



CO-DEFINITION OF MOBILITY CHALLENGES AND INTERVENTION AREAS

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Project overview:	Cities-4-People unfolds in five European areas: the Oxfordshire County, Hamburg District of Altona, Üsküdar in Istanbul, Budapest and Trikala. In these areas Mobility Communities are set up involving citizens, city authorities, mobility providers and innovation experts. By developing and providing a framework of support services and tools, Cities-4-People empowers these communities to actively contribute to shaping their local mobility innovation ecosystems in line with a People-Oriented Transport and Mobility (POTM) approach. POTM encompasses a blend of new digital and social technologies under an inclusive and multidisciplinary approach in order to bring out solutions that have a low ecological footprint, a sharing mentality and the potential to solve real urban and peri-urban mobility issues.

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Main authors

- ✓ Mrs. Isabel Fróes, Mrs. Ditte Tellgren (CBS)
- ✓ Mr. George Gorgogetas, Mrs. Eleni Karachaliou (Q-plan)
- ✓ Mrs. Réka Emese Kerékgyártó, Mrs. Kinga Lőcsei-Tóth (Budapest Municipality)
- ✓ Mrs. Katie Parnell, Mr. Graham Stanley (OCC)
- ✓ Mrs. Johanna Fink (Hamburg Municipality)
- ✓ Mrs. Kimberly Tatum, Mrs. Tuba Inal Cekic (HCU)
- ✓ Mrs. Elif Sentürk, (Üsküdar Municipality)
- ✓ Ms. Anna Piccoli, Mr. Ioannis Kostopoulos (reviewers, [WR])
- ✓ Mr. Alper Gün (reviewer, [IU])

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Abbreviations

C4P: Cities-4-People

MOV: Minimum Viable Outcome

OSF: Oxfordshire Science Festival

POTM: People-Oriented Transport and Mobility

RHTRA: Rose Hill Tenants and Residents Association

Executive Summary

This report presents the results of the co-creation workshops from the Cities-4-People project (C4P). A co-creation workshop focuses on specific actions, with all participants collaborating and contributing together towards finding ways to fulfil the objectives of the workshop. The C4P project focuses on co-designing transport and mobility in five distinct areas in Europe, Oxfordshire county, Budapest, Istanbul, Trikala and Hamburg. Despite cultural and geographical differences, these locations highlight the need to re-shape their infrastructure in order to improve citizens' lives through better urban mobility.

The main goal of the workshops was to conclude on which mobility challenges and specific areas the interventions of the C4P project should target. Each workshop followed a guiding template [Appendix 1: Co-creation Workshop Guidelines], which provided a pre-planned structure and suggested the activities to be carried out. During the co-creation workshops, the city partners focused on discussing the results of the online survey (presented in report D1.2) of the current local mobility and transportation challenges. The survey took place in each of the five pilot cities during the fall of 2017.

In summary, the existing challenges deal with traffic congestion, affecting both public and private modes of transport; poor infrastructure to support cycling, walking, and access to public transportation or other shared modes of transport (such as car or bike sharing). In order to co-create solutions for some of these issues, the pilot cities decided to focus on areas which will provide the right setting for testing and assessing the results of future mobility interventions. The locations chosen are:

- a) Oxfordshire: Barton
- b) Budapest: Upper Embankment of the Danube river on the Buda side
- c) Trikala: Central Square (Ksentríki Platía Iroón Politechniou) and its immediately surrounding area
- d) Istanbul's Üsküdar district: Üsküdar Square, including Selmanipak St, Hakimiyeti Milliye St and New Masque Square
- e) Hamburg: surrounding neighbourhoods of the Mitte Altona and Holsten development projects

These locations, besides being affected by the above mentioned challenges, also provide a desired testing ground for small to scaled-up interventions due to their different sizes, cultures, geographies and governance systems. These distinct characteristics will help inform how the People Oriented Transport and Mobility (POTM) framework can fit a wide range of urban contexts. POTM encompasses a blend of new digital and social technologies under an inclusive and multidisciplinary approach in order to bring out solutions that have a low ecological footprint, a sharing mentality and the potential to solve real urban and peri-urban mobility issues.

The co-creation workshops were an important early step in the process of the C4P project, as they helped funnel and guide the city partners towards one area of focus. Based on the survey results, current mobility issues were highlighted and selected according to locations where they are prominent. These locations were then rated based on change impact, leading to the choice of the key intervention areas. The co-

creation workshops have been followed by a methodology workshop in Amsterdam in late January that informed the next steps for defining the Mobility Kits and setting up the Mobility Labs. The Mobility Labs will be located in the chosen city areas listed above, and are planned to be running by late March 2018. They will serve as the base for the upcoming local workshops and interventions in the five pilot cities in the course of the project.

Introduction

The Cities-4-People (C4P) project focuses on tackling mobility and transportation challenges in five European cities by engaging a range of relevant mobility stakeholders. These groups include citizens, transportation authorities and employees, clubs and associations linked to mobility topics and educational institutions. The urban areas of Istanbul, Budapest, Hamburg, Oxfordshire and Trikala have committed to the project and, in its process, will be able to present how co-creation processes can foster innovative urban planning and impact the development of policy making and citizen involvement.

The project has reached its eighth month and a lot has been accomplished since its start. The project set out with a thorough research of local mobility challenges involving qualitative interviews and quantitative online surveys. This research has been carried out in September and October 2017, and was analysed in the following months, bringing forward a set of data that frames the existing contexts, mobility problems and needs in the pilot cities. Some of the identified problems include congestion, infrastructure and geography, all of which affect mobility and point towards transportation challenges. The results from the semi-structured interviews and online surveys were key in informing the next steps of the project process, including the co-creation workshops presented in this report.

The main objective of this report (D1.3) is to present the specific mobility challenges and selected areas for intervention in each city. The local city and academic partners were responsible for organising the workshops, which had the aim to co-define the mobility challenges and city areas and districts that C4P's interventions should target. The workshops were held in each of the five urban areas and they included mobility stakeholders and citizens, ensuring an inclusive process characteristic of co-creation processes.

The co-creation workshops took place between December 2017 and January 2018 in the pilot cities. The primary goal of the workshops was to discuss the challenges surfaced from the initial research, assess achievable goals for the project, and decide on a key area in each city, where the future mobility interventions will be carried out during the remainder of the project.

In order to obtain consistent and comparable results, a template form and workshop guidelines were provided before the workshops took place. The cities were instructed to include local stakeholders, and document their process and dissemination activities. Additionally, the partner cities were given a pre-defined set of exercise tools for running the workshops (see Appendix 1: Co-creation Workshop Guidelines).

The first chapter of this report starts by introducing some of the existing city challenges. In the second chapter, the workshop activities are introduced, including the identified and discussed challenges. The third chapter introduces the areas chosen for the follow-up interventions and the reason behind these choices.

1. Existing Challenges

Integrating a range of mobility systems that cater to distinct needs, such as those of pedestrians, drivers, cyclists, commuters, into one sustainable flow is a challenge faced by many cities. This challenge is also true at the pilot-municipalities of Üsküdar, Trikala, Budapest, Hamburg and in the county of Oxfordshire. In order to develop their urban flow, these cities have engaged their citizens, municipalities, transport authorities and other related stakeholders (cycling and other associations for mobility impaired, etc.) in mapping and understanding existing mobility challenges in order to improve quality of living through a sustainable approach.

Overall, these cities face similar issues to those present in other cities across the world. In short, it can be argued that, while the creation of a vast majority of the city connecting infrastructure has been driven by car usage, not the same occurred for pedestrians, cyclists and public transportation commuters. In this case, it might not come as a surprise that there is a predominance of private car usage instead of other forms of transport in some of these cities, which creates a number of mobility problems related to congestion, parking, etc.

C4P promotes people-centred innovation by bringing together local partners who will cooperate to rethink how the current infrastructure can be reshaped to not only accommodate, but also transform and plan future modes of mobility and transportation. With this purpose, the five pilot urban areas have run a set of co-creation workshops bringing together relevant stakeholders to co-define and co-identify the mobility challenges existing in their areas and districts. These areas, which are geographically defined, are set to be the primary focus of the future interventions in this project.

1.1 Challenges identified

The first part of this project, which started in June 2017, focused on gathering qualitative and quantitative data in the five pilot areas through semi-structured interviews, online surveys and the use of an online mapping tool (Maptionnaire¹), which particularly helped visualise flows and distances in each target location. The results showed converging and diverging mobility-related challenges encountered in the distinct municipalities. Mobility and transportation challenges that are common to all five cities can be referred back to four key types of transportation modes (see Table 1):

- Public transportation and collective transport modes
- Private Car usage
- Walking
- Cycling

Other modes of transportation, such as car-sharing services are existing, but not yet widespread enough in these areas. Consequently, not all locations address much concern or knowledge about these services.

¹ <https://maptionnaire.com/>

1.1.1 Oxfordshire

In the county of Oxfordshire, the mobility and transportation challenges are concentrated in the Oxford region. Oxford faces a number of challenges in public transportation and collective transport methods, overall the data pointed out five key aspects that need further attention, namely:

- The frequency of bus services
- How the bus systems are connected
- Time spent in congestion
- Real-time service information
- Service prices

The current infrastructure and road network have not been designed to accommodate current high volumes, therefore leading to congested roads. Besides congestion, parking is another big issue for car users. Citizens and authorities are aware that change is needed regarding car usage, however commuters feel that there is a lack of affordable and convenient alternatives.

Challenges related to walking in the region indicated that the paths are too narrow in design; the fact that these paths have uneven surfaces; there is a lack of maintenance leading to path deterioration; and there is poor connectivity between pedestrian routes. Besides these challenges, cars parked on the sidewalk narrow the space available for walking, forcing pedestrians to detour or having to squeeze in a limited area. This problem becomes more serious for people with mobility disabilities, elderly, children, who might need to avoid the narrow space by facing the risk of going to the paved roads instead. Other concerns when walking relate to the fear of crime due to poor street lighting, and to noise and air pollution.

Cycling is a desired mode of transportation however challenges related to inadequate or poor infrastructure make it harder for a wider audience to adopt it. Currently, cyclists feel unsafe and recognise that, besides better infrastructure, an education initiative is required to better integrate bicycles into urban areas.

1.1.2 Budapest

Budapest bus and public transport system also faces challenges similar to those found in Oxford, such as the time spent in congestion in the case of buses. Other identified challenges relate to poor integration between urban and suburban services, and need for improved services when exchanging interlinked transportation modes (especially from/to railways). Despite these challenges, there is a high-level satisfaction regarding public transport, however there is room for improvement in regards to vehicles' cleanliness.

Regarding car usage, Budapest faces challenges dealing with road conditions, traffic congestion and not enough parking spaces in the city centre. Even though there are park and ride (P&R) initiatives, these are not enough to supply the current demand.

Walking around Budapest is not necessarily a desired activity because, among other aspects, air and noise pollution negatively affect this activity. Besides, there are also infrastructural challenges. Sidewalks and underpass connections need attention, and they require to be re-designed to accommodate better flow of pedestrians and other modes of transport that may share the space, such as biking and walking. Maintenance of sidewalks and urban spaces and access to public transportation stations for mobility-impaired citizens need to be improved. Possibly, due to these challenges, according to the survey results walking was rated as the worst mobility option in the city.

Budapest has invested in the bike infrastructure during the past 10 years, consequently having a positive impact on this mode of transportation. However, the cycling infrastructure still needs to expand in order to create better flow, increase safety and include mobility-impaired citizens.

