



## D2.3 – Launch of the C4P Citizen Mobility Kit

March, 2018

**Project Acronym:** C4P

**Programme:** HORIZON2020

**Topic:** MG-4.5-2016 “New ways of supporting development and implementation of neighbourhood-level and urban-district-level transport innovations”

**Type of Action:** Research and Innovation Action

**Start date:** 1 June 2017

**Duration:** 36 months

**Website:** [www.cities4people.eu](http://www.cities4people.eu)

**Coordinator:** Copenhagen Business School (CBS, Denmark)

**Consortium:** Oxfordshire County Council – United Kingdom  
UCL Institute of Health Equity – United Kingdom  
Municipality of the city of Budapest – Hungary  
Institute for Transport Sciences Non-profit LTD (KTI) – Hungary  
City of Hamburg and District Office of Hamburg Altona – Germany  
Hafencity University Hamburg – Germany  
e-Trikala SA – Greece  
Q-PLAN INTERNATIONAL PC – Greece  
Üsküdar Municipality – Turkey  
Istanbul University – Turkey  
White Research SPRL – Belgium  
Stichting Waag Society – The Netherlands

**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.

**LEGAL NOTICE**

Neither the European Commission nor any person acting on behalf of the Commission is responsible for the use, which might be made, of the following information.  
The views expressed in this report are those of the authors and do not necessarily reflect those of the European Commission.

© Cities-4-People Consortium, 2017

Reproduction is authorized provided the source is acknowledged

**Main authors**

- ✓ Mr. Max Kortlander, Ms. Meia Wippoo [Waag]
- ✓ Ms. Julie Jo Nygaard [CBS], Ms. Isabel Froes [CBS] (reviewers)
- ✓ Ms. Anna Piccoli [WR], Mr. Ioannis Kostopoulos [WR] (reviewers)

## Table of Contents

<b>ABBREVIATIONS .....</b>	<b>5</b>
<b>1. INTRODUCTION .....</b>	<b>6</b>
<b>2. DEFINING THE CITIZEN MOBILITY KIT (CMK) .....</b>	<b>7</b>
<b>3. INTRODUCING THE CITIZEN MOBILITY KIT (CMK).....</b>	<b>8</b>
3.1 Co–Creation Navigator (CCN) .....	10
3.1.1 The Role of the CCN in the Cities-4-People Citizen Mobility Kit.....	10
3.1.2 Description of the CCN.....	11
<b>4. FUTURE OF THE CITIZEN MOBILITY KIT (CMK) .....</b>	<b>16</b>
4.1 Future of the Co–Creation Navigator (CCN).....	16
4.2 Future of Additional Components .....	16
<b>1. APPENDIX 1: AMBITION RANKING PDF.....</b>	<b>18</b>

### List of figures

Figure 1: Timeline of CMK developments (tagged with the responsible party and work package). ....	7
Figure 2: Screenshot of the landing page of the Co-Creation Navigator (CCN).....	11
Figure 3: Close up view of the “Foundation” stage of the Co-Creation Navigator (CCN) .....	13
Figure 4: “Ambition Ranking”, “Values Tree”, and “Dreams and Fears” are three tools housed within the ‘Direction’ subcategory of the “Foundation” category of the Co-Creation Navigator (CCN). ....	14
Figure 5: Window for the Ambition Ranking tool within the Co-Creation Navigator (CCN) .....	15
Figure 6: Timeline of CMK developments (tagged with the responsible party and work package). ...	17

## Abbreviations

**CMK:** Citizen Mobility Kit

**CCN:** Co-Creation Navigator

**WP:** Work Package

## 1. Introduction

This document serves as deliverable (D2.3 – Launch of the C4P Citizen Mobility Kit). This is supporting documentation to be presented alongside the first iteration of the Citizen Mobility Kit (CMK), which may be found here: <http://ccn.waag.org/>

Within the Cities-4-People project, pilot city partners are currently in the process of launching their Citizen Mobility Labs in order to meet with citizens and stakeholders to co-create mobility solutions for their neighborhoods. In its current stage, the CMK provides tools and resources to guide this process of co-creation in the Citizen Mobility Labs. As the co-creation process moves ahead and helps to identify problems and potential solutions, additional components will be added to the CMK to support activities such as internal group communication and data collection.

Purpose-driven design will guide the development of each additional component of the CMK. These components will be oriented towards giving neighborhood communities the knowledge, agency, and ownership they need to work with other stakeholders, city officials, and SMEs in developing sustainable mobility solutions.

Some of these tools are already available in an open license and open source. Other tools will need to be built or modified by the consortium. Every tool needs to be provided in an agency-enabling way to the community managers. To do that, our first step is identifying and understanding the needs from pilot cities. This process has been undertaken over the past months, and will continue in the Citizen Mobility Labs of pilot cities. Following from that process and our understanding of the pilots' needs, we have developed the Co-Creation Navigator (CCN) an online tool for capacity-building that guides pilot leaders and citizens through the co-creation process. The CCN was released in its initial form to provide the basis of the CMK.

This document serves to demonstrate the launch of the CMK, providing documentation of the progress made so far and descriptions of its role, design, and future developments. In order to do so, this document contains the following:

- A description of the CMK's roles, requirements, future developments, and current status
- A link to the CCN, which forms the current basis for the CMK.
- A description of the role of the CCN within the CMK.
- Screenshots of the CCN
- An explanation of how the CCN functions
- An action plan (in the form of a timeline) for the upcoming developments of the CCN
- A description and list of upcoming components to be included in the CMK as dictated by the C4P work package.

## 2. Defining the Citizen Mobility Kit (CMK)

This section defines the CMK as a **componential module**, which is able to be expanded upon and continuously developed as its requirements are created and met throughout the project’s lifespan.

