CITIES 4PEOPLE
PEOPLE ORIENTED TRANSPORT & MOBILITY

D.3.5. Report on the mutually endorsed mobility interventions for real-life piloting

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2020 CiViTAS Cleaner and better transport in cities

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Project overview:	Cites4People 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, Cites4People empowers these communities to actively contribute to shaping their local mobility innovation ecosystems in line with a People-Oriented Transport and Mobility (POTM) approach. POTM encompasses a blend of new digital and social technologies under an inclusive and multidisciplinary approach in order to bring out solutions that have a low ecological footprint, a sharing mentality and the potential to solve real urban and peri-urban mobility issues.

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Abbreviations

BKK	Centre for Budapest Transport (Hungary)
BNC	Barton Neighbourhood Centre (UK)
C4P	Cities-4-People
D.3.3	Deliverable 3.3
D.3.5	Deliverable 3.5
FHH	Free and Hanseatic City of Hamburg
KTI	Institute for Transport Sciences (Hungary)
OCC	Oxfordshire County Council (UK)
POTM	People-Oriented Transport and Mobility
QHS	Quadruple Helix Stakeholder

Executive Summary

This report – D.3.5 Public Report on the endorsed concepts for piloting for the Cites-4-People pilot areas – outlines the activities and selection processes undertaken in each of the 5 Cites-4-People (C4P) pilot cities in the selection and further specification of concepts to address the key mobility challenges which each intervention area identified. It was written by the City of Hamburg.

Each pilot city has held a number of mobility lab events, presentation days and hackdays in which citizens, as well as political representatives and other relevant stakeholders addressed mobility challenges and collectively developed concepts to tackle these challenges/problems. This report focuses on the preparation, realisation and results of the Quadruple Helix Stakeholder (QHS) workshops, which were mostly held in September 2018 and which reduced the number of concepts to five, three of which will be piloted.

The formats and the results of the QHS workshops differ between the cities as every pilot city has a different setting, varying circumstances and are challenged with different mobility-related topics.

However, comparing the categories of challenges the concepts try to address as well as the categories of intervention the concepts fall into, there is an overlap of the dominant challenge topics and intervention topics, meaning that the challenges identified by the citizens throughout the project in several workshops are met by the corresponding interventions. Overall, there is a trend to promote alternative transport modes to using a car. Cars use up parking space which would otherwise be available for public use and more active travelling. Measures will be taken in order to encourage citizens to use alternative transport and increase the accessibility and affordability of convenient transport options to all citizens.

Introduction

This is a report on the mobility interventions for real-life piloting derived from the long-list of concepts developed in Task 3.1 and reported upon in D.3.3. It builds upon D.3.3, the public report on the preliminary long-list of concepts and the results of the Mobility Hackday, which resulted in the selection of 10 to 12 concepts for implementation for each pilot city. As a next step, this report presents the results of the further selection processes – the online voting tool 'Your priorities' and the Quadruple Helix Stakeholder (QHS) workshops held in each pilot city in and around September 2018. The QHS workshop is the major event to decide on the concepts for piloting, narrowing the long-list of concepts down to five remaining concepts, which will be taken into Tasks 3.3 and 4.1 for piloting.

The report starts by explaining the underlying idea of the QHS as well as its meaning in the project context (Chapter 1). Chapter 2 elaborates on the online voting tool 'Your Priorities' which can be understood as a preliminary support action for the QHS workshop. Chapter 3 lies open the preparation process and the promotion activities as well the selection process of the participants, the workshop structure and the challenges for each single pilot city. The results, namely the five selected concepts for each pilot city, will be briefly presented in Chapter 4, although detailed action plans can be found in the appendix. Chapter 5 will be a general conclusion on the selected concepts and a brief comparison of the cities' focus points.

1. Background- The QHS Workshop

1.1 The idea of the QHS Workshop

The intention of the QHS workshops is to break down the long-list of concepts and select the 5 concepts most feasible for piloting in each city. All pilot cities were obliged to take at least 10 concepts to the QHS workshop, although a maximum number of 15 was recommended as a higher number would have made it difficult for the group to fully review the different ideas.

Hence, the QHS workshop is the main decision-making event for the selection and the further specification of this short-list of 5 concepts. Out of the 5 selected concepts, an average of 3 concepts actually need to be piloted in each city.

1.2 Before and after the QHS Workshop

Each pilot city has held a number of mobility lab events, presentation days and hackdays in which citizens as well as political representatives and other relevant stakeholders addressed mobility challenges and collectively developed concepts to tackle these challenges, based on the long-list of concepts coming out of the Hackdays. This report focuses on the preparation, realisation and results of the Quadruple Helix Stakeholder workshops, which were mostly held in September 2018. After five

concepts have been selected by each pilot, three concepts will be chosen for implementing an intervention as a prototype and pilot. As a next step, a detailed action plan for each of the three concepts will be drafted in Task 4.1, preparing the implementation of the pilots; alongside this, prototypes will be created for each pilot, as part of Task 3.3.

2. Online Voting: Pre-Selection of the Concepts

2.1 The idea of online voting

One tool for the selection of the most popular concepts of intervention was the online voting tool 'Your Priorities'. This tool was supposed to reach a broader audience and also get feedback from people who were not able to attend the Mobility Lab events or the QHS workshop. The online voting was held shortly before, during or after the QHS workshops of each of the pilot cities. Participants had the opportunity to cast votes for a list of challenges and concepts according to their own assessment.

