



D.3.6 Public Report on the mutually endorsed mobility interventions for real-life piloting [November 2019]

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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.3.4	Deliverable 3.4
D.3.6	Deliverable 3.6
EMW	European Mobility Week
FHH	Free and Hanseatic City of Hamburg
KTI	Institute for Transport Sciences (Hungary)
OCC	Oxfordshire County Council (UK)
SWOT	Strengths, Weaknesses, Opportunities, Threats
QHS	Quadruple Helix Stakeholder

Executive Summary

This report – D.3.6 Public Report on the mutually endorsed mobility interventions for real-life piloting – gives an account of the activities and especially the process of each of the five Cities-4-People pilot cities leading to the selection and further participative development of a concept to be implemented as a scale-up intervention in the second implementation round that is to take place between January and March 2020. This deliverable was written by the City of Hamburg.

After having carried out co-creative workshops with the mobility community with formats such as Presentation Day and Hackday, where the options for scaling up previously implemented pilots for the second iteration round were discussed and further developed (see D.3.4), the pilot cities carried out selection processes to make a decision on which pilot to implement during the second implementation round. (In the case of Uskudar and Oxfordshire, the selection process took place prior to the Hackday). This selection process comprised an online voting and a Quadruple Helix Stakeholder workshop or, as in the case of Hamburg, a Quadruple Helix Stakeholder process.

Technically, the online voting worked well in the pilot cities (with the exception of Budapest which could not carry this out due to elections). The feedback from online voting in terms of numbers was comparatively low, ranging from 13 to 67. Most pilot cities have therefore employed additional offline voting methods during the QHS workshop to get a better feeling for the popularity of the suggested concepts.

The Quadruple Helix Stakeholder workshops, as an important part to make a community and expert based decision on which concept to actually implement, were carried out in various different modes. While Hamburg employed a longer-lasting QHS process including consultation with experts, in-house and the community during a participatory prototyping workshop, other cities carried out focused workshops or, as in the case of Budapest, a big two-day event with hundreds of visitors during the car-free weekend of the European Mobility Week (EMW).

The selected concepts vary greatly in scope and in the topics they address. The topics range from improving access to people living in periurban areas by installing extra transport services (Oxfordshire), to improving mobility for people with disabilities by providing wheelchair scooters (Trikala), to improving walking infrastructure (Uskudar), to setting incentives for using sustainable modes of transport by offering last mile solutions in mobility points (Budapest) or improving infrastructure for bikes and cargo bikes (Hamburg).

Introduction

This report on the endorsed concepts for piloting of the Cities-4-People areas gives an account of the process leading to the selection of one mobility concept to be scaled up and implemented in the second implementation round within the Cities-4-People project. The selection process described in this report was combined with the results from earlier lab activities such as the Hackday, described in D.3.4.

Chapter 1 briefly explains the background of the selection process and the online voting and the Quadruple Helix Stakeholder workshops as central elements.

Chapter 2 gives an overview of the results from the online voting of the different pilot cities that were carried out during September 2019, and explains how these results were fed into the further selection process.

Chapter 3 describes the implementation of the QHS process in the pilot cities leading to the selection of concepts to be scaled-up, prototyped and piloted in the second implementation round of Cities-4-People. It will give an account of the preparatory processes such as promotion, the workshop structure, the methods employed as well as challenges and successes in this process.

The results from these QHS workshops and processes are summarised in Chapter 4, where the selected concepts, the next steps for implementation, the timeline and the relevant stakeholders are described in tables.

Chapter 5 finally provides a short summary and comparison of the selection processes employed in the pilot cities as well as a short account of the specific challenges addressed by the selected concepts.

1. Background - The Selection Process

1.1 Before the selection process

Before selecting the final concepts to be implemented in the second implementation round as scaled-up pilots, each pilot city has held mobility lab events and workshops with the mobility community and other experts to discuss which of the pilots from the first round could potentially be scaled up and which possible other topics the mobility community wished to address in the second round. Based on these workshops (Presentation Day and Hackday), a list of concepts for the second iteration round was produced and then taken to the further selection process to determine which of these concepts would actually be implemented. Two cities – Uskudar and Oxfordshire – chose a different order of events and carried out the selection process after the Presentation Day and before the Hackday.