The CMK has a number of definitions and requirements as listed throughout the project description. These are not listed at once, but appear throughout the course of the grant agreement, work packages, and project. To add clarity to these requirements, the following list has been made which contains all mentions of “Citizen Mobility Kit” from the work package description. These mentions have been categorized, and contain next to them a reference to where they appear within the grant agreement (specifically, a reference to the ‘Task’ in which they appear during the course of the project). Alongside the timeline of CMK developments (Figure 1), this provides an overview of when and by whom additional components of the CMK will be developed and added throughout the project.

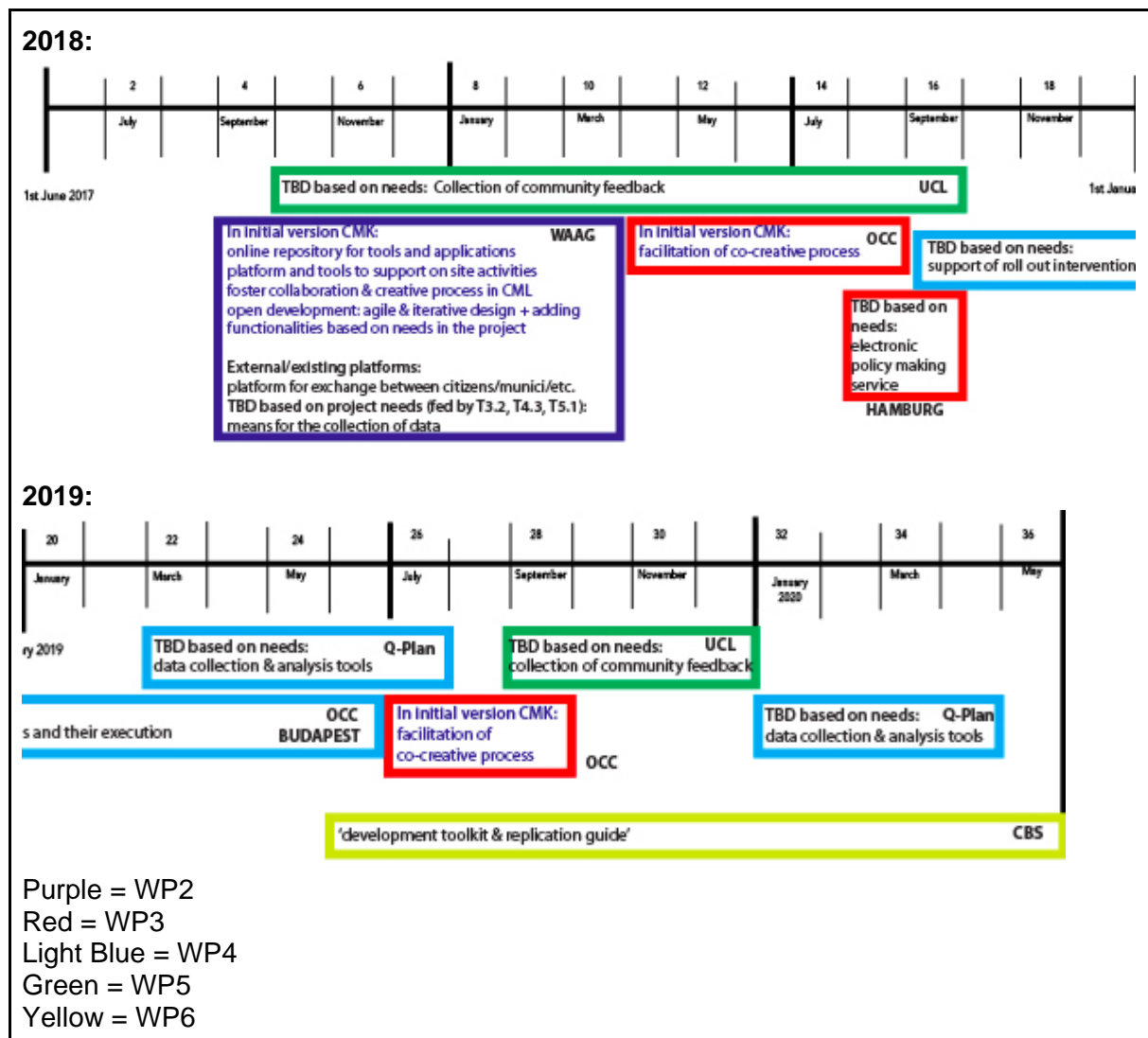


Figure 1: Timeline of CMK developments (tagged with the responsible party and work package).

## Definitions<sup>1</sup>

- the **online repository for tools and applications** (Task 2.2)
- a platform and tools to **support on site activities** (Task 2.2, D 2.3)
- a platform for exchange** between citizens, municipalities, and other stakeholders (Task 2.2)
- a means for the **collection of data throughout the project** (Task 2.2)
- In its initial form, the kit will **enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.** (Task 2.2)
- During the project's activities, **new functionalities will be added** for each location and for each pilot, depending on local needs (Task 2.2)

## Requirements and Qualities

- The Citizen Mobility Kit will be designed so that it **can be easily applied and utilised by citizens as well as stakeholders.** (Risk and Mitigation)
- secure, flexible and transparent** (5.2) (more info. in DATA section below)
- easily accessible through desktops and mobile devices** (Task 2.2)
- in **5 national languages** (English, German, Hungarian, Turkish, and Greek) (Task 2.2)
- There will be **training on how to use the tools** provided by the online citizens Mobility Kit (Task 2.3)
- Facilitates local communities in co-creating** innovative mobility concepts (Task 3.1)
- The **rollout of the interventions and their execution will be supported** by the local Citizen Mobility Communities...and the Citizen Mobility Kit (Tasks 4.1 and 4.2)

## Components

- Citizens' participation** will be facilitated through the **electronic policy making service** (i.e. Consul e-participation tool) of the Citizen Mobility Kit (Task 3.2)
- The Cities-4-People '**Development Toolkit and Replication Guide**' will be **elaborated and added to the Citizen Mobility Kit.** The toolkit will include blueprints and lessons learned. (Task 6.3)
- Components to analyse data and community feedback in real time, i.e. a voting/evaluation component (see below).