2.2 Overview of the Online Voting

Table 1: Key figures of the Online Voting

Topic	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg
Date/ Period covered	30/8/18 to 10/9/18 (12 days)	13/9/18 to 26/9/18 (14 days)	18/9/18 to 2/10/18 (15 days)	10/9/18-29/9/18 (19 days)	14/8/18 to 10/9/18 (27 days)
Where was the online voting tool hosted?	Your Priorities website	Website of the Municipality of the City of Budapest, and the website of BKK	Your Priorities website	Your Priorities website	Subdomain on Your-Priorities eDemocracy web application: https://c4p-hamburg.yrpri.org/group/1621
How was the voting option advertised?	2 Newsletters sent to the citizen mobility community; Facebook post on the Barton Community Association page	E-mails sent to the stakeholders; Facebook post; advertisement in the Mobility Lab and QHS workshop with a QR code and a shortened online link.	Social media of Q-PLAN and E-Trikala. A promoted Facebook campaign was also used for two days.	Local website, mass messaging via Whatsapp, invitiation e-mails	Via newsletter, social media, mentions on local websites
Number of participants	12 unique users	154 unique users	113 unique users	102 unique users	88 unique users

2.3 Challenges of the Online Votings

Several pilot cities were facing challenges implementing the online voting. While the pilot city Budapest faced some technical issues with the configuration of the YourPriorities tool, gaining participants for the online voting seemed to be a major issue in Oxfordshire. Some of the participants are not familiar with online tools and a number of members of the Barton Mobility Community rely on smartphones, which Your Priorities is not well developed for. The lack of digital literacy is one of the obstacles that the project is seeking to overcome, making an online voting tool sub-optimal for this audience. By contrast, users in Budapest considered it user-friendly throughout a variety of age groups. From this perspective, the tool may or may not have been the best proving-ground for an eDemocracy tool. In-person meetings will likely continue to be the best way to gain input from the community in Oxfordshire.

In Hamburg, combining the results of the online-voting process with the QHS workshop selection process was difficult. Different methods of voting (a simple "like" for the online voting versus time and resources as selection criteria in the QHS workshop) made it difficult to visualize the results in an adaptive and comprehensible way. This challenge was resolved by creating a stacked bar chart in which the QHS workshop participant ratings appeared as percentual values, next to the vote counts of the online voting process. This gave, from a visualisation point of view, more weight to the stakeholder ratings, while clearly visualising the online voters' preferences. However, the identification of the strongest projects was not immediate – in hindsight, an automated ranking of the concepts would have been very helpful.

There was an overall trend, independent of the pilot city, of minor to noticeable deviations between the votes from the online tool and the QHS workshop. This is most likely due to the selection criteria of the different participants. While the online tool was open to the broad public, some publicly desirable interventions received many votes. In the QHS workshop, participants had been selected, amongst other factors, according to their expertise and experience. Asking them to take strongly into account the limited time and resources for possible implementations, publicly desirable interventions that were considered too resource-intensive were ranked in a lower position. The pilots had to find their own solutions to incorporate both the online votes and the QHS workshop votes into one final ranking of the concepts.

3. The Implementation of the QHS Workshops

The following chapter provides an overview of the planning process of the QHS workshops as well as the promotion activity, selection of participants, the structure of the workshop and the final selection process.

3.1 Overview of the QHS Workshops

Table 2: Overview of the QHS Workshops

Topic	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg
Date	3 pre-meetings	15th September	2nd October	26th	12th

	and QHS: 10th until 12th September			September	September
Venue	Barton Neighbourhood Centre (Pre-meeting 1); Oxfordshire County Hall (Pre-meeting 2 & 3); Speedwell House, Oxford (QHS Workshop). [1]	1061, Budapest, Andrássy street. This is a downtown area and a major transportation hub.	Cultural centre 'Matsopoulos Mill'. A well-known place of the city where many events, meetings, workshops and seminars take place.	Üsküdar Municipality Project Room / Keşfet Üsküdar	Technical Townhall Altona
Duration (hours)	Pre-meetings 1h, QHS Workshop 3h	3 hours	3 hours	2,5 hours	3 hours
Number of participants	15	Appr. 30	11	21	16

3.2 Oxfordshire

3.2.1 Promotion

Personal email invitations were sent to potential participants.

3.2.2 Selection of the Participants

The selection of participants was based on their expertise in one or more of the concepts being discussed, and ability to act as a decision-maker for the purposes of shortlisting.
General public: 1
Mobility providers: 2
Community Association: 2
Oxfordshire County Council: 6
Oxford City Council: 1
Age UK Oxfordshire: 1
University: 2

3.2.3 The Workshop Structure

The workshop began with an introduction from each participant and to the C4P workshop. This included giving an overview of the project and its current status, contextualizing the workshop, explaining the development of the concepts and what would be done with the 5 endorsed concepts following the workshop. In approximately

[1] Oxford city centre location was chosen for ease of access by stakeholders, as people were travelling from multiple locations.

50 minutes, the 12 concepts were presented from least to most popular. Participants were welcomed to make comments or ask questions about each of these concepts. Information provided by absent stakeholders was included in the discussion - particularly if concepts were determined to not be feasible. Once the discussion was completed, participants were invited to vote up 3 and vote down 3 concepts using green and red stickers respectively on the concept descriptions posted on the wall. After a 15 minutes break, the outcome of the voting was presented to the group along with the relative grouping of concepts with mostly negative votes removed and positive votes approved. Consensus was reached on these groupings in the room and 5 concepts were now endorsed by the QHS.

The remainder of the meeting was devoted to developing these concepts. Each concept description was placed on one of 5 development flipcharts. Participants were invited to provide input on post-its on how the concept's impact and coverage could be grown, what resources are needed and available, how the pilot could be measured, and what some possible adaptations of the concept could be.

As a closing activity to the workshop, the post-its were read aloud, which lead to some clarifications, further additions and discussion. Three pre-meetings of 1 hour each had been held to discuss the concepts and gain votes from stakeholders unable to attend on the day of the QHS.

3.2.4 Tools used

A minimal number of co-creation tools were used in this workshop. The concept development tool was adapted from other activities presented by Waag, and discussion tools were prepared for the event, but were not needed due to limited time as well as the lack of vital stakeholders at the meeting (and the need to have pre-meetings in order to gather their input). In a longer or larger meeting where the necessary participants are present, it would have been ideal to use more co-creation tools to make the proceedings more fun and encourage more divergent thinking. The team did create some interactive ways of gathering input from the participants though, as described in the previous section. It was decided that due to the length of the meeting, focussed discussion would be the most effective way to achieve the required outcomes.

