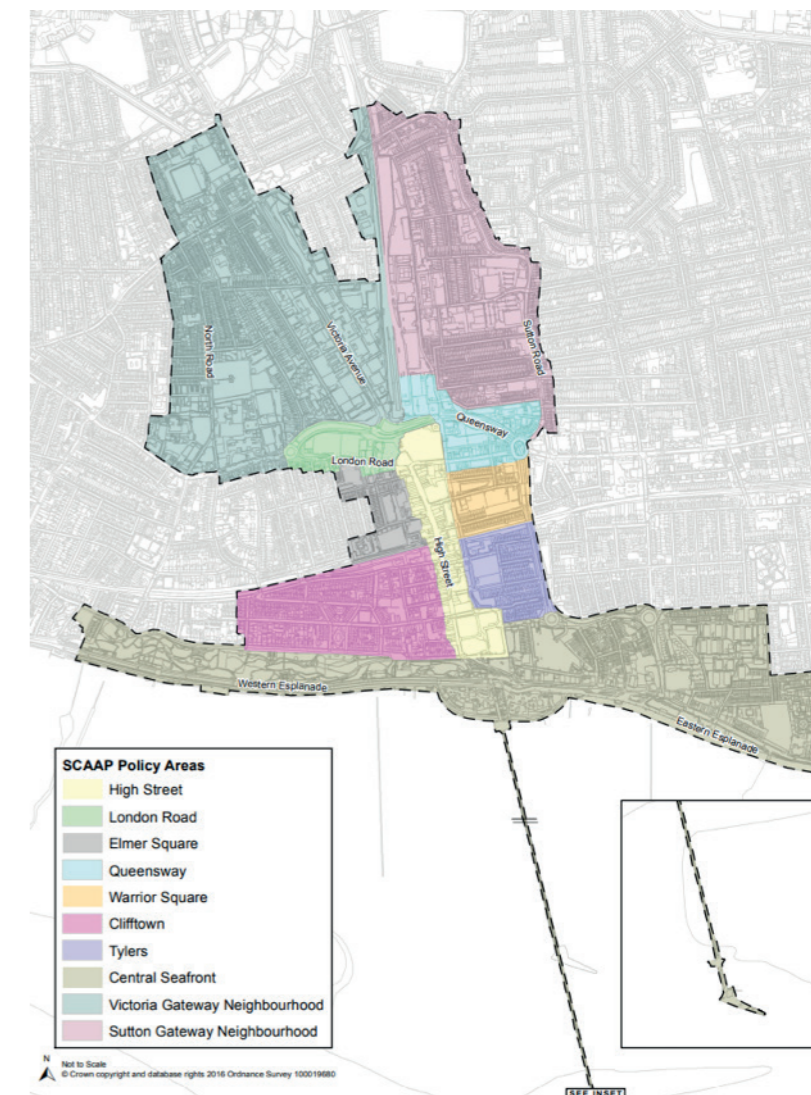

Figure 10: CAPP Policy Areas – SCAPP Policy Document (Southend Borough Council)

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

Southend-on-Sea aims to find creative solutions to mobility issues in the City Centre. It will use temporary trials to enable local stakeholders to test co-developed solutions for improving Victoria Circus and London Road (between College Way and Victoria Circus). The results will form the basis for new design solutions that will be implemented as permanent changes by the end of the project.

- **Redistribution of street space:** Street space is not only transport space but space for social interactions with direct impacts on quality of life for citizens. The project will aim to reclaim all/part of carriageway to ensure the street space is used to its full potential and not just for car use.

- **Creation of a welcoming gateway to the City Centre:** Innovative solutions to create an attractive entrance to the City Centre.

- **Promoting active travel:** Facilitating active modes through comprehensive ‚convenience' (infrastructure, information, campaigns etc.).

Main Challenges of the Project

If Southend Town Centre is to remain and develop as a destination for visitors, residents and businesses, the streetscape and public spaces must be improved to support the overall offer. If town and city centres across the UK are to continue to have a key economic role in the future, then they have to have quality streetscapes and public realm that can encourage people to visit, and businesses to invest. There is competition between towns and cities for visitors, and there is also competition for retail from out-of-town developments and online. Many Local Authorities have recognised this over the last few years and invested heavily in the place-making project of urban improvements as part of economic regeneration strategies. Southend Borough Council is determined to therefore continue the work that has taken place over the last few years to improve the public spaces across the Town Centre.

The project area falls within one of the most deprived wards in Southend-on-Sea and there are efforts being made to regenerate the area. These societal challenges are mirrored in the quality of some of the neighbourhood's environment. Poor urban environment and derelict buildings in the City Centre area have deterred investors, lowered confidence, triggered anti-social behaviour and been an unwelcoming gateway to the town centre for visitors and businesses alike.

Recent investment and activity by the public sector has been the catalyst for private investment which will see some buildings, like the Forum, brought back into use. However, there is still a lot more that needs to be done to bring back life to the Town Centre and attract locals and visitors that spend time and money locally. Victoria Avenue and the stub end of London Road area is the main gateway into the Town Centre. Therefore, it is critical that this space is welcoming and attractive to draw people to the Town Centre. However, the poor public realm of this gateway currently stands more as an obstacle, discouraging people from spending time in the area. Once the retail outlets close in the evening, Victoria Circus and particularly the alleyway is seen as unsafe and pedestrians hesitate to cross the space.

The car is perceived as a safer mode of transport due to the high antisocial behaviour in the area. Having said that, a parking survey revealed that walking is the main mode of travel to the Town Centre. This includes people coming from different parts of Southend. Despite the presence of many restaurants and bars that have the potential to create a vibrant evening economy, the stub end of London Road has greater space dedicated to vehicles than pedestrian activity. Redistribution of space is therefore required to create a safe and welcoming area that supports walking, cycling and social interactions in the area.

Main Opportunities of the Project

The project supports the objectives of the Southend Central Area Action Plan (SCAAP) and is the delivery mechanism for the policies set out within it that are aimed at strengthening and transforming the Town Centre sub-regional role as a successful commercial and retail destination, cultural hub, educational centre of excellence, leisure and tourism attraction – an excellent place to live, work and visit.

The project supports this vision by building upon existing successes and investment and unlocking the potential of significant regeneration opportunities. Developments within the Central Area will be supported by transport improvements to create a safe and vibrant atmosphere for communities and businesses and as a welcoming visitor experience.

The main objectives of SUNRISE are identified as follows:

• Creating a welcoming gateway to the Town Centre

• Providing a useable public space that is attractive, thriving, and reflect the character of Southend

• Improving wayfinding in the Town Centre

• Encouraging walking and cycling in the Town Centre

• Improving safety for pedestrians at all times of the day

The Town Centre currently is unable to attract the large number of visitors coming to the Southend seafront, the project will be focused on public realm improvements and place-making in the Town Centre area that enhance the experience for visitors, residents and workers, improving access, extending opportunities for more activity and enlivened streetscapes into the evening. This directly supports the Southend 2050 vision:

• Pride and Joy – The vision includes a desire for the following:

- The town centre and public places being clean, attractive, thriving, and reflect success;
- Southend to be a 'destination'- People want to visit, live and study here all year round and from far and wide
- Arts, culture & attractions that to be available year round in Southend.

As an important gateway and public space into the Town Centre improvements to the public realm, introduction of elements like gateway features, street furniture and public art will contribute to pride and joy in Southend.

• Safe and Well – The vision includes:

- Combating social issues like rough sleeping/begging in public spaces
- Creating spaces that everyone feels safe in all times of the day.

• Active and involved:

- Southenders get together regularly- there are plenty of good places to do so
- Southend is known for its warm welcome
- A sense of family and community, enjoying and supporting each other – a strong sense of settled communities

A welcoming gateway and a public space where people can meet and spend time will contribute to achieving this vision.

• Opportunity and Prosperity:

- There is a good balance of quality retail, residential and social space in our town centres

An investment to improve the public realm will play an important role in changing the image and attractiveness of the Town Centre as a whole drawing in commercial investment

• Smart and connected

- Lots of opportunities to be in open space
- It's easy for me to get around when I want – this helps my independence
- We are leading the way on green and innovative travel
- Easy connectivity with minimal barriers, however I choose to travel

Usable public space, wayfinding and improvements to walking and cycling facilities that will be delivered through the project work towards this theme of the vision.

The project supports the objectives of the Southend Central Area Action Plan (SCAAP) and is the delivery mechanism for the policies set out within it that are aimed at strengthening and transforming the Town Centre sub-regional role as a successful commercial and retail destination, cultural hub, educational centre of excellence, leisure and tourism attraction – an excellent place to live, work and visit.

These five visions have been adopted and are taken forward as the opportunities on the project. The following table maps the objectives to the opportunity discussed above. This was developed as part of the strategic case for the application of external funding by the project team.

2.3. The Co-Identification Process

Aims and Expectations

The aim of the bottom-up participatory activities was as follows:

- Create awareness and support for the SUNRISE project in Southend-on-Sea.
- Contribute to stakeholder mapping and identified other schemes in the area.
- Establish the SUNRISE Core Group that represents the key stakeholder groups.
- Generate a list of ideas/measures that could improve the neighbourhood, particularly the stub end London Road and Victoria Circus.

Projects in the past have done extensive public consultation, however, SUNRISE has brought about a shift in the practice in the sense that we have moved from consulting, where stakeholders share opinions and comments on plans that are developed internally, to true engagement and empowerment, where in the stakeholders are leading the project in partnership with the project team. Early engagement has allowed them to contribute to the project, its scope and aims from the onset of the project helping in the creation of a feeling of ownership.

Participation Promise

As a part of the 'Participation Promise', a commitment was made to all stakeholders that their time and effort towards the project will result in actual implementation of improvement measures. This is critical to the success of the co-creation process. The following commitment was made to all stakeholders at the start of WP1:

- SUNRISE will undertake an inclusive co-creation process.
- Small scale mobility solutions will be implemented through SUNRISE.
- Large scale mobility solutions for London Road (from College Way to Victoria Circus) and Victoria Circus will inform the business case for the next phase of Southend Central Area Transport Scheme (S-CATS).

2.3. The Co-Identification Process

Process Design and Methodology

The public at large was involved in WP1-related activities through three types of activities: Workshops, Drop-in sessions and various public events. The styles and location of the engagement event was based on the following:

What is the aim of the event?

- General awareness – Tried to piggy back on events in the community. Events such as the SUNRISE Open Access event and SUNRISE Pop-up at Business Breakfast

- Ideas and questionnaire – Events like SUNRISE Pop-up event and Southend Italian festival were organised in the public space and attracted large numbers of people

- Development of ideas – Used repeating workshops and activities like placemaking sessions in a public and easy to access building. Ex. SUNRISE Internal Kick-off

Who is attending?

- General public - Public spaces (indoor or outdoor) with simple activities like post-its on maps, questionnaires with no more than 3-4 questions. Incentivise with prizes and free bees.

- Invited stakeholders – Preferable indoor location with necessary facilities like toilets, refreshments and chairs to encourage participants to engage for longer periods.

- Single stakeholder group (for example a college, a specific employer etc)- drop in sessions that allow participants a wide range of time slots and give them the opportunity to spend as little or lot of time at engagement activity.