## Data

- The **data collecting sensors can be connected** to the online Citizen Mobility Kit so that citizen users and partners can **analyse the data in real time.** (Task 4.3)
- Community feedback will be collected at multiple levels...[also]...through our Citizen Mobility Kit' component which will also **ensure the continuity and openness of the procedure [of collecting relevant data through community feedback].** (Task 5.1)
- [Users' **real time assessment**] **data** could potentially be collected **through Citizens as 'sensors on location'** connected to the online Citizen Mobility Kit. (Task 5.2)
- The **real time assessment [of users' data] will be realised through an easy-to-use voting and administrative web-based interface** that will be

<sup>1</sup> Bold has been added by the authors to the following points for emphasis and clarity.



provided through the Cities-4-People Citizen Mobility Kit **voting/evaluation component** (i.e. Agora Voting tool) (Task 5.2).

-The [voting/evaluation] tool will be **available through the Citizen Mobility Kit web version** and will offer a **secure, flexible and transparent** way for pilots' participants to assess the interventions. (Task 5.2)

In addition to the above requirements found in the work packages, the grant agreement contains additional descriptions of the CMK:

"The digital tools are enveloped in our Citizen Mobility Kit, which will employ existing open source collaborative technology tools (e.g. OpenLabs, D-Cent). These collaborative technologies cover a wide range of functionalities like citizen notification, collaborative decision making, electronic voting, reward schemes, mapping of crowdsourced public input (e.g. Shareabouts, see figure). For each of our test sites we will create a unique lab and we will support our communities in using the kit. Our experts will consult, train and guide citizens from ideation to conceptualization of solutions." (Grant Agreement, p. 149).

"The (CMK) will:<sup>2</sup>

- Function as a long-term repository of experiences and solutions developed in the context of each city.
- Increase the visibility of mobility innovations and support their transferability to other areas.
- Include an inventory of urban mobility solutions.
- Include a notifications service to enable citizens to receive information on local mobility activities that are of interest to them (e.g. Mooncake notification tools).

Functions yet to be added are:

- A reward scheme service component (e.g. Freecoin).
- Public transport design tools that offer communities the opportunity to redesign the public transport system based on their parameters (e.g. Transitmix app)(Grant Agreement, p. 156-157).

As demonstrated above, the CMK's requirements are widely distributed in their initial presentation in the grant agreement, with regard to their responsible party, and in their role in the project. This distributed nature requires us to approach the development of the CMK with an agile and user-driven development process. That is to say, tools and resources within the CMK will be added as they become needed in the project and when the precise role of those tools and resources is clearly defined by community needs and goals. For this reason, in its first iteration, the CMK currently focuses on enabling community building, engagement, co-creation, collaboration, and the creative process, which address the pilot partners' most current needs.

---

<sup>2</sup> Additional tools and resources will be added to the CMK based upon community needs. Components not found to be necessary or relevant by the pilots may not be included and vice versa.

### 3. Introducing the Citizen Mobility Kit (CMK)

Because of the combinatorial nature of the CMK's requirements, we have decided to design the kit with a modular approach that allows additional components to be easily added to the kit. At this stage, as elaborated in the following section, the CCN serves as the foundation and first major component of the CMK, alongside or within which future additional components will be added.

The Cities-4-People work package stipulates that: "In its initial form, the kit will **enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.**" For this reason, we have chosen to build the CCN as the foundation and first major component of the CMK.

#### 3.1 Co-Creation Navigator (CCN)

This section describes the role of the CCN as the first and foundational component of the CMK, serving the following project requirements:

- is an online repository for tools and applications
- is a platform and tools to support on site activities
- In its initial form, the kit will enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.
- During the project's activities, new functionalities will be added for each location and for each pilot, depending on local needs
- easily accessible through desktops and mobile devices
- The Citizen Mobility Kit will be designed so that it can be easily applied and utilised by citizens as well as stakeholders.

This section contains the following:

- link to CCN: <http://ccn.waag.org/>
- screenshots of CCN
- short text descriptions of the CCN's purpose and function

