CITIES 4PEOPLE

PEOPLE ORIENTED TRANSPORT & MOBILITY

D3.7 Developed Interventions and Prototypes for Real Life Piloting

[February, 2019]

CiViTAS
Cleaner and better transport in cities

Project ID

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Coordinator:	Copenhagen Business School (CBS, Denmark)
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	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
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	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.

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Acronyms and Abbreviations:

D3.7 – Deliverable 3.7 Developed Interventions and Prototypes for Real Life Piloting'

T3.3 – Task 3.3 From Concepts to Solutions – Development of practical interventions and prototypes

T4.1 – Task 4.1 Co-design of a pilot action plan per city

C4P – Cities-4-People

OCC – Oxfordshire City Council

'Co-Creative Prototyping' – 'Co-Creative Prototyping: Development of Practical Interventions and Prototypes in Cities-4-People'

Executive summary

This document accompanies an additional publication, an e-book entitled 'Co-Creative Prototyping: Development of Practical Interventions and Prototypes in Cities-4-People'. The e-book is available online alongside all public C4P reports and other downloadable resources at https://cities4people.eu/resources/c4p-reports/ . Together, the e-book and this document constitute 'Deliverable 3.7 Developed Interventions and Prototypes for Real Life Piloting' (D3.7).

Prior to this task, Citizen Mobility Communities in each of the pilot cities have identified mobility issues in their neighborhood and developed detailed mobility concepts to address these issues. Task 3.3 (T3.3) 'From Concepts to Solutions – Development of practical interventions and prototypes' involved developing mobility concepts into prototypes, in order to make those mobility concepts implementable in the forthcoming piloting phase. The process included the following actions:

- Initial planning for Task 3.3 was undertaken with Oxfordshire City Council (OCC) to align with the closely-related task Task 4.1 (T4.1), 'Co-design of a pilot action plan per city'.
- Mobility concepts from each pilot were assessed (25 in total), and feedback was provided to pilots.
- Support was given (through community calls and one-on-one communication) to aid in the co-creation of mobility interventions.
- A 2-day methodology workshop (Trikala, October 2018) focused on how to prototype concepts along with local communities and stakeholders.
- Prototypes were developed (3 per city; 15 in total) that refined concepts, answered pressing question prior to prototyping, and uncovered previously unknown questions and opportunities.
- An e-book was created to demonstrate the prototyping activities undertaken in Task 3.3, and to share this process with other individuals, groups, or organizations who wish to facilitate co-creative prototyping.
- A reporting structure was developed whereby partners were interviewed by Waag to receive progress updates and simultaneously provide feedback and assessment.

Introduction

Deliverable D3.7 is presented as two separate documents, which taken together provide the complete reporting of actions undertaken in Task 3.3, 'From Concepts to Solutions - Development of practical interventions and prototypes'. These documents are:

- [This document] **D3.7 Developed Interventions and Prototypes for Real Life Piloting**: provides relevant information on the task's process and

planning. It is an official report that describes the approach, process, and events involved with coordinating and executing Task 3.3.

- **Co-Creative Prototyping: Development of Practical Interventions and Prototypes in Cities-4-People**: This publicly available booklet provides detailed information on the prototyping processes undertaken in each city, and is presented in a format that is intended to be shareable for the purpose of replicability by outside, interested parties. This type of presentation for the information was chosen in order to promote wider readership of the content provided.

1. Purpose and approach

To help guide this Task's (T3.3) approach, Waag set out three main goals to help orient the pilot cities' prototyping plans:

- Involve community members as directly as possible in the development of prototypes
- Test, iterate, and improve aspects of the to-be-piloted intervention
- Identify and answer fundamental questions prior to piloting

1.1 Preparation and Alignment

The prototypes developed during this task are intended to ensure that partners are prepared to enter the pilot phase. Thus, it was crucial that the plans for prototyping (Task 3.3, coordinated by Waag) aligned with the development of pilot action plans (Task 4.1 "Co-design of a pilot action plan per city", coordinated by OCC).

To ensure that these two components of the project were aligned, OCC and Waag stayed in close communication early on in the process of developing plans for their respective tasks. This included aligning due dates for developing prototypes and completing pilot action plans. Furthermore, communication between these two partners focused largely on synchronising goals (mentioned above), and ensuring that those goals would be supported by the processes enacted in tasks T3.3 and T4.1.

2. Process Overview

Task 3.3 did not officially include the Quadruple Helix Stakeholder (QHS) workshops, which were conducted as part of Task 3.2. However, because the QHS meetings produced a list of 5 concepts, which were then to be narrowed down to 3 concepts for prototyping, Waag provided assistance to pilot partners at this

stage. As such, the preparations for the QHS workshop can be considered as the unofficial 'start' of Task 3.3.