The workshops facilitated particularly intensive interaction among the participants (10-15) and fostered the creation of trust and a sense of "ownership". However, the series of workshops proved the difficulty of finding venues and times that are convenient for the broadest possible representation of local citizens. The drop-in sessions provided a much broader range of times at which citizens could visit and interact with the SUNRISE team, thus leading to an even wider audience – this, however, proved to be extremely staff-intensive as team members had to be in attendance for long hours on several days. This was also true for the public events on-the-street with a special SUNRISE gazebo; these on-site activities achieved the widest publicity with a particularly positive cost/participation ratio. These latter events were most productive if they were combined with other events like public football screenings. For all types of involvement techniques, the degree of input was highest during interactive activities like photo-tagging with post-it notes or a stakeholder mapping exercise.

WP1 activities generated a long-list of ideas that were categorised into the following 6 groups of improvement types:

- Planting – ideas for greening including, trees, planters, grassed areas as well as water features

- Street Furniture – ideas for addition of elements like seating, lighting, public art, covered area, play equipment etc.

- Use of public space – ideas for change of layout, reallocation of road space and use of space.

- Wayfinding – ideas related to signage and wayfinding in the Town Centre

- Walking and cycling – ideas for improving walking and cycling facilities

- Improving safety – ideas to improve safety and security

As with any innovation process, the phases of problem co-identification and the co-development of solutions could not be sharply separated (this would have been unhealthily artificial anyway). Therefore, many ideas for potential concrete interventions were mentioned by citizens already during the abovementioned workshops, drop-in sessions and public on-site events. The local Core Group, however, held separate meetings in which specific proposals were gathered, developed, analysed and prioritised.

2.3. The Co-Identification Process

Tools, formats, events

Description of tools and related participants reaction, topics and specific outcomes:

Place-making activity

Participants were split into three groups and each had a plan of the neighbourhood. They used these plans to mark mobility issues and develop potential solutions using model trees, model putty and Lego. This was the most effective tool in gathering and developing concrete ideas and helped participants get creative, involved and take ownership.

Memory lane ice breaker exercise

Old photos of the neighbourhood were used to centre conversation about the identity of the neighbourhood This was a useful ice breaker for participants.

Stakeholder mapping

Participants engaged in the stakeholder mapping process by identifying individuals and groups who are – directed impacted, indirectly impacted and/or can support the project as champions and influencers

Questionnaires

The second Core Group meeting focussed on a discussion around the identity of the neighbourhood. A clear vision for the Town Centre would help in co-selecting solutions that help achieve the overall vision.

To this end, we developed a questionnaire for the SUNRISE project that ties in with a questionnaire survey being conducted Borough wide by the Southend 2050 project.

This was useful in gathering information during the co-identification phase when gathering views from stakeholders that could be shared between projects. The SUNRISE team often weaved these questions into conversations when participants were keen on writing.

Questionnaire
(Southend Borough Council)

> What do you like most about this space?
>
> What will make you want to live, shop, work, do business, spend leisure time here in the future?
>
> What would a great day out in the Town Centre look like for you?
>
> Who might need to be involved to help create your ideal Southend-on-Sea of the future?

Target groups and participants

Involvement of participants

Internal stakeholders –The internal workshop and drop in sessions were used to identify projects in the area that can support SUNRISE, are similar or in the same neighbourhood. The internal stakeholders also kick-started the stakeholder mapping exercise that identified stakeholders under 3 categories:

- Directly impacted – stakeholders within or outside the neighbourhood who are directly impacted by the project.

- Indirectly impacted – stakeholders within or outside the neighbourhood who are indirectly impacted by the project

- Champions/supports/influences – Key groups or individuals in the neighbourhood who can champion and lead on a grassroots level. Internal stakeholders also check feasibility, deliverability and maintenance of measures put forward by all stakeholders

- External stakeholders – These include directly impacted, indirectly impacted groups and individuals and local champions that help in identifying key issues and potential measures for change.

The following measures have been used to communicate with stakeholders

- Social media

- Emails to list of stakeholders previously involved

- Letter drops to the residents in the neighbourhood

- Banners and leaflets in key public buildings

- Merchandise like branded banners, t-shirts, free bees used to attract participants

Internal Kick Off –
Krithika Ramesh

STAKEHOLDER MAPPING FOR SUNRISE IN SOUTHEND-ON-SEA

Directly Impacted

- Residents
- Cyclists
- Economy
- Local restaurants and businesses
- Taxi
- Pedestrians
- Young people
- Odeon cinema
- Victoria wards
- Shoppers and tourists
- Milton ward St. Lukes
- Old peoples forum
- Minority groups

Indirectly Impacted

- The Forum
- Museum
- Queensway development
- College and university
- Leigh Teadeus Group
- Fire service and emergency services
- Market stall owners

Champions/supports/influences:

- Sustrans
- South Essex Homes
- Trust Links
- Churches
- HAARP
- One Love Chasity
- Local artists
- Local groups (community)
- Local resturants and businesses
- Healthy School's Network
- Bike shops
- Branch library network
- Cycle Southend
- SAVS
- Ideas in Motion
- Leigh and Shoebury
- LCP police
- Southend Sparkle
- Comfy Saddle
- Parent champions Milton Ward

Table of stakeholders –
(Southend Borough Council)

Lessons learnt

- General public – Public spaces (indoor or outdoor) with simple activities like post-its on maps, questionnaires with no more than 3-4 questions. Incentivise with prizes and free bees.

- Invited stakeholders – Preferable indoor location with necessary facilities like toilets, refreshments and chairs to encourage participants to engage for longer periods.

- Single stakeholder group (for example a college, a specific employer etc) – drop in sessions that allow participants a wide range of time slots and give them the opportunity to spend as little or lot of time at engagement activity.

People or groups to be activated within the next steps of bottom-up participatory activities

The shortlist will now be taken to a Borough wide voting to confirm a democratic design selection process and the final scheme will be a developed on its basis. The preferred scheme option will include elements from the 6 improvement categories described.
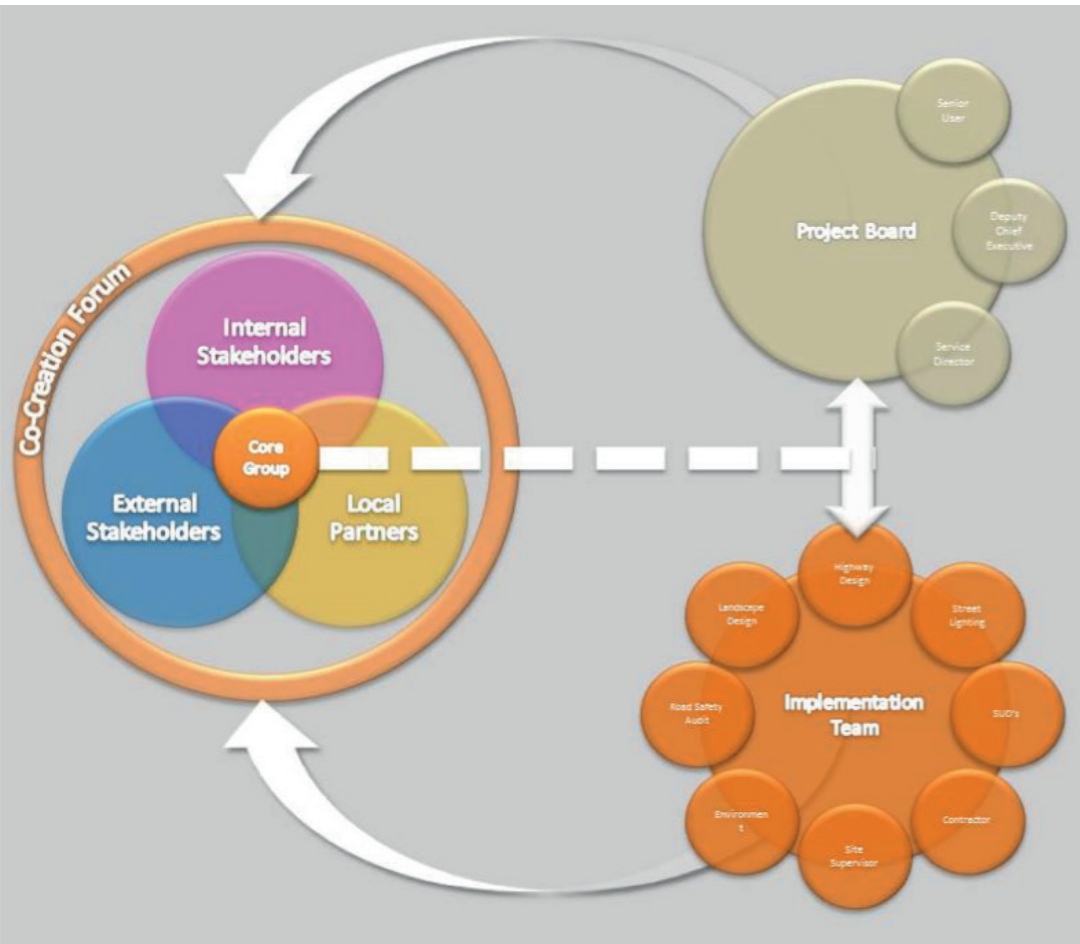
2.3. The Co-Identification Process

Constitution/Formation of the Core Group

Set Up of the Core Group

The Core Group was created by using a nomination form that all participants filled out during the initial events and then one person from each stakeholder group was shown to join the CG.

Project Structure – Justin Styles

Members of the Core Group

Internal Reps (6)	Local Patners (6)	Stakeholders (3)
• Scott Dolling - Director (Culture, Tourism & Property) • Neil Hoskins - Interim GM Major Projects • Mark Sheppard - Planning • Marzia Abel - Town Centre • Anthony Bryne - Taxi • Paul Jenkinson - Parks	• Giles Tofield - Cultural Engine • Dawn Jeakings - BID • Phil Broadbent - Sustrans • Anthony Quinn - Turning Tide/SAV • Just Ride - TBC • Peter Shrimplin - Project 49	• Elizabeth McLachlan - Resident • Jane Sealy - Resident • Julian Milton - Residents Association • Youth Council

Work mode of the Core Group

The core group members were selected from names that were volunteered/nominated at previous SUNRISE workshops/events/drop-in sessions. The Core group includes 6 representatives from Southend-on-Sea Council, 6 representatives from each local partner and 3 local residents. The Core Group meets monthly at the Forum for 2 hours to discuss a pre-determined agenda prepared by the SUNRISE team. Minutes are shared post the meeting and we have an online forum called "stickyworld" The Core Group shall present those solutions that meet the needs and objectives of both the neighbourhood and the project, to the Project Board and the Implementation Team who will ensure that Corporate Policies are being adhered to and that the solutions are practical for the locations.

Comment from both the Project Board and the Implementation Team shall be feedback to the Core Group, who in turn will ensure this is communicated to the Co-Creation Forum to confirm that the solution is still based upon the original intentions suggested by the Co-Creation Forum. The diagram below represents the interaction between the co-creation project and the Council procedures.

The diagram below shows the interaction between the key parties on the project. The Core Group represent the wider forum and drives the project in determining how it its run, how the selection process will take place and delivers these views and measures through to the Project Board and Implementation Team. The Project Board represents the decision making process for the Council and will ensure the overall objects for the Borough are represented. The Implementation Team will check the feasibility of ideas against physical constraints and ensure the measures are practical, this will assist in gathering support for a practical solution from the Project Board.

The results of the Co-Identification phase:
The process from collection towards synthesis

The following were the most important outcome of WP1:

• setting up of the Core Group
• Collection of a shopping list of measures

All measures as well as procedures that are to be used for the project have been developed by the Core Group and hence a true bottom-up approach is being followed for the project.