3.2.5 Challenges

The main challenge lay in the need to hold 3 pre-meetings with stakeholders due to the inability to find a suitable date to meet all availabilities. Though this did work, it would have been better to have all stakeholders in one room.

3.2.6 Successes

The objective of deciding on the 5 shortlisted concepts was met. Some very useful input was elicited from stakeholders attending the meeting, which allowed for development and refinement of these 5 concepts.

3.3 Budapest

3.3.1 Promotion

The QHS workshop's Facebook event was promoted and shared on the project's Facebook page. It was also announced on the websites of the Municipality of the City of Budapest and the Centre for Budapest Transport (BKK). Furthermore, former participants and stakeholders were personally invited via email and phone calls.

3.3.2 Selection of the Participants

The participants were selected from the four different sectors (industry, government, academic, civil). As the workshop was held on a car-free weekend event, locals also attended this event.

People not involved in the C4P project previously were also involved.

3.3.3 The Workshop Structure

The workshop started with an open discussion on the car-free weekend before introducing the project and giving an overview of the past steps and the current status. The results of the Hackdays were presented as well as the long-list of concepts endorsed by the local community. The results of the online voting with the ranking and discussion topics were summarized and reflected.

After the introductory part, the participating stakeholders were prepared to engage in the selection of the 5 concepts most feasible for implementation. To this end, they were presented the 10 pilot intervention plans on printed materials which contained pictures and the access link to the Your Priorities website. The participants were then asked to give their online and offline votes. Both methods were used simultaneously according to the preference of the participants. After they had given their online and offline votes, a question-answer session was offered and the concepts were discussed with citizens and professional stakeholders. Finally, the participants have agreed on 5 pilot interventions.

Budapest combined the online voting tool (with additional QR code access and possibility to discuss during the event) with an offline voting option (voting board on paper with colored circle votes) during the car free weekend, which was used to host the QHS workshop, but was also open to the general public. The long-list of concepts was introduced to the stakeholders, and the following criteria set out as a basis for selection:

- addressing the challenge,
- impact on personal lives/neighborhood-district mobility challenges,
- feasibility,
- applicability (regarding the time frame),
- resources needed,
- inclusivity

3.3.4 Tools used

The tools used in this QHS workshop included the employment of an offline voting board where participants could vote with coloured stickers. The stakeholders were also offered the opportunity to vote online on the YRPRI website (https://c4p-budapest.yrpri.org/group/1636?autoLogin=1). In addition, a QR code was introduced leading to an online forum where participants could discuss the concepts for piloting and give a feedback.

3.3.5 Challenges

Due to the car-free weekend, too many locals visited the QHS workshop. They were interested in the topic and came by to give their votes. At times, there were too many visitors in the tent but with around 5 team members always present it was still possible to successfully manage the event.

3.3.6 Successes

Online and offline votes on the 10 concepts for piloting were collected. There was a very clear result showing the most popular 5 concepts, strongly indicating the consensus of the stakeholders in this matter.

3.4 Trikala

3.4.1 Promotion

No particular promotion was needed because the meeting was targeted to a specific audience, which was contacted personally via emails and phone calls.

3.4.2 Selection of the Participants

The selected participants are active members of the mobility community in Trikala and have demonstrated high interest in the project. They are key transport players, influencers and decision makers as regards the city's mobility planning and implementation. Their endorsement on the proposed interventions is expected to translate into active support for implementing the pilots.

3.4.3 The Workshop Structure

The workshop started off with a presentation given by Q-PLAN, summarizing the activities and results of the project and thus giving an overview over the current status of the project in Trikala. Then, each of the selected concepts was presented and discussed with the audience, highlighting the respective potential, risks and challenges. The presentation of the results of the online voting further contributed to the discussion. In the end, an open discussion took place to summarize the main points that arose during the session and decide upon 5 concepts which are most feasible to be implemented and at the same time most beneficial to the local mobility situation.

The selection of the five concepts for the short list took place in an open discussion, based on the following criteria:

- Feasibility (with regards to timeframe of the project, available resources currently, etc.)
- Benefit (with regards to impact, measurable results, inclusiveness, etc.).

The voting was supported by presentations and handouts where the participants could note down their opinions.

The results from the online voting were in many cases similar to the QHS votes, but there are some derivations, which led to certain concepts ranked high in the online voting not being taken into the short list.

3.4.4 Tools used

Tools used in the workshop included presentations and the distribution of handouts with summaries of the concepts. The stakeholders were asked to comment on these. Due to the limited number of participants who all knew each other, the project team opted for an open discussion. In the given friendly and open atmosphere, this method seemed more likely to work than a more structured format.

3.4.5 Challenges

The initial date of the workshop had to be postponed so as to match the availabilities of all participants.

3.4.6 Successes

The aim of moving from the process of ideation to actual planning and engaging the key stakeholders for the practical implementation of the short-listed concepts was met.

3.5 Üsküdar

3.5.1 Promotion

The project team invited stakeholders from the municipal departments to the workshop via e-mail and phone calls. The participants were informed about the concepts for piloting and online voting tools in the invitation process.

3.5.2 Selection of the Participants

Participants were selected based on their expertise on the 10 concepts for piloting and came from different departments of the municipality such as the transportation, parks and gardens, civil works, and social services departments and the citizens' hotline of the municipality. All of the participants had been involved in the process previously.

3.5.3 The Workshop Structure

The workshop started with the project team giving an overview of the current status of the project in Üsküdar, the next steps and the 10 concepts endorsed by the citizens.

This was followed by a presentation of the online voting tool and the results of the online voting.

After this first block, which took approximately 1 hour, the stakeholders were asked to vote on the presented concepts by raising their hands. The 5 concepts receiving the most votes were chosen. This result was double checked with the audience. The participants were then asked if they were satisfied with the result and if there is anything they want to change. There was no request for change.