##### 3.1.1 The Role of the CCN in the Cities-4-People Citizen Mobility Kit

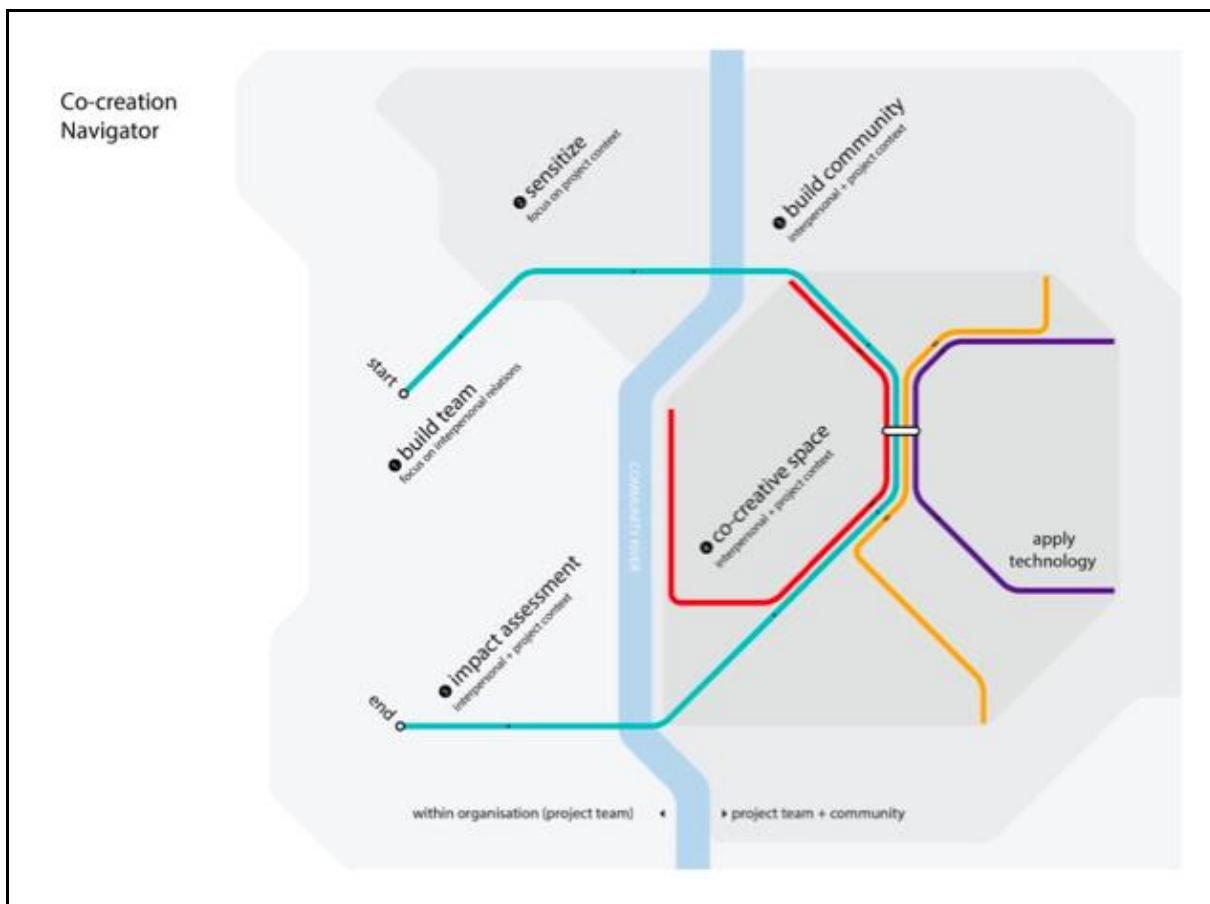
The CCN is an online tool for capacity-building that guides pilot leaders and citizens through the co-creation process by presenting a series of relevant descriptions, strategies, and resources via the visual metaphor of a metro map. The CCN addresses the current needs of the pilot cities' Citizen Mobility Labs by providing a digital guide to relevant tools and resources to set up a lab, attract people to the lab, and work collaboratively. It is available for all partners online and via mobile at: <http://ccn.waag.org/>

The Citizen Mobility Labs were designed, roadmapped, and scoped during a weeklong workshop hosted by Waag in Bergen aan Zee, in January 2018 using many of the tools and methodologies found in the CCN (a prototype of the CCN was presented at the workshop). The CCN serves as an affirmation and extension of the lessons learned for team-building and co-creation during this workshop, allowing pilot partners to directly access and apply this knowledge in their local contexts. As a consortium, Cities-4-

People has met biweekly since this launch via teleconference to address questions and developments related to co-creation and use of these tools and strategies in their local sessions.

### 3.1.2 Description of the CCN

The CCN guides pilot coordinators and citizens to work co-creatively, based on an educational programme<sup>3</sup>. It is developed to teach facilitators how to engage citizens in co-creation with a diverse group of stakeholders, and it is recommended that groups using the CCN assign one “driver” of the process. However, any member of a team can use the CCN, as it is open to browse and explore. In addition to open exploration, users also have the option to follow the track laid out by the visual metro map, which guides them through the entire co-creation journey providing feedback and advice along the way.



**Figure 2: Screenshot of the landing page of the Co-Creation Navigator (CCN)**

Although co-creation is not necessarily a linear process, there is nonetheless a structure that can provide guidance. The CCN defines five zones or stages in that process (that do not necessarily take a linear trajectory):

<sup>3</sup> The education programme has been developed by Waag through experiences in various contexts in the following (European) projects; Vetlicat, Decarbonet, Planting the Future, Big Picnic, and Mobility Urban Values.

**Foundation** – It starts with a focus on the team that will start working in co-creation with stakeholders. Here, practitioners focus on the skills and mindsets necessary to design a good co-creation process and on the interpersonal relations in the team. In C4P, pilots have conducted significant training on this stage during the workshop in Bergen aan Zee.