Potentials
• Members of the Core Group to lead on future engagement with support from the SUNRISE team.
• Setting up a community resource like a newsletter that would keep everyone updated, especially during the implementation phase.

Challenges
• May require some training for members of the neighbourhood
• Requires additional time and resource for editing that may not be possible to be provided by the Council without the employment of a dedicated resource.

The public at large was involved in WP1-related activities through three types of activities: Workshops, Drop-in sessions and various public events. The workshops facilitated particularly intensive interaction among the participants (10-15) and fostered the creation of trust and a sense of "ownership". However, the series of workshops proved the difficulty of finding venues and times that are convenient for the broadest possible representation of local citizens. The drop-in sessions provided a much broader range of times at which citizens could visit and interact with the SUNRISE team, thus leading to an even wider audience – this, however, proved to be extremely staff-intensive as team members had to be in attendance for long hours on several days. This was also true for the public events on-the-street with a special SUNRISE gazebo (see Figure 1); these on-site activities achieved the widest publicity with a particularly positive cost/participation ratio. These latter events were most productive if they were combined with other events like public football screenings. For all types of involvement techniques, the degree of input was highest during interactive activities like photo-tagging with post-it notes or a stakeholder mapping exercise.

Mood board of the 'short list' of ideas – Chris Styles and Krithika Ramesh

WP1 activities generated a long-list of ideas that were categorised into the following 6 groups of improvement types:

• Planting – ideas for greening including, trees, planters, grassed areas as well as water features

• Street Furniture – ideas for addition of elements like seating, lighting, public art, covered area, play equipment etc.

• Use of public space – ideas for change of layout, reallocation of road space and use of space.

• Wayfinding – ideas related to signage and wayfinding in the Town Centre

• Walking and cycling – ideas for improving walking and cycling facilities

• Improving safety – ideas to improve safety and security

As with any innovation process, the phases of problem co-identification and the co-development of solutions could not be sharply separated (this would have been unhealthily artificial anyway). Therefore, many ideas for potential concrete interventions were mentioned by citizens already during the abovementioned workshops, drop-in sessions and public on-site events. The local Core Group, however, held separate meetings in which specific proposals were gathered, developed, analysed and prioritised.

The Core Group took the theme of the six improvement types and distilled the 'long list' gathered during the WP1 events, into a 'short list'. Each member of the group took those ideas that they felt resonated with the project and would provide the most benefit within the neighbourhood. These were then presented to the other members of the Core Group for discussions and voted on to create the 'short list' that would be taken forward to the wider public vote on measures. The vote was a simple show of hands to after each member presented their selection, those which garnered the most support were taken forward.
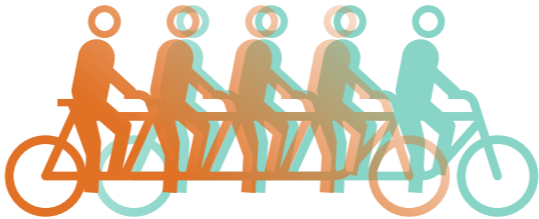
2.4. Culminating Outcomes

Collected needs/issues

These categories below are considered to fit the outcomes of the SWOT analysis as the either capitalise on the strengths identified or are able to counteract one of the weaknesses. The 'planting, street furniture and Usable public space Activities/events/cafes' headings will be able to assist in the enhancement of the nightlife and restaurant culture whilst developing a vibrant public space that is a destination rather than a transitional space. 'Wayfinding' will address the percei-

ved lack of strategic signing to local destinations and services. 'walking and cycling' will be a direct support to the redistribution of the carriageway to provide enhanced facilities and will promote the awareness of air quality issues with the removal of vehicles within the space. All of these headings if delivered upon successfully will assist it the delivery of 'improving safety' within the project area.
The figures represent the outcome of this process.

Street furniture

- Seating to be sympathetic to the useable public space, but it was agreed more is required within the space.

- Lighting to be used in a variety of ways, to reduce the unsociable spaces i.e. the alleyway or as way finding (beams of light) and to provide a visual enhancement to greening.

- Entrance features to be considered at the gateways to the space i.e. the alleyway, London Road and Southchurch Road. This can be formed from lighting or from vertical features.

- Public Art this does not need to be a permanent feature, but rather temporary and changeable and even digital.

- Deeping at Southchurch Road to be covered/reduced in width to provide greater space.

Planting

- General greening, no specifics at this stage to allow greater choice and not to limit the space to opportunities. This can also incorporate water features as part of the greening, not necessarily a fountain in the image of the seafront, but something that can incorporate SUDs.

Wayfinding

- Visual link from the station and other key entry points of the town, with attractions and other strategic destinations signed to remove confusion.

Usable public space Activities/events/cafes

Victoria Circus
- The need to retain the space for events with seating arranged in a manner that allow a multi-purpose use, such as an Amphitheatre arrangement, this would allow tiered seating and an event space within the centre of Vic Circus. When empty the space would not feel vacant and will accommodate greening.

- Restaurant seating area within the middle of Vic Circus, which would still accommodate an event space at specific dates.

London Road
- Regular market that was more artisan in nature and provided something different to what was already available in the High Street.

- Seating for restaurants outside to create a more continental feel.

- Taxi rank to be made drop off and pick up only, extended waiting for taxis to be reduced. Taxis to be spread around the perimeter of the High Street to allow more pickups at other key locations.

Walking/Cycling

- Bike parking to be included but in a manner that is consistent with the vision of the space rather than ad-hoc. Parking to be clustered rather than in one area.

- Additional hour bikes to be incorporated.

- 20mph zone within the whole of London Road, from Queensway roundabout to High Street.

Improving safety

- Designing out ASB through creating a more active space, both during the day and in the evening.

It emerged, that a number of particularly innovative suggestions were indeed put forward by the citizens themselves. These include an interactive water feature, raised planting areas, an outdoor games area, market stalls or interactive projections in public areas. Suggestions like these are currently being investigated for their technical and financial feasibility as well as for their potential to make a true difference to the quality of public life in the city centre neighbourhood of Southend.

2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

INTERNAL FACTORS

Strengths

Low vehicular flows during commuter times.

Pedestrians- Walking is the main mode of transport to the City Centre.
• Victoria Circus has high levels of pedestrian flows.
• There are twice as many pedestrians as cars along this section of London Road.

Public space- Victoria Circus has the potential to be a vibrant public space due to its strategic location at the top of the High Street, between Southend Victoria and Southend Central train stations, and its proximity to Southend Central Library and the South Essex College, a hub of educational facilities.
London Road has a concentration of restaurants and cafes attracting evening activity.

Taxis- This taxi rank is considered the second most important taxi rank in Southend-on-Sea. The low share of vehicular flow does not demonstrate this location as a strength however there is potential for a reduction in vehicle movements in the area if the use of the rank is encouraged as it can reduce private car drop offs and eventually car use in the area.

Weaknesses

Low share of cycling in the modal split.

Public space- Lack of any activities, seating areas and poor public realm has resulted in limited social interactions in the space.

Restaurants along London Road have front deliveries and will hence vehicular access would need to be maintained.

Taxis
• Low share of taxi in the vehicular flow. There is a large number of taxis that are waiting for passengers.
• Large share of carriageway space taken up by taxis

EXTERNAL FACTORS

Opportunities

The number of cycle journeys is increasing in flat, dense urban areas in parts of the U.K. where significant investment in cycle infrastructure, the introduction of the congestion charge and the introduction of cycle hire schemes.

Wide realisation about the impact of transport on air quality has led a greater push to encourage electric mobility, walking and cycling.

The SCAAP policy supports public realm enhancements to create a pedestrian-priority area and improvements for pedestrians and cyclists in the City Centre Neighbourhood.

Threats

Decline of High Street across UK. Southend's High Street is also declining with poor quality of shops. Most of the shops shut around 5-6pm, after which the City Centre Neighbourhood feels deserted.

Bus use across the UK has declined. Bus network in Southend is also only East to West/West to East. This means that buses can't be used to go down to Southend.

2.5 SWOT Analysis & Corridor of Options

SWOT-Strategies

INTERNAL FACTORS

Strengths-Threats

EXTERNAL FACTORS

Redistribute the carriageway to provide greater priority to walking and cycling as vehicle flows are low, with greater promotion of cycling infrastructure and streetscape to increase the modal share.

Creation of a 'destination' rather than an area that is simply passed through by the introduction of more seating and conversational pieces within the area.

Enhancement of the existing nightlife and restaurant culture within the area to create a more vibrant and safer environment, whilst encouraging deliveries to be undertaken at specific times of the day.

Reduction in car use through the promotion of other transport modes in the area and streamlining existing transport modes through the use of technology to reduce standing traffic along London Road.

Weaknesses-Threats

Developing Victoria Circus as a vibrant public space, a destination rather than just transitional space, encouraging evening activities and increased dwell time in the space and establishing the space as the gateway into the City Centre., this is supported through the Councils SCAAP policy and meets the aims and objects of the town as a whole.

The increased awareness around air quality issues will lend support to the potential removal of vehicles within the space.

INTERNAL FACTORS

Stregths-Opportunities

EXTERNAL FACTORS

Enhancing the public realm along London Road in a way that it enables the restaurants to spill outside, allowing the street to capitalise further on the evening activities. This would integrate London Road with the High Street. The low vehicle flows along London Road would facilitate the reallocation of space to favour pedestrians more than vehicles.

Weaknesses-Opportunities

Relocating the taxi rank within the Neighbourhood to create more space for social activities whilst ensuring that it is easily accessible from the high street and able to support the night time economy.

Corridor of Options

1 **Option: Pedestrianised Zone**
Carriageway converted to pedestrian area.
This option will include:

- Conversion of road space to pedestrian area to provide increased space for pedestrian activities and increased dwell time in the area.

- Limited access for taxis and delivery vehicles along stub end of London Road.

- Improved cycling facilities, public realm and lighting.

- Enhancement of the existing nightlife and restaurant culture within the area.

All measures will be focused on changing the nature of use of the road from car dominated to a pedestrian zone that encourages people to walk, cycle and socialise in the area. This will only be constrained by the desire for taxis and deliveries still wishing to access the area, this will have to be carefully assessed to restrict access to certain times only to ensure pedestrian traffic takes priority in the area.
Victoria Circus can be developed into a vibrant public space with seating, performance area and/or planting etc. to complement and support the pedestrian/community activities that the local stakeholders decide to carry out in the improved space along London Road.

2 **Option: Pedestrian priority area**
Redistribute the carriageway to provide greater priority to walking and cycling.
This option will include:

- Widening of the footways along London Road to give increased space for pedestrian activities.

- Access only for taxis and delivery vehicles along stub end of London Road.

- Improved cycling facilities, public realm and lighting.

- Enhancement of the existing nightlife and restaurant culture within the area.

All measures will be focused on changing the nature of use of the road from car dominated to a pedestrian and cyclist friendly zone that encourages people to walk, cycle and socialise in the area. This option will be a direct result of the constraints imposed by vehicles in the area who maintain their access in the current situation resulting from heavy lobbying, thus limiting the scope from Option 1.
Victoria Circus can be developed into a vibrant public space with seating, performance area and/or planting etc. to complement and support the pedestrian/community activities that the local stakeholders decide to carry out in the improved space along London Road.

3 **Option: Improved Gateway**
Reduced width of carriageway with improved public realm and gateway features.
This option will include:

- Widening of the footways along London Road to give increased space for pedestrian movement.

- Improved cycling facilities, public realm including gateway features and lighting.