1.1.3 Trikala

Trikala, despite having a good bus service, still deals with problems in having more people adopt it, consequently cars are the preferred means of transportation. This choice can be explained by people's dissatisfaction with the service prices and by the lack of dedicated bus lanes that could avoid the current congestion. Besides, a lack of easy access to real-time information and the poor availability of services during holidays, weekends and late hours also lead potential users to make a different transport choice.

The low usage of public transport creates another challenge in the city mobility, i.e. the high usage of private owned vehicles, which leads to congestion and illegal parking, which, in turn, further increases mobility flow problems. This is also true for cabs, as their price is competitive with that of the public transport.

Trikala is a "pedestrian-friendly" city. Due to its morphology and its natural environment, a network of pedestrian walkways has been developed in the centre and by the riverside, which is widely used by the citizens. The quality of sidewalks is relatively good, but the width and maintenance of sidewalks need further development in order to also serve people with disabilities.

Cycling is also a desired and highly used mode of transportation in Trikala. Most citizens own and use a bike as a mode of transport, however the current system does not foresee integrated bike network.

1.1.4 Üsküdar

Public transportation in Üsküdar suffers problems similar to those observed in the other pilot areas, such as congestion and heavy traffic, consequently leading to delays. Public transportation does not run for 24 hours and its prices are considered too high, which represents a concern for some citizens. Besides these aspects, some public transport vehicles have limited seats and there is a perception that the services take too long or that they are neither very reliable nor comfortable enough.

Private transportation, such as cars, is the preferred mode for commuting, despite being perceived as a very problematic transportation means due to congestion, lack of parking, and the stress caused by some of these adverse conditions (plus its cost).

Although walking could be a preferred mode of moving around the city, a number of issues interfere with a safe and pleasant walking journey. Narrow sidewalks, combined with spaces taken by restaurants' tables and chairs or cars, make it difficult for pedestrians to have a smooth journey. There is a lack of green spaces and sitting options, such as benches, providing shadow and resting points, road crossing is often poorly organised and inefficient or dangerous.

Üsküdar is a hilly neighbourhood and this aspect is perceived as a challenge for cyclists. Consequently, the infrastructure to support cycling around town is under developed. At the same time, Üsküdar has a large coastline, which could serve as a bike path connecting to other forms of transport, but it has not been used as such yet. The reasons for this under development are due to the geographic conditions such as crossed streets and many hills, which are not considered suitable for a bike road. However, a bike lane is included in the Master Plan of the Metropolitan Municipality of Istanbul as a project named "Üsküdar Coastal Line Reconstruction".

1.1.5 Hamburg

The district of Altona in Hamburg is well served by suburban train stations, with three existing stations plus a new one to be built. However, there is a large distance between stations as train and bus stops are located far apart. So, commuters tend to combine walking or cycling to reach the stops and stations. This need for combining mobility modes can be a challenge for commuters with mobility impairments. Another issue connected with public transportation relates to the demand versus the offer. Currently buses and trains do not run often enough to supply the existing demand, forcing commuters to find alternative ways of reaching their destination.

Cars are popularly perceived as a flexible mode of transportation and represent a status symbol in the region of Hamburg. As public transportation currently does not fulfil the demand, cars become a favoured mode of transport, which leads to congestion, air pollution, and unstructured and illegal parking blocking pedestrian routes. Car-sharing programmes are not yet broadly developed in Hamburg or the Altona area.

As Altona is an area under wide development, there are ambitions to make this a sustainable neighbourhood, largely supporting walking and biking modes of transportation, as well as solutions for those with mobility impairments. Currently walking paths are narrow and due to poor signage and control, pedestrians, cyclists and parked cars share these paths.

Biking is, together with driving, the most preferred mode of transport of Altona, with a large number of residents biking on their daily commutes. However, the biking infrastructure needs further development, to include both safer paths for cyclists, as well as dedicated safe bike parking areas.

1.1.6 Other related challenges

The research also shed light onto other relevant aspects that have direct impact on how urban environments are currently planned. All project partners acknowledge these aspects and in general, they refer to resources and political decisions, such as:

- Financial resources: Cities differ in how they distribute their financial resources. As these resources are tied to governments, there is not necessarily a continuity of projects. Citizens differ in opinion and knowledge about how these resources are generated or applied.
- Urban governance: In the context of this project, urban governance refers to the way local, regional or national governments plan, finance and manage urban areas. This process involves a continuous negotiation on allocation of social and material resources plus political decisions and agendas that may or may not coincide with urban sustainability.
- Innovation, information and participation: An urban governance agenda with the goal to innovate urban planning needs to set strategies for fostering public participation and engagement².
- Social inclusion and justice: Committed to acknowledge their diverse population, in order to support a public participation that is representative of the citizens living in the targeted areas.

Table 1: Mobility challenges per location

	PUBLIC TRANSPORTATION	PRIVATE CARS	BICYCLES	WALKING
OXFORDSHIRE	Congestion Connectivity between services Price Low-frequency of services Poor and not real-time service information	Congestion Lack of affordable parking provision inside and outside the city Road network	Lack of continuity of cycling paths Safety concerns due to poor condition of sustainable transport infrastructure on cycling routes	Narrow paths Uneven surfaces Poor sidewalk maintenance Cars parked on sidewalks Lack of continuity of walking paths Safety - perceptions of crime
BUDAPEST	Congestion Lack of full integration of transport modes and their operators Lack of an integrated	Congestion Road conditions Not enough parking spaces in the city-centre	Cycling infrastructure needs expanding to service a larger and more diverse audience	Air and noise pollution Lack of continuity between sidewalks and underpasses Lack of green

² Curley, M., & Salmelin, B. (2008). Open Innovation 2.0: A New Paradigm. *2008 Eighth International Conference on Hybrid Intelligent Systems*, 959–960. <https://doi.org/10.1109/HIS.2008.172>

	PUBLIC TRANSPORTATION	PRIVATE CARS	BICYCLES	WALKING
	service connecting urban and suburban routes			spaces and resting areas.
TRIKALA	Traffic congestion in the city centre Lack of dedicated bus lanes Price Low-frequency of services (weekends, holidays and late hours) Poor real-time service information	Traffic congestion in the city centre Illegal parking in the city centre Cab prices are competitive with that of public transport	Poor connectivity of cycling paths	Poor pedestrian infrastructure to serve mobility impaired citizens Poor sidewalk maintenance
ÜSKÜDAR	Heavy congestion Lack of integration of transport modes Limited service hours and frequency Prices Poor maintenance of vehicles	Congestion Lack of parking Stressful	Geography - hilly Under developed cycling infrastructure	Sidewalks are too narrow Sidewalks are shared by cars and restaurant tables Lack of green spaces and resting areas Too much jay-walking
HAMBURG	Large distances between stations and stops Low-frequency of services	Congestion Lack of parking Unstructured and illegal parking	Lack of bicycle parking Disconnected cycling routes Poor signage	Air and noise pollution Narrow sidewalks Sidewalks shared with bikes and parked cars

2. Workshop preparation and methods

Co-creation is a methodological approach, which brings together a wide range of relevant stakeholders³. In this project, this approach brings municipalities, transport authorities, cycling associations, local citizens (residents), to work together identifying and creating solutions for local mobility challenges. In these events, the co-creation workshops focused on specific actions, with all participants collaborating and contributing together towards finding ways to fulfil the objectives of the workshop (see Table 2).

Prior to the workshops, guidelines consisting of four workshop exercises were sent to all city partners. The workshops followed a semi-structured exercise process including the use of specific methodological tools. In order to structure the discussion, the World Cafe Method was recommended as the starting tool. The overall process and exercises to be implemented during the events were open, but partners were asked to apply at least three of the suggested co-creation exercises. Exercise 1 (MVO), 2 (Ambition Ranking and 3 (Circles of Connection) were obligatory, while exercise 4 (Crazy 8) was optional⁴ (see Appendix 1: Co-creation Workshop Guidelines).

To ensure coherent approaches and comparable results based on the discussions and selection processes from all five cities, partners were also required to complete a reporting template (see Reporting template – Co-Creation workshop). Information about the participants, such as number of participants, backgrounds and selection processes is of relevance to indicate the broad range of stakeholders and citizens representing the local community in terms of gender, socio-economic status, ethnicity and age. Other points in the template focused on the discussion and selection processes, primarily dealing with the challenges and the affected areas that were to be presented and discussed during the events.

The workshops were advertised online targeting local communities in social forums and media such as Facebook posts or events, and they were promoted offline through posters and leaflets left at local community centres etc. inviting grassroots citizens' initiatives as well as other social groups. Teams were encouraged to make their co-creation workshop information accessible to visually impaired people and translate it into other languages to reach out to ethnic minority groups.

Table 2: Co-creation workshop Overview

City Partners	Date and Location	Number of participants (including facilitators)	Types of participants	Co-creation tools applied
OXFORD	14/12/17, Rose Hill Community Centre	14	Participants' age and education level was relatively representative of the wider Rose Hill Population. Representatives	World Café Method

³ Hatch, M. J., & Schultz, M. (2010). Toward a theory of brand co-creation with implications for brand governance. *Journal of Brand Management*, 17(8), 590–604. <https://doi.org/10.1057/bm.2010.14>

⁴ See appendix 1 for full activity descriptions.

City Partners	Date and Location	Number of participants (including facilitators)	Types of participants	Co-creation tools applied
			from all age ranges between 18 and 80 were present, with most aged 35-55. Participants had a range of education levels reflected in the broader Rose Hill community from level 1 to level 7. However, in a neighbourhood with 42% of residents identifying as non-white/British, all participants in the workshop identified as white/British.	
	9/1/18, Barton Neighbourhood Centre	14	Participants in the workshop were a wide range of ages from 30 to 70. There was an absence of people who are retired or below the age of 30. Most were in working families, which is consistent with the general population of Barton. All participants were of White British background in an area with 37% of residents identified as ethnically non-British. While participants had a range of education levels, there was a significant number with post-graduate degrees	World Café Method
	11/01/18, County Hall, Oxford	17	There was a good range of expertise within the expert group, with different inputs to the challenges identified by the communities.	MVO, Circles of Connection
BUDAPEST	14/12/17, Municipality of the City of Budapest	20	The participants were from a range of municipal and citizen associations, such as the Cycling and Disabled Citizens Associations, plus representatives from local academic institutions. They were also from diverse backgrounds and age range.	World Café Method, Crazy 8
TRIKALA	19/01/18, e-trikala Conference Room	17	The diversity of the participants (in education, economic status, age and even mobility needs since some were disabled) contributed in having quite a representative sample of all the	World Café Method, MVO, Ambition Ranking and Circles

City Partners	Date and Location	Number of participants (including facilitators)	Types of participants	Co-creation tools applied
			intervention areas, since what seemed trivial to some was an everyday necessity to others	of Connection
ÜSKÜDAR	21/12/17, Idea and Art Center	15	<p>Among the participants, there were people from a cycling association that works to make disabled people able to drive a bicycle. There was a youth association representative to hear from the youth problems and perspectives. Attendance of the head of the Call Centre of Üsküdar Municipality was responsible for presenting problems claimed by the citizens. A police officer contributed with his knowledge of rules, structure and current problems. Representative from the Women's Bench of BEMBIRSEN Foundation. The overall age of the participants of the workshop was between 30 and 35.</p> <p>The majority of the participants had university degrees, with only one participant who graduated from high school.</p>	World Café Method, MVO, Ambition Ranking and Circles of Connection
HAMBURG	15/01/17, Altona Technical Town Hall	38	<p>The participants were mainly mobility and urban planning experts and the representatives of mobility related institutions. As the group of participants was selected from stakeholders and decision makers, the participants themselves were educated (mostly academic education) and in working age. Representatives of citizen groups were also present, who brought in accessibility concerns (disabled people, elderly people).</p> <p>Regarding the gender diversity women were well represented.</p>	World Café Method, Ambition Ranking and Circles of Connection

2.1.1 Oxfordshire

In Oxfordshire, there was a need to concentrate in areas that presented a higher number of mobility challenges. The Eastern Arc area of Oxford city provides a very large level of employment within Oxford, but its residents have difficulties navigating across by public transport. The two neighbourhoods, Rose Hill and Barton, are both located in the Eastern Arc area and have in particular less good transport links. Besides, both neighbourhoods also represent the two most deprived communities within Oxford with residents with a much lower income than the rest of the city. Consequently, the city and academic team from Oxford decided to host two co-creation workshops in each of the neighbourhoods of Barton and Rose Hill, which are mobility-challenged areas, followed by a final assessment workshop for experts. The group of experts came from research organisations, traffic providers, members of city councils etc., while members of Rose Hill and Barton communities were the main attendees of the co-creation workshops in their respective neighbourhoods.