After a short break, the participants were separated into 5 small working groups. The participants could choose their groups according to their interest and expertise. Each group was asked to further analyse and develop one of the 5 endorsed concepts and plan the next steps for piloting. An analysis table with questions was provided at hand which helped the groups to stay on the same line and give specific answers to the relevant questions. The session with the working groups took approximately 1 hour and resulted in pilot drafts for each concept.

3.5.4 Tools used

During the workshop, voting was done by raising hands. To refine the chosen concepts, the World Café method was employed with small groups working at tables.

3.5.5 Challenges

One of the workshop groups didn't understand the method very well and thus was not as productive as the other workshop groups. The 5 concepts chosen require more time than is feasible in the timeline of this project.

3.5.6 Successes

The number of participants attending the workshop met the expectations. The participating stakeholders came from various different departments. The participants were well prepared in the workshop as they had the opportunity to familiarize themselves with the 10 concepts for piloting beforehand. The online voting tool was well used by the citizens and its results presented and built upon in the QHS workshop.

3.6 Hamburg-Altona

3.6.1 Promotion

Participants (the expert mobility community and selected stakeholders) were invited by personal email invitation. Furthermore, calendar invites were sent. There was a separate invitation to the members of the local political traffic committee.

3.6.2 Selection of the Participants

The invitation of stakeholders was based on their relevance for the implementation of the 12 concepts taken from the Mobility Hackday. Many had participated in the project's activities before. Key actors and responsible, identified persons were specifically invited.

3.6.3 The Workshop Structure

The event started with a welcoming speech from the head of the department for Management of Public Spaces of the Borough Office of Altona. It was followed by a brief presentation with an overview of the structure and timeline of the project, explaining what was done so far, what was planned for the QHS workshop on this day and the next steps of the project.

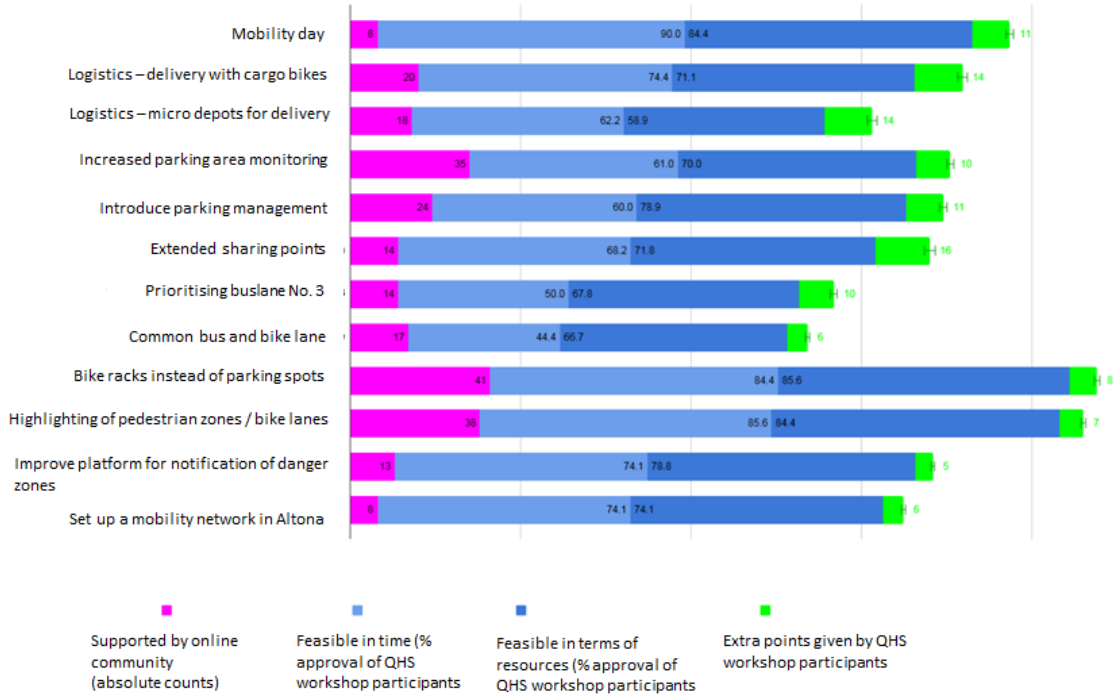
Following this short introduction, the first half of the event was assigned to presenting the 12 concepts which were the results of the Hackday event. Each concept was explained along with the results and comments from the Your Priorities Platform. Stakeholders were provided with a booklet including 12 concepts and an assessment paper for the concepts. At the end of this session stakeholders were asked to fill in the assessment table for each concept and rate the concepts for applicability regarding time and resources needed for the intervention.

During the coffee break, the C4P team collected all assessment documents and summarized the results which were then presented to everyone. The actual selection process was held as an open discussion, in which the workshop participants could discuss the result of the different rankings, and could also argue which of the categories should be prioritized. The result was a combination of the public voting and those concepts, which gained most bonus points.

The second half of the workshop was set up as team work in a world café setting for more in-depth discussion of the details of the endorsed concepts. The objective of this session was to provide information for the D3.5 and action plans for the interventions. To this end, 5 tables were assigned with a concept and a moderator. The participants could choose a table according to their interest and their relevance with respect to the implementation of the concepts. They were asked to develop an initial, preliminary implementation plan for each concept.

The voting of the workshop participants was visualized during the workshop, and combined with the results of the online voting. As Figure 1 shows, in many cases the results were similar between the two voting processes.

Figure 1: live-visualisation of the online voting and stakeholder voting at the QHS workshop



3.6.4 Tools used

The selection process was a combination of the online voting and the feedback of the participants in the QHS workshop. The latter were asked to rank the ideas according to available resources and feasibility within the timeframe of the project. The final selection of the five concepts was achieved by a guided discussion. To refine the concepts, a World Café was set up to bring the relevant actors together in small working groups.