All measures will be focused on changing the nature of use of the road from car dominated to a pedestrian and cyclist friendly zone that encourages people to walk, cycle. This option is derived as a direct response to both vehicles maintaining access in their current form, limiting the scope for intervention along London Road.
Victoria Circus can be developed into a vibrant public space with seating, performance area and/or planting etc. to complement and support the pedestrian/community activities that the local stakeholders decide to carry out in the improved space along London Road.

2.6 Lessons Learnt

What went well? What didn't work?

What went well?

- Emphasising the fact that time and contributions to the project will result in physical implementation. This was especially important in this neighbourhood where past projects have tried to improve the area, however due to lack of funding did not result in implementation. This made stakeholders understandably sceptical about participating in any new projects.

- Having good communication material including a way for people to contact both online and in person. The co-creation activities created awareness and interest but co-creation is long ongoing process and ensuring people have a way to stay connected to the project was key to success.

- Branded merchandise was helpful especially for outdoor events as it helped participants recognise the project and engage.

- Recording issues and ideas, even those beyond the scope of the project. We then managed to direct them to the Southend 2050 project which is looking at a wider range of issues in the neighbourhood.

What went well?

- Connecting with other on-going projects to avoid repetition and to utilize existing networks.

- Events in the neighbourhood where people are already meeting. Co-creation events are resource intense (time and money) and any new project will take time to establish itself and attract participation. Therefore, we found collaborating with other initiatives in the neighbourhood, show up at community events, etc. especially in the early stages.

What should be developed further?

- A greater online platform and potentially a newsletter that can be sent to participants on a regular basis, including throughout the implementation phase.

2.6 Lessons Learnt

• #1 POLITICAL

Policy relevance: Improvements in the area align with the overall vision to make Southend Town Centre more sustainable. It fits with the Local Transport Plans and Southend Central Area Transport Policy. It also supports the Southend 2050 Vision.

• #2 FINANCIAL

Funding: We have identified a source of funding for the implementation of ideas: Small scale measures will be implemented through the SUNRISE project. Large scale measures will inform the business case for the next phase of Southend Central Area Transport Scheme, which has an allocation of £4m.

• #3 SPATIAL

Locational Importance: The Town Centre is at the heart of the Borough. Like many Town Centres in England, Southend Town Centre is declining and there is a shared interest in reviving the neighbourhood. We identified early in the engagement that London Road and Victoria Circus was the focus area within the neighbourhood where we can have greatest impact.

• #4 INSTITUTIONAL

Cross-departmental interest: Pressure of the problem(s) in the neighbourhood effect a range of internal departments and there is a shared sense of urgency to improve the neighbourhood.

• #1 PROBLEM RELATED

Complexity of the problem: The issues in the neighbourhood go beyond the obvious mobility issues to include socio-economic and political issues. Some of these are beyond the scope of SUNRISE. The following three corrective measures have been taken:

- Identified focus area within the neighbourhood where we can have greatest impact.
- Explored the aspired identity of the neighbourhood and attempted to prioritise issues and ideas in line with this wider vision.
- Recorded issues and ideas, even those beyond the scope of the project and then directed them to the Southend 2050 project which is looking at a wider range of issues in the neighbourhood.

• #2 ORGANIZATIONAL

Logistics of events: Some of the events had poor attendance mainly due to the following 4 reasons:

- Lack of awareness about the SUNRISE brand. People didn't recognise the branding and hence weren't drawn to the event.
- Poor timing of events - Issues like organising an event during school half-term when many people were on leave.
- Location of the event – Location greatly impacts level of participation. The Forum building is usually well used and gets a high rate of footfall. However, we didn't have as many participants at the public kick-off as expected. This may have been due to exceptionally nice weather. We saw increased number of people heading towards the beach. On other occasions, like for invite based events, the Forum has been a successful venue.
- Poor weather conditions – Sometimes even with the ideas location, for instance the Christmas market on the high street, the event draws low levels of participation due to unexpected weather conditions, like strong wind and snow.

Corrective measures taken included organising additional events on site.

• #3 COMMUNICATION

Not all members are able to make every monthly Core Group meeting because of other commitments. A Core Group discussion portal was created on stickworld for those unable to attend to contribute to discussions. Minutes of the meeting were shared with all the Core Group members.

2.7 Following Steps

Conclusion Drawn & Further Concept (Activities, Ideas, Wishes, ...)

Due to the strategic importance and location of the neighbourhood, there is a need to allow everyone in the neighbourhood to view and comment on the short listed ideas.

1 Borough Wide Voting — January /February 2019

What?
The Shortlist of ideas will be taken to a Borough wide voting to confirm a democratic design selection process and the final scheme will be a developed on its basis. The preferred scheme option will include elements from the 6 improvement categories described below:

• Planting
• Street Furniture
• Use of public space
• Wayfinding
• Walking and cycling
• Improving safety

Where?
• Online – SUNRISE website, social media, Southend Council website, Council stakeholder list, partner organisation email Contacts
• Polling stations – The forum, Victoria Shopping mall, the Civic Centre, trains station, museum and other locations based on previous activity.

Who?
• Everyone in the Borough
• Organisational Responsibility by Southend SUNRISE team with support from the Core Group

2 Activating urban space co-creation lab

What?
Evaluating the results of the Borough wide voting to assess:

• Level of engagement – need for additional promotion
• Results of the polling
• Revisions required to be made to the shortlist

Where?
• The Forum (public library)

Who?
• Organisational responsibility by Southend SUNRISE team

2.8 Data & Expertise

Resources the city can offer

The Major projects and Strategic Transport Policy team in particular has expertise in Highway and Coastal engineering, urban design, community engagement, travel planning, behaviour change campaigns, public transport management, cycling schemes etc.

The engineering aspects of the final measures for implementation can be a barrier for delivery if the appropriate considerations are not given at key milestones, the knowledge and expertise that has been gain in this area through our in-house design teams can support in understanding the physical practicalities of delivery.

The Community engagement aspect of the project is fundamental to its success and if it is not considered appropriately will reduce the participation on the project. The Community Engagement Team has, and will be, supporting the project through to implementation to ensure the project remains active on engagement and offering insights into behaviours that otherwise would go unnoticed on a traditional approach to delivering a project.

We have also gained a **wealth of knowledge and experience** from our participation in previous European projects including Bike Friendly Cities, www.bikefriendlycities.eu, DG MOVE funded SaMERU (Safer Mobility for Elderly Road Users), www.sameru. eu., SWITCH, http://www. switchtravel.eu/)

3.0 REFERENCES

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Photography

Krithika Rames, Justin Styles and Chris Styles

Figures

Cover: urbanista, 2019

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. : urbanista, 2019
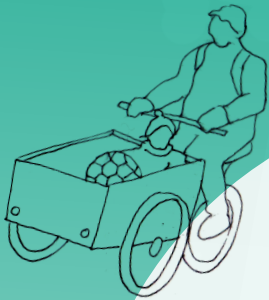
NEIGHBOURHOOD MOBILITY DOSSIER

NEO RYSIO
THESSALONIKI

ΟΣΕΘ
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Content

1 INTRODUCTION

2 DOSSIER

3 References

Impressions from Neo Rysio and the SUNRISE events on site
all photos: ©TheTA

1.0
INTRODUCTION

1.1. Objective and content of "Co-Identification" and the Neighbourhood Mobility Dossier

Occasion and Purpose

A Neighbourhood Mobility Dossier has been produced in each neighbourhood as a final document of the »Co-Identification and Co-Validation« phase – the first work package of SUNRISE. The aim of this work package was to ensure that all SUNRISE action neighbourhoods – Bremen, Budapest, Jerusalem, Malmö, Southend-On-Sea and Thessaloniki – lay a solid foundation for all following activities. This encompassed the establishment of strategic local alliances and the thorough participatory identification of problems, needs and opportunities in each neighbourhood.

Its key objectives were furthermore:

- To guide each Action Neighbourhood in the set up and constitution of a local Co-Creation Forum (CCF)[1] and the Core Group (CG)[2]
- To ensure that all relevant status-quo information concerning the Action Neighbourhoods will be included and fully taken into account
- To instruct and support each Action Neighbourhood in the

organisation and implementation of a participatory process to identify, validate and articulate locally perceived mobility challenges as well as neighbourhood specific strengths, weaknesses, opportunities and threats

The Neighbourhood Mobility Dossier aims to comprehensively capture the results of co-identification and co-validation process including the factual and subjectively perceived situation with regard to mobility and other related aspects. The Dossier serves as a guidebook for the neighbourhood themselves regarding the upcoming co-creative phases (co-development and co-implementation of sustainable mobility solutions), but also as an overview and inspiration for other cities and neighbourhoods regarding the co-creative development of sustainable mobility solutions. The set of the six Dossiers of each Action Neighbourhood constitutes the final product of the Co-Identification phase in SUNRISE. Additionally, a summarised overview of the results of the Co-identification and Co-validation phase will be integrated in the »Neighbourhood Mobility Action Plan«[3].

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[1] The Co-Creation Forum (CCF) is a forum/platform where everyone can express their views, ideas and concerns related to the current and future mobility situation within a neighbourhood. It can bee seen as a strategic local alliance, covering the public, covering all major stakeholders.
[2] The Core Group (CG) works as a coordinator of the CCF in the sense of a steering commitee and adminstrative secreteriat.
[3] The Neighbourhood Mobility Pathfinder is SUNRISE's online toolbox to enable exploitation of SUNRISE results beyond the project's lifetime.

»Co-Identification«: Objectives

The main objective of Co-Identification was to ensure that all SUNRISE Action Neighbourhoods lay a solid foundation for the following activities. This encompasses the establishment of strategic local alliances and the thorough participatory identification of problems, needs, ideas and opportunities in each SUNRISE Action Neighbourhood.

Content and Structure of the Neighbourhood Mobility Dossier

To get a first impression of the respective neighbourhood and its characteristics the Dossier starts with an introduction of the status quo situation of the neighbourhood in general and mobility wise followed by a description of the individual objectives, challenges, opportunities and limits regarding the SUNRISE process of the Action Neighbourhood.

The next chapter shows the Co-Identification process-design of the Action Neighbourhood including content about the tools and methods used and groups reached as well as information about the constitution of the Core Group (CG).

In chapter 2.4 the condensed outcomes of the collected problems, needs and ideas are illustrated and possible contradictions and correlations highlighted.

Afterwards the main outcomes of the top-down and bottom up SWOT Analysis of the neighbourhood are outlined by means of the derived strategies and corridors of options.

In the next chapter the lessons learnt of the Co-Identification process are illustrated firstly by pointing out the potentials and challenges that arose during the participation process in Co-Identification and played a significant role for the further planning and execution of participatory events. Secondly by naming and describing the most relevant drivers and barriers in the first work package.

Finally the next steps for the upcoming co-creation phase are outlined, based on the conclusion drawn from the participatory activities of the Co-Identification process.

In the last step the city gives an overview of what kind of data can be offered (data, calculations, modelling, legal expertise, money, speakers etc.)

When? What? Who?