1.2 The idea of the Selection Process with Quadruple Helix Stakeholders

During the first iteration round of Cities-4-People, the outcome of the citizen mobility lab events was a long list of concepts that was narrowed down to a short-list with Quadruple Helix stakeholders – that is, representatives from academia, industry, administration and citizens – the selection process for the second iteration round proved to be more complex.

As in the selection process of the first implementation round, a combination of a broad online voting and a more focused workshop with the Quadruple Helix Stakeholders were the central elements for taking the decision on which concepts to actually implement. Having learned from the first iteration round, and being confronted with a shorter timeline for the planning process, and the prospect of implementing pilots during wintertime (January until March 2020), some of the pilot cities slightly deviated from the foreseen program in the implementation of the selection process. This is described further below. Nonetheless, the online voting and the QHS process remained the central elements of the selection process leading to the final choices on which pilots to scale-up and implement during the second iteration round.

1.3 After the selection process

After the selection process has been made by all the pilot cities and the concepts to be implemented have been chosen, all pilot cities will carry out prototyping workshops to test different options for implementation, further optimise the pilot and make last feasibility checks. This will be reported upon in D.3.8. In the second implementation round, some cities will need the prototyping workshop to make their final choices for the concepts to be implemented.

2. Online Voting: community vote on the Concepts

2.1 Overview of the Online Voting

As in the first iteration round, online voting was used for detecting the most popular concepts of intervention. This was achieved using the online voting tool “YourPriorities” in order to reach a broad audience including people who are for various reasons not able to participate in Cities-4-people events. Besides getting votes and an impression of how popular the suggested concepts were, another goal was to get comments on the concepts from a broader community, which would help to improve the concepts and prepare them for prototyping.

The following table gives an overview of the key figures of the online voting carried out in the pilot cities in September 2019.

Table 1: Key figures of the Online Voting

Topic	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg
Date/ Period covered	26.09. until 10.10.19 (15 days)	It was planned to run between 02.10.2019 and 31.10.2019 but was cancelled.	30.09. until 04.10.2019 (5 days)	23.09. until 04.10.2019 (12 days)	11.09. until 30.09.2019 (18 days)
How was the voting option advertised?	Emails to contacts in Barton and scale-up areas including all participants and invitees to previous events; Barton Community Association Facebook Page. Direct link to voting page on tablet to neighbourhood celebration ("Barton Bash"). Promotion at a meeting for organisers of the existing Otmoor Flier Community Transport Service with input from C4P team		Through facebook (link)	Mailing groups, WhatsApp groups and the official website of Üsküdar Municipality.	Via newsletter, social media, mentions on local websites, direct email to stakeholders
Number of participants	13 unique users until 7/10/19. Plus 12 anonymously recorded input from in-person events		67 unique users	61 unique users	35 unique users, plus 127 offline-votes during prototyping

2.2 Challenges with the online voting

In this round, no major technical challenges arose in the online voting process. Budapest was unable to disseminate the context of the online voting tool on any online media of the Municipality of the City of *Budapest* due to municipal elections scheduled on 13th of September 2019. In order to mitigate this challenge, the Cities-4-People team in Budapest spent two days on the car-free weekend of the European Mobility Week collecting offline votes of local citizens and stakeholder groups.

In *Oxfordshire*, gaining significant input into the YourPriorities tool was challenging. E-Democracy is an unfamiliar concept to many in the villages covered in the scale-up areas. This resulted in some frustration. This challenge was mitigated by offering telephone and email support. In some cases, people submitted comments and votes by email, which were then logged onto the YourPriorities tool by C4P staff. Also, many elderly people living in the villages targeted for the scale-up tend to have less digital literacy and limited internet access.

