



## D2.4 – Launch of the C4P Citizen Mobility Labs

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)
- ✓ 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)
- ✓ Mr. Alper Gün (IU)

## Table of Contents

<b>ABBREVIATIONS .....</b>	<b>6</b>
<b>1. INTRODUCTION .....</b>	<b>7</b>
<b>1. BACKGROUND INFORMATION .....</b>	<b>8</b>
1.1 Labs .....	8
1.2 Workshop in Bergen aan Zee .....	8
<b>2. DOCUMENTATION OF LABS .....</b>	<b>10</b>
2.1 Oxfordshire Documentation .....	10
2.1.1 Oxfordshire Past.....	10
2.1.2 Oxfordshire Present.....	11
2.1.3 Oxfordshire Future.....	13
2.1.4 Oxfordshire Visual Documentation.....	14
2.2 Hamburg Documentation .....	16
2.2.1 Hamburg Past.....	16
2.2.2 Hamburg Present .....	17
2.2.3 Hamburg Future .....	18
2.2.4 Hamburg Visual Documentation.....	18
2.3 Budapest Documentation.....	19
2.3.1 Budapest Past .....	19
2.3.2 Budapest Present .....	21
2.3.3 Budapest Future .....	21
2.3.4 Budapest Visual Documentation .....	22
2.4 Trikala Documentation .....	24
2.4.1 Trikala Past.....	25
2.4.2 Trikala Present .....	25
2.4.3 Trikala Future .....	26
2.4.4 Trikala Visual Documentation.....	27
2.5 Üsküdar Documentation .....	27
2.5.1 Üsküdar Past .....	27
2.5.2 Üsküdar Present.....	28
2.5.3 Üsküdar Future .....	29
2.5.4 Üsküdar Visual Documentation .....	30
<b>3. GENERAL AND OVERALL ANALYSIS .....</b>	<b>31</b>
3.1 Trends .....	31
3.1.1 General Challenges Faced by Pilots .....	31
3.1.2 General Successes .....	31
3.2 Next Steps for the Consortium.....	32
<b>4. CONCLUSION .....</b>	<b>34</b>
<b>APPENDIX .....</b>	<b>35</b>
4.1 Appendix 1: Shared Timeline for Launch of Mobility Labs .....	35

4.2	Appendix 2: Survey.....	36
4.3	Appendix 3: Tools – Ambition Ranking and Crazy 8s .....	41
4.4	Appendix 4: Oxfordshire’s Barton Mobility Community Newsletter .....	43
4.5	Appendix 5: Üsküdar Communication Tools.....	48

### **List of figures**

Figure 1: Inside of the Barton Citizen Mobility Lab.....	14
Figure 2: Barton Lab Activities (1).....	15
Figure 3: Barton Lab Activities (2).....	15
Figure 4: Outside of Barton Citizen Mobility Lab.....	16
Figure 5: Inside and outside of the Budapest Citizen Mobility Lab .....	23
Figure 6: Planned locations for the Budapest Citizen Mobility Lab next to the ELTE Campus and the main building of the Budapest University of Technology and Economics during the 1-week roadshow in April 2018, along the Danube riverbank. ....	24
Figure 7: The Municipal Infopoint that will house the Trikala Citizen Mobility Lab.....	27
Figure 8: Inside of the Üsküdar Citizen Mobility Lab (currently under construction).....	30
Figure 9: Outside of the Üsküdar Citizen Mobility Lab (currently under construction).....	30

## **Abbreviations**

**C4P:** Cities-4-People

**CMK:** Citizen Mobility Kit

**CMC:** Core Mobility Community

**KTI:** Institute for Transport Services (non-profit LTD)

**BKK:** Centre for Budapest Transport

## 1. Introduction

This document serves as deliverable (D2.4 – Launch of the Cities 4 People (C4P) Citizen Mobility Labs). This deliverable is a “Demonstrator”. To that end, this document serves to demonstrate the Launch of the Citizen Mobility Labs, providing documentation of the progress made so far in the pilot cities and as a consortium with regard to launching the Citizen Mobility Labs.

In the following chapter, background information is provided detailing the goals and definitions of a lab suited to the needs of citizens and optimized to foster a co-creative environment. A short summary and description of the methodology workshop at Bergen aan Zee (see section 2.2) is then presented. The workshop provided information, tools, training, and planning for the launch of the Citizen Mobility Labs.

In chapter 3, documentation is provided by each pilot city lab in terms of past (what they have already done), present (what is going on now), and future (what next steps they plan to take).

Chapter 4 serves as a general analysis, giving an overview of the problems and successes the labs had, as well as next steps for the consortium members to take.

The Citizen Mobility Labs, which are presented and elaborated in this report, provide a space where co-creation can take place between pilot cities, citizens, stakeholders, and public officials. The labs have been developed by the pilot cities and the first phase has been launched. The pilot cities will continue to operate in the forthcoming months as open spaces for co-creating local mobility solutions in pilot cities.

# 1. Background Information

## 1.1 Labs

The role of Citizen Mobility Labs is to provide an “open formatting where interested and engaged citizens can meet, match, and then co-create solutions to their specific needs, helped by an array of experts, sharing their outcomes in the forms of blueprints, code, best practice and outcomes. The labs can take many physical shapes, depending on what fits the local mobility challenge and community needs.”<sup>1</sup> To support the physical space, digital resources will be developed, grouped as the Citizen Mobility Kit, which supports both the set-up of the physical labs and the process of co-creation with citizens and other stakeholders. The mobility communities participate in the co-creative spaces during events, such as Hackdays and Co-creation workshops. The objective is that the combined effect of introducing both physical and digital tools and methods will empower the community to collectively innovate and propose solutions, which will be developed and pilot-tested in their local communities<sup>2</sup>.

The Citizen Mobility Labs are adopting “the successful paradigm of Smart Citizen Labs organized in the City of Amsterdam by the C4P project partner Waag.”<sup>3</sup> The paradigm of the Smart Citizen Labs, a lab is considered a conceptual space—it may occur in multiple places, with multiple people, ranging over a period of time. It is a way of exploring, experimenting, and finding new ways to tackle issues. In a citizen lab, a project team and representatives from society comes together to solve a problem in a co-creation space.

The labs draw inspiration from the ‘theory of the third place’: a non-home and non-work public place on neutral ground, which allows for effective collaboration.<sup>4</sup> Occupants do not feel obliged to be in a third place, which should rather foster an atmosphere of equality without importance to economic, social, or other ‘status’ indicators. Third places are open, accessible, wholesome, comfortable, playful, and inviting. All of this serves to make people in the third place more honest and open.

## 1.2 Workshop in Bergen aan Zee

The workshop took place in late January, 2018 in Bergen aan Zee in the Netherlands. Led by Waag, this workshop provided the information, tools, training, and planning necessary for a successful launch of the Citizen Mobility Labs. Each pilot city focus on their upcoming needs—namely, to have the ability to constructively co-create alongside their citizens in order to identify mobility issues in their local context and develop actionable and achievable goals and solutions to address their mobility issues. The workshop used Waag’s past experience in co-creation teaching within other EU projects like Big Picnic, Mobility Urban Values (MUV), and working with Dutch

---

<sup>1</sup> *Cities-4-People Grant Agreement*, p. 15: 04/05/17

<sup>2</sup> Some of the information contained in this paragraph comes from C4P deliverable D1.1

<sup>3</sup> Ibid.

<sup>4</sup> This definition and the following descriptions of the “Third Place” are based directly on the writings of Ray Oldenburg, in particular *Celebrating the Third Place: Stories about the “Great Good Places” at the Heart of Our Communities*



Botanical Gardens, and with a particular focus on the successful paradigm that is derived from their implementation of Smart Citizen Labs in Amsterdam, Netherlands.

The workshop took a 'learning by doing' approach, where the tools and strategies for co-creation were conducted with consortium members, who will use these tools and strategies during their own local co-creation sessions. The same tools and resources are now being made available through the Citizen Mobility Kit's first iteration, the Co-Creation Navigator, which, among other roles, 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, C4P has met biweekly since this workshop via teleconference to address questions and developments related to co-creation and use of these tools and strategies in their local sessions.

The workshop in Bergen aan Zee concluded with a roadmapping exercise, whereby each pilot city created their own detailed plan of their local Citizen Mobility Lab preparation and launch. The consortium then came together to create a shared roadmap, highlighting significant dates, events, and goals of each pilot city in the context of the project as a whole. Following the workshop, this shared roadmap was then refined and shared throughout the consortium, serving as a shared timeline (See Appendix 1) amongst the partners to coordinate the launch of their Citizen Mobility Labs.