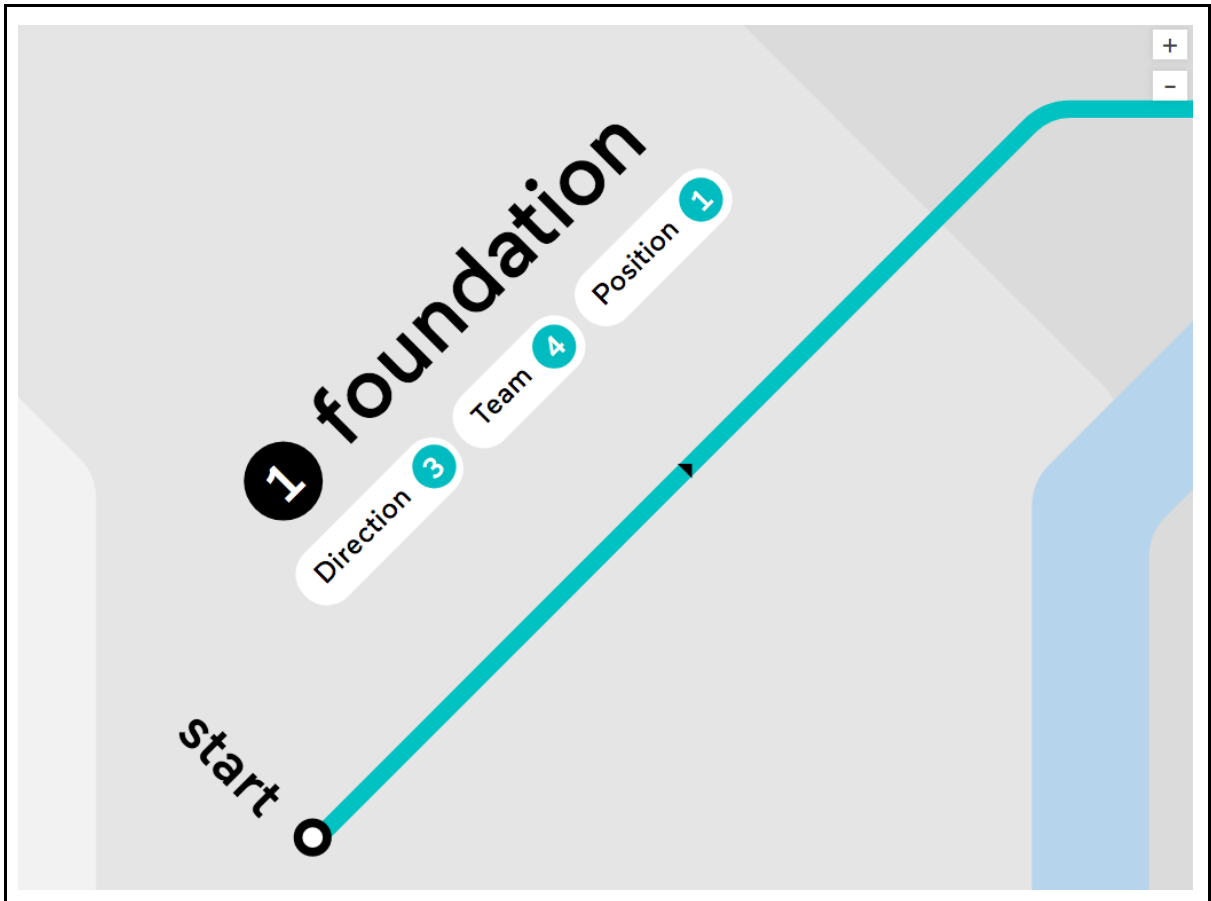
**Context** – The next stage focuses on sensitizing through in depth research and learning in order to get beyond one’s personal point of view: getting acquainted with the project’s specific context, and being sensitive toward that context. C4P pilot partners have met with local citizens and relevant stakeholders to initiate this process. They have conducted interviews and research in their local communities, and undertaken exercises to facilitate sensitivity during workshops.

**Community** – Once aware of the specifics of the context, a community can start to be built. C4P pilot partners have been engaging their communities through warm-up sessions, meet-ups, communications outreach, etc.

**Workspace** – With that community in mind, pilot leaders and citizens are coached to create their co-creative space in which they work together with their team and stakeholders. Partners have prepared their spaces and some have launched their labs. The actual collaboration in these co-creative spaces are going to take place over the coming months.

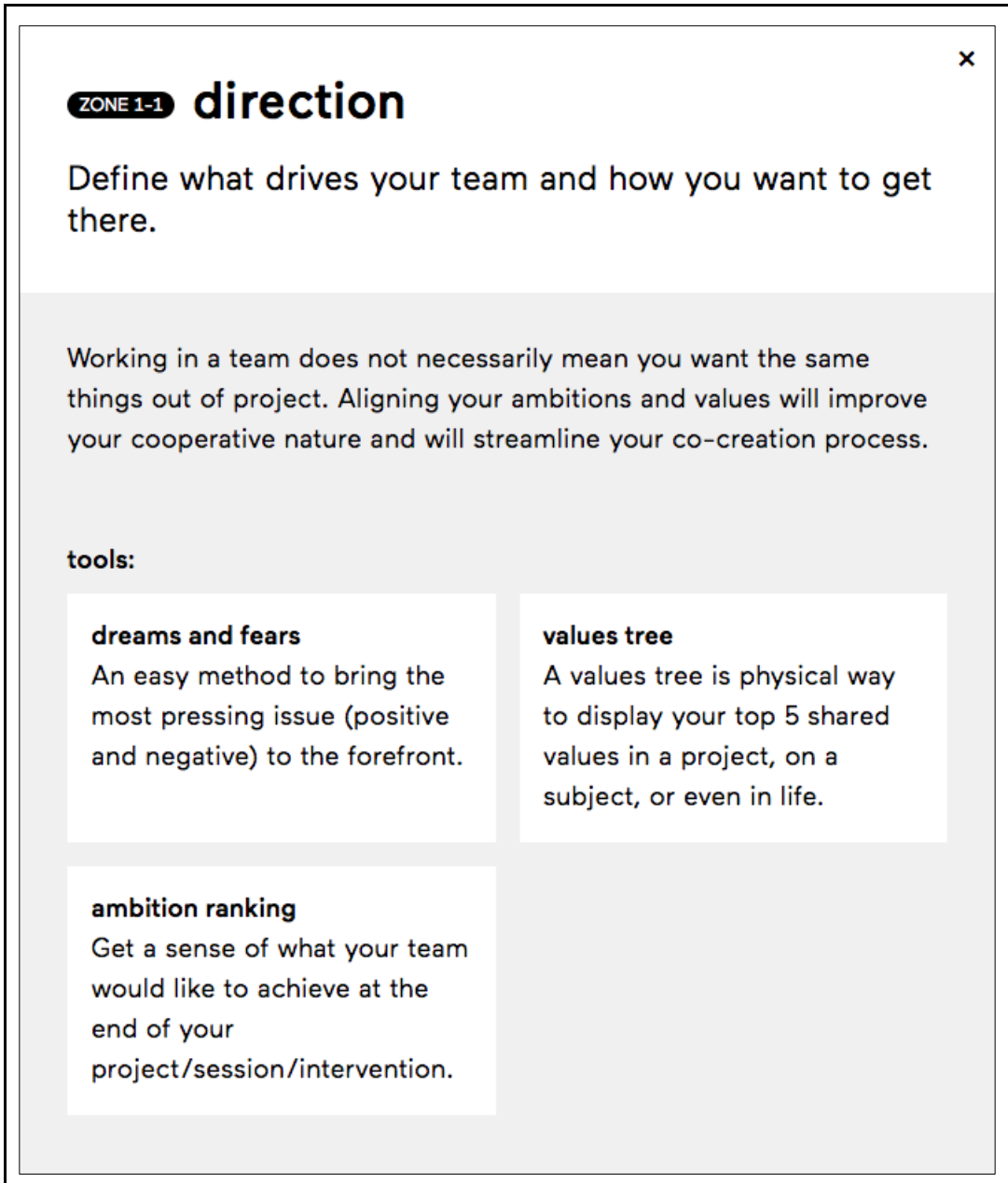
**Assessment** – Practitioners are provided tools to reflect on the results gathered and relationships built.