In spite of the challenges of deploying the YourPriorities tool, it did prove an effective means to gather greater input from the scale-up communities than would have been achieved through in-person meetings.

2.3 How did the online voting results feed into the selection process?

In *Oxfordshire*, the results from YourPriorities online voting were used to select which of the community transport routes developed at the Hack Day will be piloted. Comments made on the tool were also considered for the further planning of how the service will be implemented.

In *Budapest*, where the online voting could not take place due to elections, offline votes were collected instead. The results from the voting fed into the further selection process, which was continued during the prototyping workshop for the 2nd round held on the 7th October 2019 and reported upon in Deliverable 3.8.

In *Trikala* the results from the online voting as well as from citizens' expressed opinions were taken from the QHS workshop, were ranked and discussed with experts. This helped to make sure that the pilot chosen to be scaled up is the one the mobility community wishes to support.

In *Uskudar*, the results of the online voting will be considered while the project team evaluates the results of prototyping. The four different piloting ideas will be prototyped in order to test how they would work. The online voting offered the four ideas to the mobility community. Their preferences will be considered in the prototyping evaluation phase, and the project team will choose the most feasible and at the same time most popular idea. There will be a list of ideas ranked according to the results of the online voting, and according to the success rate of testing the ideas. Then, the two lists will be compared and the team will reach a consensus.

In *Hamburg*, the results from the online voting were taken to the prototyping workshop, where participants had the chance to vote offline for their favourite concept while also being able to discuss those concepts face-to-face with the Cities-4-People team and further develop them in a hands-on prototyping workshop. The offline voting was more successful than the online voting and produced another 127 votes. In Hamburg, the feasibility check with Quadruple Helix Stakeholders took place before the online voting. It did not make sense to have the community

vote on something that would maybe not be implementable. Therefore, the online and offline voting as well as the results from the prototyping workshop with the community eventually led to the selection of the concept to be implemented.

3. The Implementation of the QHS Workshops

This chapter gives an overview of the preparation, promotion and implementation of the Quadruple Helix Stakeholder workshops carried out in the pilot cities. It also sheds a light onto the methods employed during the workshops for the final selection of the mobility intervention to be implemented for the 2nd iteration round.

Table 2: Overview of the QHS Workshops

Topic	Oxfordshire	Budapest	Trikala	Üsküdar	Hamburg
Date	16.08.2019	21.09. until 22.09.2019	04.10.2019	09.09.2019	QHS process 02.09. until 26.09.2019 →see section 3.5
Venue	Makerspace, Oxfordshire County Library	Car free weekend, along the Andrassy street at downtown of Budapest	Mayor Hall Offices	Üsküdar Municipality / Discover Üsküdar Office	-
Duration (hours)	2 hours	8 hours open counselling/day	1,5 hours	3,5 hours	-
Number of participa nts	20	528	6	9	-

3.1 Oxfordshire

3.1.1 Promotion

In Oxfordshire, a variety of methods were used to promote the event:

- An article in the Mobility Community Newsletter
- A series of Facebook posts in the Barton Community Association page
- Posters at the library and Barton Neighbourhood Centre
- Post on the C4P twitter feed
- Targeted email invitations to vital stakeholders
- In-person meetings with vital stakeholders

These methods were selected to promote the event in order to effectively reach the range of stakeholders needed for effective co-creation. Some methods (Barton specific channels) were used to reach community members, whereas other channels were used to reach professional and targeted stakeholders such as internal stakeholders, community transport, information experts, and bus companies.

3.1.2 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. There were representatives from the following groups:

General public: 1

Mobility providers: 4

Local authority: 10 (2 of these were elected leaders)

3.1.3 The Workshop Structure

The QHS selection process was divided into 2 parts. Immediately after the Presentation Day, a QHS workshop was held. At this event, the pilot to be developed for scale-up was selected and potential scale-up areas were prioritised.

3.1.4 Methods used

The participants were invited to break into three groups in order to carry out a SWOT analysis of the three pilot interventions for their strengths and weaknesses as well as the threats and opportunities the pilot could face when scaling-up. This tool was used because it is helpful in sparking conversation and focusing on the relative attributes of the pilots.