Bergen aan Zee workshop was not the only preparation undertaken by the pilot partners to prepare their mobility labs. Community engagement activities, warm up events, and meetings with particular stakeholder groups also provided a foundation for launching the Citizen Mobility Labs.

## 2. Documentation of Labs

A survey (see Appendix 2) was created and shared with each pilot lab in order to gather information and documentation regarding the preparation, launch, and future of the mobility lab in their location. This survey was organized in terms of “past”, “present”, and “future” of the labs, and included a request to include images of their lab and its environment as well as any other supporting visual documentation. In order to comply with forthcoming GDPR requirements, it was requested that images of non-consortium people be excluded from the images.<sup>5</sup>

The results of these surveys are presented in this section.

### 2.1 Oxfordshire Documentation

Oxfordshire’s Citizen Mobility Lab takes two forms: they have a permanent space as well as a pop-up events around their community. Oxfordshire’s partners have scoped their community’s needs in great detail, and continue to do so alongside their community members. They have already held a number of events, and their Citizen Mobility Lab is currently open to the public. In the future, they hope to continue to increase participation in their labs.

#### 2.1.1 Oxfordshire Past

Q: What steps did you take to develop your space?

A: For Oxfordshire’s space, we are taking an approach using both a stationary location and employing pop-up events to deliver our Mobility Lab. The stationary location is based in Barton Neighbourhood Centre (BNC), since this is very central to our intervention area, and hosts a number of groups, which we can tap into to form and expand our Citizen Mobility Community. We will have a continued presence in the form of a welcoming display within the centre, which is being provided free of charge by the Neighbourhood centre. This space has been secured.

Our pop-up events will be held in key locations around the community area and in locations frequently accessed by members of the Barton community, in order to pick up views of people who do not use the BNC. We have been liaising with a number of locations to book slots to appear in these places. These locations were selected with the mobility community, using the Ambition Ranking (see Appendix 3) tool to prioritise key areas of focus for the events programme.

To supplement this, we will be holding monthly scheduled workshops with the mobility community in order to review the results of the pop up events and the input to the stationary display. These will also be held at the BNC, and will use space rented from the centre; food will be provided, and a relaxed and friendly atmosphere will be fostered to fit the description of a ‘third place’, where co-creation can take place.

<sup>5</sup> In some cases, where photos with non-consortium members were provided, the visible people have been obscured by a black box.

**Q:** What steps did you take to engage your community and build your team?

**A:** The community was first scoped by an analysis done in collaboration with colleagues within Oxfordshire County Council, reviewing locations that suffered from mobility challenges. We settled on the Eastern side of the city of Oxford, due to the number of lower income communities in this area and the significant amount of employment and growth within the East of the city, but with a lack of public transport linking it up. We then reviewed the different communities within this area and liaised with the existing Barton Trustees group, to assess interest and support for the C4P concept. We were met with a positive reaction, and so started to form an initial mobility community building on this group of Trustees, and bringing in stakeholders from other relevant organisations, such as Oxford City Council, Oxford Bus Company and Oxford Brookes University.

The community was engaged through the use of:

- targeted emails
- attendance at key community events, such as Bingo
- distribution of flyers & posters
- newsletter articles
- use of champions within the Trustees group, to spread the word about the project
- posts on the Barton Community and Oxford City Council Facebook pages

Our first Co-creation event hosted 11 attendees.

### 2.1.2 Oxfordshire Present

**Q:** Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

**A:** Our lab is composed of 3 key components – a static interactive display in the BNC; a series of pop-up events to be held around Barton and locations frequented by Barton community members; and an ‘oversight’ regular monthly workshop with the core Mobility Community (CMC). This way, we can maximise our reach and engagement within Barton.

The Static Interactive Display:

This is an area within the BNC, in the main entrance foyer, which all attendees to the centre will pass by on their way through. It will measure 365cm x 200cm and consist of:

- an informational display outlining the Demand Responsive bus service which it is our focus to refine through co-creation with the community
- a map for members of the community to plot the destinations they would use the service to get to.

- an ideas box for people to provide input about what would maximise the benefit of this service, and help identify challenges members of the community may face when using the service
- contact details for the team, to get more info
- an events board, providing information on upcoming oversight and pop up events

#### Pop-up Events:

These will travel around to the following locations, to maximise contact with the Barton community, and try to ensure all elements of the community are heard:

- The BNC during key group meeting times
- Bayard's Primary School
- The number 8 bus service from Barton to the city centre
- The underpass leading out of Barton
- The John Radcliffe Hospital
- The Kassam stadium / Bowlplex
- Barton Leisure Centre
- BMW Mini Works
- 55+ housing
- Cowley Shopping Centre

These mobile events will consist of a refinement of the static display, with members of the C4P team and Mobility Community represented at them. They will be held in very visible locations.

#### The 'Oversight' Workshops:

These will be held at the BNC in one of the rooms, which are hired out for use. We have secured a room with sufficient space for about 30 people to attend. It is very central to the Barton area, and so easy for members of the community to access. It contains all the materials necessary for co-creations, such as:

- Tables and chairs to work at
- Flip charts
- White board
- Notice boards
- Access to pens, paper, post-its etc.

These workshops will review the outputs of the pop-ups and interactive stand, and supplement them with additional ideas.

**Q:** Describe your lab's activities. What has been going on there?

**A:** Our lab has initially focused on identifying the needs of our community. One of our first activities was a mapping exercise, where participants identified problem spaces on a visual map of their neighbourhood. We have also used the Ambition Ranking (see [Appendix 3](#)) tool a number of times, for example to come up with and prioritise the key mobility challenges faced within the community. A SWOT analysis of the Barton

area’s transport & mobility system was undertaken within the lab. More recently, the group has been focusing on how we should grow our mobility community, and designing the future approach for the mobility lab, using tools such as mind-mapping (<http://www.mindmapping.com/>) and the Crazy-8’s (see Appendix 3).

Q: Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

A: Our CMC has:

- Prioritised the key mobility challenges faced within the Barton community
- Come up with an approach for the mobility lab, in particular in identifying locations for the pop-up events and designing elements of the static display
- Reviewed the proposed Demand Responsive bus service to be launched in East Oxford as a solution to the key challenge around lack of public transport connectivity across Eastern Oxford. 'Demand Responsive' is different from a traditional bus in that instead of having a set schedule and route, the demand responsive bus will pick passengers up and drop them off when and where they like, combining the journeys of as many passengers as is convenient to increase efficiency and lower cost compared to a taxi or ride sharing service.
- Defined strategies for growing the community and established representatives for key elements of the Barton community such as 55+ housing.
- Come up with some initial ideas about how the service could be refined to better suit the Barton community, plus helped to define the area of operation for the service

### 2.1.3 Oxfordshire Future

Q: What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

A: We hope to increase the number of participants in our co-creation process, particularly people from the Barton neighbourhood. We also have the following events planned:

- Lab launch event on 28th March
- Regular monthly oversight workshop events
- outreach events using the pop-up lab every 1 to 2 weeks

Q: The Citizen Mobility Kit (CMK) is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

A: The CMK guides users through the process of co-creation, with options for tools and exercises to help facilitate this process. We have already started to use tools

within the kit for exercises undertaken with the community and within our organisation. We envisage continued usage of the CMK within the mobility lab, and are starting to adapt some of the tools for our specific requirements (e.g. ‘the Crazy 8’ has become ‘the Fabulous 4’ such that participants use the exercise to create four conceptual drawings, rather than eight of them).

Once the CMK is available on the C4P website, we hope that the Mobility Community will have the ability to select tools and design workshop sessions independently, leading to a higher level of citizen engagement. This will help demystify the co-creation process, develop a more independent and sustainable Mobility Community, and allow community members to use these tools in other community projects they are involved with.