The chart below (Figure 1) depicts the flow of this process. QHS recommendations (provided by Waag) helped to prepare pilots for QHS meetings. At the QHS meetings, 5 concepts were selected, which were then evaluated by Waag (this process is described below in section 3.1). Waag designed the methodology workshop based on these evaluations and with two main goals in mind: aiding pilot partners in selecting which 3 concepts to prototype, as well as providing partners with the training, tools, and methods needed to co-create prototypes in their local area. This workshop, along with one-on-one assistance as needed, prepared pilots for prototyping. These prototypes have now been developed along with local stakeholders, and have prepared pilots for the upcoming piloting phase.

Figure 1: Process overview of Task 3.3
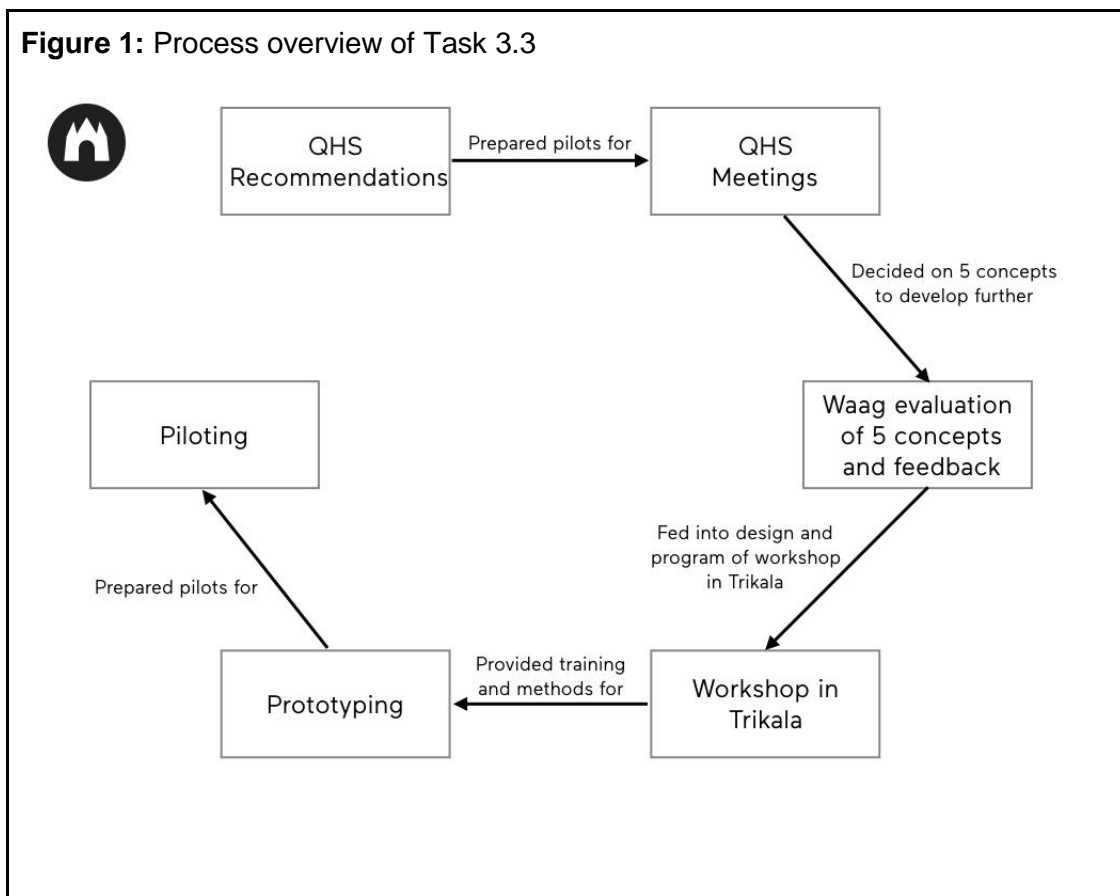
3. QHS Meeting

The QHS meetings were not officially part of the prototyping phase. However, the outcome of the QHS meeting — the selection of 5 concepts by each community — fed directly into the prototyping phase, where pilots would pick 3 of these 5 concepts to turn into prototypes for further development.

Prior to hosting a QHS meeting, each pilot city created a YourPriorities web page, where each of the existing concepts could be listed, deliberated upon, and reacted to with a simple non-binding up or down vote (in favor or against). This digital feedback provided a basis for live discussions at the QHS meeting.