Communication activities – Rose Hill and Barton

The co-creation workshop was advertised in multiple formats: Oxfordshire County Council staff attended the last two Rose Hill Tenants and Residents Association (RHTRA) meetings to make residents and tenants aware of the C4P project and draw attention to the workshop. A follow-up meeting resulted from one of these RHTRA meetings in which basic plans for the co-creation workshop were made and some of the mobility challenges discussed were shown in a walk-through of the neighbourhood. An article was published in the winter edition of the *Rose Hill News*, which appeared in both online and print versions. A leaflet was printed and put in the mailboxes of all 2000 residences in Rose Hill the week before the workshop. The workshop was also shared by email to social circles of members of the Rose Hill Tenants and Residents Association and the Rose Hill and Iffley Low Carbon Community Action Group. The initial planning for the event began two months prior with a presentation to the Tenants and Residents Association. In a later planning meeting with several members of this association, a date and time were set that would work for the C4P schedule and be most convenient for the members of the Rose Hill Community. C4P local partners made a connection with the Oxfordshire Science Festival (OSF) group and discussed a mutual interest in canvassing the views of residents in Rose Hill. In several meetings, the role of OSF was fleshed out and a schedule was created. OSF was also able to provide a children-friendly event that would happen at the same time. This event was advertised alongside the workshop as a means to draw parents to the workshop.

In preparation for the co-creation workshop in Barton, several warm-up activities were held to gain buy-in for the People-Oriented Transport and Mobility (POTM) process, develop partnerships with community opinion-makers, and advertise the event. Meetings were organised with the Barton Community Association Chair, the Barton Community Association Board of Trustees, and with the broader Barton community at a community bingo event. Event logistics were planned in collaboration with the Community Association in order to find a time that would work for the most people and to advertise the event to the Barton community.

Rose Hill and Barton

The first co-creation workshop in Oxford was held in the Rose Hill neighbourhood on December 14th 2017 (Figure 1). The workshop had an open door policy and all members of the Rose Hill community were welcome to attend. The space was reserved at the Rose Hill Community Centre and catering was organised with the Rose Hill Junior Youth Club. The goal of this workshop was to identify and prioritise the top three mobility challenges as well as gather data on the status of mobility and transport in Rose Hill.

The schedule for the workshop was as follows:

- 17.30-17.45: Introduction & the C4P project
- 17.45-18.00: Science Festival ideas discussion
- 18.00-18.30: Community Mobility SWOT Analysis
- 18.30-18.50: Food arrives
- 18.50-19.20: Mobility Challenge ranking exercise
- 19.20: Group discussion & sum-up

On January 9th 2018 the second co-creation workshop took place in the Oxford neighbourhood Barton (Figure 2). The goal of this workshop was to identify and prioritise the top three mobility challenges as well as gather data on the status of mobility and transport in Barton.

The schedule for the workshop was as follows:

- 17.30-17.45: Introduction & the C4P project
- 17.45-18.20: Mobility Challenge ranking exercise (Figure 2)
- 18.20-18.50: Food arrives
- 18.50-19.20: Community Mobility Analysis
- 19.20: Group discussion & sum-up

Communication activities – assessment workshop

This workshop was advertised using newspaper articles, leaflets, posters, advocacy at the Community Association Trustees meeting, emails, and Facebook posts. A newspaper article appeared in the winter edition of the *Hands on News* community newspaper introducing the C4P project, and encouraging members of the community to attend the co-creation workshop. Leaflets were distributed at a warm-up event on December 19th at a community bingo event at the Neighbourhood Centre. Members of the C4P team engaged with residents, explained the C4P project, gathered information about mobility needs, and encouraged to attend the co-creation workshop. Posters and leaflets were then left at the Neighbourhood Centre. The event was also posted twice on the Barton Neighbourhood Centre Facebook page and received 94 views. C4P staff also attended the trustees meeting to present the C4P project, the pre-discussed mobility challenges, and encourage trustees to attend the workshop.



Figure 1: Mapping activity, co-creation workshop in Rose Hill, Oxford

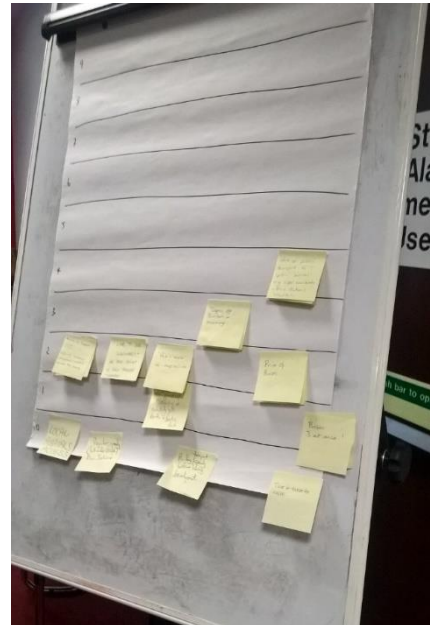


Figure 2: Co-creation workshop in Barton, Oxford

Assessment workshop

The two co-creation workshops in Rose Hill and Barton were followed by an assessment workshop for experts held on January 11th 2018. A long list of stakeholders was drawn up, bringing together those interviewed as part of the report D1.2 Urban socio-economic and mobility contexts and specificities in the five target areas and additional individuals identified during the course of work with the communities. This list was then refined and invitations were sent to 25 individuals with varying backgrounds, who could therefore provide different insights into the identified challenges. This initial group list was complemented by a group of experts coming from research organisations and representatives such as transportation providers and members of city councils. Even though this workshop did not include members of the communities from the intervention areas, there was a good range of expertise within the expert group, which could provide different inputs to the challenges identified by the communities.

During the assessment workshop, activities were chosen to achieve the goals of the workshop, i.e. to gather information about mobility in the communities and to ascertain the primary mobility challenges of the community. These activities were:

- an introductory presentation explaining C4P and the POTM process
- a mapping activity to determine the areas people were having difficulty reaching
- Community Mobility Analysis (World Café discussion Method) to gather information and spark discussion about the assets and challenges surrounding mobility in Barton and Rose Hill
- Mobility Challenge Ranking (Ambition Ranking) in order to refine and prioritise the mobility challenges faced by the local communities
- A group discussion to solidify the results of the preceding activities.

Assessment workshop outcomes

During the assessment workshop, the main challenges from Barton and Rose Hill were discussed these included the following:

Barton:

- I) Radial bus routes require transfers in order to get to destinations other than city centre: *Bus transfers increase journey time and cost in order to access desirable destinations such as affordable supermarkets, rail station, hospitals, places of work, and other neighbourhoods.*
- II) Difficulty for cars and buses to leave the Estate in morning peak times: *Congestion on London Road and at Headington Roundabout results in long queues of cars and buses on Bayswater Road trying to get onto the Headington Roundabout.*
- III) Cost of bus/travel: *high cost of public transport for people on lower incomes - particularly for short journeys or journeys that require transfers.*

Rose Hill:

- I) Lack of public transport cross connectivity in Eastern Oxford: *Radial bus routes usually require longer and more costly bus journeys routed through town centre in order to get to places such as: hospital, secondary schools, workplaces, and other neighbourhoods.*
- II) Difficulty of access to bus for some people within Rose Hill: *bus route in Rose Hill means that access to buses for people who live in certain neighbourhood environs can be difficult- especially at the bottom of the hill.*
- III) Lack of information on bus passes & the cost of public transport: *difficulty in understanding of who is eligible for specific types of (subsidised/free) bus passes, lack of ready information about the various bus passes available, general high cost of buses for those on lower incomes, especially if a bus transfer is required to go to places such as hospital.*

2.1.2 Budapest

Communication activities

On 12th December 2017, the C4P project was advertised in Hungarian on the City of Budapest Municipality's website. Since the co-creation workshop was already scheduled for the December 14th 2017, it was not possible to publish any newspaper article in any local newspapers and the workshop was not advertised in other types of media because of very strict regulations that do not allow the team to put Facebook or newspaper posts without high-level permission. On top of this, the public administration is going through a cultural change towards a more bottom-up approach and open communication, which takes years to succeed in practice. The Budapest C4P mobility community was formed during the previous warm-up events, so the people involved in the early events were also invited to the co-creation workshop. Using the "snowball method", participants were asked to bring one extra interested stakeholder with them.

On December 14th, 2017 the Budapest team hosted their co-creation workshop. At the workshop 20 representatives from the Budapest Municipality, Budapesti Közlekedési Központ (Centre for Budapest Transport – BKK) and Cycling Associations, amongst others, participated (Figure 3).

The Agenda for the co-creation workshop was as follows:

- 13.45-14.00: Arrival of stakeholders
- 14.00-14.10: Short introduction of Cities-4-People c. project (timeline, the goal, and the main challenges in Budapest. etc.)
- 14.10-15.10: World Café teamwork exercise
- 15.10-15.30: Discuss the results and locate the challenges on the big coloured Google map (Figure 4)
- 15.30-16.00: Identify next project steps: Crazy 8 Exercise
- 16.00-16.15: Others
- 16.15-16.30: Closing

The Citizen Mobility Lab in Budapest is intended to be a co-creative space and stakeholders were invited to take part in the co-creation process to define the Budapest intervention area. The focus for the co-creation workshop was to identify the challenges of the upper Danube riverbank in Buda, and discuss the mutually agreed intervention area. The Budapest project team designed the co-creation workshop agenda and selected the suggested activities from the workshop guidelines.



Figure 3: Co-creation workshop in Budapest



Figure 4: Co-creation workshop in Budapest

The ambition ranking exercise tool had been already introduced on the second warm-up activity on August 3rd 2017. Therefore, the stakeholders had already experienced this activity, which was locally translated to ‘problem association task’. As it was a successful exercise then, the results could be used again during this later co-creation workshop. Exercise 1: Ambition Ranking was discussed for 10 minutes at the very beginning of the co-creation workshop. This activity was followed by the stakeholders introducing themselves, and asked to talk about their motivation towards the C4P project. As the suggested exercise tool ‘Circles of Connection’ focuses on visualising the distance or steps between the organisations and goals, the Budapest team chose to apply this tool during a later workshop planned on February 8th 2018. The Budapest team chose the World Café Method to open the discussion about the challenges and to agree on the planned intervention area. In order to get closer to the future Mobility Lab, the exercise Crazy 8 was chosen because it best served as a tool for co-creation and visualisation of the lab’s future form.