The three groups then presented to the room their analysis followed by a discussion of the relative merits of the three pilots.

Participants then voted on the pilot they would like to scale-up by putting a post-it note on the SWOT flip-chart sheet of the pilot they would like to scale up. On the post-it the participants wrote why they selected this pilot for scale-up.

Following the determination of the pilot for scale-up, participants then selected areas the pilot should be scaled-up into, using an Ambition Ranking tool to prioritise scale-up areas. This tool was used because it creates a consensus around a prioritised list of locations quickly while still allowing discussion and interaction about the benefits with each location.

Following the development of concepts at the Hack Day, the YourPriorities tool was used to determine which of the community transport routes should be developed into pilots.

3.1.5 Challenges

A challenge in holding a Quadruple Helix Stakeholder workshop with an open invitation, rather than personal invites, is in ensuring that the vital stakeholders needed for decision-making participate in the event. This was overcome by directly approaching the stakeholders to develop possible routes to scale-up beforehand and to build interest in the event.

3.1.6 Successes

Feedback from participants was that the event went well, with a positive and non-confrontational approach to decision-making. The key outcome aims of the event were achieved: a pilot was selected and locations for scale-up were determined.

3.2 Budapest

3.2.1 Promotion

The car-free weekend was promoted by using many forms of official social media in Budapest. Since the Municipality of the City of Budapest and BKK were among the key organizers, using their channels was a great asset. The C4P project team handed out various take away gift items: arm bands, bicycle seat covers, pens all with C4P logo printed on them. As the third pilot of the C4P project is now being extended until the end of October 2019, the colleagues of MunBUD, BKK, and KTI have handed out printed information to local families and stakeholder groups to visit the Buda walking path and participate in the quiz game.

3.2.2 Selection of the Participants

The car-free weekend of the European Mobility Week (EMW) provided a very good opportunity to have a co-creative open-door scale up QHS planning session. The Presentation day and Hackday took place earlier in the same week, so it was easy to set up two offline voting boards for local citizens, representatives of the academia, and members of the industry to discuss and select the most appealing solutions (location, and types of mobility point services). There were representatives from the following groups:

Citizens: 250 per day (500 in total)

Academia: 10

Industry: 5

Local authority: 10

Others: 3

3.2.3 The Workshop Structure

On Saturday and on Sunday the QHS workshop was an all-day event with continuous counselling and discussions with citizens and continuous data collection. The C4P colleagues (a total of seven people) were at the C4P stand taking turns from 9.30 until 6.00 pm. Dedicated QHS sessions took place multiple times during the day.

Co-creation inside the tent about the Cities-4-People project and its scale-up plan for 2020 lasted throughout the whole weekend.

The event attracted a lot of citizens, who were very eager to participate. Young children at the age of 6-7 were also willing to let their opinion be heard and large families with young kids had excellent ideas to share and discuss with members of the Budapest key C4P project team.

The QHS workshop took place when at least 5-10 people had gathered, and their opinions were asked by the representatives of the C4P team members.

3.2.4 Methods used

There were two posters to hang, and ready-made small red stickers for citizens to mark their choices on the offered preselected location and mobility type options.

This method was chosen because it attracts citizens from all age groups and gives the opportunity to start conversations both with experts or other citizens. Pictograms of location options helped to understand and visualize the various concepts.

3.2.5 Challenges

There were a huge number of visitors because of the car free weekend and due to extremely good weather conditions. The C4P project team had great numbers of people to take care of at a time.

3.2.6 Successes

The C4P team in Budapest has received close to 700 stakeholder votes for the mobility point locations. Following the QHS selection process, the top 3 (Széll Kálmán tér, Kelenföldi pu. - Etele tér, Városliget - Hősök tere metro station exit at Andrásy út); and an additional 3 spare locations have been identified (Keleti pu., Örs Vezér tere, Infopark). From these 6 locations, at the prototyping workshop scheduled for 7th October 2019, the C4P project team plans to select the locations for deeper analysis. After this analysis, the final decision will be taken after making

implementation plans with the help of key mobility experts. Additionally, having met with locals and the C4P stakeholders' group, the C4P team has received a lot of positive feedback on site as compared to the three 1st phase pilot implementations (Mobility Point, Bicycle friendly pilot, Buda walking path.) Finally, the project team saw how much co-creation was needed and appreciated by different types of audience.