Waag helped to prepare the pilot cities for the QHS meetings by providing them with potential questions to ask and methods to find answers. These methods can be found in the e-book 'Co-Creative Prototyping' on pages 4 and 5.

During the QHS meetings, pilots met with stakeholders from industry, government, academia, and civil society to narrow down their list of concepts from 12 to 5.

A complete overview of the five (5) QHS meetings can be found in D3.5 "Report on the mutually endorsed mobility interventions for real life piloting".

3.1 Concept Review

Following the QHS meeting, pilot partners alerted the consortium of the 5 concepts that they had selected with their stakeholders to be considered for prototyping. Waag then reviewed these 5 concepts as an initial phase in their process of support. This review was meant to give pilots feedback on their concepts, reiterate the importance of co-creation in the pilot phase, consider improvements or augmentations to the concepts, assess the quality and doability of the concepts, and help pilot partners to narrow down their list of 5 concepts to 3.

The list of 5 concepts from each pilot were circulated amongst an internal review team at Waag. This team consisted of a total of 3 reviewers and 1 coordinator:

- Meia Wippoo - focused on community management
- Stefano Bocconi - technical perspective
- Ivonne Dings - general applicability, relevance
- Max Kortlander - coordinator

Following assessment by each individual reviewer, these team members discussed and aligned feedback before presenting it to the pilots. Table 1 refers more specifically to the method employed and feedback provided by Waag:

The feedback was provided to pilots in 3 main ways: 1) written feedback was provided; 2) one-on-one calls were held with each pilot city to review the plans and needs related their concepts; and 3) general feedback was provided to the pilots during a dedicated community call.

Table 1: Guidelines, Questions, and Recommendations from Waag's Concept Review

1.) Concepts were born out of community needs that were identified during co-creation.

- Does this concept address the original problem? How could it more directly address that problem?
- What are other, alternative ways to address the same problem?
- Could these alternative ways of addressing the same problem be somehow integrated into your existing concept?

2.) The concepts for piloted interventions should be community-focused.

- Did this concept originate from a community member?
- Does the concept involve and/or rely upon the community? How can this involvement be deepened?
- Is there a clear path to ownership and maintenance of the proposed intervention by the community?

3.) The concepts should be feasible.

- Are there ways to make the concept more cost-effective or simpler?
- Are there any outstanding permissions required? Are they realistically obtained?

4.) The piloted interventions should produce useful data.

- Can this concept include some type of measurable output, for example by integrating citizen sensing into the proposed intervention?

General feedback provided from Waag to pilot partners

- How are you going to work with citizens to develop your concepts further? Make sure that citizens and other stakeholders are involved in your prototyping process.

- Help by providing examples

- give community member some ideas to work with; start brainstorming on how to apply these ideas to their own concepts using methods from the Co-Creation Navigator

4. Methodology Workshop in Trikala

4.1 Introduction to Methodology Workshop in Trikala

A 2-day Methodology Workshop was held in Trikala, Greece on 15-16 October, 2018. This marked the second portion of a 'weeklong methodology workshop', the first three days of which were held previously in January, 2018 in Bergen aan Zee.

Like the first methodology workshop, the 2-day workshop in Trikala provided a firsthand experience in co-creation whereby Waag facilitated a series of sessions and workshops that could later be facilitated by pilot partners in their local communities. The difference in this workshop is that, rather than focusing on community building (as we did in the first workshop), the workshop in Trikala focused on working with communities. This aim reflects the timing of the project—following the Trikala workshop, pilot partners needed to return home to co-design and co-develop prototypes alongside their communities[1].

4.2 Schedule and Events

The schedule of the Methodology Workshop in Trikala was as follows:

Table 2: Schedule of Methodology Workshop in Trikala		
Day, October 15th **Methodology Workshop** *Research Center - Tsitsani Museum* *Karditsis, Trikala 421 00, Greece*		
09.45 - 10.00	**Welcome & Coffee** *(practical info on the upcoming days)*	TRIKALA
10.00 - 10.20	**Check-in / Warm up activity (20 min)**	One project partner
10.20 -10.45	**Parking lot session (25 min)**	Meia & Ivonne
10.45 – 12.00	**Guided conversation with coffee (75 min)**	Meia & Ivonne
12.00 – 13.00	Lunch	
13.00 – 14.45	**Open Space incl. Sessions on (1h, 45 min): -** sensing kits, data-collection, template for Action Plan, Citizen Mobility Kit	Graham, Anastasia & Max
14.45 – 15.00	**Coffee**	
15.00 – 15.45	**Presentation of results of Open Space sessions (45 min)**	All partners
15.45 – 16.00	**Check out (15 min)**	One project partner

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[1] This prototype development refers to Task 3.3, 'Development of Practical Interventions and Prototypes'.