Workshop outcomes

The most dominant C4P challenges discussed during the co-creation workshop in Budapest included the following:

- I) Modes of transport dominating the upper Danube river front in Buda;

- II) Lack of green areas;
- III) Riverfront is hard to access;
- IV) Low number of community events;
- V) Parking areas at public spaces;
- VI) Lack of bike services.

2.1.3 Trikala

Communication activities

Information about this workshop was communicated by directly contacting each of the organisations. Previous attempts by telephone were unsuccessful in coming to an agreement on a common date for all the interested attendees. A representative from the Municipality's Urban Planning Department was the first one to be contacted, and set the date, and then the AROGI Association for the disabled, which, in turn, contacted members of the Cycling Association of Trikala. Other members of e-trikala also attended. The C4P project was presented to them at the beginning of the workshop.

E-trikala hosted the co-creation workshop in Trikala on January 19th 2018. The workshop was held in e-trikala's Conference Room, next to its offices located in the area surrounding the city centre, making it easily accessible via all means of transport. There were four different exercise tools: the World Cafe Method, Minimum Viable Outcomes (MVO), Ambition Ranking and Circle of the Connections. The workshop began with a presentation of the Cities-4-People project, reminding the participants about the project's goals and overall info.

In total, 17 stakeholders participated in the workshop representing various municipal departments and organisations such as the Spatial Planning Department of the Municipality of Trikala, the "ΑΡΩΓΗ" Association (AROGI, an association with disabled members from Trikala), e-trikala SA, a cyclists association, and the Technical Department of the Municipality. The workshop participants represented a quite diverse sample of citizens and stakeholders, carrying different needs and views on mobility related problems. Participants were contacted through personal visits to their offices and then by telephone for confirming their participation. The diversity of the participants (in education, economic status, age and even mobility needs since some were disabled) contributed in bringing in perspectives representing all the geographical areas, since what seemed trivial to some was an everyday necessity to others.

The Agenda for the co-creation workshop was as follows:

- 12.00-12.30: Gathering and coffee
- 12.30-12.50: Opening and project presentation
- 12.50-13.30: 1st Session – The World Café Method
- 13.30-13.40: Coffee break
- 13.40-14.20: 2nd Session – Minimum Viable Output
- 14.20-15.00: 3rd Session – Ambition Ranking
- 15.00-15.10: Coffee break
- 15.10-15.40: 4th Session – Circles of Connection (Figure 5)
- 15.40-16.00: Conclusions

Moreover, the mobility status of Trikala city was briefly analysed and the key players contributing to traffic congestion were identified (Urban Buses, Interurban Buses, Taxis).

Workshop outcomes

A number of issues were identified as the key points requiring attention towards improving the mobility status of the city centre, the central square's area as well as the bicycle lanes in the city. The challenges discussed during the co-creation workshop in Trikala included the following:

- I) Pedestrian-friendly pavements of adjacent roads
- II) Bus terminal relocation to medium distance from the square
- III) A need for re-designing the neighbouring bike network
- IV) A need for re-planning the urban bus time schedules
- V) Improvement of the pavements and the restructuring of the open fresh goods market were identified as the next steps to be prioritised within the project.

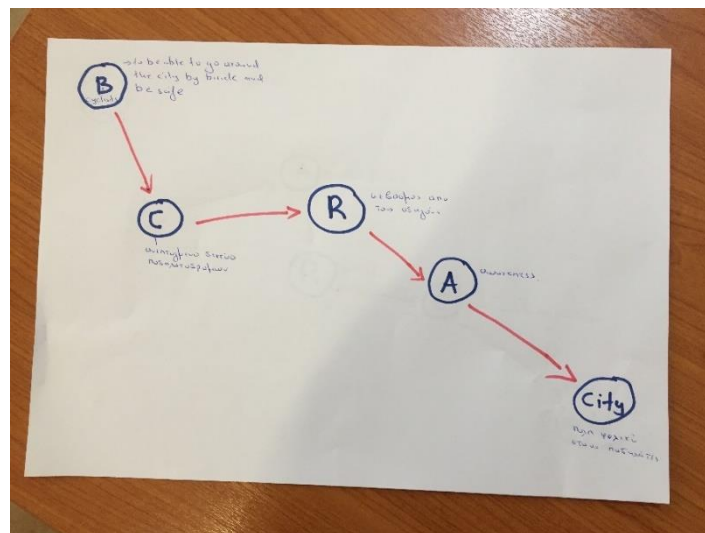


Figure 5: Co-creation workshop in Trikala

2.1.4 Üsküdar

Communication activities

The planning of the workshop took place during the weeks prior to the hosting of the workshop. Internal meetings were held in order to collect ideas for the content and method of the workshop. It was decided to host the event at the Idea and Art Centre because it is a centre for innovative entrepreneurship projects and for training of people within this field. The place for lunch was also up for discussion and the Tebessüm Kahvesi (Smile Coffee) was chosen because this place is run by people with Down syndrome.

The agenda of the workshop was planned in accordance with the guidelines for the workshop. The meeting was announced to the people who participated in the previous warm-up activities and they were approached and invited via e-mail. A presentation of the C4P project was the starting point of the workshop, followed by results from the online survey. In order for participants to know about the results before the workshop

began, material for each activity was prepared and distributed in advance among the participants. The day prior to the workshop, all participants received an email reminder.

The co-creation workshop took place on December 21st 2017. In total 14 stakeholders participated in the workshop and represented a number of planning departments from the local municipality as well as cyclist and youth associations, women's organisations, police officers and transport experts. Among the participants, there were also two representatives from a cycling association. This association was invited to reach diversity in mobility related areas. This association works, amongst other areas, on enabling disabled people to ride bicycles. In order to reach the young citizens, a youth association participated, which also shed light on mobility problems experienced primarily by the younger population. The head of the call centre of Üsküdar Municipality was also present and introduced the diverse problems claimed by the citizens. The call centre is the main media that citizens can use from anywhere and anytime to explain problems they are facing in Istanbul. The police officer, being knowledgeable regarding rules, structure and current problems, contributed to the discussion with his experiences and expertise on mobility and transportation issues specifically in Üsküdar. The head of the Women's branch of BEMBIRSEN Foundation partook in the workshop. This foundation works for the rights of workers and the participant helped the workshop raising problems experienced by workers, especially women.

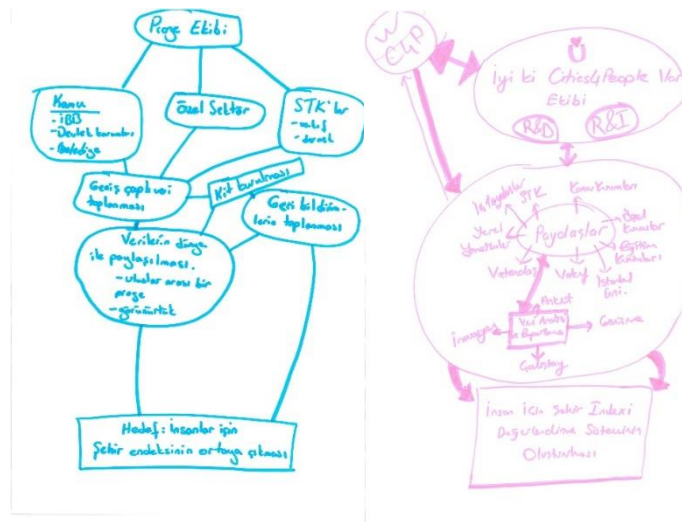


Figure 6: Co-creation workshop in Üsküdar

The schedule for the workshop was as follows:

- 09.00 - 09.30: Gathering & Coffee - *The Centre of Idea and Art Meeting Room*
- 09.30 - 10.00: Opening & Project presentation
- 10.00 - 11.00: 1st Session: *The World Cafe Method*
- 11.00 - 11.10: Coffee Break
- 11.10 - 12.00: 2nd Session: *Minimum Viable Outcome*
- 12.00 - 12.50: 3rd Session: *Ambition Ranking*
- 12.50 - 13.00: Coffee Break
- 13.00 - 13.40: 4th Session: *Circles of connection*
- 13.40 - 14.30: Lunch

Workshop outcomes

For each of the above, the following challenges regarding mobility stood out during the workshop in Üsküdar:

- I) There are heavy traffic problems and the area is not well organised. There are several stations for different transportation modes that damage the historic features of the area. Moreover, since the transport stations are concentrated in one area, they lead vehicles to wait there and this provokes a chaotic situation. A possible solution for the area, though, may worsen the status until the construction ends.
- II) Traffic is too heavy in this area and there is a need for innovative solutions to decrease the density. People use their private cars to travel from the area to Üsküdar Centre even though the distance is not that long. The citizens do not prefer walking or using public transport. There should be areas for car parking to encourage people to use public transportation options instead.
- III) There is a car parking problem and not enough spaces for people to park their cars even though the place is a social activity centre in Üsküdar. The area suffers from congestion due to the high number of visitors. The area is a famous public space for both local citizens and for people from other locations. Even though the area is a straight path, there are not enough organised pedestrian roads and no bicycle lane at all. Moreover, there is a heavy traffic problem because the road is a connection road between Üsküdar and Kadıköy, another main centre.

2.1.5 Hamburg

Communication activities

Thanks to the local kick-off meeting, which took place on September 15th 2017, a contact list of and a communication channel with mobility experts, stakeholders and institutions were established. Invitations were sent based on this list to stakeholders that had already committed to be part of the Mobility Community in the kick-off meeting and other warm-up events and to interviewed stakeholders, who showed their enthusiasm to the C4P project.

The first invitation letters were sent to participants on November 28th 2017 followed by a reminder with the agenda of the meeting on January 8th 2018.

The co-creation workshop in Hamburg's Altona neighbourhood took place on January 15th 2018. In total 35 participants were present, representing various administrative bodies, local grass roots initiatives, NGOs, local politicians and other organisations. As the group of participants was selected from stakeholders and decision makers, the participants themselves were educated (mostly academic education) and in working age. Representatives of citizen groups were also present, who brought in accessibility concerns (disabled and elderly people).

Mitte-Altona Project and the surrounding area were discussed as potential areas for intervention. In the scope of the new developments, mobility topics have been analysed and, for the first time in Hamburg, a combined community and mobility management has been implemented. However, this management focuses on new developments. The neighbourhoods surrounding the new quarters are not actively covered. Furthermore, the new areas are developed as car-reduced/low traffic areas with very little parking, and the effects on the surrounding areas are not yet entirely clear.