WP1 Process

PREPARATORY STEPS

27 February 2018 Internal Kick-Off event 28 participants

(a) INTERNAL PREPARATORY MEETINGS ⟷ (b) INTERNAL | INFORMATIVE KICK-OFF

INFORMATION & EXCHANGE

PREPARATION

MILESTONE M33 »MEMORANDUM OF UNDERSTANDING«

PUBLIC KICK-OFF | OFFICIAL LAUNCH EVENT

23 May 2018 Kick-off Co-Creation Forum 16 participants

20 May 2018 Public Festive approx. 1500 participants

BRING PEOPLE TOGETHER

INTRODUCE TO THE PUBLIC

GAIN LOCAL AWARENESS

GATHER PROBLEMS AND NEEDS

ON-SITE COLLECTING EVENTS

8 – 22 November 2018 Mobilising the local community with special view to students parents and guardians 15 participants

30 October 2018 Interviews with shop owners along Konstantinoupoleos road 12 participants

8 November 2018 Interviews with elderly people 15 participants

GATHER PROBLEMS AND NEEDS

REACH DIFFERENT PEOPLE IN DIFFERENT PLACES

SYNTHESIS

26 November 2018 1st NLR 12 participants

27/28 November 2018 Internal Synthesis

CONDENSE

MERGE

outcomes of former participation processes

outcomes of former participation processes

DELIVERABLE D1.1 »SWOT REPORT«

>essence of problems and needs<

REVIEW

18 February 2019 2nd NLR Core Group

APPROVE AND PRIORITISE

CHECK WITH EXPERTS / SPECIALISTS

MILESTONE M2 »2ND NEIGHBOURHOOD LEARNING RETREAT«

>neighbourhood mobility fields of action<

DELIVERABLE D1.2 »NEIGHBOURHOOD MOBILITY DOSSIER «

NEIGHBOURHOOD MOBILITY DOSSIER

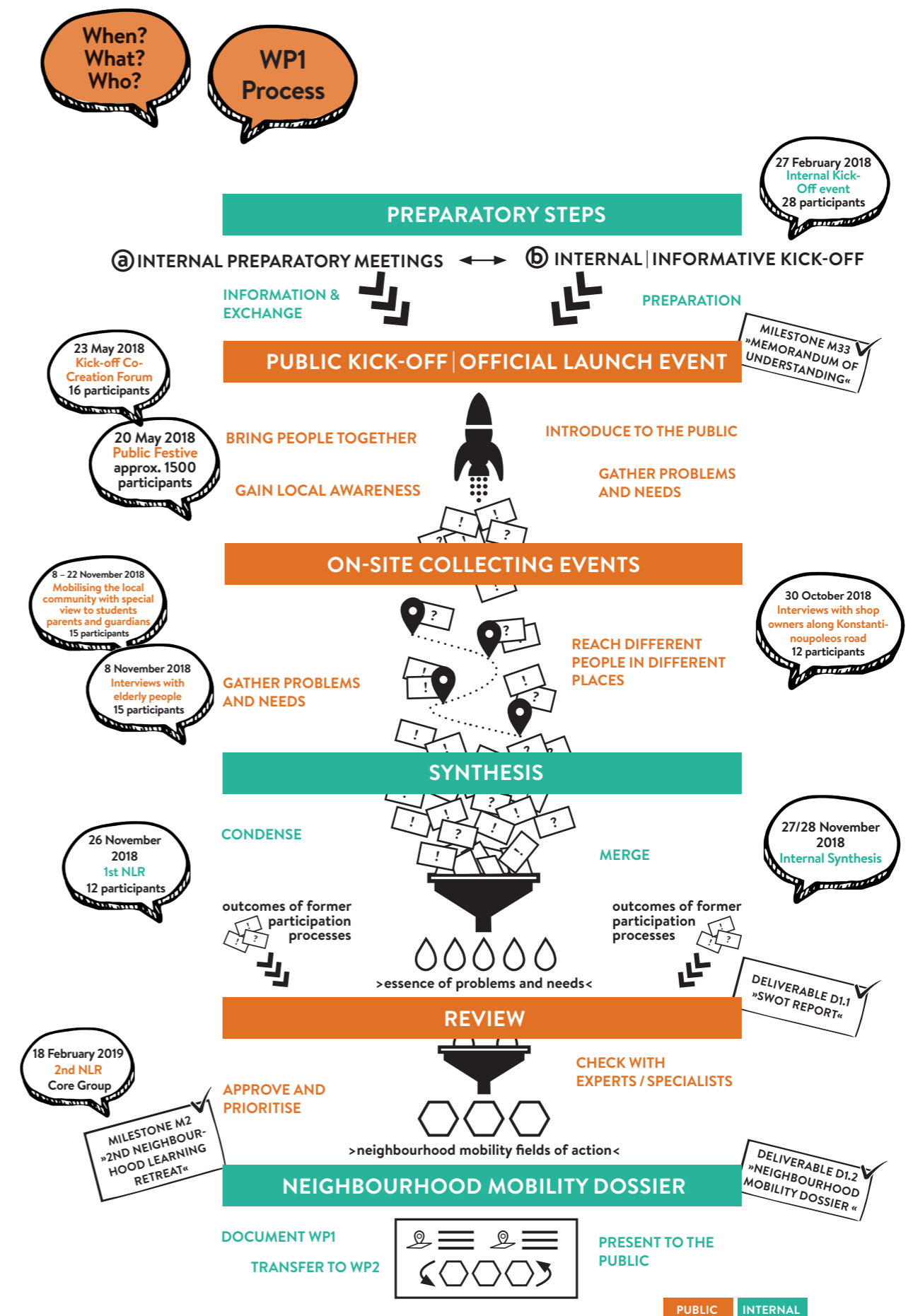DOCUMENT WP1

TRANSFER TO WP2

PRESENT TO THE PUBLIC

PUBLIC   INTERNAL

Figure 1: Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken.
©urbanista

2.0
DOSSIER

2.1. Status-quo description

The general situation of the Neighbourhood

The neighbourhood of Neo Rysio is located in the Municipality of Thermi, about 20 kilometres from the city centre of the Municipality of Thessaloniki. The municipality of Thermi constitutes of three municipal districts, Mikra, Thermi and Vasilika The municipality of Thermi has an area of 382.106 square kilometres, the municipal unit of Thermi has an area of 100.943 square kilometres. Neo Rysio is a village and a community of Thermi municipality and Thermi municipal unit.

With a population of 2,952 inhabitants (2011 Census), Neo Rysio consists primarily of residential areas with local commercial activity and it has a strong functional relationship with the urban core of the municipality of Thermi, as well as the centre of Thessaloniki, in terms of administrative, economic, health, educational, and other lifestyle-related activities. The 15,000 square kilometres area has undergone a noteworthy population increase of 65 percent, during the decade 2001 until 2011, which is indicative of the dynamics and the people-focused potential of this neighbourhood. It should be noted though that around

57 percent of the population is economically non-active, and that unemployment in Neo Rysio is a bit higher than 14 percent. Additionally, according to the latest Census, around 25 percent of the population is less than 20 years old, while the respective share of the elderly (older than 60 years) is around 20 percent. Emphasis should be given to new residents that are developing new mobility habits and therefore are more receptive to new sustainable travel choices. Finally, in Neo Rysio there is a high degree of sense of belonging and cultural linkage that dates back to the historical roots of Neo Rysio as a refuge of relocated Greek populations during the 1920s.

Figure 2: Neo Rysio
© TheTA

Description of the Mobility Issues in the Neighbourhood

The two main streets Constantinoupoleos and Metamorphoseos are crossing Neo Rysio and are part of District 30 connecting the provincial road to Perea with Basilica village. These streets also offer a direct connection to the National Road of Thessaloniki (Nea Moudania), through the interchange of Neo Rysio. For these reasons roads suffer from heavy traffic as these routes also form the shortest paths to the aforementioned areas. Two signs at the entrances of the settlement prevent vehicles to reduce speed to 40kms/hour. Several uses (shopping, dining, and recreation) have evolved along the area attracting traffic and resulting in significant pedestrian movements. The responsibility for the maintenance of District 30 belongs to the Region of Central Macedonia and not the Municipality.

Moreover particular problems are created as a result of parked vehicles at the corners of intersections with the local vertical roads making visibility hard for drivers in many cases. Additionally, there is no satisfactory length and width of sidewalks along the main street Konstantinoupoleos which poses significant problems to pedestrians. Vehicles parking at the intersections of the junctions also create conditions of reduced road safety. A major problem is encountered by pedestrians with wheelchairs and parents with children's pushchairs.

An issue of utmost importance is also the accessibility to crucial infrastructures with a special view to schools. These areas gather many trips in the same time period and for a very short duration. The trips are made by different transport modes, including cars, buses, bicycles and pedestrians. In most of the cases the infrastructure is not appropriate and the accessibility is limited creating safety issues for the users.

Public transport coverage is limited despite the fact that Neo Rysio is very close in terms of distance to the interchange station of IKEA. Moreover citizens don't have
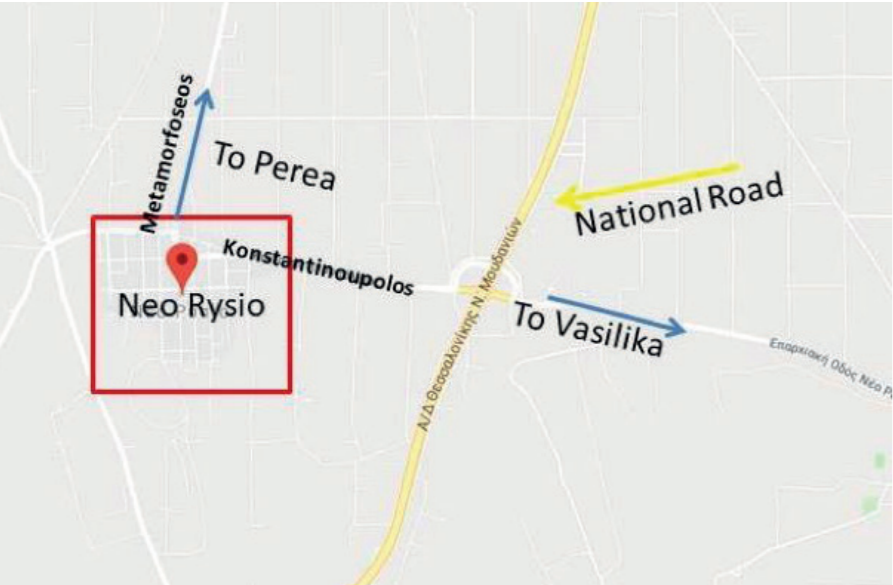
Figure 3: Overview of the main streets crossing the settlement © TheTA
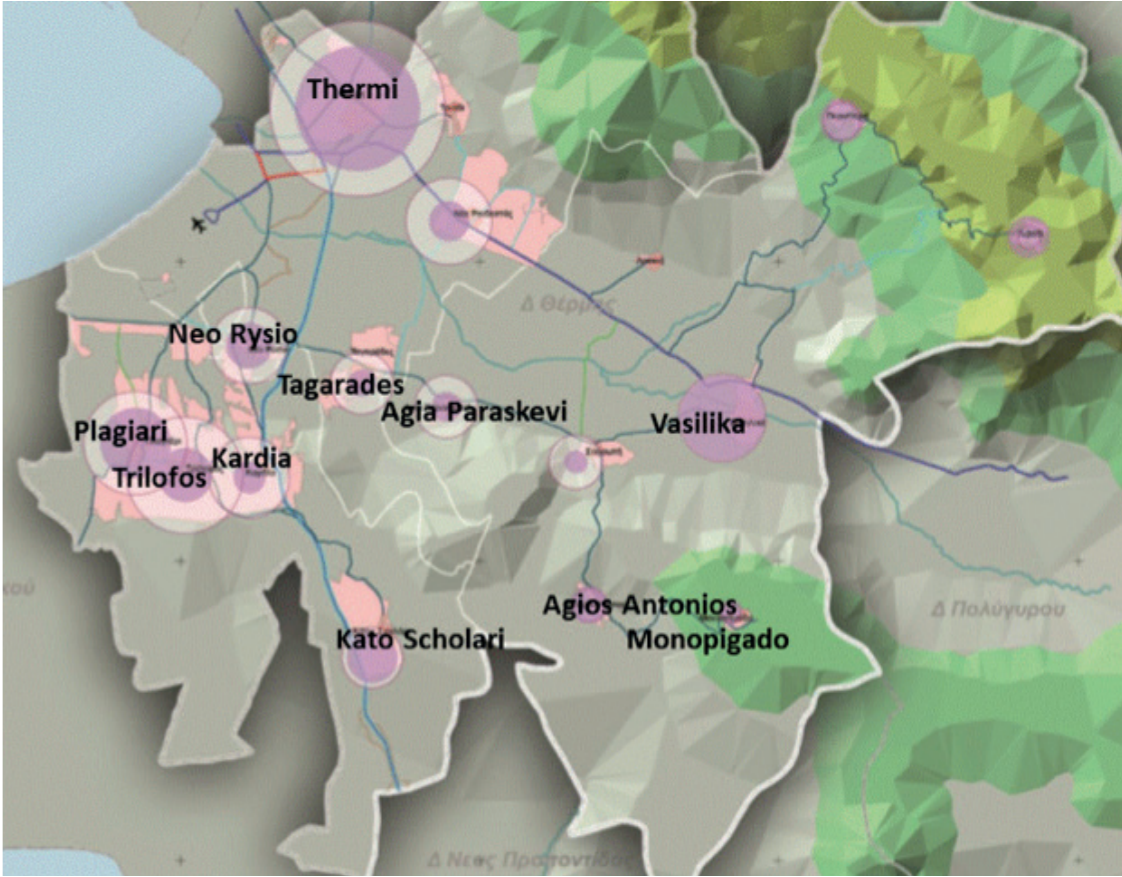
a direct connection to the centre of their municipality in Thermi except by municipal transport which is also limited as well as intramunicipal connections.
The area is included in the Strategic SUMP for the metropolitan area of Thessaloniki, while the operational local SUMP for the Municipality was concluded in 2016. Public transport coverage, parking issues and other cases of misuse of public space, the lack of a central square or playgrounds and appropriate