Each of the five zones contains additional subcategories, which are filled with tools and resources. For example, see the image below. Within the Foundation stage, there are resources for subcategories like Direction, Team, and Position. The number of dots next to each subcategory represents how many resources it contains.



**Figure 3: Close up view of the “Foundation” stage of the Co-Creation Navigator (CCN)**

Clicking on one of these subcategories opens a box containing the relevant tools. For example, at the moment there are two tools related to “Direction” during the teambuilding stage. Clicking on “Direction” will open a window displaying these tools (see below).



**ZONE 1-1 direction** ×

Define what drives your team and how you want to get there.

Working in a team does not necessarily mean you want the same things out of project. Aligning your ambitions and values will improve your cooperative nature and will streamline your co-creation process.

**tools:**

- dreams and fears**  
An easy method to bring the most pressing issue (positive and negative) to the forefront.
- values tree**  
A values tree is physical way to display your top 5 shared values in a project, on a subject, or even in life.
- ambition ranking**  
Get a sense of what your team would like to achieve at the end of your project/session/intervention.

*Figure 4: “Ambition Ranking”, “Values Tree”, and “Dreams and Fears” are three tools housed within the ‘Direction’ subcategory of the “Foundation” category of the Co-Creation Navigator (CCN).*

Selecting one of the tools will then provide an introductory description of the tool, along with relevant links to PDFs, websites, or other materials to be used alongside the tool.

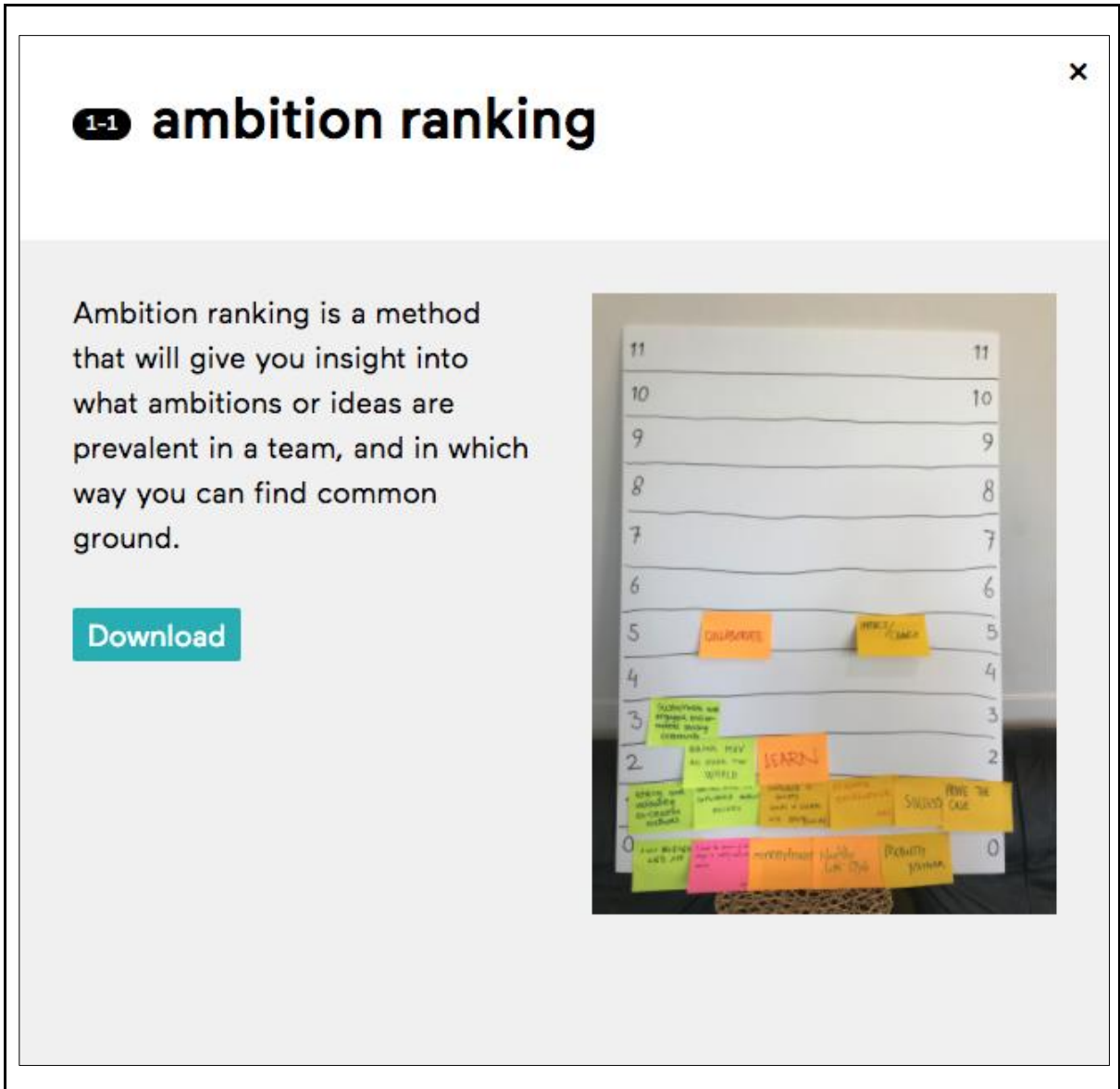


Figure 5: Window for the Ambition Ranking tool within the Co-Creation Navigator (CCN)

In this case, clicking the download link will direct users to a PDF with all of the relevant information for conducting the Ambition Ranking exercise ([Appendix 1](#)).