The schedule for the workshop was as follows:

- 09.00-09.15: Registration

- 09.15-09.30: Welcome and Introduction
- 09.30-10.00: Cities-4-People Project information:
Presentation of the project content
Results of survey and interviews
Expectations for the Co-Creation Workshop
- 10.00-10.15: Interactive Session – I
Mobility in Altona – Challenges
- 10.15-10.30: Break
- 10.30-11.15: Interactive Session – II
From Challenges to Solutions
- 11.15-11.45: Discussion of the Results
- 11.45-12.00: Summary and Outlook

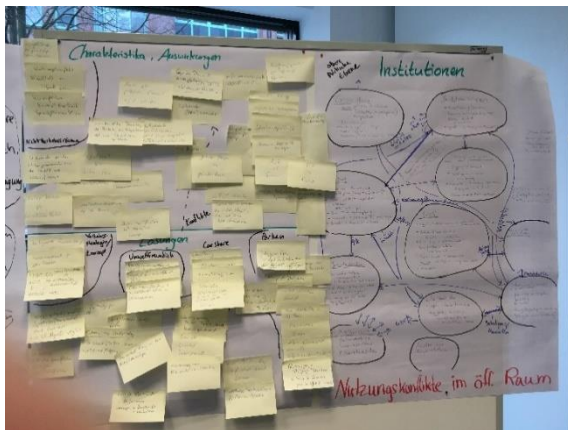


Figure 7: Co-creation workshop in Altona

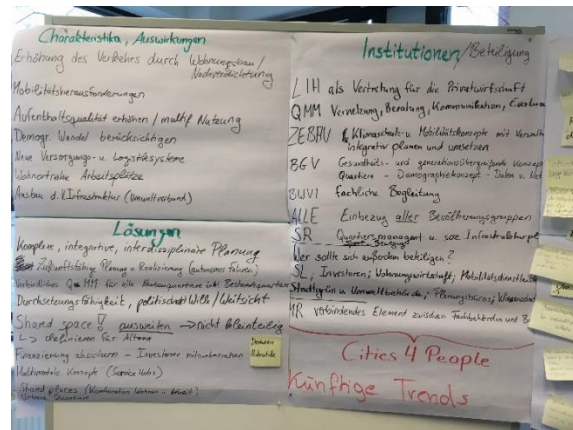


Figure 8: Co-creation workshop in Altona

After the welcome and brief introduction to the C4P project, two interactive sessions followed, which included a presentation of 12-13 challenges previously collected via interviews and the online survey during the fall 2017. The participants were asked to make contributions to the list with additional challenges as part of the Interactive Session I. The participants were divided into groups and each group applied several exercises. In the second Interactive Session II, the “Crazy 8” exercise was applied and characteristics of and solutions to the problems were collected. “Circles of Connection” (Figure 7) followed as the third exercise in order to discuss how and through which organisations problems can be tackled and how to reach a solution.

Workshop outcomes

During the co-creation workshop in Hamburg the following challenges (Figure 8) were discussed:

- I) Too high travel speed (cars, trucks, some buses)
- II) Illegal parking (cars, deliveries)
- III) Bike parking (quantity, safety of parking stations)
- IV) Accessibility (of footpaths, for the disabled and also for prams)
- V) Conflict of use in public space (parking, bus stops, pedestrians, cyclists, cafes, etc.)
- VI) Construction work (conflicts with pedestrian, wheel, road traffic)
- VII) Maintenance of foot and cycle path.
- VIII) Connectivity of secure pedestrian and cycle paths (especially to schools)
- IX) Crossing the rapid-transit railway tracks

- X) Delivery traffic (business and private)
- XI) Public transport (frequency, punctuality and connectivity to the city centre)
- XII) Parking demand (public and private offer)
- XIII) Noise and pollution/air quality
- XIV) Consideration of future trends and developments (e.g. automated vehicles)

3. Co-definition of Intervention areas

The co-creation workshop in each city contributed to a thorough discussion of the challenges identified in the previous report (D1.2) and added new challenges and perspectives. Table 3 shows the intervention areas and challenges selected by the workshop participants in each city.

Table 3: Co-definition of intervention areas

Partner	Intervention area	Challenges
Oxfordshire	Barton	Cost of public transport/lack of information about options Lack of radial bus routes/cross connectivity within the Eastern Arc
Budapest	Upper Embankment of the Danube on the Buda side	Lack of green spaces Difficult access to the riverfront
Trikala	Central Square and its immediately surrounding area	Heavy traffic congestion Key converging area in the city
Üsküdar	Üsküdar Square, including Selmanipak St, Hakimiyeti Milliye St and New Masque Square	High density of pedestrians Heavy congestion of both cars and public transport vehicles
Hamburg	Surrounding neighbourhoods of the Mitte Altona and Holsten development projects	Poor accessibility Need of connecting paths and areas between services

Workshop results

3.1.1 Oxfordshire

For both Barton and Rose Hill three challenges were discussed. In Barton the main challenges were:

- I) Radial bus routes require transfers in order to get to destinations other than city centre. Bus transfers increase journey time and cost to access desirable destinations such as affordable supermarkets, rail station, hospitals, places of work, and other neighbourhoods;
- II) Cars and buses have difficulty when leaving the Estate in morning peak times. Congestion on London Road and at Headington Roundabout results in long queues of cars and buses on Bayswater Road trying to get onto the Headington Roundabout;
- III) The cost of bus/travel: high cost of public transport hinders people with lower incomes, particularly for short journeys or journeys that require transfers.

In the Rose Hill case, the three challenges discussed were:

- I) Lack of public transport cross connectivity in Eastern Oxford. Radial bus routes usually require longer and more costly bus journeys routed through town centre in order to get to places such as: hospital, secondary schools, workplaces, and other neighbourhoods;

- II) Difficulty of access to bus for some people within Rose Hill. Current bus routes in Rose Hill makes it hard to access buses for people who live in certain neighbourhood environs, especially at the bottom of the hill;
- III) The lack of information on bus passes and the cost of public transport was discussed. The main issues include difficulty in understanding who is eligible for specific types of (subsidised/free) bus passes, lack of information about the various bus passes available, general high cost of buses for those on lower incomes, especially if a bus transfer is required to go to places, such as the nearest hospital.

In the following group discussion, for the purposes of challenge analysis, it was decided to link together the first two and the last two challenges for Barton and for Rose Hill due to the similarities between these challenges. The consensus of the group of experts at the assessment workshop was that it seemed most appropriate to address the following challenges for Barton *and* for Rose Hill:

- I) Cost of public transport/lack of information about options
- II) Lack of radial bus routes/cross connectivity within the Eastern Arc

The reason behind this decision lied in:

- I) Several viable interventions to these mobility challenges were viewed as achievable within the constraints of the C4P project.
- II) Reducing public transport cost can let the consumer save money, make destinations more accessible, and increase ridership – creating a virtuous cycle which will both reduce congestion and further drive down the cost of public transport.
- III) These mobility challenges were brought forward during both Barton and Rose Hill workshops and addressing these challenges will benefit both communities.

However, it was noted that the last challenge for both Barton and Rose Hill (B3/R3) was the lowest ranked one and addressing the first challenge for Barton and Rose Hill (B1/R1) would have a greater impact on the communities. With the information available, addressing B1/R1 would not be feasible due to limits on cost and time. Some participants were aware that Oxford Bus Company was working on a project to address the lack of cross-connectivity in Eastern Oxford using Demand Responsive bus Transport (DRT). It was agreed that a discussion with Oxford Bus Company should be undertaken to assess the potential for DRT. If this was indeed the case and OBC's plans for a DRT service in the Eastern Arc would fit within the time constraints of the C4P project, B1/R1 would become the mobility challenge of the C4P project.

Discussion was also undertaken around the community to work with; consideration was given to linking together the two communities to build one single co-creation community encompassing both neighbourhoods. However, due to the current lack of inter-connectivity between the two areas, it would be difficult to provide an option for working with both together in a single location; and many members of the two communities are not set up for virtual engagement. It has therefore been decided that it is sensible to approach the engagement with one or other neighbourhoods, with the intention of rolling out elements of the final intervention within the other area, as appropriate, either as part of the first or second intervention phase.

Points stated regarding pros and cons of each community area:

- A greater level of community response was encountered in Barton than in Rose Hill

- Barton showed a strong community, which would make engaging with this community more manageable in the period available; greater input would be required to elicit the same level of response within Rose Hill. Considering the short time until the first intervention, this could prove difficult to achieve in Rose Hill
- Rose Hill's third challenge is more specific to the MVO identified by the mobility experts than Barton's third challenge, so it would be a more direct intervention onto their particular challenge
- The MVO identified by the experts will not necessarily be the intervention chosen by the community however.

The general feeling is therefore that initial engagement with Barton (Figure 9) has a greater potential for generating a successful first phase intervention than engagement with Rose Hill. Depending on the intervention developed, it can then either be deployed in Rose Hill concurrently with Barton, or be part of a scale up for phase 2.

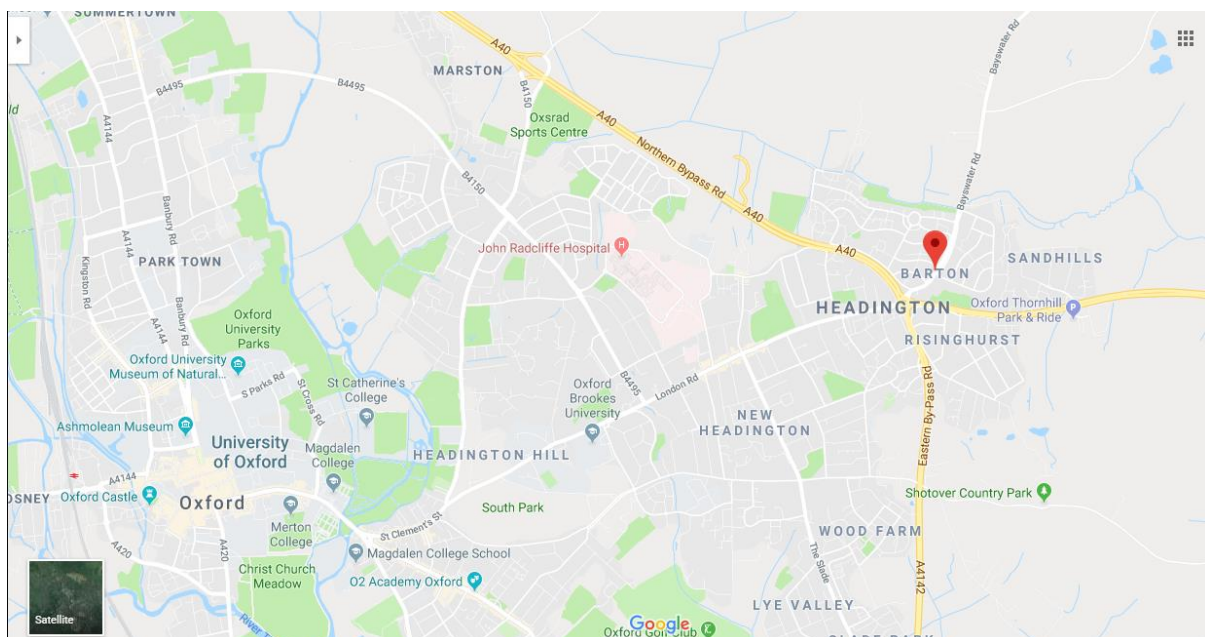


Figure 9: Barton neighbourhood – Google Maps, 31/01/2018

3.1.2 Budapest

In Budapest the area chosen for the C4P project intervention is the Upper Embankment of the Danube on the Buda side (Figure 10). Based on the challenges identified during the workshop, the lack of green spaces makes this area less attractive to bike or walk through. The river, which can give the city a beautiful and admired character, is not exploited, and there is not an easy access to the riverfront. Awareness is another issue to be considered, as there is a very low number of community events in the area. Other issues to be tackled, refer to parking areas in public spaces and a lack of bike services.

Besides these aspects, other reasons that led to choosing this area relate to the poor organisation of pedestrian itineraries, i.e. along the Danube river on the Buda side (where cycling and walking traffic is mixed on the sidewalk), and the low development and low utilisation of public spaces as places with social functions.

Furthermore, the fact that the cycling network is insufficient, requiring fast connections from North to South along the Danube river (without bottlenecks), and safe and secure river crossings in the form of bridges are still missing. Some of the suggestions by experts and NGO representatives were that MOL-Bubi, a public bike-sharing system introduced in 2014, is a very popular mobility option. Making it more comfortable and extending the network towards the outskirts may attract even more users. Adapted bicycles could also be used by disabled people.

Another aspect that motivated the location choice relates to the inconvenience of having extremely large portions of public spaces dedicated to car parking (i.e. long-term storage of vehicles of local residents for free) in the city. The number of barrier-free parking spaces (for disabled people, families with children, etc.) is low and it has not increased in the past years.