Day 2, October 16th Methodology Workshop *Research Center - Tsitsani Museum* *Karditsis, Trikala 421 00, Greece*		
09.45 – 10.00	**Coffee**	
10.00 – 10.20	**Check-in / Warm up activity (20 min)**	One project partner
10.20 – 10.45	**Presentation: feedback and advice on prototypes (25 min)**	Meia & Ivonne
10.45 – 11.45	**Prototyping workshop 1 (60 min)**	Meia & Ivonne
11.45 – 12.15	**Iteration presentation (informal) (30 min)**	
12.15 – 13.15	**Lunch**	
13.15 – 14.45	**Prototyping workshop 2 (1h, 30 min)**	All partners
14.45 – 15.00	**Coffee**	
15.00 – 15.45	**Presentation of results of Workshop sessions (45 min)**	All partners
15.45 - 16.00	**Check out (15 min)**	One project partner
19.30	**Consortium dinner Quiz (CBS)**	

4.2.1 Day 1

4.2.1.1 Check-in, Parking Lot, and Guided Conversation

Day one began with a quick check-in activity led by partner CBS to help 'break the ice' and get people comfortable speaking by playing a game utilizing the names of colleagues in the project. This also helped to introduce some partners who were either new in the project or had not been to a consortium meeting yet.

Figure 2: Attendees participate in a 'warm-up' activity to start the day's events.

Following the check-in, a parking lot session was hosted in which partners listed project topics that were of interest to them or on their minds. These topics were placed on a board in front of the participants, where they could be seen by everyone. The Pilot Action Plans and the prototyping were the two main subjects that were listed most by partners.

The morning ended with a guided conversation that is based on the Socratic conversation style. In this exercise, a discussion was held where partners talked about some of the parking lot topics that they had listed earlier. Participants were sometimes called on to rephrase what others had said, to encourage deep listening. During this conversation, personal ambitions for the project were also discussed, including:
- sharing 'design thinking' with cities
- cross-country collaboration
- learning more about how communities can lead design
- keeping a connection with citizens
- making the most of the project's open-ended structure
- changing perspectives regarding citizen engagement
- connecting with other projects and communities
- changing the mindset of public administrations to be more open to co-creation

Figure 3: Partners take part in a Socratic Conversation exercise.

4.2.1.2 Open Space Sessions and Check-out

The open space sessions were structured so that there were four presentations in total, with two presentations occurring simultaneously. Project partners could thus choose two of the four open sessions to attend. Topics of the open sessions included:

- **Citizen Mobility Labs and Community Involvement** – During this session, pilot partners discussed some of the practicalities of their labs, such as where they are, how they are hosted, how many events they have held, and what their future plans are. This discussion was structured by having partners identify 'what worked' and 'what did not work' in their labs, as a knowledge-sharing exercise.
- **The Pilot Action Plan** – This hands-on session gave participants the chance to ask specific questions about the Pilot Action Plan, and fill in their answers live together. There was also discussion about how to narrow down on the number of concepts: at this time, many partners had 5 concepts under consideration, and were aiming to have only 3.
- **The Citizen Mobility Kit** – during this session, functionality and usability of the CMK were discussed. Participants also took part in an idea generation session, whereby new potential target users were identified (such as students), as well as additional components or functionalities (such as a 'you are here' button to help guide users through the Co-Creation Navigator).

- **Data and Assessment** – This session was dedicated to clarifying the role of data collection in WP4, as well as the expectations for pilots with regard to how they go about this data collection.

In these sessions, the smaller groups allowed for a conversational approach. Following the smaller group sessions, the consortium met once again as a full group. Here, summaries of each of the four sessions were provided to everyone.

The day ended with a quick 'check-out' activity led by White Research. Generally, this first day of the workshop helped to align priorities. This alignment fed directly into areas of focusing for the rest of the methodology workshop, as well as the consortium meeting which followed. Moreover, it also served as a valuable 'regrouping' moment for the group. It made clear that partners were most focused on prototyping and pilot action plans at the moment, and also raised group morale by refocusing on motivational factors in the project (such as improving one's local area and promoting new forms of citizen participation).