In this example, the portion of the CCN analysed takes the following format:

- Category: Foundation
- Sub-category: Direction
- Tool: Ambition Ranking
- Description page: Ambition Ranking

Tool: Values Tree

Tool: Dreams and Fears

Sub-category: Team

Sub-category: Position

Note that in total, there are five categories in the CCN, each of which houses further subcategories, tools, and description pages. The above description only explores one potential path out of many in the CCN.

## 4. Future of the Citizen Mobility Kit (CMK)

The following subsections describe the next steps to be taken in developing the CMK as an integral part of the Mobility Labs. As mentioned earlier, the CMK will keep pace with the relevant needs of the project as it develops through an agile and user-driven development process. This means that for any developments, the need for those developments comes first. The project aims to work alongside citizens to responsively develop the tools that are suited to their needs as those needs present themselves.

Each component of the CMK as proposed in the grant agreement will be addressed first by co-creating alongside citizens to understand how these components will be utilized and if they will serve a constructive purpose. Some approaches will be tailored to each city, while others will be shared by the consortium as a whole. This step is being undertaken now, at the current stage in the project. Future developments in the CMK will be based on the outcomes of the project's current phase.

### 4.1 Future of the Co-Creation Navigator (CCN)

The CCN will undergo a series of iterative developments over the course of the next year. These include but are not limited to the following:

—Continuation of biweekly consortium calls, with an emphasis on use of the CMK and CCN: This will place an explicit focus on usability by providing a structured format to continuously iterate the CMK based on the needs and use as identified by pilot partners. Since actual pilots vary widely from city to city, from an operational perspective, requirements need to be prioritized to get the most cross-cutting features and support as much participants as possible.

—May, 2018: CCN Demo with the C4P Consortium in Hamburg: This will be the first live demo with the consortium, and will focus on newly added features that may not have been covered during biweekly calls.

—June, 2018: Version 2 of the CCN will be made available: There will be new features and improvements to the CMK. We may also involve other projects with other types of users before this stage in order to add more tools, feedback, and content based on the experience of other co-creators (e.g. MUV, Big Picnic, DOIT).

—Mid-September, 2018: Version 3 of the CCN will be made available

—End November, 2-18: CCN Beta version presented to C4P project partners, with additional testing on coaching elements, mindset integration, and service design.

In addition to the aforementioned steps, the CCN will also undergo ongoing updates in the form of new content added, user-friendly design implementations, and other updates based upon initial feedback and research.

### 4.2 Future of Additional Components

Future components and qualities of the CMK will be developed over the course of the Cities-4-People project based upon forthcoming work packages and the descriptions of the CMK contained in them, as well as the needs and goals of citizens and local pilot projects. These may include:



–**a platform for exchange between citizens and other stakeholders:** This will be delivered in task 3.2, and will likely be facilitated by an open source electronic policymaking service (e.g. the [Consul](#) e-participation tool, or a web-based voting and administrative interface (e.g. [Agora](#) voting tool).

–**a method for the collection and real-time assessment of user data:** This will begin to be developed in Task 4.3, when data collecting sensors will be connected to the CMK. Tasks 5.1 and 5.2 will ensure that this facilitates a continuous and open procedure of collecting relevant data through community feedback. Based on community and use case requirements, we will support pilots in real time and web-based assessment of data. The acquired insights will feed back into the platform for exchange above.

–**new functionalities specific to each pilot:** Based on the feedback and needs of pilot cities in the coming months, new functionalities and/or tools may be added to address the specific needs of pilot cities.

–**availability in 5 languages:** The CMK will be made available by the local partners in each five national languages: English, Turkish, Hungarian, German, and Greek.