Consequently, stakeholders have decided that the transport function that dominates the upper Danube riverfront in Buda would be the ideal area for C4P interventions, as it would help revive and transform the riverfront. The intervention can point at alternative ways of improving the mobility in the area, which would also have an impact on the overall flow of distinct modes of transportation used to access the riverbank, helping reduce the congestion on the river quay.

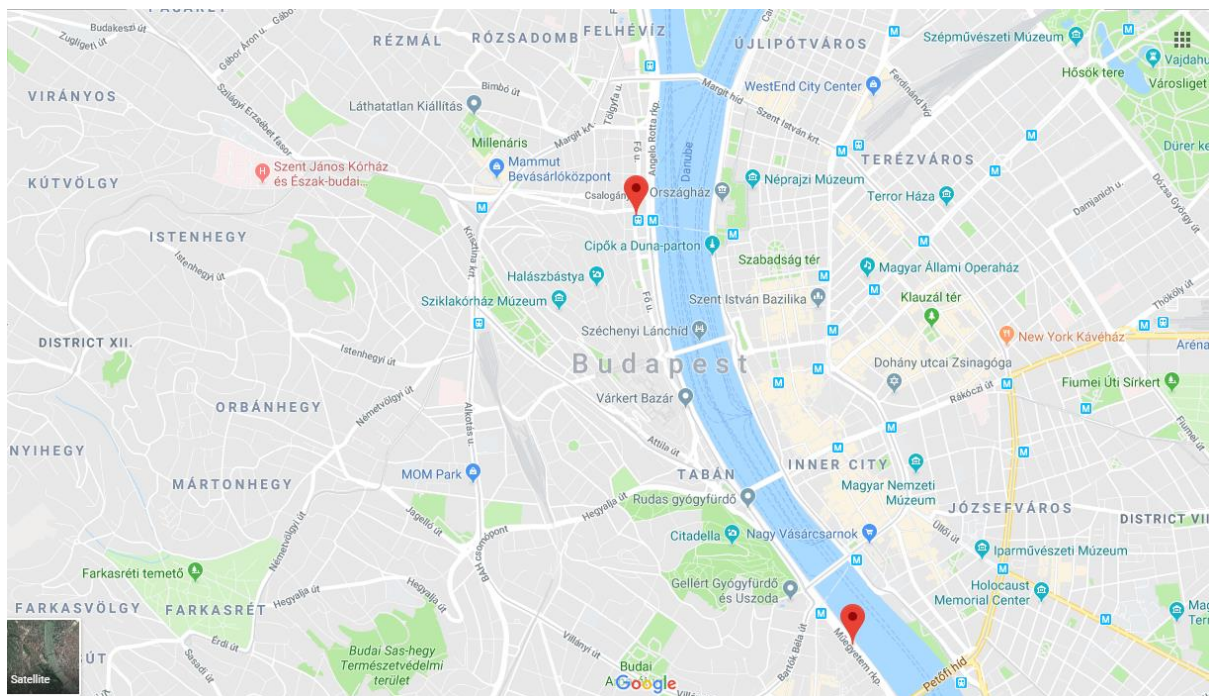


Figure 10: Upper Embankment of the Danube on the Buda side – Google Maps, 31/01/18

3.1.3 Trikala

Trikala's central square and its direct surrounding area was selected to be the area of focus for the C4P interventions (Figure 11). This intervention area was chosen taking into consideration (i) the outcomes of the co-creation workshop, (ii) the findings of the

semi-structured interviews⁵ conducted with the stakeholders of the local mobility ecosystem, and (iii) the results of the online survey targeted to the local citizens.

Throughout the workshop, it became more evident that the main challenge of Trikala city is the traffic congestion in the city centre and especially in the area around the central square. In fact, most of the commercial, residential, entertainment and institutional activities of Trikala take place in the heart of the city, near the central square, considered as the most visited and recognised place of Trikala. In addition, the central urban bus station is located in the same area, along with the local open-air market, which takes place every Monday, occupying the central surrounding streets. The coexistence of the central bus station and the local open-air market causes severe traffic, which is further aggravated due to lack of parking spaces and illegal parking. Car traffic and illegal parking are spread across the central streets around the square, increasing congestion in the broader city centre.

Based on the above, the area around the central square was prioritised against the pedestrian and bicycle lane networks, which were also discussed during the co-creation workshop. An intervention to improve mobility in the selected area is expected to have wider impact for all citizens, including pedestrians and cyclists.

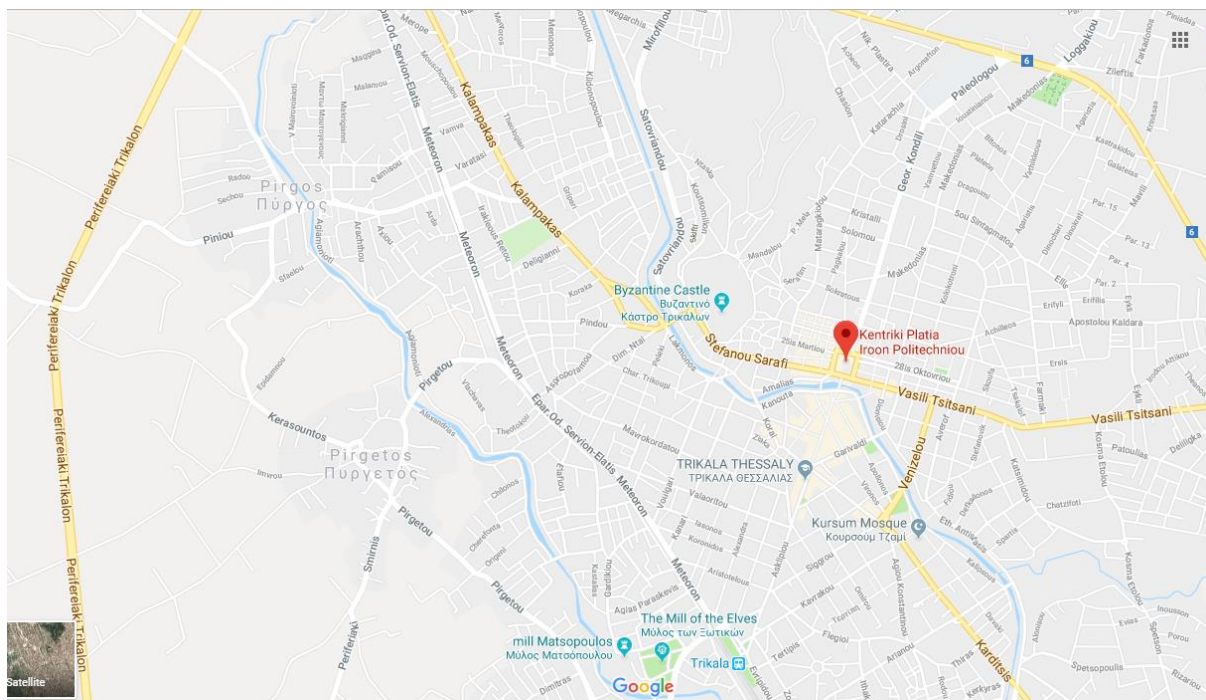


Figure 11: Trikala's central square – Google Maps 31/01/18

3.1.4 Üsküdar

During the workshop activities, a number of potential intervention areas were discussed:

- I) The seaside pedestrian and bicycle roads from Üsküdar centre to Çengelköy

⁵ The outcomes are presented in detail in the "D1.2 - Urban socio-economic and mobility contexts and specificities in the 5 target areas".

- II) The Üsküdar Square, Selmanipak Street, Hakimiyeti Milliye Street and New Masque Square;
- III) The Aziz Mahmut Hudai area;
- IV) The seaside pedestrian and bicycle roads from Salacak to Üsküdar centre.

Üsküdar Square (Figure 12), including Selmanipak St, Hakimiyeti Milliye St and New Masque Square, was the chosen intervention area, based on the selected challenges presented below.

The chosen area is one of the main transportation points between the European and the Asian sides of Istanbul. Therefore, the number of transit passengers is high and causes a heavy traffic and a high density on public transportation. The Üsküdar Square has been under construction for a long time because of the undersea railroad project. The area needs a focused and well organised plan to establish harmony among transportation modes and roads.

Since the area is one of the main transit points in Istanbul, there is a transportation need, which is the reason for the many different main stations. The stations occupy a significant area in and around the square. This issue has a bad effect on the traffic and mobility, and there is a limited capacity for new constructions in the area. This is due to the area being under construction for a long time and citizens would not value another construction project. Moreover, the heavy traffic and density of passengers would be a limitation for the usable part of the area if yet another construction should take place. Lastly, the area has historical structures that cannot be touched or changed, which complicates new solutions. The historical soul of the area is harmed by the stations because they have been built with modernised materials. Local citizens wish that the area is kept in the same style as the surrounding environment.

The streets around the Square are too narrow and there are many historical structures that cannot be removed nor demolished. The area is used by local citizens and by daily commuters in a significant number, but the surrounding streets cannot accommodate the local population and transit passengers to the centre. The geographic structure is hard for walking and cycling. If there were sufficient areas for car parking available, transit passengers would preferably use a park and ride system.

Similar to the surrounding streets, the roads cannot accommodate the high traffic density, and the illegal car parking on the roads, due to inadequate parking lots, contributes to the congestion. There are many cafés and other social spaces around the seaside of Üsküdar, which is a cultural and beautiful place. However, congestion causes a hurdle for visitors, commuters and local citizens. The city planning is not well organised and there is not enough infrastructure for new roads. The geographic and historical conditions do not allow authorities to enlarge the road capacity and build parking lots; therefore, there is a need for innovative solutions. Using sea transportation and enlarging the capacity of the roads through the sea are some of the proposals mentioned during the co-creation workshop.

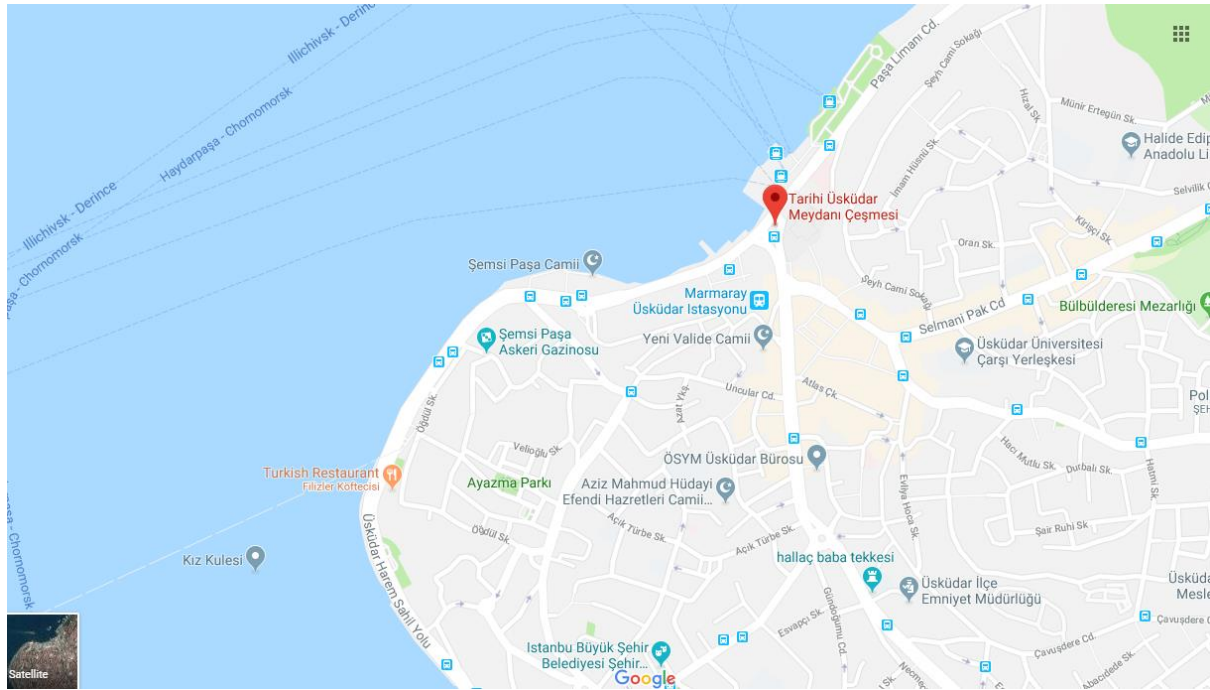


Figure 12: Üsküdar square – Google Maps 31/01/18

3.1.5 Hamburg

Based on the identified challenges described on the previous section, the surrounding neighbourhoods of the Mitte Altona and Holsten (Figure 13) development projects (“Gerichtsviertel”, Altona-Nord, Altona-Altstadt, Ottensen) have been chosen as the intervention areas. The new developments will increase the quality of life in the general area, providing new routes and connecting neighbourhoods, as well as green spaces in the long term. A new park will help reduce the shortage of recreational space. Especially, when it comes to mobility issues, the high number of new residents will likely lead to an increase in conflicts (e.g. “wild” parking). In the short- and mid-term, construction noise and traffic will also strongly affect the neighbouring areas.