3.6.5 Challenges

The discussion of the selected 5 concepts for piloting took longer than expected.

3.6.6 Successes

The selection of the five concepts was achieved with consent from the participating stakeholders. The results from the online voting and the voting from participants during the workshop showed no major differences. It was possible to link some of the C4P-concepts to other ongoing projects in the city.

4. Results of the QHS workshops: selected concepts

This chapter outlines the results from the QHS workshop in each partner city - the short list of 5 concepts to be taken to piloting.

The tables contain the five concepts of the pilot cities, a detailed description of the underlying idea and an overview of the steps needed to be taken for implementation and which stakeholders/institutions need to be involved.

4.1 Oxfordshire - List of Concepts

Table 2: List of concepts QHS workshop -Oxfordshire

Concept	Concept Description	Next Steps
#1: **Advertise face-to-face transport app training**	Train Barton community members to train peers in how the PickMeUp app, and other transport apps work, targeting vulnerable members of the community. A similar program focusing on older people rather than transport information is run at the Barton Neighbourhood Centre by AgeUK Oxfordshire. Adapting this basic framework would have to be investigated: integrating into an English as a second language course run at the BNC, completing the training with a free first journey, overcoming concerns around entering credit card information into the app, providing a limited number of free mobile devices to people who do not yet have one.	▪ Research best practices ▪ Seek out potential adaptations ▪ Create instruction materials ▪ Create schedule for pilot ▪ Recruit and train volunteers ▪ Advertise face to face app training
#2: **Increase accessibility of transport apps**	Booking a journey on PickMeUp requires access to a mobile device. The second largest barrier to access identified at Mobility Labs was inability to access a mobile device. This Intervention would provide a means to overcome this barrier, which could be done in several different ways: ▪ using larger screens on tablets ▪ a lending library of 4g capable tablets with relevant add-ons (screen magnification; text-to-speech for use in training sessions) ▪ setting up a stationary mobile device at the Barton Neighbourhood Centre to provide a means for people without a mobile device to learn how to use the app and actually book a journey without owning a mobile device. ▪ Providing a limited number of basic smartphones with basic data plans to people without a mobile device could provide a means and motivation to develop the digital literacy needed to access PickMeUp and other online travel resources.	▪ Define potential for public device
#3: **Provide transport information to new or eligible Concessionary Pass recipients**	This intervention would entail designing an informational pamphlet directed at people eligible for a Concessionary Pass or recent recipients of a concessionary pass in Barton. The pamphlet would include information about the Concessionary Pass, PickMeUp, the bus network, and other non-concessionary but relevant forms of travel such as active travel, rail, and taxi. This way, people are made aware of other travel options which may convince them to give up their personal car.	▪ Determine scope of distribution and cost ▪ Seek out funding potential ▪ Coordinate with consultant in review of travel scheme and reimbursement ▪ Call out for materials to include in pamphlet ▪ Design & distribute leaflet
#4: **Partner with existing charities to provide information and**	A number of programs and services in the Oxford area can improve the lives of Bartonites through digital access, inform their digital experience or provide a means to access online content through wifi, equipment and training. In isolation, these programs and services have a diluted message with a limited audience or they can even work cross-purposes. By holding a large festival-type event with a number of digital-oriented charities and organisations, a convincing case can be made to	▪ Identify charity group(s) to work with ▪ Event planning & advertisement ▪ Maintaining stakeholder interest

technology	develop digital skills while also providing the means and training needed to gain these skills.	
Concept #5 **Partner with local supermarkets to provide transport**	In Barton, accessible food shopping options are limited and costly. Limited public transport access to affordable supermarkets is one of the main mobility challenges in Barton as cross-connectivity in Eastern Oxford is lacking. PickMeUp could be a solution to this problem – however to many people this is too expensive. The idea is to involve the supermarkets in providing transport at low or no cost to their premises to people who would not otherwise be able to access their services. A provider for this service needs to be found.	▪ build knowledge and framework ▪ Seek funding ▪ Tender transport ▪ Advertise service

Further selection and implementation

The five endorsed concepts are being taken to a meeting with Oxford Councillors, to gather their feedback and input on which should be taken forward. Alongside this, each of the five concepts will be further researched by the C4P project team, to review and identify key risks or blocks on putting any in place. Discussions will be undertaken further with key stakeholders to support this process. Assuming none need to be ruled out for practical reasons, consideration will be made of the criteria set out in the guidance for T3.3 & T4.1 and these will be applied to each concept to help decide which three to take forward and pilot.

4.2 Budapest –List of Concepts

So far, Budapest still has a list of six endorsed concepts which will be taken into the selection process for piloting. This is due to the fact that a contingency plan is needed because of the amount of requirements, time and permissions related to the selected concepts. In order to make a better and realistic choice when choosing 3 concepts for piloting it was decided to do an analysis of one more pilot idea.

Table 3: List of concepts QHS workshop -Budapest

Concept	Concept Description	Next Steps
#1: **Travel info points and useful passenger information with transfer facilities**	With the improvement of the passenger information on the bank of the river, a more efficiently integrated river bank can be achieved. There is a demand for better information about the access of the Duna, to involve boats service in the vehicle information etc.	▪ Define location ▪ Technical plans ▪ Budget, financial plan ▪ Get the permissions ▪ Start the intervention ▪ Add additional functions ▪ Promotion campaign