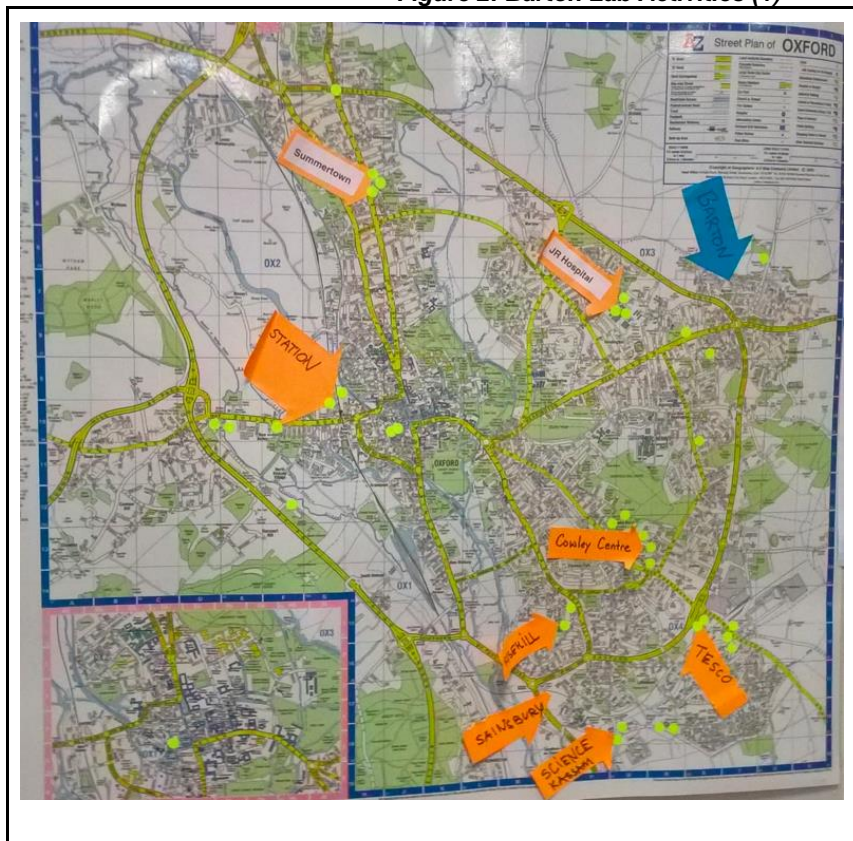
#### 2.1.4 Oxfordshire Visual Documentation



**Figure 1: Inside of the Barton Citizen Mobility Lab**



**Figure 2: Barton Lab Activities (1)**



**Figure 3: Barton Lab Activities (2)**



**Figure 4: Outside of Barton Citizen Mobility Lab**

A copy of Oxfordshire’s Barton Community Newsletter is included in Appendix 2.

## 2.2 Hamburg Documentation

Hamburg’s Citizen Mobility Lab launches at the end of March. Their labs will take the form of branded pop-up events which occur within their community. The pilot group has conducted outreach to citizens, local groups, and other projects in the field of mobility in Hamburg. With these and other stakeholders, the Hamburg team has conducted a survey to scope community needs. Hamburg’s local activities are supported by their local website, <https://www.cities4people-hamburg.de/>, which is available in English, German, and Turkish.

### 2.2.1 Hamburg Past

Q: What steps did you take to develop your space?

A: Due to construction delays, our original lab site – within the Quartiers management space in the Mitte Altona area – will not be available for the lab actions in spring and early summer. For this reason, we have focused on implementing the lab in the form of several pop-up events in locations in central Altona and in cooperation with other local organizations and planning efforts. We will use visuals and equipment to provide a ‘brand’ atmosphere to our events, so that we remain recognizable as a group while we do not have our own space.

Q: What steps did you take to engage your community and build your team?

A: We have actively reached out to many local groups and other projects in the field of mobility since the beginning of the project. Through our fall and winter workshops



and warm-up events, we have brought together representatives of these groups and from the general public in central Altona and lead discussions on the transportation challenges in the area. We have collected contact information from 90 people (citizens, administration, non-profit and advocacy groups) who wish to stay informed on the progress of the project and to be involved in the lab actions going forward.

We also completed a brief survey of the administrative and technical stakeholders to determine how and to what extent they wish to contribute to the project and what hopes they have. Many confirmed their will to support the project by attendance and participation in events and access to their networks. In the administration, this includes the planning entities responsible for the development of the Mitte Altona and Holsten areas. Regarding associations we established good connections to an accessibility advocacy group, the cyclists association and the local neighbourhood management office of Mitte Altona.

### 2.2.2 Hamburg Present

Q: Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

A: Our lab, as mentioned above, is not currently housed in a single physical space. Due to the difficulties with the space, in the first place our lab is a non-physical but still tangible feature inside the local community. To ensure this, we have and continue to form relationships with groups active in local mobility and planning issues so that our lab activities and impacts are amplified through their networks as well.

Q: Describe your lab's activities. What has been going on there?

A: Our lab launches officially on the 28th of March as part of the 'Marketplace of Possibilities' at an Altona Climate Plan event. Further dates and cooperation have been planned in April, with events with children and with the accessibility advocacy group.

In the lead up to the launch, we have been preparing an outreach strategy and materials focused on the needs of the local community. We have launched a local website (<https://www.cities4people-hamburg.de/>), available in German, Turkish, and English, before our lab launch event. We will, in connection with blog posts on the website, begin a regular newsletter describing our actions. The first newsletter will be published shortly after the launch.

Q: Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

A: No, as the lab has not started.

The local website will contain an interactive section, where ideas generated in the past events and the results of the online survey will be available. This is still under development.

### 2.2.3 Hamburg Future

Q: What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

A: We hope to increase the number of people involved in the lab work – both in idea generation and development. To do this, we are continuing our local outreach and developing an online format via our website that will allow participants to share ideas and comments outside of formal events.

Our overarching goal is to bring together the administrative, technical, and planning stakeholders with the local citizens in idea generation and idea development. Traditionally, these groups have worked separately and suffer from a lack of trust on both sides. Through our lab actions, we hope to specifically address this issue and to build understanding among disparate groups.

Q: The Citizen Mobility Kit is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

A: To clarify the role of specific tools in the kit, we have already completed a first organization, based on the links to methods that have been shared so far. Based on our review of lab event goals, timing, and audience, we have assigned three main stages to the process: sensitizing/Idea generation, idea development, and idea selection. We have further assigned the tools provided into one or more stages where we hope to implement them. We hope to be able to use the appropriate tools to keep the activities of the lab and participants focused on meeting short-term goals (in each stage), while maintaining an overall guiding vision for the outcome of the project.

### 2.2.4 Hamburg Visual Documentation

As the lab has not launched and as there is no physical space currently, we do not have images to provide.

## 2.3 Budapest Documentation

Budapest’s Citizen Mobility Lab will be set in an amortized bus. Their lab plans to open at the end of April, 2018. They will conduct a series of ‘roadshows’ to host lab events, which will take place in six different locations across the city of Budapest. The Budapest partners have identified, contacted, and met with interested stakeholders in the field of mobility in their local area. Moreover, the pilot team has already engaged a large community of citizens through digital and printed outreach, as well as a series of warm-up sessions.

### 2.3.1 Budapest Past

Q: What steps did you take to develop your space?

A:

We plan to create the Mobility Lab from an amortized bus (owned by our public transport operator company) and we have started the application request for the bus. We are finalizing a 6-month activity plan for the Citizen Mobility Lab.

We have submitted the request forms and additional documentation for permission to be able to park the bus in different locations. We plan a minimum 50 m2 community area as an attached physical space around the bus. Additionally, in a brainstorming session we have finalised the external and internal display of our Citizen Mobility Lab, and have assigned responsibilities to the project team members (KTI, MunBUD) to provide or purchase the required lab items on time. Plus, we have collected a few possible Hungarian names for our Lab, and we have finalized the launch date for the Lab, which is 23rd of April 2018.<sup>6</sup> We plan to have our Deputy Mayor dr. Balázs Szeneczey to hold the opening speech at the Lab launch ceremony.

We have selected the 6 inner city locations for the Citizen Mobility Lab to locate the C4P roadshows.

1<sup>st</sup> location: The Lab opening ceremony and the first location for the bus is at the Műgyetem embankment (XI. district),

2<sup>nd</sup> location: Batthyány Square (I. district),

3<sup>rd</sup> location: VaLyo old boat docking area South to the Rákóczi bridge (IX. district),

4<sup>th</sup> location: Nearby park area close to the Clark Ádám Square (I. district),

5<sup>th</sup> location: Budapest’s 5th district at the Városháza park,

6<sup>th</sup> location: Return to Műgyetem embankment or to a new location near the Castle Garden (Várkert Bazár) area (I. district).

We plan to move our Citizen Mobility Lab in a 1-week roadshow setting from one location to the other. Our 1st roadshow 1-week activity in April 2018 is planned on the Műgyetem embankment along the Danube river. From here, there will be another 1-week active co-creation planned for the Batthyány Square in the 1. district, and we plan to follow the above listed schedule of mobility lab locations.

<sup>6</sup> Because Easter Sunday and Easter Monday are public holidays in Hungary, and because the next Hungarian parliamentary elections will be held on 8 April 2018, we can only launch the Lab in the end of April 2018.

During co-creation sessions, we will develop an easy-to access space in front of the bus and within the bus to provide the setting for the urban solution workshops. We will create a relaxed atmosphere for the Citizen Mobility Lab, and equip it with co-creative tools to make it inviting for the local citizens to come by and be involved in the planned pilot later on in September 2018.