infrastructure for children' and familys' recreation activities are some of the problems that have been indicated.

2.2. Objectives, challenges, opportunities

Locally specific constellation of the main objectives, challenges and opportunities

Objectives of the Neighbourhood in the SUNRISE Project

Car is the dominant transport mode in the neighbourhood of Neo Rysio in the Municipality of Thermi (Thessaloniki, GR) and the SUNRISE intervention aims at triggering a paradigm change in the neighbourhood, based on a co-creative decision making process, as well as modal split change in favour of sustainable and shared mobility solutions. TheTA, in close cooperation with a number of relevant local stakeholders, will manage the planning, implementation, monitoring and evaluation of the SUNRISE co-creative process, by using traditional and innovative participatory

Main Challenges of the Project

One of the main challenges for Neo Rysio is to shift the modal split in favour of public transport, car sharing, bicycle and alternative modes of transport as the area is mainly car dominant but has a big potential for change towards sustainability having also the basic infrastructure to achieve it. Improving accessibility to crucial infrastructures by giving emphasis to schools, athletic, cultural and recreation centres will enhance inhabitants daily quality of life. The area's location close and away at the same time from Thermi and Thessaloniki as well as the natural

environment close to the forest and located at the hills, the active municipality and the potential for sustainable mobility, make Neo Rysio an attractive destination for new residents who wish to receive a high standard of quality of life for themselves and their children. Improving of public transport services with more frequent and qualitative public transport connection to Thessaloniki, intermunicipal connection with Thermi and the other settlements, improving accessibility and road safety in main road axes, improving bike facilities, introduction of a more organised car sharing system, maintenance of basic infrastructure as well as eliminate heavy vehicles from the centre of the settlement are some of the challenges that should be addressed in the framework of SUNRISE and have resulted through the Co – identification phase. All the aforementioned have to be combined with a more active, sustainable and viable way of living that will be resulted from raising awareness and consciousness of the residents and change the way of thinking.

Main Opportunities of the Project

The co-creation process in Neo Rysio will result in improvement measures around public transport, the introduction of IT- and shared

economy based solutions, as well as the reallocation of public space through the construction of relevant small scale infrastructure Other likely measures include the provision of real time and personalised travel information, delivered through car/ride sharing web and mobile platforms and smart stops. These goals were internal goals at the begging of the project but were also validated and resulted through the participatory Co-identification phase. During the co-identification, co-development and co-selection processes, traditional and innovative participatory approaches will be used to reap their respective benefits in terms of establishing efficient and effective two-way communication channels. The Municipality will have the chance to receive the real needs problems and ideas indicated by the end users that are the residents of Neo Rysio and understand the real needs of the community from their perspective. The measures that will be implemented will be a joint outcome coming from a deep democratic and creative procedure.

2.3. The Co-Identification Process

Aims and Expectations

The main objective of the participatory process of the project was to involve as much as possible of the local community and not just those people who act in politics or are used to express opinions in such consultation processes. In addition, one of the key issues raised by SUNRISE is to ensure that all voices should be heard and especially vulnerable social groups such as the elderly, disabled, students, women with stroller, migrants etc. For this reason, and as Neo Rysio is a very active community with a big percentage of elderly and students it was very important to ensure that they will be heard. Therefore, special events for data collection where organized during the Co-identification phase for the described target groups.

The position of Neo Rysio at the beginning of the project was for sure at the side of "citizen control". This results due to previous documents and procedures concerning the implementation of measures proposed within traffic studies and approved by the Local Council were never implemented because of residents local arguments. For the time we cannot put Neo Rysio in a new position. It is expected that next phases of co – creation will indicate if this position has been shifted.

Participation Promise

Throughout all the processes of the SUNRISE project and in order to set the framework to guarantee the free flow of ideas and the creative discussions among the participants, the rules in the following figure should be maintained:

- The basis: Transparent participation promise and limits
- There must not be a "No"
- Be neutral!
- Be prepared for a fluid community
- Be where the people are present
- Online works only in combination with offline
- Create a stage
- Have fun
- Be patient
- Love it or leave it

Process Design and Methodology

The methodology for the Co-identification and Co-validation phase initially involved the establishment of the core group, a team that will be committed to the aims of SUNRISE during the lifetime of the project and will try to reach out a big percentage of the residents depending on the groups they can have an influence at. Then, with the help of the Core Group a wider team would be created namely the "Co-Creation Forum". With the help of these two groups and through public and other events, SUNRISE TheTA team will try to mobilize the local community to participate in the identification of problems and needs so that a mapping of the current situation can be realized.

From the start of the project, and given that SUNRISE's main goal is to improve sustainable mobility securing that all voices should be heard and not only the strong ones, it has been decided to approach "sensitive" and "hard to reach" social groups as the elderly, students and the disabled. During the first phase of the project, it emerged that another category of locals affected by the mobility situation should be heard and that is the shop owners operating across the main road of the settlement. Thus, the data that emerged during the co identification phase revealed an issue that need special and more thorough investigation in this phase through special interviews with traders.

Steps

Internal Meetings & Internal Kick Off
The Municipality of Thermi as well as the regional government entity and a number of other key local stakeholders have been informed about the goals and the processes of the project. They got the opportunity to express their expectations on the SUNRISE initiative and share important information concerning mobility in Neo Rysio.

Public Kick Off
The entire community (neighbourhood residents, interested public, stakeholders and local partners) was invited to the first official presentation of the SUNRISE project in Neo Rysio. The purpose of the public kick-off is to raise local awareness, since the participants were informed on the project's discrete steps and the relevant timeline. Furthermore, they were informed and had the opportunity to participate and get involved – to the extent they wish – to the Co-Creation Forum and the Core Group, playing a very important role for the neighbourhood's representation on the project.

2.3. The Co-Identification Process

Process Design and Methodology

Neighbourhood Mobility Check
It is essential to the co-creation phase of the project that different groups of people are reached and placing their input/suggestions.
To this end, various "on the spot" workshops will take place in different locations including preschools, the church of Neo Rysio as well as the community center for the elderly.

Synthesis
To this step, the collection of input gathered at the various workshops and the online tool will be summarised in main categories of mobility issues on Neo Rysio, by the Neighbourhood Evaluation Manager, the Core Group and members of the Co-Creation Forum.

These categories will produce the essence of the co-identification and co-validation process and will be subject to consideration and validation during the closing event of the first phase, th Neighborhood Learning Retreat (NLR).

Fields of Action Review
This is the phase of prioritisation and validation of the categories produced on the Synthesis step. These categories will be subject to approval by the Core Group and the Co-Creation Forum and prioritised accordingly.
Last but not least, all collected input will be reviewed by experts and specialists in order to validate the proposed fields of action.

Figure 5:
The internal kick-off with the CG in Neo Rysio
©urbanista

Mobility Dossier
The end of the Co-identification & Co-validation phase is marked with the documentation of all the above in the Neighborhood Mobility Dossier. This is a document that summarizes the participation process as well as the validated outcomes of this phase. The Neighborhood Mobility Dossier will be presented to the public to provide information, to give an update on the first phase and to create transparency for the second phase of the project, "Co-development & Co-planning".

Figure 6 –10:
The internal kick-off with the CG in Neo Rysio
Figure top right ©TheTA, other fugures ©urbanista

Tools, formats, events

Description of tools and related participants reaction, topics and specific outcomes:

Activity 1 –
Core Group (CG) meeting
The Internal Kick-off meeting was held in the cultural Center of Neo Rysio on 27.02.2018, having as its main aim to present to the local stakeholders and interested parties the project and its expected outcomes and the process that will be followed during the co- creation phase. With the help of urbanista the participation promise and the process design were presented to the audience with active participation by their side and interesting on expressing their ideas about the formats and methods that would be followed during the co identification and validation. During the meeting the Core Group aims and work was also presented and invited participants decided whether they want to join the group or not.

- Initially, a speed dating took place between all attendees in order to break the ice and start the discussions to each other.
- Later on, the "mapping of actors" took place. Participants were divided into two groups and where asked to propose any actors they thought are in charge of mobility issues in the area or are influencing the mobility situation. With this way the participants identified people or groups that haven't been invited initially to the internal Kick-off event and should be invited to take part in the next meetings of the project.
- The process design was depicted on the wall by urbanista and was "built" with the participation of the attendees as well as the choice of the participatory methods that should be used to involve the local community in the process.
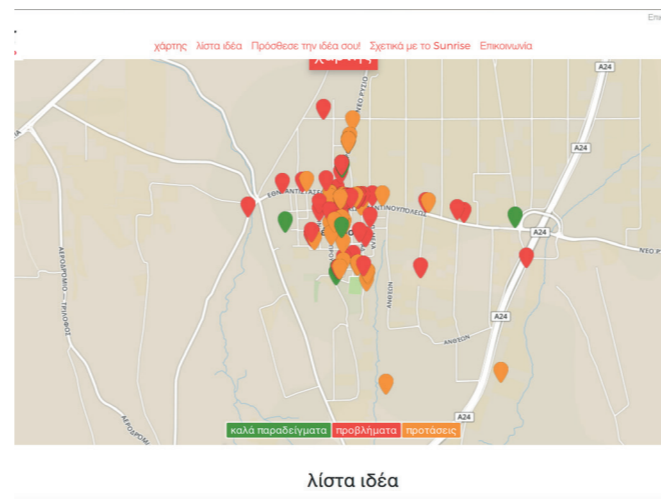
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Activity 2 –
Awareness raising event –
public festive

On 20 May 2018, one day before the celebration of Saint Konstantine and Helen, an open public Festive took place as part of the annual celebration in the yard of the Athletic Center on Neo Rysio. It is a common tradition that the majority of the residents participate in the cultural and religious events that take place, with groups of local dancers coming from the folklore center and other cultural centers of Thessaloniki, to dance traditional Greek dances.