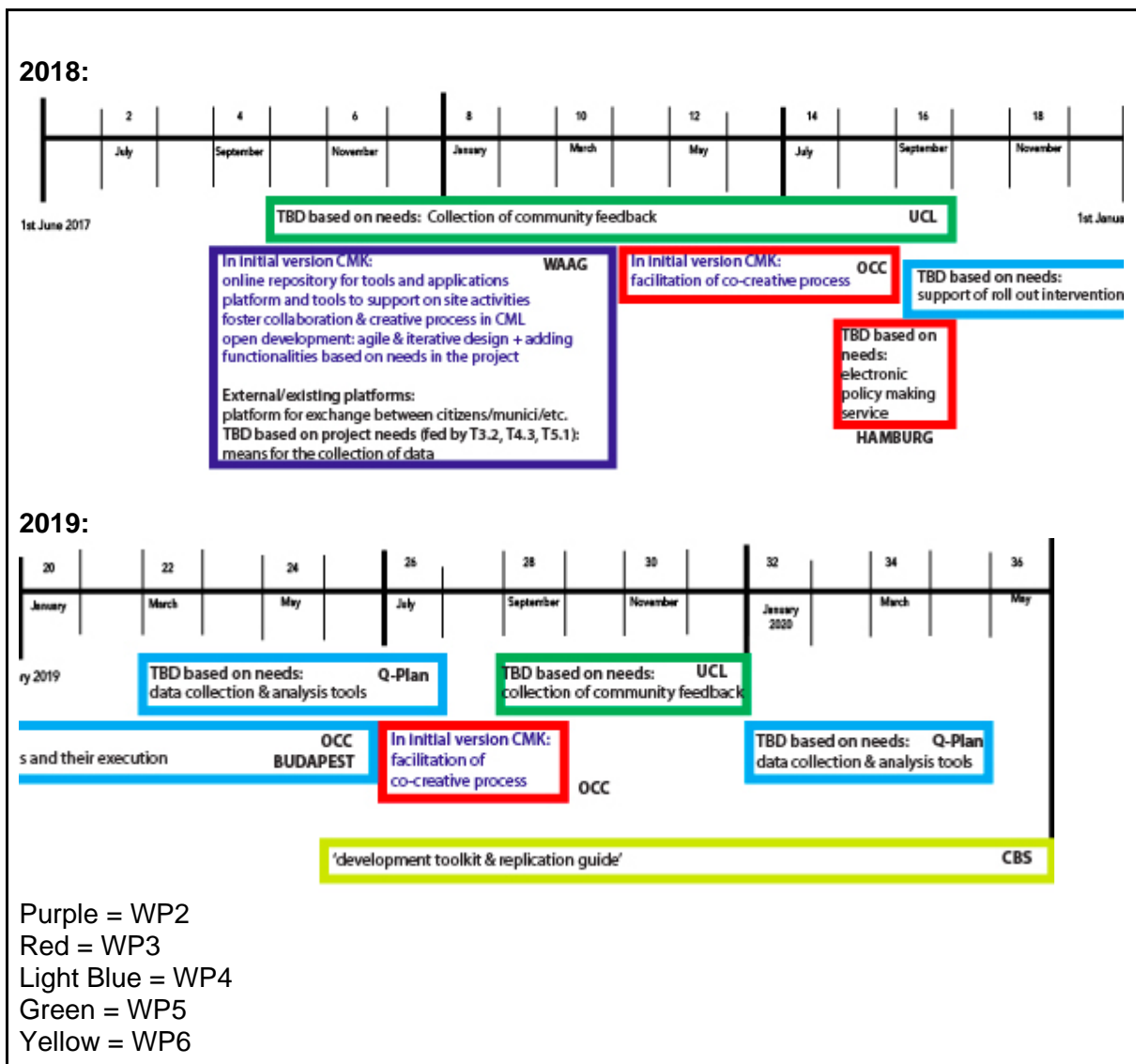
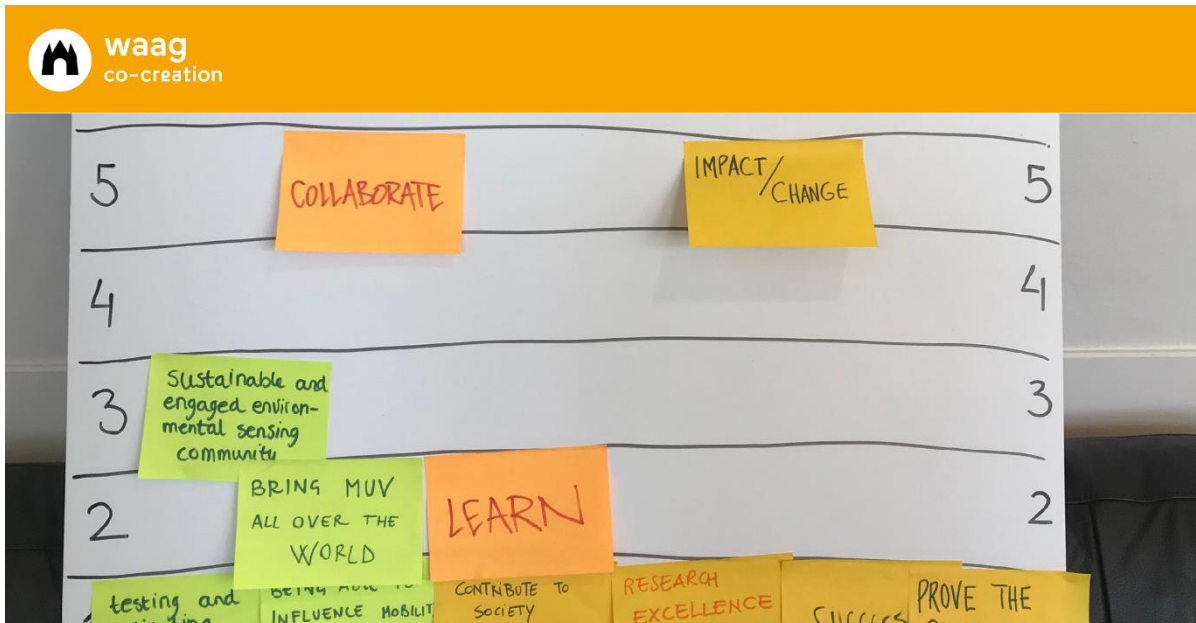


Figure 6: Timeline of CMK developments (tagged with the responsible party and work package).

# 1. Appendix 1: Ambition Ranking PDF



## Ambition Ranking

**purpose:**

Get a sense of what your team would like to achieve at the end of your project/session/etc.

No ambition is wrong – but some are more pressing and shared by more people.

This exercise will give you a better sense of your priorities and about each person’s interpretation of the work.

**timeframe:** 20 – 40 minutes

**number of facilitators:** one

**group-size:** 4 – 10 people

**materials:**

post-it notes and markers  
blank wall for ranking field

**instruction:**

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

- Hand out post-it notes to all participants. Ask them to write down 1 – 5 ambitions they have for the project/session/ etc.

If you have a big group only 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. (5 – 8 min)

- 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. (10 – 20 min)
- 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. (5 - 10 min)
- Review the results of the votes. This information can feed new exercises.

Take a look at the top 3 ambitions. What does this mean for the project? When you look at your entire field, are there ambitions that you would have overlooked before?