Initiated cooperation:

Next to our identified stakeholder groups, we plan to find ways to cooperate with the universities along the Danube river bank. Therefore, on 13th March 2018, our project team from the Municipality of the City of Budapest have met with Mr. Béla Munkácsy from the Eötvös Loránd University ELTE (from the faculty of Institute of Geography and Earth Sciences) to have an introductory meeting about the C4P project and find out possible collaboration opportunities between the university and C4P. Eötvös Loránd University is the oldest and largest university in Hungary, and its new campus is located close to the C4P pilot area . We have agreed with the Centre for Budapest Transport (BKK) and the Institute for Transport Sciences (KTI) that we will also meet with the representative of the Corvinus University of Budapest and invite the lecturers of the Budapest University of Technology and Economics to our Citizen Mobility Lab to increase awareness and engagement in the lab activities.

To fill our Citizen Mobility Lab with interactive co-creative session for the planned roadshow periods, from 26-29th of March 2018 we are planning to will meet with 3 key stakeholder groups: FabLab Budapest, Dunai Regatta, and VaLyo. We have also agreed to employ communications specialists for the roadshows.

Q: What steps did you take to engage your community and build your team?

A: After identifying the mobility challenges of Budapest, and after summarizing the conclusions of the online and semi-structured interviews, our team wanted to sensitize its key stakeholder groups and the interested the civic organizations about bottom-up approach and make them familiarized with the C4P project idea. It turned out, that civic organizations, representing the local communities have the most immediate connection to the locals. Their motivation and inner drive to take part in the C4P project seemed to be more explicit in contrast to institutional stakeholder groups. Additionally, member of staff of community associations seemed also quite motivated.

The Budapest C4P project team have prepared/sensitized them, we engaged an initial community through:

- digital outreach (~50 emails to key stakeholders),
- 200 printed distributed questionnaires to locals (handed out on the European Mobility Week in Budapest September 2017),
- short C4P project summary in Hungarian (published in official city websites of the Municipality of the City of Budapest, and of BKK).

Our first C4P warm-up session hosted 17 attendees; our second session had 20; our third had 200; and finally, our most recent warm-up session had 21 participants.

### 2.3.2 Budapest Present

Q: Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

A: The Citizen Mobility Lab will be in an old fashioned BKV bus (type Ikarus 260), and we request the public land use permit for a 50-60 m<sup>2</sup> area an extra place next to the mobile bus itself. The bus can host up to 10 people, at the front there is a staff only section for 4 people. Outside, next to the bus, there will be 10-15 folding chairs and 2 round small coffee tables. Inside the bus, laptop and a projector and its roll-down screen would be used. To create better visibility, and the chill out atmosphere, outside next to the bus there could be garden plants, a parasol, a roll up, and a banner-like flag with the C4P logo.

The bus is easy to access, visible, and we can take the bus to a new location in every month based on the 1-week roadshow schedule from April - September 2018. Based on the experience of the 1st roadshow, we will plan on.

There will be wooden materials for specific co-creation activities provided by WAAG: creative tools both for children and adolescents. A box for ideas collection will also be used.

Q: Describe your lab's activities. What has been going on there?

A: Our lab will focus on identifying the needs of the local community in Budapest. There will be various co-creative exercises to tackle the challenges of the pilot area, and also to discuss the transport-focused themes from different aspects (such as stakeholders' objectives).

Q: Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

A: The launch of the Budapest Citizen Mobility Lab is scheduled for 23rd April 2018. We are very enthusiastic about the bottom-up approach methodology and its acceptance in Budapest, and anxious to see how mobility challenges are contextualized into plans, and how these plans will serve the pilot intervention planning in Budapest this fall.

### 2.3.3 Budapest Future

Q: What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

A: We hope to increase the number of participants in our co-creation process, particularly people from the I. and XI. district of Budapest. Additionally, we think that members of civic organizations will be motivated to take initiatives of the C4P project. We assume that the 3 big universities which are located along the Danube river bank will be curious and favourable of our sustainable project goals. Budapest team will do its best to successfully engage and motivate its citizens the university students, the mobility enthusiasts, academia, city and mobility planners by using informal, interactive and co-creative tools.

Activity type 1: we will have questionnaires for the visitors to fill in, we will continue Crazy 8 sessions, have a wooden Story puzzle set, maybe even a few Lego set to demonstrate an idea, and open discussions as well as brainstorming sessions and World Café activities will be part of the co-creation. Additionally, we will have challenge identification on maps along the Danube river bank where the participants could identify mobility related problem areas on a visual map of the Danube bank.

Activity type 2: we will also have rapid academic open workshop sessions on sustainability, mobility issues and on smart technologies (15 minutes long) initiated by speakers of the local universities to the locals.

Activity type 3: a few (4-5) C4P project related university seminars will be held at the Citizen Mobility Lab during the last week in April 2018.

Activity type 4: we will join some of the ongoing street festivals of the city (e.g.: Danube Regatta, Budapest Urban Games, University Days ...etc.)

Presentation Day: scheduled for May 2018

Hackday: scheduled for June 2018

Q: The Citizen Mobility Kit is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

A: The Citizen Mobility Kit guide will help the process of co-creation with local citizens in the Lab. After the “Co-creation Navigator” kit has been tested, our team is ready to use it with our community members in the Lab. On the one hand, its digital tools will give us comparable and transparent indications and results of the opinion of the local community, on the other hand using the kit helps to maximize citizen engagement, and it will also create fun and relaxed atmosphere. There will be co-creative activity sessions advertised, and citizen participation will be supported by civic organizations.

### 2.3.4 Budapest Visual Documentation



**Figure 5: Inside and outside of the Budapest Citizen Mobility Lab**



**Figure 6: Planned locations for the Budapest Citizen Mobility Lab next to the ELTE Campus and the main building of the Budapest University of Technology and Economics during the 1-week roadshow in April 2018, along the Danube riverbank.**

## 2.4 Trikala Documentation

Trikala's Citizen Mobility Lab is housed in their municipality's Info Point, which is located in the city centre. They have held a number of warm up events in their community to make their project known to citizens and public officials alike. Their lab will launch at the end of March, at which point they will engage in a series of co-creation activities to identify the mobility needs of their local community. The Trikala pilot hopes to constantly increase the number of participants in their lab as they move towards identifying sustainable mobility solutions for their city.



### 2.4.1 Trikala Past

Q: What steps did you take to develop your space?

A: The space we will use is the Municipality's Info Point, located in the central square in the centre of the city and also our intervention area. It was an obvious choice because of its strategic position and visibility. We have discussed this with the president of the Volunteer's Association and also with the Mayor's special advisor, they both agreed to implement it there and they were very eager to help and participate. There will be some rearrangements for it to host our Lab.

Q: What steps did you take to engage your community and build your team?

A: Through the following warm up events, the co-creation and consultation workshops the core community was built:

Warm-up #1: 2 November 2017, Trikala City Hall

Warm-up #2: 29 November 2017, "ΑΡΩΓΗ" Association for disabled premises, Trikala

Warm-up #3: 20 December 2017, Mill of Matsopoulos, Trikala

All events started with a short introduction of the C4P scope, then discussions followed on the mobility issues within the city, specifically in the area around the central square. All participants contributed ideas about what they believed would render a successful Mobility Lab, with the common idea that the location to co-host it with the Municipality Info Point in the central square would be the ideal location for it to have a maximum exposure.

We maintained telephone contact as well as physical with the key stakeholders interested, as they are people who collaborate with our office in other projects as well.

### 2.4.2 Trikala Present

Q: Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

A: Our lab will be in the Municipality's Info Point, located in the central square in the centre of the city, a place with high visibility and circulation by both pedestrians and vehicles. This is where people can freely rent municipal bikes, it is a space that can have few (5-10) people inside but lots of outside activities in the square. It is already associated with mobility so our mobility lab is a perfect match for it.

Q: Describe your lab's activities. What has been going on there?

A: Our lab plans to have various activities in order to identify the needs of the community and engage their interest, like the exercises from the mobility kits and other ones incorporated with city events such as marathons and the weekly bicycle rides that start at the city square. We plan to have the photo safari (as learned from our C4P Methodology Workshop), organize info days connecting to other potential mobility projects (that either we or the Municipality participates), and have an online site about the Lab.

Q: Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

A: Our lab will start at the end of March, so there are not any immediate outcomes yet. But we have high hopes of interaction with our citizens and participation in the city's mobility events.