During the co-creation workshop a number of stakeholders were in favour of focusing on the “Gerichtsviertel” which is wedged between the areas of new developments. The challenges mentioned by the participants of the survey and during the interviews are most pressing in the Gerichtsviertel and neighbouring Ottensen area. While mobility issues play a major role in developing the new neighbourhoods, there is currently no specific programme or project focusing of the challenges in the old neighbourhoods. C4P could fill this gap, by provides an opportunity to collectively address current mobility issues, and provide a space to find creative solutions in a constructive way.

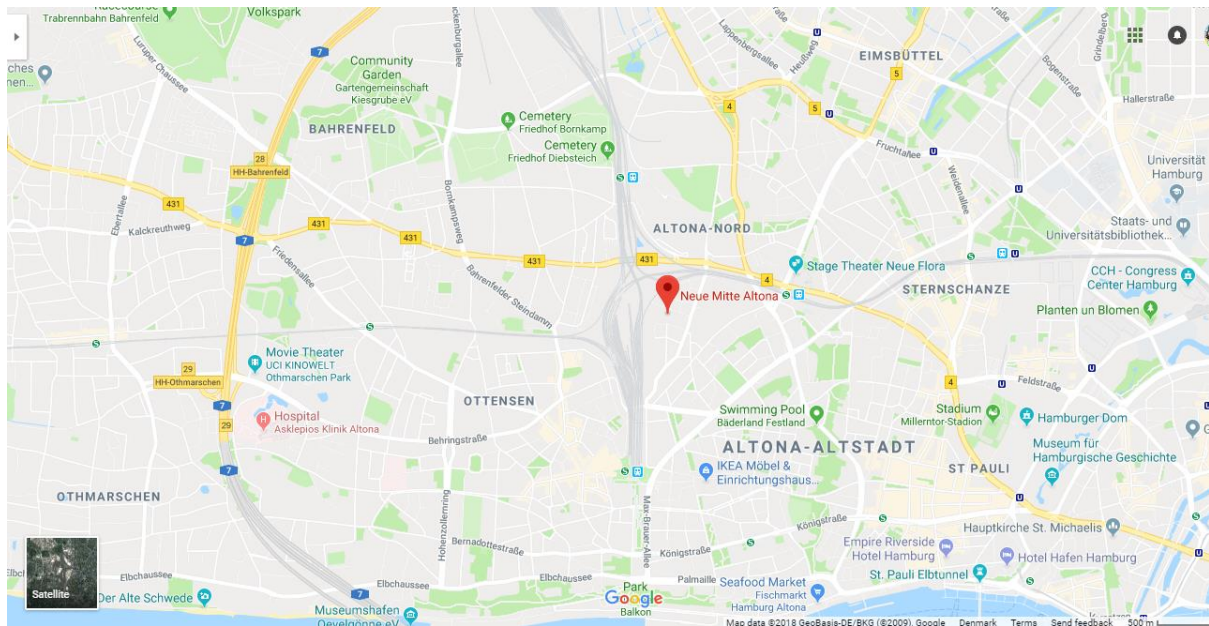


Figure 13: Surrounding neighbourhoods of the Mitte Altona and Holsten development projects – Google Maps 31/01/18

4. Conclusion

This report presented the overall challenges encountered in the C4P Pilot areas of Oxfordshire county, Budapest, Istanbul, Trikala and Hamburg. During the co-creation workshops, local stakeholders from the transport sector as well as citizen groups, public authorities and the local community carefully selected the areas for intervention in each location.

In each partner city, the workshop participants discussed and then carefully assessed a number of transport and mobility issues and areas. Based on the assessment, they selected an area that was appropriate for testing innovative mobility solutions, besides becoming a valuable testing ground, providing valuable insights and knowledge for the benefit of other similar urban settings.

In the county of Oxfordshire the main challenges were associated with public transport connectivity across town as well as the cost and access to public transport modes. The main concern in Budapest was around a poorly integrated central part of town with the surrounding areas as well as a lack of parking and bike services. The stakeholders in Trikala linked the main challenges to the location of the bus terminal and requested more pedestrian-friendly pavements on certain roads. Traffic congestion and more variety of transportation options were highlighted during the workshop in Üsküdar. Hamburg team and stakeholders discussed the connectivity of pedestrian and cycle paths combined with noise and air pollution.

The five locations selected for intervention are presented in Table 4 below:

Table 4: Locations selected for the upcoming C4P interventions

City	Intervention area
Oxfordshire	Barton
Budapest	Upper Embankment of the Danube on the Buda side
Trikala	Central Square and its immediately surrounding area
Üsküdar	Üsküdar Square, including Selmanipak St, Hakimiyeti Milliye St and New Masque Square
Hamburg	Surrounding neighbourhoods of the Mitte Altona and Holsten development projects

These locations will serve as prototypes for a number of co-created interventions, which will guide future strategies and plans regarding mobility and transportation in the pilot cities.

5. Next steps

In order to follow up on the intervention areas and address their challenges, the cities will be implementing their Mobility Labs in the selected locations. The Mobility Labs will ensure that the project is:

- I) Inclusive, providing an open space where locals can stop by, learn about the project and its process, and join the efforts if interested;
- II) Active, offering a space for gatherings, plus up to date information on previous and future events;
- III) Visible, a place to create awareness about the area, the stakeholders and the other challenges and labs in the other pilot cities.

The C4P interventions will provide room for questions and ways of solving some of the identified challenges, by bringing together local stakeholders, who feel committed to improving their cities. To promote more biking, walking and the use of public transportation, various modes of transport need to interconnect with services and infrastructure, which are seamlessly integrated and pleasant to use in a range of conditions and needs. The C4P Mobility Lab and interventions will help the understanding of how infrastructure dictates and 'nudges' the ways of moving in a city, towards challenging the spaces to deliver improved flow and mobility experiences for their citizens.

Appendices:

Appendix 1: Co-creation Workshop Guidelines

Introduction: The concept of co-creation

The concept of co-creation derives from the business sector in the 1990's as a new form of engagement with customers, so that they participate in the production procedure of the products they consume in order to improve the products' quality and co-create value, as well as to produce innovative ideas that could come out in the future⁶.

The notion of co-creation has eventually trickled into the public sector's policies and discourse in order to engage and empower the communities through various ways. In that framework, co-creational workshops constitute a way to engage with multiple stakeholders, different social groups, beyond traditional forms of consultation and service provision. Cities are working beyond their administrative borders, adopting new collaborative, transparent governance practices highlighting and focusing on citizens' empowerment and co-creation. In particular, central and local government has traditionally invited the public to make comments on pre-determined public consultation processes, which depicts a hierarchical scheme in the decision making process. On the other hand, through participatory methods and co-creation, public policies are co-produced by authorities and citizens, reversing the power relations into a hierarchy-flattening scheme that involves trust and transparency between the authorities and the citizens.

The participation of the citizens is a significant point, not only on the base of involving active citizens in urban governance, but also on the base of involving the entire community in the co-production of public infrastructure and on controlling and monitoring public policies. In that context, the participants of co-creational workshops have the chance to explore and reframe current challenges and rediscover their cities and implemented policies.

Co-creational workshops deal with inevitable risks and challenges considering (i) the broad stakeholder involvement. Exclusion of specific social groups has been witnessed, when these social groups do not match with the criteria of the so-called 'smart citizen' profile due to direct and indirect boundaries. Often, vulnerable groups, such as low income groups, ethnic minorities, or people with special needs do not have the chance to learn and have access to relevant procedures and, finally, attend them. Interactive media is often used in the framework of these participatory techniques, but do not, to a large extent manage to stimulate communication among these groups. In addition, (ii) unpredicted barriers to structural socioeconomic changes in the large scale could be identified as another problem. Unforeseen uncertainties and complexities have to be confronted by an inclusive vision of the sustainable cities in relation to place-specific particularities.

Through these processes, a broad public acceptance on large scale urban developments is questioned and often ensured. Public policies and "experts'" opinions are tested by the citizens and their everyday life experience. The government and municipalities as authority and the citizens as users are actively forming creative and trusting

⁶ Leading Cities (2012), CO-CREATING CITIES DEFINING CO-CREATION AS A MEANS OF CITIZEN ENGAGEMENT, <https://leadingcities2014.files.wordpress.com/2014/02/co-creation-formatted-draft-6.pdf>

collaborations, along with the private-sector's stakeholders, creative industry, and academia.

Co-creation workshop as a tool for the pilot case studies

An interactive co-creational workshop with urban mobility stakeholders and citizens will take place in each one of the five cities. Each workshop will be organised by the local city and academic partner, aiming to answer the question: *How can we upgrade the urban mobility system, so that we are able to have cities designed for people by people?*

It should be noted that the local partners will organise a co-creation workshop with the local authorities and mobility stakeholders so as to **co-define the mobility challenges and city areas and districts that our interventions** should target. Within these workshops, the initial planning of activities for each city will also be discussed. It should be noted that the intervention areas that will come up from these workshops should be specific geographical zones (in the scale of neighbourhood or smaller) and not a whole city or an entire municipality area.

The local city and academic partners should start with setting a date(s) for the co-creation workshop. Invitations will be sent to the 15 interviewees that were invited to provide their vision on the current urban mobility challenges and to other relevant stakeholders. The workshops must take place during **December 1st – 22nd 2017** and should follow a semi-structured exercise process by the use of specific methodology tools. The World Café Method is described as a starting tool in order to organise the discussion. The process and exercise that the partner will implement is open, but should follow at least three co-creation tools presented in the appendices (must do Exercise 1, 2, and 3 are obligatory, while Exercise 4, Crazy 8 is optional). Results from the co-creation workshops should be sent to Isabel Froes (ifr.msc@cbs.dk) and Ditte Lindharth Tellgren (dt.msc@cbs.dk) on **January 15th 2018**. The consolidated findings of the five workshops will be provided in the report “co-definition of mobility challenges and intervention areas” describing all procedures and relevant findings.