#2: Installation of community spaces, street furniture and plants/trees	At present there is no area suitable for sitting at the Műegyetem quay in front of the Budapest University of Technology and Economics (BME) that students can take advantage of. There is a demand for locals to have seating surfaces. By transforming the road cross-section, the currently unused green strip can be expanded, thus it can be used as a recreational area. Also, at Batthyány Square facing the Parliament there is a small car free section of the lower embankment, that can be revitalised and be changed to an urban "fun river pop up bank". To make the area pedestrian friendly and an inviting place to be, street furniture should be implemented along the Danube river.	▪ Obtaining permits and permissions, political will ▪ Determine need to fix the tree pots or the benches to the ground ▪ Contact the traffic directorate ▪ Purchasing street furniture and plants, trees ▪ Set up of outdoor city furniture ▪ Observe/ test their usage and frequency by camera ▪ promotion
#3: Widening the staircase towards the Danube river	As the upper Danube river bank had to be protected from flooded water, the flood wall is too high, and local people have only a narrow staircase as access to the lower embankment of the river bank. Widening the staircase, people could sit down on it enjoy their lunch and have an excellent community spot to enjoy the picturesque panorama of the Parliament at Batthyány square.	▪ Selection of area / location ▪ Technical plans ▪ Budget and financial plan ▪ Get the permissions ▪ Implement the intervention ▪ Promotion campaign
#4: Pedestrians crossing to the Danube river (speed limit of max. 50 km/h)	Giant pedestrian crossings without traffic light post will be installed, to ease the access to the Danube river. University citizens, locals, and tourists claim that the upper river embankment needs to be revitalized at Műegyetem embankment. The accessibility to the Danube river is crucial, but there are just a few pedestrian crossings, and the car-traffic is too intense now, therefore the speed must be limited to 50 km/h of the passing vehicles.	▪ Collect statistical data and analyse traffic of the area ▪ Budget and financial plan ▪ Traffic engineering plan ▪ Licensing procedure ▪ Road works ▪ Testing of the new pedestrian crossing ▪ communication
#5: closure of the lower-embankment on weekends	The partial and occasional opening of the lower embankment for pedestrian traffic could lead to the emergence of community events where the inhabitants of the city "occupy" the densely used road. The car-free space would allow for a variety of outdoor activities, which make the vicinity of the Danube even more attractive.	▪ Location analysis ▪ Obtaining permits and permissions, political will ▪ Involve stakeholders ▪ Creating program plan ▪ Promotion
#6: **Mobility Point to encourage the use of sustainable transportation modes**	1) Reduce the car parking area in front of the university 2) Use the space to create a mobility point with bicycle parking, E-charging point, bike sharing docking station, information point and car sharing station etc.	▪ Defining location ▪ Technical plans ▪ Budget, financial plan ▪ Permissions ▪ Implementing mobility point with basic functions ▪ Adding additional functions to the mobility point during operation ▪ Promotion campaign

Further selection and implementation

In order to decide which three of the currently six endorsed concepts to move forward with, the tools developed for Tasks 3.3 and 4.1 will be applied, to achieve a clear and

transparent evaluation of the five concepts. If needed, Budapest will also consult other partners for input on which concepts could be most feasible for piloting.

4.3 Trikala - List of Concepts

Table 4: List of concepts QHS workshop -Trikala

Concept	Concept Description	Next steps
#1: **Development of electric bicycle and scooter station for the transportation to and from the city center.**	The intervention will include the supply of a number of electric or regular bicycles in strategically positioned stations in protected areas (e.g. City Hall) and will be available to everyone. This concept will address the problems of traffic congestion in the city centre, motivating more citizens to use the bicycle for their travels within the centre. Commuting in the area will become faster, environmentally friendlier and safer. The citizens will have an enhanced variety of choices of sustainable mobility solution alternatives. The increased accessibility will affect positively the broader area. This concept will benefit all the city's citizens, as well as visitors and tourists. It will also benefit citizens from the suburbs that come to the city center for their daily needs. Moreover, it will benefit people who do not drive or own private vehicles, scooters or bicycles.	▪ Permissions ▪ Determine location of the station and identify human resources needed ▪ Purchase bicycles and equipment ▪ Set up the station ▪ Set up of monitoring procedures ▪ Communication campaign
#2: **Installation of smart storage locker stations in central locations, where citizens can place their personal items for a while (e.g. their shopping bags, so as to move more easily around for other purposes, without the need of a car)**	The intervention includes the installation of storage locker stations in central locations of the city. Storage lockers with a key will be offered free of charge to the residents/visitors of the area, who will be allowed to use them for a short period of time to temporarily store their belongings. Ideally, the locker stations will be located near bicycle rental stations, will be covered and with regulated temperature (to preserve sensitive items) and will be connected to a specifically designed smartphone application that will inform users about the availability of unoccupied lockers. This concept will facilitate the completion of multiple tasks/obligations in the center of the city. The result will be an increase in the share of sustainable transport users (public transport, walking, cycling), because the beneficiaries will be able to temporarily and safely store their purchases/documents/personal items and they will no longer be compelled to use their private vehicle as a storage medium or make multiple visits to complete a specific number of tasks. As a result, problems of traffic congestion and road accidents will be alleviated. Transportation to/from/in the area will become faster and safer. Air pollution will become less. Commerce, tourism and leisure activities will develop.	▪ Permissions ▪ Determine location and identify human resources ▪ Purchase lockers and equipment ▪ Set up the station ▪ Monitoring ▪ Promotion
#3: **Pedestrianisation of more streets around the square**	Development of a radial network of pedestrian walkways and streets that mix residential with commercial uses, usually paved, where cars drive slowly, and the pedestrian has priority. These streets connect from and to the square, and will be connected with infrastructure such as bicycle routes, public transport stops and TAXI stations.	▪ Draft action plan ▪ Identify area, time ▪ Permissions ▪ Intervention ▪ Monitoring ▪ promotion
#4: **Provision of free**	The intervention will include the supply of a number of wheelchair scooters that will be stored in public buildings (e.g. City Hall) and will be available to disabled people	▪ Draft action plan ▪ Permissions ▪ Location analysis

wheelchair scooters for people with disabilities.	without charge. They will be strictly rented for free to people with disabilities. The problem of accessibility and independency of disabled people using wheelchairs will be addressed. It will facilitate the social interaction and inclusion of people with disabilities.	▪ Purchase scooters ▪ Monitoring ▪ Promotion
#5: **Ban large vehicles from city center**	The intervention will include the complete ban of large private vehicles from the city center of Trikala at specific time intervals. The problems of traffic congestion and road accidents will be addressed. Movements in the area will become faster and safer. Air pollution will become less. The motive to use more sustainable forms of transport will be enforced.	▪ Draft action plan ▪ Endorsement ▪ Set up intervention ▪ Monitoring ▪ Promotion
#6: **Reorganization of parking stops for Taxi / smart ways to call**	This intervention will include the complete re-arrengemet of the taxi stops around the central square and the introduction of a smart way to call for a taxi.	▪ Draft action plan ▪ Endorsement ▪ Set up intervention ▪ Monitoring ▪ promotion