### 2.4.3 Trikala Future

Q: What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

A: We plan to constantly increase the number of participants with co-creation activities and city events. The participation of the volunteers will also help increase awareness and collaboration. We will also utilize the bicycle rides that start from the central square and have a lot of people joining (happening in springtime and summer) as well as have interactive games with children (after the summer with the new school year).

Q: The Citizen Mobility Kit is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

A: The usage of the Citizen Mobility Kit will hopefully get people interested in our city’s mobility issues. Furthermore, we believe that through these tools and exercises the interest of the citizens will be maintained throughout the Mobility Lab since it will help them with co-creation and participation in their own city’s mobility is.

## 2.4.4 Trikala Visual Documentation



*Figure 7: The Municipal Infopoint that will house the Trikala Citizen Mobility Lab*

## 2.5 Üsküdar Documentation

Üsküdar has allocated a large and central space from their municipality to host their Citizen Mobility Lab, which launches in April. The pilot group has designed numerous outreach materials for their lab, and has already begun to engage citizens through a large series of outreaching efforts in the form of digital outreach, phone calls, and physical posters. Their initial community outreach sessions have reached a large audience, and have already begun to co-creatively address pressing issues faced by citizens in Üsküdar.

### 2.5.1 Üsküdar Past

Q: What steps did you take to develop your space?

A: Our space is currently being allocated from our municipality after having been selected based upon its size and central location. We acquired the space in mid-February.

We have been working on design and construction of the lab to fit the description of a 'third place' conducive to co-creation and needed tools for 6 month period of lab using. We have started the purchasing process, which includes deciding on tool lists, preparation of proposals and approvals of permissions. Currently we are waiting for paperwork procedures to be completed.

We have organized a brainstorming among the team to decide on the name of our lab and the slogan we will use. We have designed communication tools (see [Appendix 3](#)).

These include:

A poster that will be used during the workshops and used as an invitation to local institutions to join our lab.

A leaflet that will be distributed publicly in the city center throughout the project

Roll-ups to be used during workshops and events

A banner will stay in our lab and be brought along to activity locations wherever we host an event.

A notebook will be distributed to participants of our lab activities and at key events.

Q: What steps did you take to engage your community and build your team?

A: The community was first scoped by an analysis done in collaboration with our local government. After identifying a neighbourhood with mobility needs, we engaged an initial community through:

- digital outreach (3.000+emails)
- social media posts (website, Facebook, Twitter)
- announcements on public spaces (voice announcements for 1+ week)
- phone calls (100+)

Our first session hosted 23 attendees.

Our second session hosted 200+ attendees.

Our third session hosted 27 attendees.

Our co-creation workshop hosted 14 attendees.

Our consultation workshop 12 attendees.

Our networking lunch hosted 23 attendees.

## 2.5.2 Üsküdar Present

Q: Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

A: Our lab is located in the Uskudar city centre, in the municipality building. It is a closed physical space with a glass wall at its entrance. It contains spaces for groups ranging from small (5 to 15) to medium (15 to 40). It has comfortable furniture, which allows participants to spend time inside even when there is not a workshop. The room can be easily arranged both for meetings and workshops. It is easy to access, publicly visible, and contains materials necessary for co-creation such including Lego sets, colorful papers, colorful pens, stickers, post-its, flipcharts, writing board, flexible and movable tables, comfortable bean bag chairs, and maps of Uskudar and so on. The area is suitable for the running co-creation activities and future events.

Q: Describe your lab's activities. What has been going on there?

A: Our lab has not launched yet. Currently, we have the plan of activities for the first 6 months. Those activities contain public participants, authorities, academicians and social community representatives. The lab will hold activities, which allow participants to co-create mobility concepts and solutions with their hands in a group activity.

Q: Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

A: As the lab is in its construction process, there has not been any physical outcome.

### 2.5.3 Üsküdar Future

Q: What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

A: We hope to reach a good amount of participants in our co-creation process (at least 25 people per workshop), particularly people from the City Center & neighborhoods. We want to include wider range of social communities and civil representatives in our lab. We plan to work on dissemination and communication activities more to increase the awareness regarding our project. We also have the following events planned:

- presentation sessions
- hackdays
- neighborhood district meetings
- school meetings
- festival visits (opening a stand in festivals)
- meet-up with local urban planners

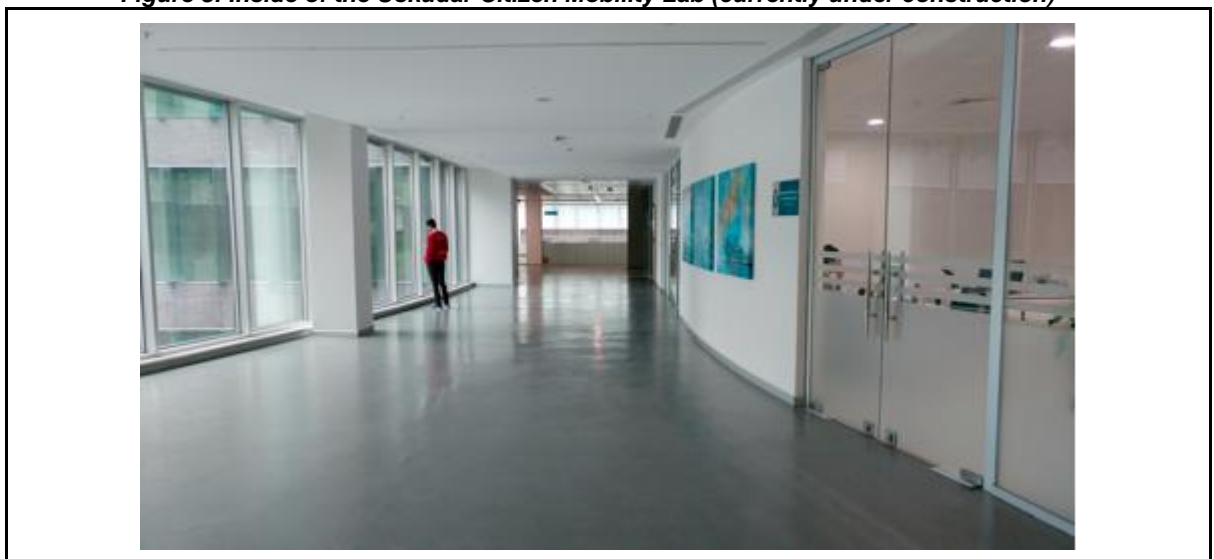
Q: The Citizen Mobility Kit is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

A: During the workshops, we will apply tools from the Citizen Mobility Kit. The Kit allows us to facilitate co-creation and create hands-on atmosphere in our workshops. We will practice the tools first among our team and have some feedback about how to implement those. We will choose which tool to use in a workshop according to the context of the workshop and the participants’ type. In time with increasing experience of the lab moderator team, we will choose efficiently which tool to use from Citizen Mobility Kit and we will work on the methods to arrange them according to our community’s needs.

#### 2.5.4 Üsküdar Visual Documentation



**Figure 8: Inside of the Üsküdar Citizen Mobility Lab (currently under construction)**



**Figure 9: Outside of the Üsküdar Citizen Mobility Lab (currently under construction)**

## 3. General and Overall Analysis

### 3.1 Trends

#### 3.1.1 General Challenges Faced by Pilots

**Uncertainty** - As most of the labs have not yet officially opened to the public, the pilot cities are facing uncertainty about how many participants there will be, how they will respond, and what types of solutions they will co-create.

**Desire to increase participation** - Almost every pilot city expressed a goal to increase their participation, especially from citizens in their community, although also with regard to other stakeholders and public officials. As this is a consortium-wide goal, partners will strategise and share best practices as a group to help support one another in reaching our goals of including a large number and wide variety of participants in co-creation and project involvement to ensure that many voices are heard during the development of mobility solutions.

**Considerations with timing** - These labs are being launched in the spring and continue into the summer. Spring and summer holidays and administrative recesses for citizens and public officials have created a small window of possible action time for many of the pilots. So far, local issues arising from such distinct local bureaucratic standards have been addressed and mitigated.

#### 3.1.2 General Successes

The pilot cities have all laid the foundations for a successful local Citizen Mobility Lab.

**Engagement with Stakeholder and City Officials** - Each pilot lab has successfully demonstrated their capacity to engage and work constructively with city officials. This has presented itself in a bureaucratic sense as well as a community sense. In a bureaucratic sense, the pilot cities have been proactive in taking the necessary steps to gain the permissions and resources required to launch their labs. In a community sense, pilot cities have generally been successful in bringing city officials into their discussions, getting them excited and engaged with the projects' goals.