In addition, the workshop will be advertised in other social forums and media, inviting grassroots citizens’ initiatives as well as other social groups. Teams are invited to make the information of the co-creational workshop accessible for visually impaired people and translate it in other languages, so that ethnic minority groups could also have the chance to attend them.

World Cafe Method

An interactive co-creational workshop with urban mobility stakeholders and citizens will take place in each one of the five cities. Each workshop will be organised by the city and academic partner, aiming to answer to the question: ***In which intervention area(s) should we target in order to upgrade our city's urban mobility system and everyday life and for which reasons?***

The methodology of the co-creational workshop is open to the partners. One methodology proposed is the 'World Cafe Method', which is used to organise an informal discussion between the participants in order to explore questions of urban mobility in small table groups. Discussion is conducted in various rounds of 20-30 minutes. The groups share common discoveries in each discussion. The event is concluded with recommendations and suggestions for the question raised. In particular, specific steps could be the following:

Before the workshop:

Invitation to at least 15 local stakeholders and diverse citizen groups.

During the workshop:

Have a brief introduction session, explaining the goal of the workshop and with that the research program.

Present city's best practises/cases on urban mobility system

Have the participants split up into groups. The most constructive number of participants per issue is 4 – 5 people.

Each group is asked to make an analysis. Each group needs to focus on **one area that deals with mobility challenges** and that needs actions and relevant policies to improve mobility systems for citizens. This problematic area could be the entire intervention area of the project, or a sub-section of that area (depending on the size and scope of the intervention area).

Then, each team should discuss further about this problematic urban area. Have them write down on post-its:

- 3 positive features that characterises the area (strengths),
- 3 weaknesses, problems (weaknesses),
- 3 possible solutions for these area (opportunities) and
- 3 negative aspects (threatens) for the problematic areas.

The post-its could be presented on a big paper.

5. Have a round table, where participants/each small group introduce themselves and provide input considering the problematic urban area (suggestion for the project's intervention area). It is not necessary that all the participant/team should agree. More examples of problematic areas of the city that deal with mobility challenges could come out in the round table.

6. Open discussion with everyone. Each group/participant proposes solution and gives feedback (facilitators take notes of the questions raised and of comments and try to involve everyone in the discussion)

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Exercise 1 (mandatory) – MVO (Minimum Viable Outcome)

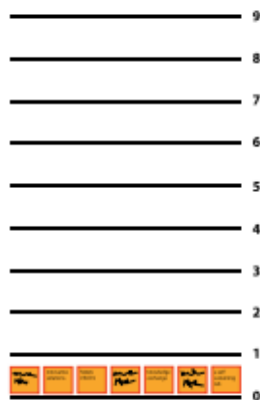
Get a sense of what your team would want to be the minimum outcome at the end of the project. This should be discussed per stakeholder (municipality, transport agency, citizens, etc.). This exercise works best with 4 – 6 participants per group.

MVO is standing for Minimum Viable Outcome, however, this Acronym should also be discussed in terms of value (i.e. impact).

After each stakeholder has decided on their MVO, these are presented and discussed – one MVO is then chosen to be the **shared city MVO**.

In groups, each person in the group writes down what would be their MVO per post-it. This is then discussed and adapted to one MVO per group.

Step 1 (20 minutes): Hand out post-it notes to all participants. Ask them to write down 1 MVO they have for the project. Make sure you clearly define the area the participants need to prioritise. Each participant will place their MVO on the 'baseline' of your ranking field.

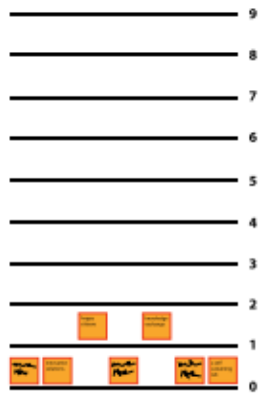


Each group present their MVO. These are then discussed and ranked in a joint ranking scale.

Step 2: (20 minutes): Each group present the MVO they have chosen in their group. If two groups have written down more or less the same MVO, one of the post-its will be dissolved, and the other will be placed one step up on the ladder.

Choose one shared MVO for the end of the project.

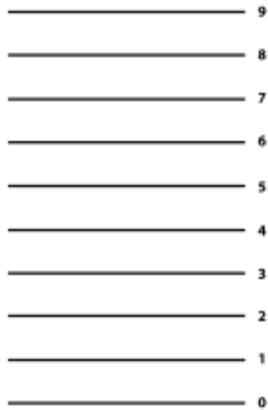
Step 3 (5 - 10 minutes): Each participant will now 'up-vote' two MVO (not their own). Up-voting means that a participant can take one MVO, and have it go up one step on the ladder. Depending on the size of the group this can be done simultaneously, or one participant after the other.



Exercise 2 (mandatory) – Ambition Ranking

Get a sense of what your team would like to achieve at the end of your project/session/intervention. No ambition is wrong – but some are more pressing and shared by more people. This exercise works best with 4 – 6 participants.

Preparation: Set up a ranking field like a ladder. Start with a baseline at 0 and mark lines above to indicate a step.



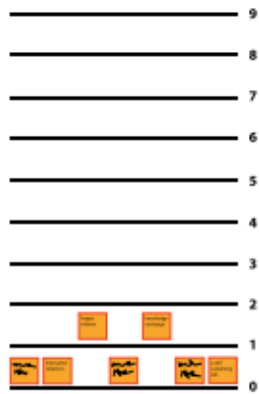
Step 1 (5 – 8 minutes):

Hand out post-it notes to all participants. Ask them to write down 1 – 5 ambitions they have for the project/session/intervention. If you have a big group 1 or 2 ambitions per person are enough. Make sure you clearly define the area the participants need to focus their ambitions on. Each participant will place their ambition on the ‘baseline’ of your ranking field.

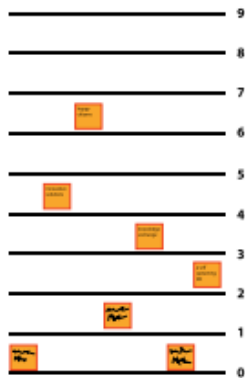


Step 2: (10 – 20 minutes): Go around the group and briefly discuss the ambitions each person has written down. If two people have written down more or less the same ambition, one of the post-its will be dissolved, and the other will be placed one step up on the ladder.

Step 3 (5 - 10 minutes): Each participant will now ‘up-vote’ two ambitions (not their own). Up-voting means that a participant can take one ambition, and have it go up one step on the ladder. Depending on the size of the group this can be done simultaneously, or one participant after the other.



Step 4: Review the results of the votes. This information can feed new exercises. For example: take a look at the top 3 ambitions. What does this mean for the project? And when you look at your entire field, are there ambitions that you would have overlooked before? Again: no ambition is wrong, but you now have a better sense of your priorities and about each person's interpretation of the work.

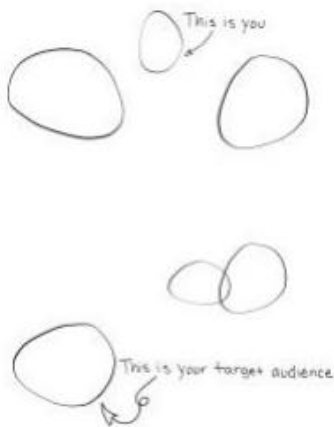


Exercise 3 (mandatory) – Circles of connection

Visualise the distance or steps between you(r organisation) and your goal. A goal could be an intended target audience, an ambition, or anything that you would like to reach or achieve over a period of time. This exercise can be done with a team internally, or with your community – depending on the goal you set out to reach. Working in a smaller team (max. 5 people) will be most effective.

Step 1: Take a piece of paper (minimum A4 – preferably bigger) and draw one circle on one end of the paper. This circle represents you or your organisation. Draw another circle on the other end of the paper. This circle represents your target/what you would like to achieve.

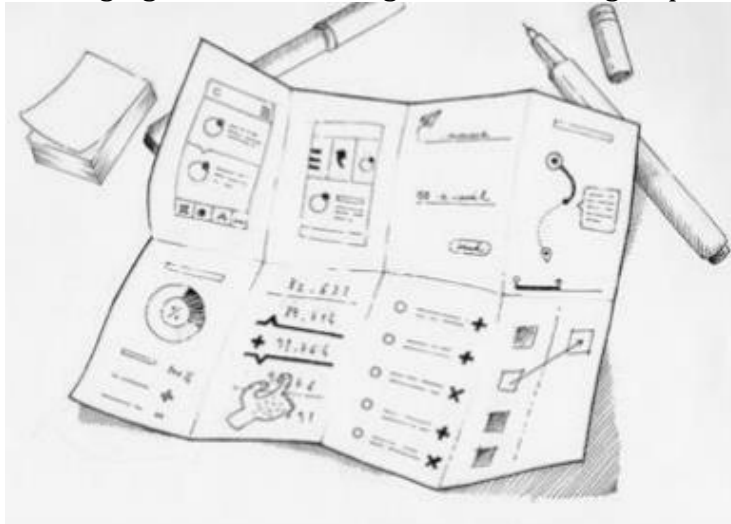
Step 2: Now try and draw out a route between the two circles – to signify your approach to reach your target. You could consider this your ‘six handshakes’ to connect. Each step in your route is another circle that signifies either another organisation, or activity, that will bring you closer to your end goal.



Step 3: Try and mark your ‘blind spots’ or missing links. Do you already know how to reach the end goal or do you still have open spaces? Do you know what steps in your route you are missing or do you need help identifying these steps? When you mark a ‘blind spot’ define your next steps / to do’s to fill them.

Exercise 4 (optional) – Crazy 8 – Generating ideas & solutions

Crazy 8 is a method that pushes you to think beyond your first idea and generate a wide variety of ideas or solutions in a short timeframe. It is a sketching exercise that challenges people to sketch 8 ideas in 8 minutes. Some team members or participants who do not sketch on a daily basis, might find the method intimidating at first. It is therefore helpful to reassure everyone that these are rough sketches. They don't need to be precise or beautiful. The main goal is to communicate an idea. It is also important to convey that the ideas don't have to be great. The focus is on the quantity of ideas (diverging), not the quality. You need to think beyond your first idea and push yourself to think of more ideas or solutions. Once you collected all the ideas it is time to start converging on some winning ideas with the group.



Instructions

1. Give each person an A4 sheet of paper and let them fold the sheet of paper into 8 sections.
2. Set a timer for 8 minutes.
3. Ask the group to sketch 8 quick ideas in 8 minutes.
4. When time is over, everyone stops sketching.
5. Ask people to present their ideas to the group
6. Give everyone three sticky dots and ask people to vote on their favourite ideas out of the group

Appendix 2: Reporting template

Reporting template – Co-Creation workshop

The organiser of the co-creation workshop in each city must fill out the reporting template below after completion of the workshop. The template should be send to Isabel Froes, e-mail: ifr.msc@cbs.dk and Cc dt.msc@cbs.dk by **January 15th 2018**. The intention of the reporting template is to ensure comparable results based on the discussions and selection processes from each co-creation workshop in the five cities. All the columns should be filled.

Regarding the selection of participants, please explicit the selection method, what types of media were involved and the duration of the selection (within 2 weeks, 3 days, etc.).

Participants				Discussion process			Selection process
Who participated in the co-creation workshop (please write name, age range, title and organisation)?	How were the participants chosen (selection method, time frame, and media)?	How were the participants' background (age, education, diversity) representative of the intervention areas' population?	Any specific cultural consideration that need to be brought forward?	Which intervention areas were discussed?	Which challenges were discussed within each of the area(s)?	The reason for these challenges?	Based on the identified challenges which intervention area have you decided to focus on?