Further selection and implementation

Trikala currently has six concepts short-listed. This is due to the fact that in the online voting and the QHS workshop 6 concepts were equally popular so it was not possible to rule out one of them. Targeted meetings will be organized with E-Trikala, Q-PLAN and specific project partners, local stakeholders and decision makers in order to decide which three concepts would form the best combination for piloting, in order to achieve the most favorable impact on the city's mobility.

4.4 Üsküdar - List of Concepts

Table 5: List of concepts QHS workshop -Üsküdar

Concept	Concept Description	Next steps
#1: **Benches on uphill roads to lighten walking problems**	Üsküdar is surrounded by hills, rising from the shore and gain significant elevation in the outskirts. Therefore, roads of Üsküdar are mainly leading uphill and can be very steep. Walking is challenging on these roads, esp. for elderly people. Üsküdar has a high share of elderly population, for whom walking to undertake daily chores is challenging. There is a demand for resting points on uphill roads to have a break in walking. As a first step, there will be a geographic assessment to identify the necessary locations for benches. Citizens' views and thought will be considered while deciding on bench locations. The benches will have a suitable shape for the road they will be put on.	▪ Build a project team ▪ Area analysis ▪ Design of benches and test ▪ Budget, finance plan ▪ Set up benches ▪ Promotion
#2: **Underground car parking lots**	Currently there is a lack of parking in Üsküdar. This issue causes many problems. It would not be hard to build a car park but there is an obstacle : There is not enough empty space in Üsküdar to build a car parking area. Therefore, there is a need to construct underground car parking lots under social places or green areas. The surface of the city will not be harmed. Also, the car parking lots will not occupy more space in the city. Small but efficient car parks can be built inside the city. Firstly, there will be an area	▪ Build a project team ▪ Area analysis ▪ Engineering drawing ▪ Financial budgeting ▪ Construction of the park

	search and analysis to define places which a car park can be built under. There will be an analysis to find out the parking need for each area. Then the project will start by one pilot car park.	▪ Promotion
#3: **Civil audit on public transportation service gaps.**	There will be a civil audit system which allows citizens to become volunteer auditors on an online portal which can be checked in real time. Public transportation brands have their own auditors who work for the company, however, there is a need for better auditing which works in real-time. There will be an online platform which allows the citizens to leave their comments. This platform will be open to the public. Citizens will be able to apply voluntarily to become a real-time auditor. Their reports will be significant. Citizens will be able to evaluate their reports. Firstly the project team will reach the transportation brands and agree with them on implementation. Then, there will be an IT team to create a portal. This portal and the project will be announced to the public.	▪ Build a project team ▪ Financial budgeting ▪ Creating online portal ▪ Promotion ▪ Participation of citizens
#4: **Organize a race which involves authorities and experts to experience a journey as a disabled person**	Both regular citizens, public and private drivers are not careful enough about the needs of disabled people. Significant authorities provide necessary infrastructure for disabled transportation. However, the solutions are not enough to meet expectations. Therefore, there is a need to increase awareness and by that to increase transportation opportunities and safety for disabled people. There will be a race organized for 1 day. The competitors will be significant authorities who work on transportation, infrastructure and city government. The race will be promoted on local and national media.	▪ Build a project team ▪ Financial budgeting ▪ Race organisation planning ▪ Race organisation ▪ Public relations
#5: **Locating CCTV systems in social places and kindergartens**	The citizens do not feel safe in late hours or early in the morning to go to social areas. And there are some kidnapping cases. If the security can be increased in these areas, citizens would prefer to spend more time there. It would help citizens' wellbeing, because otherwise they spend time in shopping malls or inside their homes.	▪ Build a project team ▪ Area analysis ▪ Financial budgeting ▪ Public relations ▪ Locating cameras

Further selection and implementation

The decision taken during the QHS meeting is seen as a preliminary selection of concepts. As a next step, meetings with the relevant departments within the Municipality of Üsküdar will be organized to discuss the feasibility of the concepts and decide on the three concepts for piloting. These meetings will consider issues such as needed budget and potential funding sources, timeline and resource issues to choose the concepts feasible for piloting.

4.5 Hamburg-Altona - List of Concepts

Besides the selection of the 5 most feasible concepts for implementation, it was decided during the workshop to keep in mind the idea of a Mobility Day. Even though this idea was not selected in this short-listing process, the workshop stakeholders suggested to still implement this idea – not as a separate pilot but as a means to launch and promote the other pilot interventions.