**Initial Scoping of Community Needs** - The pilot cities have shown awareness of the need to scope and assess their community needs and an eagerness to do so, which has been displayed by their significant communication and outreach with local citizens and relevant stakeholders. While this scoping will continue into the future and later include more collaboration and co-creation with community members, it has already been a major factor in the pilots' activities, for example, to decide where to locate their lab or with which members of the community they wish to focus their engagement.

**Strong Initial Outreach** - Each of the labs have taken concrete steps develop and engage their core communities, made up of citizens, public officials, and other stakeholders. Local pilot teams have also demonstrated the ability to reach audiences at a very high capacity. However, the initial steps taken by the pilot cities have not only focused on numbers of engagement, but also on reaching members of the community who may be left out by a more traditional approach to outreach and communications. In this vein, the pilot cities have displayed creativity and an ability to 'think outside the

box’ to develop solutions specifically relevant for their community. Examples of this include Oxfordshire’s, Budapest’s, and Hamburg’s plans to create **mobile** Mobility Labs that actually travel to their citizens; and Budapest’s engagement of local officials and celebrities to work as champions for the C4P project.

**Accessible Lab locations** - The pilot partners have put significant planning, effort, and action into ensuring accessible lab locations. In Trikala, Üsküdar, Oxfordshire, and Budapest, this has meant finding a central location that is already familiar to and utilized by their community. When Hamburg was unable to secure their ideal central location, they came up with a creative strategy to bring the lab to the people through popup events.

### 3.2 Next Steps for the Consortium

Although the pilot cities have individual timelines, there are nonetheless collective steps to take as a consortium in order to ensure the successful launch, growth, and progress of each Citizen Mobility Lab in the context of the wider C4P project:

– **Open each lab:** By the end of April, each pilot lab is scheduled to be running and open to the public.

– **Include more collaborators:** Each pilot city’s team members have expressed the goal to expand the number of people included in their project. While this includes boosting attendance, outreach, and participation, inclusion efforts also aim to include a diverse range of community members, with a particular focus on those who are likely to be under represented or excluded by conventional outreach methods.

– **Provide and refine local websites and communication channels will in all pilot cities:** Currently, Trikala and Hamburg have local websites, while Oxfordshire and Hamburg’s team members have expressed explicit interest in developing their own. These local websites may also serve as and/or host the local communication channels for the pilot cities, and may also be connected to the central [C4P website](#).

– **Access to co-creation resources:** The pilot cities will continue to gather resources for co-creation while they develop and assess their ongoing co-creation activities. This also includes defining the needs for additional technical supportive tools and methods, which will be added to the Citizen Mobility Kit based upon the partners’ needs.

– **Have a clear, defined program for activities:** Now that their labs are beginning, pilot partners will begin to define, implement, and reiterate their co-creative program. These plans should be detailed, but remain flexible and ready to adapt to the needs and goals discovered in the Citizen Mobility Labs and other co-creative outlets (such as external events and community feedback).

– **Select and approach specific challenges:** Local pilot teams will move forward in selecting specific local mobility challenges alongside their communities. They will then develop a concrete approach (through documentation such as reporting or utilizing their local communication channel) to translate these challenges into concepts to execute in their local pilots.



- **Appoint a lab manager:** If they have not already, pilot city teams should appoint a lab manager. It is helpful to have a clear “go-to” person for questions regarding the lab. This person is also responsible for making sure the lab continues to develop and run.
  
- **Cultivate citizen-, stakeholder- and public-ambassadors for the project:** Now that the public is increasingly included in the project, the pilot city teams will begin to identify enthusiastic citizens, stakeholders, and public officials who will serve as community ambassadors for their local C4P pilot project.
  
- **Develop consistent communication outreach and visual output style:** Following their initial community outreach efforts, local pilot teams will consistently execute communication outreach [for example blogs, vlogs, Instagram accounts] to keep develop a recognizable tone and culture around their local projects which in turn should keep attention and interest high.
  
- **Recording and reporting on activities and progress:** Evaluating and reporting on progress is planned to occur consistently during the co-creative process. Team members will continue their reporting throughout the co-creative process, with support from partner UCL in evaluating outcomes through provided tools, strategies, and requirements.

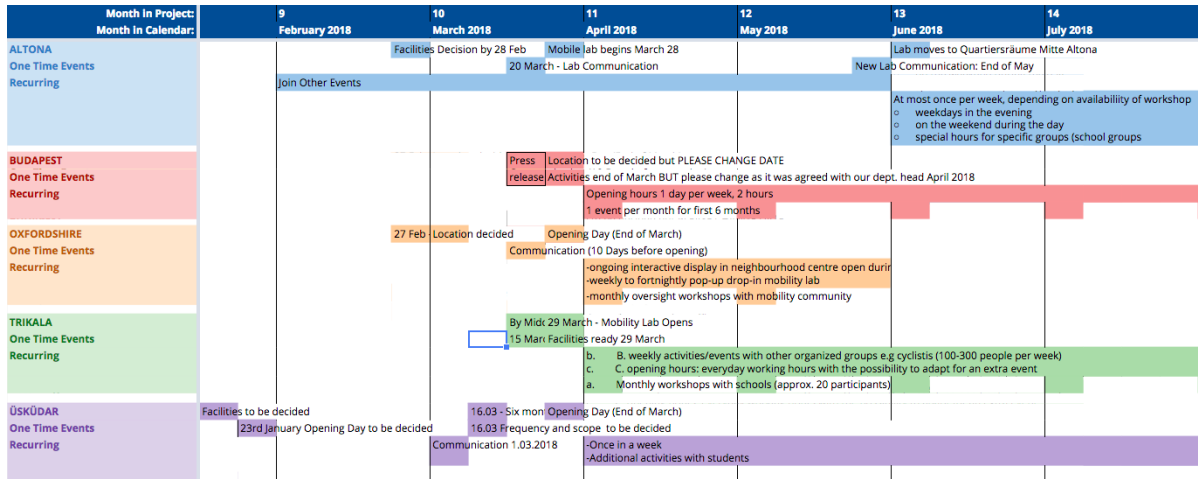
## 4. Conclusion

The labs will be used to develop sustainable mobility solutions in pilot cities alongside citizens, public administrators, and other relevant stakeholders. These labs provide a physical space where collaboration can take place. In its initial stages, this collaboration will focus on identifying the problems and needs of the citizens. Then, the labs will use tools provided in the CMK to distill these problems and needs into actionable goals and solutions. It is expected that each Citizen Mobility Lab will come to its own conclusions about which problems they would like to solve and how they will do so.

While the labs are addressing needs in their local communities, they are also a touch point to the rest of the project. That is to say, while the labs will come to their own outcomes and conclusions in providing workable local sustainable mobility solutions, these local solutions will also be shared with the consortium as a whole. In C4P's final stages, the lessons learned in these local Citizen Mobility Labs will be documented, generalized, and reported on in a way that allows them to be scaled up and applied elsewhere. In this way, the labs serve not only as local community centres, but also as testing grounds for co-creative and sustainable mobility practices that may be reproduced in other locations and scenarios.

# Appendix

## 4.1 Appendix 1: Shared Timeline for Launch of Mobility Labs



## 4.2 Appendix 2: Survey

As part of D2.4, the C4P work package dictates the need for documentation on the mobility labs in each pilot cities. To provide the necessary information, it is requested that each pilot city provide the following information to the best of their ability. Please provide your answers directly on this template, matching the style and formatting as provided below. I have listed sample answers in orange which are largely in paragraph form, but lists and bullets are also welcome. Additional images to support any of the answers are also welcome.

Please return the completed form to Max () by Friday, March 16.

Text Documentation -. **\*\*In this section, DO NOT use quotes or other information from people outside of the consortium because of upcoming GDPR regulations.**

Past

-What steps did you take to develop your space?

*Our space is currently being rented from our municipality after having been selected based upon its size and central location. We acquired the space in mid-February. The room has been rearranged to fit the description of a ‘third place’ conducive to co-creation.*

*During co-creation sessions, we have developed our space into a lab for building prototypes of urban solutions, and it is currently filled with paper models created by citizens from our community*

-What steps did you take to engage your community and build your team?

*The community was first scoped by an analysis done in collaboration with our local government. After identifying a neighborhood with mobility needs, we engaged an initial community through:*

- digital outreach (100+emails)*
- distributed flyers (250 printed and handed out)*
- coordinated campaign with city officials (published in official city newsletter)*

*Our first session hosted 23 attendees.*

Present

-Describe your lab physically (Where is it? Is it in a building, a mobile space, or something else? What types of activities can the space facilitate? How many people can be present there at a time?)

*Our lab is in the Amsterdam city center, in a medieval monument building. It contains spaces for groups ranging from small (5 to 15) to medium (15 to 60). It is easy to access, publicly visible, and contains materials necessary for co-creation such including...*

-Describe your lab’s activities. What has been going on there?