4.2.2 Day 2: Prototyping

Day 2 was fully dedicated to equipping partners with the knowledge, tools, and strategies they would need to successfully prototype three of their chosen concepts alongside their community in the months following this workshop. Workshop sessions were held both prior to and following lunch. During these sessions, pilot partners utilized methods from the co-creation navigator to ideate and discuss different prototypes for their concepts. In this way, these sessions mimicked what pilot partners would later do in their home communities, as we discussed the concepts that they would later discuss and utilized tools and methods that would be available to them as well. The sessions also gave partners the chance to work and discuss in small groups, and to work closely with other project partners. In addition to providing a means for feedback on concepts and approaches to prototyping, these sessions had the added benefit of exposing partners to each other's concepts more directly, making everyone more aware of the work that was being done in other locations in the frame of the project. This has served as the basis for further internal project alignment since, most notably by helping to develop mutual knowledge amongst group members that is referred to during knowledge sharing (for example, during community learning calls). This day also served an 'inspirational' purpose, both in terms of motivational inspiration (seeing what others had planned or accomplished) and practical inspiration (seeing what methods or concepts from other pilots could be utilized in a different context).

Figure 4: A C4P partner creates a mock-up of a concept involving Trikala's central square during a prototyping exercise.

Figure 5: Partners present the outcomes of their prototyping sessions to the larger group.

4.2.2.1 Optional Session: Citizen Sensing

Following Day 2's scheduled activities, an optional extra presentation was hosted by Ivonne from Waag on how citizen sensing may be able to augment and improve some of pilot cities' concepts. Projects such as the Smart Citizens Lab, Making Sense, and MUV were discussed as examples of co-creative urban projects where such sensing plays a fundamental role. Aside from providing practical examples of how sensing may play a role in augmenting existing concepts, the session also served as a valuable case study on how communities can be practically involved in technical, hands-on interventions.

4.3 Workshop Conclusion

The 2-Day Methodology Workshop in Trikala marked the end of a 'weeklong' Methodology Workshop that had begun 10 months earlier in Bergen aan Zee. The workshop in Trikala focused on community building and management within the current context of the project at the time. This context required particular focus on co-creation towards concrete ends, particularly the Pilot Action Plans and prototypes. Following this live workshop, biweekly community calls were continued and one-on-one calls were held between pilot partners and Waag to

discuss how the tools and methods presented during this workshop could be implemented in the local pilot communities.

5. Prototyping

The pilot partners undertook a co-creative approach towards prototyping, ensuring that stakeholders were deeply involved in the process. There were fifteen (15) prototypes in total, with three (3) executed per pilot city. The prototypes were developed during live prototyping events, sometimes occurring over time and in multiple stages.

The prototyping process was reported verbally from pilot partners to the task leader, Waag. This approach gathered detailed narrative accounts of the activities undertaken, while giving an additional opportunity for co-creative coaching and other support in the midst of the prototyping phase. The results of this reporting have been presented in an e-book entitled 'Co-Creative Prototyping: Development of Practical Interventions and Prototypes in Cities-4-People'.

'Co-Creative Prototyping' is a publicly available e-book intended to provide inspiration, case studies, and methods for those who wish to implement a co-creative, community driven approach to prototyping. It has been created with a playful and inviting look and feel, and provides detailed information on the process and methods used during each of the prototyping sessions. It contains direct links to tools and methods on the [Co-Creation Navigator](#), and is available online alongside all public C4P reports and other downloadable resources at https://cities4people.eu/resources/c4p-reports/ . The e-book will also be made available as a resource on the Citizen Mobility Kit.

'Co-Creative Prototyping' also serves [alongside this document] as part of the 'Demonstrator' for D3.7. As such, readers are encouraged to look to the e-book for detailed information on the prototypes in each of the pilot cities.

6. Conclusion

There were two major lessons learned (from the perspective of the task coordinators) through Task 3.3:

- The form that a prototype takes ought to be based upon which questions still remain prior to piloting. That is to say, first a question about the piloting must be identified. A prototype then aims to answer this specific question. Moreover, co-creatively prototyping an intervention may cause facilitators to uncover questions or opportunities that they were not previously aware of, as this causes input about to intervention to come from a wide, diverse range of people.
- Conversation can be more effective than written reporting to gain understanding of on-the-ground issues, and lightens the load for pilot partners. This was discovered as a result of the internal reporting method

employed by Waag, where pilot partners provided information to the task leader (Waag) via interviews rather than via written template.

The actions undertaken within Task 3.3 have sufficiently prepared pilot partners to enter into Task 4.2, where they will pilot their interventions in a real-life context. The next step for pilots is to take the information they have gathered in Task 3.3 and apply this knowledge to the development and execution of their piloted interventions.