Table 6: List of concepts QHS workshop -Hamburg-Altona

Concept	Concept Description	Next steps
#1: **Convert car parking spots into bike parking facilities**	There is a generally high demand for bike parking in Altona, however many locations suffer from a lack of good bike parking options, leading to bikes attached to street signs, blocking street furniture, or blocking pedestrian or bike lanes. This concept proposes to identify areas of highest need for bike parking, identify car parking spots with the potential to host bikes, select appropriate bike racks for these locations, and install bike racks where car parking is currently offered. The pilot could attempt to address different or similar problems (commercial vs residential parking) with different or similar models (temporary vs permanent, styles of racks) depending on the costs and implementation potential to be determined in the development phase.	▪ Draft action plan ▪ Identify scale of pilot ▪ Location analysis ▪ Investigation of bike parking models and options ▪ Obtaining permits and permissions, political will ▪ Purchasing bike racks ▪ Installation of new racks ▪ Promotion
#2: **Highlighting and better marking of pedestrian areas and cycle lanes**	Markings of bike lanes and foot paths are often worn off, making the distribution of space unclear for users. While with the cycling strategy of the city major bike routes are being redesigned and upgraded in the coming years, district routes are not in the concrete planning phase yet. Only recently it was decided on the political level to add bike boxes to intersections to increase cycling safety. These need additional, new markings and possibly some redesign of road marking at intersections in general.	▪ Identify focus of new markings ▪ Location analysis ▪ Obtaining political support ▪ Tender and contract ▪ Evaluation
#3: **Enhanced parking control**	Many dense urban neighbourhoods in Hamburg have problems with illegal parking. To regulate parking the city is subsequently introducing neighbourhood parking, starting with those areas which also have high numbers of tourists/visitors, and moving towards Altona. In the C4P project area, the earliest parking restrictions can be introduced is in 2019/2020. Currently, many people park illegally in front of lowered curbs, on the sidewalk, at intersections and pedestrian crossings. More controls can reduce illegal parking and increase accessibility.	▪ Definition of possible scope of action through LBV ▪ Problem analysis ▪ Analysis of priority zones
#4: **Additional Switchh[2] points at specific locations in Altona**	New switch point (car share /bike share station, mobility hub) are implemented to reduce the number of privately owned vehicles and increase mobility options and connectivity with public transport. These switch points could be extended by offering more sharing services than just cars. The specific demand would need to be discussed with the citizens living nearby.	▪ Analysis of the planned locations of switch points ▪ Involve professional stakeholders ▪ Involve citizens ▪ Implement temporary intervention ▪ communication strategy
#5: **Micro depots in combination with cargo bike delivery**	This concept combines the previously two concepts related to logistics: the concept for a micro depot for parcels and for cargo-bike delivery. A micro depot as suggested in this concept should be a central point for parcel delivery in the neighbourhood. It could be used by all (major) logistic companies or only one company, depending on space/size of the depot. Delivery to the door could be done by cargo bike, to reduce emissions and roads/sidewalks/bike lanes being blocked by delivery trucks. Partnerships with delivery services using cargo bikes must be investigated and negotiated. Whether the micro depots could also be used a as a pick-up point	▪ Draft action plan ▪ Evaluation of demand of logistic companies ▪ Search for suitable space (both public space and real estate) ▪ Coordination of logistic companies and district ▪ Construction / set-up of pilot facility ▪ Monitoring

[2] Switchh is a platform combining PT with car and bike share schemes, run by the local PT provider

	for customers is another issue to be clarified in the future.	

Further selection and implementation

The next step for all concepts will be to hold working group meetings with the stakeholders relevant to start the implementation process. This will in most cases be representatives from the Borough of Altona and one or two additional institutions. In these meetings the proposed timeline will be evaluated and adapted. Options conducting the technical evaluation of the pilots will also be considered. Based on the results from these meetings it will be decided which three concepts are most feasible for piloting, taking into account the requirements outlined by the C4P project, such as scalability and replicability. As all concepts would improve the mobility situation in Altona, the C4P team would not hinder piloting of more than three concepts, but limit the evaluation to three concepts.

5. General conclusions of the concepts

This chapter summarises the results of the QHS workshops and compares the challenges as well as the intervention categories the single concepts can be put into.

Even though each pilot city has selected only five and in some cases six concepts, the total sum of each city calculation can be higher than five. The reason is that each concept can fall into more than one challenge and intervention category. The reader of the summary should focus on the total number of the challenge or intervention category as this shows the points of focus shared by all cities.

Table 7: Conclusion of concepts addressing challenges

Challenge Category	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg	Total
Road Congestion (CC-1)	5		2		1	3
Low quality and provision of end-to-end cycle and pedestrian Infrastructure (CC-2)		4	4	3	2	13
Low -connectivity of public services (service gaps) (CC-3)	4	1	1	1		7
Affordability & access to a viable private car based alternative (CC-4)	1		3		1	5
Parking provision/capacity (CC-5)		1		1	1	4

Low-frequency of public services (service gaps) (CC-6)		1				1
Air & noise pollution (due to traffic) (CC-7)		1	3		1	5

According to Table 7, the main challenge addressed by the five concepts for each city is connected to cycle and pedestrian infrastructure. The connectivity of public services, affordability and accessibility of alternative transport modes, parking capacity and air and noise pollution also seem to be major challenges across the pilot cities, for which concepts will be piloted.

Table 8: Conclusion of concepts and the intervention

Intervention Category	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg	Total
Promotion of active travel (IT-1)	1	3	3	2	2	10
Traffic reduction strategies (IT-2)		1	3		2	6
Affordable and quality travel options (IT-3)	5		4	1	1	11
Inclusive mobility infrastructure (IT-4)	1	1	2	2		6
Travel information provision and literacy (IT-5)	3	1				4
Emission & noise control strategies (IT-6)		1	1			1
Speed control strategies (IT-7)		1				1

According to Table 8, the intervention category covered predominantly addresses the affordability and quality of travel options and the promotion of active travel (referring to travelling by foot and bike).

Traffic reduction strategies and an inclusive mobility infrastructure are also among the intervention categories tackled by the pilot cities.

Comparing the two tables, there is an overlap of the dominant challenge topics and intervention topics, meaning that the challenges identified by the citizens throughout the project in several workshops are met by the corresponding interventions. Overall, there is a trend to promote alternative transport modes to the car. Cars use up parking space which would otherwise be available for public use and more active travelling. Measures will be taken in order to encourage citizens to use alternative transport and increase the accessibility and affordability of convenient transport options to all citizens.

It has to be noted that a number of the selected interventions are much more significant in scale and more time consuming than is achievable in the timeline for C4P, such as for example underground car parks, river crossing and pedestrianisation. If such largescale concepts are chosen for implementation, it will be necessary for several partners to work out a way to scale them back and create pilots which are achievable in the scope of C4P.