*Our lab has focused on identifying the needs of our community. Our first activity was a mapping exercise, where participants identified problem spaces on a visual map of their neighborhood. We have also....*

-Describe your current outcomes. Has anything notable been produced in your lab so far? (This could be a physical/tangible output, or something more intangible, such as community-building and idea-sharing.)

*Our city has decided upon the need increasing cycling and decreasing the number of cars on the road. Citizens have created a number of proposals to fix this problem, which they are currently submitting for an upcoming session to decide which approaches will be taken forward for further consideration.*

Future

-What are your goals and next steps for the space? (Number of people involved, planned activities, and aims and goals for your space and the work that occurs there)

*We hope to increase the number of participants in our co-creation process, particularly people from the City Center neighborhood. We also have the following events planned:*

- meetup with local urban planners*
- presentation sessions*
- outreach event*

-The Citizen Mobility Kit is described as, in its initial form, to “enable the local communities and partners to better collaborate in the Mobility labs and to fuel the creative process.” How do you foresee your lab’s use of the Citizen Mobility Kit?

*The Citizen Mobility Kit guides users through the process of co-creation, with options for tools and exercises to help facilitate this process. We will be using the “Co-*

*creation Navigator” portion of the kit first amongst our team at Waag. Following our first co-creation session, we will use the kit in tandem with our community members, allowing them to navigate it and choose which steps from it they would like to take to move our conversations ahead.*

Visual Documentation -These are NOT to contain photos/images of people outside of the consortium due to GDPR regulations

Images of the inside of your physical lab

Images of the outside of the lab, or map of the surrounding area

Any tools or outcomes of the project so far (i.e. updated roadmaps, any pamphlets or brochures regarding your space, promotional materials, and/or co-creation outcomes)



*a. Inside of the Amsterdam Citizen Lab*



a. Amsterdam Lab Activities

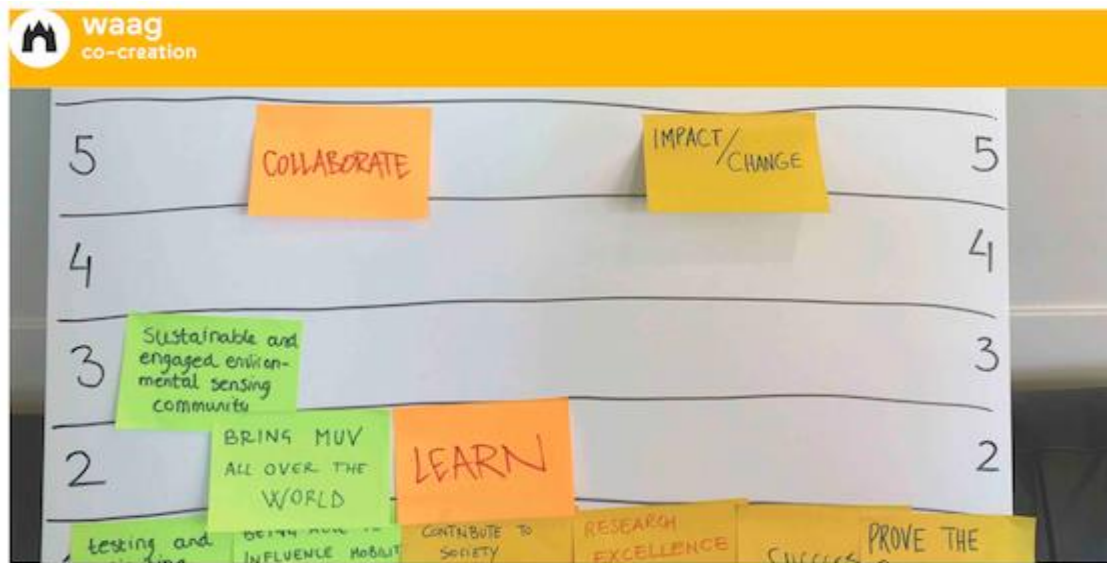




*B. Outside of Amsterdam Citizen Mobility Lab*



### 4.3 Appendix 3: Tools – Ambition Ranking and Crazy 8s



#### 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.

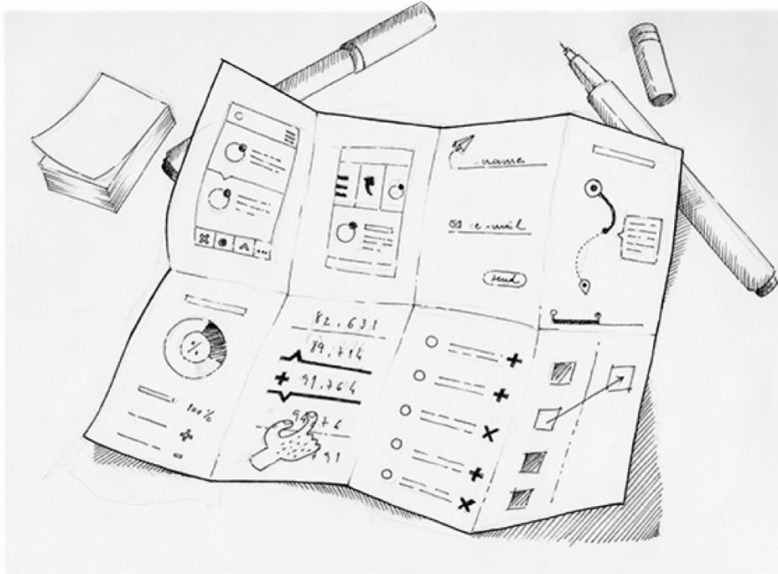
Take a look at the top 3 ambitions. What does this mean for the project? When you look at your entire field, are there ambitions that you would have overlooked before?

#### 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.
1. Ask the group to sketch 8 quick ideas in 8 minutes.
2. When time is over, everyone stops sketching.
3. Ask people to present their ideas to the group
4. Give everyone three sticky dots and ask people to vote on their favourite ideas out of the group

## 4.4 Appendix 4: Oxfordshire's Barton Mobility Community Newsletter

### Cities 4 People in Barton Newsletter

Keeping you up-to-date with what's been happening in our Mobility Community

#### Barton's Mobility Challenge

We will focus on addressing one challenge for the Cities-4-People (C4P) project: **Lack of public transport connectivity in Eastern Oxford**. i.e. current bus routes mostly radiate from the city centre. This requires transfers for other destinations such as affordable supermarkets, hospitals etc, which increases journey time and cost.

This is a big challenge! It was the highest ranked at the co-creation workshop in January and is a problem not only in Barton, but in all Eastern Oxford. The C4P project and Barton Mobility Community would struggle to address this alone, so we have been looking for a partner to help deliver a solution and as luck would have it, we've found one: Demand Responsive Transport.

#### A Mission Statement for the Barton Mobility

#### Next Workshop: 28th of March

Mark your calendars: The next Mobility Lab workshop will be on **Wednesday 28<sup>th</sup> March** from 6 to 8 pm at the Barton Neighbourhood Centre. We'll be launching the Mobility Lab interactive instalment and get feedback on how it works and if we are gathering the right information. We will use this to improve the interactive instalment and the pop-up.

This will be the first of several Mobility Lab oversight workshops. These workshops will focus on building viable solutions from the information gathered at the Mobility Labs. We'll also be working on fine-tuning the Mobility Lab to improve or change the information gathered.

As with all our evening workshops,

## Community

At the last workshop, participants approved the Community's mission statement:

**“To make moving around Barton and Oxford affordable, accessible, sustainable, and easy for all”**

This is a great mission statement – clear and concise! We can use this to focus work, measure successes, and advertise to the larger community.

The journey to finding this statement is a great example of how we aim to make decisions through group consensus, with input from all. At the [7th of February Community Consultation workshop](#), participants wrote visions for a group objective on post-its. Using the [Ambition Ranking tool](#), similar objectives were combined and upvoted. Through this, the varying objectives were discussed (as well as the term 'objective'- which we replaced with the more accurate 'mission statement') and commonalities found. Elements of the top three were combined

everyone is welcome and dinner will be provided.

## Demand Responsive Transport comes to East Oxford!

Lucy and Maddie from Oxford Bus Company (OBC) came to the 21<sup>st</sup> February workshop to explain a new service that OBC plans to roll out in June in Eastern Oxford. This type of service is known as Demand Responsive Transport (DRT) and will be branded “Pick Me Up.” . It will be made up of minibuses without fixed routes and will function as a cross between a taxi and a standard bus.

Users will request a journey with a mobile app and be picked up near their origin and dropped off near their requested destination, collecting and setting down other passengers along the way. For

to create the statement approved at the latest meeting.