- During this year's celebration TheTA team had a stand and distributed the SUNRISE leaflet to the participants.
- At the same time promotional ballons with SUNRISE and TheTA logo where distributed to the children while at the same time they had the chance to paint how they imagine the ideal neighborhood for children.
- Last but not least, TheTA project manager welcomed the attendees of the festive and invited them to participate in the official opening of the project, which took take place a few days later in the Cultural Center of Neo Rysio.

Activity 3 –
Promotional material, website, radio

During the CCF meeting that took place on 23 May 2018 at the Cultural Center, TheTA team presented the vwhich was set by urbanista, as a tool to enable take place the Co-identification of the local problems and needs.

- The meeting was the public starting point for the process of Co-identification. Representatives were given red, orange and green cards to record the problems, suggestions and good examples respectively of Neo Rysio mobility situation. Participants showed particular interest in filling the cards.
- After the end of their filling the cards by identifyling the problems, needs and good examples they had in mind about Neo Rysio they were asked to pin on the map with the aforementioned colors the topics identified in specific locations by putting for example a red pin on the map for a problematic situation to a specific location. This was an exciting and pleasant activity for participants.
- While there as weren't initially many visits to the website and in order to continue the recording of the current situation TheTA team visited the schools, the sports and cultural center where brochures were distributed. In addition, and in collaboration with the school principals, questionnaires were provided to the students' parents who completed and returned back to TheTA the questionnaires. The structure of the questionnaire was the same as the structure of the website's database. The questionnaires collected were inserted in the website by TheTA team members.
- In collaboration with the Director of the secondary school and the professor of computer science, all students between ages 12-14 filled in the website during the computer course.
- Some days before the public Kick-off event, TheTA project manager of SUNRISE gave an interview at "Radio Thessaloniki", discussing the project aims, procedures and events that are going to be held in Neo Rysio.

Activity 4 –
Special interviews

- Elderly people: On 11 November 2018, a unique event took place at the Center for elderly people of Neo Rysio. Elderly where very positive to answer the questions of TheTA about the problems they face in their daily life and their trips. Moreover, the one and only blind people of the community was also present.

- Traders across Konstantinoupoleos street: As the problem of heavy vehicles and traffic congestion on the main Street (Konstantinoupoleos) of the settlement emerged from the very beginning of the recording of mobility problems, it was considered important to ask the traders who are active in the area about the problems they face.

Activity 5 –
Validation of results

At the final event of Phase 1, a neighbourhood learning retreat took place trying to validate the results emerged in the SWOT analysis and the identification of problems and needs.

- Validation of identification of problems: Sixteen basic problems emerged from the Co-identification process. In order to validate these results, participants were asked to prioritize problems by placing the number 1 in what they consider as the most important problem and number 16 at this one they consider the least important problem

- Validation of SWOT analysis: The participants were split in two groups. They were given cards with strengths, weaknesses, opportunities and threats and they were asked to put them on four different pin boars according to the category they thought every card belong to. After the two groups checked all pin boards the results of SWOT analysis as they are described in the deliverable were presented. A comparison took place between the SWOT analysis by The TA an the participants from a bottom-up perspective. Missing points were discussed and incorporated. Participants were very active during the whole process and referred that this is one of the most interesting things they have realized during Co-

Figure 20 – 23:
Joint review of the SWOT
©TheTA

Figure 19:
SUNRISE event at Center for elderly people of Neo Rysio
©TheTA

Target groups and participants

One of the first steps of the Co-identification phase was to proceed to the mapping of the local actors and people to be involved in the project. These people would try to represent as many of the residents as possible and would be dedicated to the project idea. The initial approach was to contact the central municipality of Thermi, who introduced the Local Council and gave a general picture of the people and social groups that are active in the area. After these discussions a first list with potential stakeholders was created and these people where invited via Email and telephone conversation to the first kick off meeting which was held in February 2018. This meeting has as its main outcome to present the project to the invited people and mapping the stakeholders. After discussions the final map was formulated as below:

- Municipality of Thermi / Programming Dpt
- Local Council of Neo Rysio
- „Aretsou" Folklore Association of Neo Rysio
- Cultural Center of N. Rysio
- Parents and Guardians Association of the 1st Elementary School of Neo Rysio
- Teaching staff of the 1st Elementary School of Neo Rysio
- Parents and Guardians Association

of the 2nd Secondary School of Neo Rysio
- Teaching staff of the 2nd Secondary School of Neo Rysio
- „Anagenisi" Athletic Association of Neo Rysio

Lessons learnt

- Local Council:
  Two or three representatives of the Local Council come in every meeting organized while each of them is trying to mobilize corresponding groups to which they have access to. For example, the chairman of the local council has access to the elderly. Further, one of the members of the council is in parallel chairman of the cultural centre expressing their views and needs etc. As they represent the local community, their positions are more holistic in order to express the whole settlement in the most suitable way.

- Schools:
  Representatives of secondary school parents and guardians attend the meetings, while occasionally representatives from both parents and teachers from all the local schools have joined the meetings. The issues they raise have mainly to do with issues around schools' accessibility.

- Elderly:
  In contrast to the groups described above who mention more and more issues of their interest, elderly people expressed more general issues of mobility and not only topics concerning their needs regarding accessibility and their quality of life as one would expect.

- One of the main conclusions that emerged during the Co-identification phase is that each group, such as those of the elderly, is expressed and placed first on the issues that concern them directly and then on the general issues of mobility of Neo Rysio, something that is also expected to happen.

People or groups to be activated within the next steps of bottom-up participatory activities

- Blind and disabled people: Unfortunately, the Co-identification phase raised issues of interest for this sensitive social group. However, these issues were not expressed by people influenced directly but form other members of the core group as well as the local council.

- Local businesses: Local businesses and shop owners was not a group to be reached separately initially. The first results during the Co-identification phase highlighted the need for further research into store owners along the main road axis of the settlement as parking problems and through traffic resulted at the main street were arose as an issue of outmost importance

2.3. The Co-Identification Process

Constitution/Formation of the Core Group

Members of the Core Group

- **Municipality of Thermi / Programming Dpt- Technical staff working at Programming Departments**
- **Local Council of Neo Rysio – The Chairman of the Local council and one local council member**
- **»Aretsou« Folklore Association of Neo Rysio – Tha Chairman of the Association**
- **Cultural Center of N. Rysio – The Chairman of Cultural center**

- **Parents and Guardians Association of the 1st Elementary School of Neo Rysio – parents**
- **Teaching staff of the 1st Elementary School of Neo Rysio, Director of the school and teaching staff**
- **Parents and Guardians Association of the 2nd Secondary School of Neo Rysio, citizen, parent**
- **Teaching staff of the 2nd Secondary School of Neo Rysio, teacher at the secondary school**
- **»Anagenisi« Athletic Association of Neo Rysio – The chairman of the association**

Work mode of the Core Group

In general, the communications between TheTA team and the core Group are going well. They are usually willing to participate in both Core Group and CCF meetings but they do not work a lot in attracting newcomers in the project. Many of them insist that there is a need to raise awareness of such mobility issues in Neo Rysio and that, in general, people are unwilling to participate in such consultative procedures.

Set Up of the Core Group

The groups mentioned above were invited in the kick off meeting. Twenty people attended the meeting from which fourteen of them accepted to be members of the Core Group. In order to avoid any administrative burden the group didn't take a legal format. The Group meets regularly depending on the project needs at the Communities offices or the Cultural Centre or via telephone conversations with TheTA team. Core group representatives are indicative of the Local Community even some of the members are more dedicated to the project while others are not that active. The Core Group meets in time intervals depending on the project needs. There is no legal form of the group except form their declaration that they want to join the group that took place at the first kick off. The core group doesn't have a whole access to any funds.

2.4. Culminating Outcomes

Collected needs/issues

Problems – General Public

- Parking problems
- Public and municipal transport
- Lack of playgrounds, recreation areas
- Incomplete Signalling
- Limited signing
- Road network / heavy vehicles
- Road network / road surface
- Traffic jam at main axes
- Accessibility
- Stray animals
- Garbage, recycling
- Bicycle track
- Narrow sidewalks
- School bus routes
- Other
- Traffic regulations

Problems – Students

- Public Transport / School bus routes
- Parking problems
- Stray animals
- Other
- Traffic regulations
- Traffic congestion
- Road network / asphalting
- Playground, recreation and sports facilities
- Bicycle track
- Access to schools because of two much traffic outside schools during peak school hours
- Pollution
- Trash
- Narrow sidewalks

Proposals – General Public

Improvements in:
- Traffic regulations basically for illegal parking
- Expansion of the bicycle path
- Public transportation (better frequencies and schedule punctuality, renewal of bus fleet)
- Road network / heavy vehicles / asphalt pavers
- Shared bicycles
- Playgrounds, recreation and sports facilities
- Parking problems. Too many vehicles park in the intersections of the main street and the vertical axes
- Pedestrian
- Other

Proposals – Students

Improvements in:
- Playground, recreation and sports facilities
- Public Transport / School Schedules
- Incomplete signalling, missing of signalling in crucial roads
- Other

2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

INTERNAL FACTORS

Strengths

Unofficial car sharing system has been established by commuters

Two municipal bus lines for intermunicipal connections

There is a bicycle path connecting educational, athletic and leisure uses and activities

A forest area with opportunities for recreation activities

There are many areas for cultural and athletic activities as well as meeting points of the local community

A dynamic and people-focused neighbourhood. New residents are developing new mobility habits and are more receptive to new sustainable travel choices

There are no parking problems except from the main streets

Weaknesses

A car dominant area with many daily commuters to Thessaloniki

Through traffic with many heavy vehicles in the three main streets

Traffic safety issues caused by through traffic in main streets

CO_2 emissions and environmental consequences

Public transport is limited and there is no direct connection with the Municipality of Thermi

There are gaps in some parts of the cycle lane

Parking problems in the main streets. and parked cars on the sidewalks.

Width of the sidewalks in most cases is insufficient for pedestrians

Vertical signposts placed on low poles prevent pedestrians from seamlessly walking

Traffic calming measures have been placed but most of them are damaged either from vandalism or wear.

Sidewalks are not blind friendly and ramps are missing

Lack of a central square

Accessibility to crucial infrastructures like schools, the Community offices etc need improvements

2.5 SWOT Analysis & Corridor of Options

SWOT-Matrix

EXTERNAL FACTORS

Opportunities

Bus fleet is to be renewed: 170 buses where proposed for purchase, 120-140 of them with advanced diesel or hybrid technology and 30-50 with CNG gas

Bike culture starts growing more o more in Greece not only as a way for recreation and exercise but also as new everyday lifestyle for multipurpose including commuting.

Car sharing is staring getting into the mentality of some residents for commuting.

Neo Rysio is considered a transportation node and car sharing in the entrance of the settlement is not only used by the residents of Neo Rysio but also from commuters from Thessaloniki who leave their cars at the entrance of the settlement and transfer to other cars

SUMP:
SUMP concluded in 2016 proposing specific sustainable mobility measures measures for Neo Rysio

Traffic Study:
Traffic Study was conducted in 2004 and updated in 2010 but no consensus between City Council and residents has achieved.
Traffic arrangements were proposed in the Traffic Study in order to create an important pedestrian area

Technical Programme:
The Technical Programme for year 2019 is available including infrastructure improvements

Operational Programme:
The Operational Programme for years 2014-2019 is also available. It includes also the implementation of the measures that have been proposed in the SUMP

General Urban Plan:
A bypass of the settlement has been proposed, which is expected to alleviates the problem of road safety, environmental issues and through traffic in the main streets

Threats

Growing number of cars on the roads due to population increase and limited public transport connections

Increased through traffic on the roads

Old and outdated technology is used in the bus fleet that service bus lines

Local council and residents couldn't reach an agreement to implement what the traffic study has proposed for years.

2.5 SWOT Analysis & Corridor of Options

SWOT-Strategies

INTERNAL FACTORS

EXTERNAL FACTORS	Strenghts-Threats	Weaknesses-Threats
	Redistribute the carriageway to provide greater priority to walking and cycling as vehicle flows are low, with greater promotion of cycling infrastructure and streetscape to increase the modal share.	Developing Victoria Circus as a vibrant public space, a destination rather than just transitional space, encouraging evening activities and increased dwell time in the space and establishing the space as the gateway into the City Centre., this is supported through the Councils SCAAP policy and meets the aims and objects of the town as a whole.
	Creation of a 'destination' rather than an area that is simply passed through by the introduction of more seating and conversational pieces within the area.	
	Enhancement of the existing nightlife and restaurant culture within the area to create a more vibrant and safer environment, whilst encouraging deliveries to be undertaken at specific times of the day.	The increased awareness around air quality issues will lend support to the potential removal of vehicles within the space.
	Reduction in car use through the promotion of other transport modes in the area and streamlining existing transport modes through the use of technology to reduce standing traffic along London Road.	

INTERNAL FACTORS

EXTERNAL FACTORS	Stregths-Opportunities	Weaknesses-Opportunities
	Enhancing the public realm along London Road in a way that it enables the restaurants to spill outside, allowing the street to capitalise further on the evening activities. This would integrate London Road with the High Street. The low vehicle flows along London Road would facilitate the reallocation of space to favour pedestrians more than vehicles.	Relocating the taxi rank within the Neighbourhood to create more space for social activities whilst ensuring that it is easily accessible from the high street and able to support the night time economy.

Corridor of Options

1

Option 1: Improvements of the cycle network, parking scheme and bike sharing system

The existing cycle path network linking the center of the settlement with vital infrastructure, such as the high school and the sports center, could be used more if improvements were made to the infrastructure and the missing link of the infrastructure was completed. In addition, the creation of a bicycle parking system or a bike sharing scheme coupled with a good promotion of the mode could raise public awareness of sustainable mobility and lead to a bike shift in favor of sustainability.

2

Option 2: Create a platform for car sharing

Current trends in Europe and the economic crisis has led to a shift in a more sustainable and cost-effective way of using cars that led respectively to an increase of car sharing. Already many commuters in Neo Rysio use car sharing in an unofficial way by parking their car at the entrance of the settlement and massively embark on a common vehicle. This could be organized by creating a platform to which all stakeholders could have access.

3

Option 3: Improvement of public transport and public transport information

Public transport seems to be inadequate for locals who are asking for more reliable and frequent transport. Even in the main street Konstantinoupoleos there is no smart stop that would inform the passengers about the arrival of the bus in real time, something quite useful especially when they have to wait for it for a long time during bud weather conditions. A smart stop would improve the situation while improvements in the accuracy and the punctuation of the time schedules will improve the perception of PT services.

4

Option 4: Accessibility to schools

Most primary school pupils, mainly with their parents, are moving around, mainly by using private cars. As a result, traffic congestion is created outside the school buildings during students' hours of attendance and leaving, as well as an increase in CO_2 emissions and other pollutants due to the large number of vehicles has. Most of these vehicles are parked in inappropriate parking areas and create road safety issues both for pedestrians

and parents, as well as for other passing and parked vehicles. In this context, this action concerns the improvement of road safety in the movement of pupils to and from school units. This action promotes the creation of a pedestrian bus that will reduce vehicles in the area and increase road safety for both pedestrians and vehicles.

5

Option 5: Informative infokiosk and dissemination activities

Information and raising awareness on sustainable mobility is an issue of outmost importance. Even in schools educational programmes are starting taking place, this is not the case for the rest of the population. The operation of an info kiosk in a central point of the settlement with information about alternative solutions for mobility in and outside the settlement would be very useful. Moreover promotional material that would be distributed to the residents could give an added value to SUNRISE project activities and the aim of changing mobility behaviour towards a more sustainable living.

6

Option 6: Implementation of traffic regulations in
Konstantinoupoleos and the vertical axes

The Konstantinoupoleos main street issue as well as the vertical axes seems to be of a great issue for the residents. As there is already an updated traffic study and recent decisions of the Local Council, a consensus should be achieved between the council and the residents in order to implement some traffic regulations that would improve traffic conditions in the central area.

7

Option 7: Raising awareness with special educational programmes for children

2.6 Lessons Learnt

What went well? What didn't work?

What went well?

- **A committed and focused Core Group (CG)with strong potential: The CG is a team committed to the aims of SUNRISE during the lifetime of the project aiming to reach out a big percentage of the local community and influence them in favour of the project outcomes on sustainable mobility. The synthesis of the CG has representatives of the following structures:**

  - Municipality of Thermi / Programming Dpt
  - Local Council of Neo Rysio
  - „Aretsou" Folklore Association of Neo Rysio
  - Cultural Center of N. Rysio
  - Parents and Guardians Association of the 1st Elementary School of Neo Rysio
  - Teaching staff of the 1st Elementary School of Neo Rysio
  - Parents and Guardians Association of the 2nd Secondary School of Neo Rysio
  - Teaching staff of the 2nd Secondary School of Neo Rysio
  - „Anagenisi" Athletic Association of Neo Rysio

- **Contemporary methods of approach where the audience actively participates were well accepted. During the Co- identification and Co-validation phase many participatory and innovative methods of public participation were tested. The methods used were well accepted not only my the committed CG members but also from the CCF group and the general public showing that active participation of the local community is preferable instead of traditional and stable methods.**

What should be developed further?

- **Activation of general public. People need motivation but mobilizing them is not always an easy task as people tend to forget easily and publicity actions should be repeated in frequent intervals. Constant publicity actions and raising awareness campaigns are always useful as well as incentivize the local community by giving different kind of incentives. That would be very useful in the next phase of the project. Moreover more active participation by organizing community activities and public events would be a good idea as active participation in different kind of activities would mobilize the residents of the settlement.**

- **Last but not least during the CCF meeting with local participation the presentation of other show cases and good examples form other city partners as well as other good practices from all over Europe would convince participants about the benefits of sustainable mobility actions and their results to enhance their everyday life.**

2.6 Lessons Learnt

Involvement/
Communication
Spatial
Political/Strategic/
Institutional
Financial
Technological

Involvement/
Communication
Organizational

#1 Support from the central municipality, the local council and the key stakeholders of Neo Rysio

This support is considered to be the most important factor for the success of the project. If the local stakeholders do not believe in the project outcomes and what achievements it can accomplish for the community then it is quite sure that the project will not reach the desirable effects. On the other hand good support from the municipality and the local stakeholders is a crucial factor as they have the power to mobilize and encourage the local community, promote the results of the project and support the implementation of both the project procedures as well as the measures that are going to implement.

#2 A committed and active Core Group

The CG is actually the "core" of the project. These people will mobilize with their enthousiasm the local community by reaching (each of them) the local groups they have access at and can influence.

#3 Funding is available from SUNRISE for some interventions

A project from which funding is missing is many of the times not a successful one. Asking from citizens to participate in a project that they know funding is missing and the main outcomes of it is just planning but implementation is missing doesn't incentivise them to participate. So, a crucial driver for the success of SUNRISE is the available funding from the project for direct interventions without huge delays as budget is available and people are aware of it.

#1 INVOLVEMENT/ COMMUNICATION

Not big participation in public events even though there were higher expectations, as during the internal kick off the participants showed a high interest

#2 ORGANIZATIONAL

Insufficient planning of some meetings, last minute email and calls to CG members

2.7 Following Steps

Conclusion Drawn & Further Concept (Activities, Ideas, Wishes, ...)

The Co-identification and Co-validation phase indicated the fact that only the core group, a committed, small group of representative stakeholders of the neighbourhood is willing to actively participate in regular intervals at the project activities and meetings. To this end, most of them agreed that promotional campaigns and publicity actions should be organised in order to activate more and more citizens of the area.

1 Brainstorming/ Brainwalking   **February 2019**

What?
• The goal of this activity is to start the discussions between TheTA and the Municipality of Thermi about possible measures that can be implemented in Neo Rysio.

• The preselection of eventual measures will arise as a result of the outcomes of Phase1 of the project (Co-identification and Co-validation of problems and needs) and the competences and responsibilities that each of the stakeholders (TheTA and Municipality) have in order to implement these measures.

How?
• TheTA staff and Municipality staff will be divided in groups and each of the group will discuss on a question that will be posed from a moderator. The ideas will be collected by the moderator and will be presented to the participants

Who?
• Local administration

2 Roundtable discussions   **February/ March 2019**

What?
After activity 1, and during the same day meeting, the measures that have been selected through the brainstorming will be discussed on a roundtable discussion between all participants.

In this way maybe some of the ideas that are not likely to be implemented will be rejected by the group while the rest of them will be discussed on a next meeting with the Core Group

How?
• Roundtable discussion between all participants

Who?
• Local administration - TheTA and Municipality of Thermi

3 Focus Group   **February 2019**

What?
• During the first meeting with the Core Group members for phase 2 of the project (Co-selection of measures) the participants will discuss about the measures that will be finally selected for implementation.

• The moderator will explain the results of phase 1 (Co –identification and Co-validation) and participants will express their views and aspirations of which measures could be suitable for implementation in the form of a group discussion.

How?
• group discussion

Who?
• Core Group members

4 Vote your favorite   **February/ March 2019**

What?
• After having discussed on the proposed by the Core Group measures for implementation, TheTA staff will present the results coming from the discussions with the Municipality of Thermi. TheTA will also present the available budget for the measures and how much each of them will cost. The measures will be divided in different colour categories and each of the measures will be represented by a colourful card.

• Participants will be asked to classify and prioritise the measures of their preference according to what they think is meaningful for the settlement and with the limitation that they have to select only measures that are within the available budget.

How?
• Voting

Who?
• Core Group members

2.8 Data & Expertise

Resources the city can offer

Technical experts
from the Municipality which are well aware of the community's needs and previous projects.

Financial Resources
available from the Technical support programme of the Municipality beyond SUN-RISE budget for the measures of their responsibility

Promotional activities
from the Municipality that has a press office.

Data
available from the Municipality, measurements, conduction of recent surveys that have taken place

3.0
REFERENCES

Figures

Cover: urbanista, 2019

Graphic of the ideal typical process of Co-Identification in SUNRISE with the different steps taken. : urbanista, 2019

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