**Katie and Graham using the Ambition Ranking tool to determine the Mobility Community's Mission Statement**

## **Mobility Lab**

### **Collecting Ideas from Bartonites**

Now we have a partner to be delivering on demand public transport across Eastern Oxford and a clear mission statement, the focus of the Barton Mobility Community will be: To help make Pick Me Up affordable, accessible, sustainable, and easy for all. This opens up questions: What challenges will the

example, a person could request a ride from her home in Barton to the Littlemore Sainsbury's. She would be told her specific pick-up time (depending on her requirements) at a virtual bus stop near her home. The minibus will then pick her up and take her across town to drop her off at a virtual bus stop at Sainsbury's, picking up other passengers with similar requirements along the way .

Lucy and Maddie gave a far better explanation, albeit there are still details to be finalised before commencement, but DRT will clearly do a lot to address lacking public transport cross-connectivity in Eastern Oxford. We're excited about this new service- one of the first of its kind in the UK!

Barton community face in using Pick Me Up? What are possible solutions to make it more affordable, accessible, sustainable, and/or easy for all? To identify problems and seek solutions we will be using the Mobility Lab.

At the 21<sup>st</sup> February meeting we discussed the Mobility Lab. There are three key components to the Lab: introducing DRT; community members identifying how they might use the service and the challenges they or people they know might face in using it; and soliciting ideas for solutions to these problems. In this way we can broaden knowledge of DRT, crowdsource problem identification and solution ideation, and increase visibility of the Mobility Community.

There will be two separate Mobility Labs. The first is an interactive instalment at the Barton Neighbourhood Centre anyone can interact with, learn about Pick Me Up, and identify challenges and

**OBC's PickMeUp mini buses will soon be carrying passengers anywhere they want to go as long as they want to go somewhere in Eastern Oxford**

## **Mobility Lab Locations**

In addition to the interactive instalment at the Neighbourhood Centre, we also plan on facilitation pop-up displays in and around Barton. Locations were selected at the last workshop, based on good footfall from the Barton community. These locations are:

- Barton Leisure centre
- Number 8 bus going into town
- Barton Neighbourhood Centre
- Cowley shopping centre
- JR hospital
- Bayard's Hill Primary School
- Kassam/bowplex
- 55+ housing (Meadow Brook & William Morris Centre)
- Headington Roundabout Pedestrian Subway

ideas for solutions. The second will be a pop-up at events and locations in and around Barton.

### **What's in a Name?**

At our last meeting it was pointed out that 'mobility lab' is not the best name for the instalment and pop-up. We've been thinking of a new handle. Any ideas? Send them to us! We have been trying out a few around the office: 'Mobility Ideas Centre', 'Mobility ideas Crowdsourcer', 'Mobile mobility ideas generator', and 'Bart-on-Mobility'... Tell us what you think!

**Our mailing address is:**

[cities4peope@oxfordshire.gov.uk](mailto:cities4peope@oxfordshire.gov.uk)

Want to change how you receive these emails?  
You can update your preferences or unsubscribe from this list.

## 4.5 Appendix 5: Üsküdar Communication Tools

# TOPLUM İÇİN ŞEHİRLER

## Avrupa Birliği Uygulama Projesi

**CITIES  
4PEOPLE**  
PEOPLE ORIENTED  
TRANSPORT & MOBILITY  
TOPLUM İÇİN ŞEHİRLER

- AVRUPA'NIN 5 FARKLI ŞEHİRİ İLE EŞ ZAMANLI PROGRAM
- SÜRDÜRÜLEBİLİR HAREKETLİLİĞE KATKI SAĞLAYAN VATANDAŞ HAREKETLİLİK TOPLULUKLARI
- VATANDAŞ TARAFINDAN ÜRETİLEN ULAŞIM VE HAREKETLİLİK ÇÖZÜMLERİ

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

**İLETİŞİM:**  
[info@cities4people.eu](mailto:info@cities4people.eu)

**BİZİ TAKİP EDİN:**

[@PeopleOrientedTransportMobility](#) [@c4p\\_project](#) [Cities-4-People on LinkedIn](#)

PROJE ORTAKLARI

CBS  
CITY BUSINESS SCHOOL

OXFORDSHIRE  
COUNTY COUNCIL

UCL

BUDAPEST

KTI

WAGBURY

2020  
CIVITAS

THIS PROJECT HAS RECEIVED FUNDING FROM THE  
EUROPEAN UNION'S HORIZON 2020 RESEARCH  
AND INNOVATION PROGRAMME UNDER GRANT  
AGREEMENT NO 723194

**ÜSKÜDAR  
BELEDİYESİ**

[f](#) [i](#) [@](#) [uskudarbl](#)  
[www.uskudar.bel.tr/](http://www.uskudar.bel.tr/) / 444 0 875

**iyi ki ÜSKÜDAR var!**

**Hilmi Türkmen**  
BELEDİYE BAŞKANI



### ARKA KAPAK

### ÖN KAPAK

### İÇ SAYFA

### 2018

Ocak	Şubat
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31

### 2019

Ocak	Şubat
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31
1 2 3 4 5 6 7 8 9 10 11 12	1 2 3 4 5 6 7 8 9 10 11 12
13 14 15 16 17 18 19 20 21 22 23 24	13 14 15 16 17 18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31

#### Toplum İçin Şehirler


*Akılı, Yeşil ve Entegre Ulaşım' konusundaki yeni yöntemler geliştirmeyi amaçlıyoruz.*

Cities-4-People projesi 5 Avrupa şehrinde (İsküdar/Türkiye, Odense/Danimarka, Mitte Altona/Almanya, Budapest/Macaristan ve Trnkava/Avusturya) Toplum Odaklı Ulaşım ve Hareketlilik (TOHU) çözümleri geliştirmeyi amaçlayan bir Avrupa İşbirliği ve İnovasyon projesidir. Proje ile İsküdar ilçesinde ulaşım ve hareketlilik konusunda yaşayan sorunlara toplumun katkısını iletmeyi amaçlıyoruz.

Proje için öncelikli kullanılabilecek için yeni yöntemler geliştirmek, vatandaşlar ve kullanıcılar hareketlilik konusundaki ihtiyaçlarını ve tercihlerini doğru saptamak ve uygulanacak potansiyel çözümleri etkileyen olacaktır. Bu aşamada, sosyal inovasyon, yaratıcı çözümler, grup çözümleri, kamusal inovasyon ve açık inovasyon yöntemlerini kullanılmak üzere planlanmıştır.

**Cities-4-People**  
Cities-4-People is a European research and innovation project that develops People-Oriented Transport and Mobility (POTM) solutions across five European cities: İsküdar in İstanbul, Odense County, Mitte Altona in Hamburg, Budapest and Trnkava. The Project aims to co-create innovative solutions to mobility challenges in İsküdar with civil participation.

The Project addresses new approaches to involve end-users, consumers and citizens, to validate the needs of the neighbourhoods involved, to assess the potential impact of the solutions, and to better understand the needs and preferences of the end-users whose problems are meant to be solved in the Project. It emphasizes new types of innovations such as: social innovation, workplace innovation, design, creativity, public sector innovation, open innovation or co-creation processes.



ÜSKÜDAR  
BELEDİYESİ


www.uskudar.bel.tr / 4410175

*Hilmi Türkmen*  
BELEDİYE BAŞKANI

İyi ki ÜSKÜDAR var!


# TOPLUM İÇİN ŞEHİRLER

## Avrupa Birliği Uygulama Projesi



CITIES  
4PEOPLE

PEOPLE ORIENTED  
TRANSPORT & MOBILITY  
TOPLUM İÇİN ŞEHİRLER





“Daha iyi bir Üsküdar için”

[WEB SİTESİ:](http://www.cities4people.eu) [www.cities4people.eu](http://www.cities4people.eu)

[İLETİŞİM:](mailto:info@cities4people.eu) [info@cities4people.eu](mailto:info@cities4people.eu)

[BİZİ TAKİP EDİN:](https://www.facebook.com/PeopleOrientedTransportMobility)
[@PeopleOrientedTransportMobility](https://www.facebook.com/PeopleOrientedTransportMobility)
[@c4p\\_project](https://www.facebook.com/c4p_project)
[Cities-4-People on LinkedIn](https://www.facebook.com/Cities-4-People-on-LinkedIn)





2020  
CIVITAS

THE PROJECT HAS RECEIVED FUNDING FROM THE  
EUROPEAN UNION'S HORIZON 2020 RESEARCH  
AND INNOVATION PROGRAMME UNDER GRANT  
AGREEMENT NO. 723194