3.3 Trikala

3.3.1 Promotion

Participants were invited to the workshop via direct e-mails to specific representatives that needed to attend.

3.3.2 Selection of the Participants

The C4P team in Trikala focused on stakeholders and decision makers from the local authority, including the Municipal Department for Civil Planning, the Department of Green Spaces and association of individuals with mobility issues.

3.3.3 The Workshop Structure

The QHS workshop aimed to gather relevant stakeholders and select the concept to be scaled up. During the workshop, initial results from the first round of pilot interventions and results from the Hackday were presented. In addition, the results of the online voting were evaluated in selecting the pilot to be scaled-up.

3.3.4 Methods used

The results of the online voting were ranked and discussed in the QHS workshop. In order to select one concept to be scaled-up, participants were asked to prioritise the online voting results and use a brainstorming activity in order to evaluate their decision during the workshop with experts.

3.3.5 Challenges

The biggest challenge was to find a balance between the most popular concept according to the online voting and the expected technical, financial and other issues related to the implementation process.

3.3.6 Successes

The chosen concept turned out to be feasible, so the chances are good that the scaling up process will go on smoothly and continue to have the support of the Mobility community.

3.4 Üsküdar

3.4.1 Promotion

The event was promoted via email and WhatsApp groups. The goal was to reach the direct members of the community due to the time pressure. This made sure that everyone agreed to come to the event and showed up.

3.4.2 Selection of the Participants

In Üsküdar, the main focus was set on reaching the mobility community. The following groups were represented in the event:

Citizens: 2

Academic: 2

Local authority: 5

3.4.3 The Workshop Structure

The workshop was divided into a first section, where the Presentation Day was held, where the outcomes, lessons learned and challenges were explained. The second part comprised an interactive selection process.

3.4.4 Methods used

The QHS part of the workshop started with an analyse table, where all pilots were evaluated with the stakeholders. After the evaluation, an up-voting method was employed to reach a consensus. Then a selection of pilot ideas in the pilot area was made using a numeric voting method. For this method each participant had 10 points to divide between ideas. After everyone submitted their points the ideas were ranked according to their total given points.

3.4.5 Challenges

The project team faced a struggle with time pressure. There was only one month to undertake mobility lab activities: Presentation Day, Hackday and QHS workshops. A greater amount of time would have achieved better results.

3.4.6 Successes

The pilot to be scaled up was carefully chosen by the community and therefore was considered to be the best pilot. The pilot area is also decided in the workshop. After idea generating activities, the group also reached a good number of possible pilot ideas to be prototyped in the pilot area.

3.5 Hamburg-Altona – the QHS process

3.5.1 Methods used

In this second iteration round, the Cities-4-People team in Hamburg decided not to carry out a standard Quadruple Helix Stakeholder workshop but to use various other participation channels leading to the selection of concepts to be implemented. During the Hackday, which took place in August 2019, participants came up with seven ideas for pilots to be scaled up (see D.3.4). Five out of these focused on improvement of cycling infrastructure in a broad sense, one on another version of the Sharing Day already implemented during the first implementation round, and one completely new topic: a community based construction of a parklet. The Borough of Altona then checked which of these pilots could be feasible in terms of the timeline and the financial resources available. Learning from the first implementation round in which one of the intended pilots could not be implemented due to high dependency of external companies and their investments, this was a strategy to ensure that implementation would be achievable. To check the feasibility of another Sharing Day, companies were called via phone to see if they were willing to carry out such an event during January, February or March. An in-person meeting would have been very difficult to do, as some of the companies have their headquarters in Bremen and Berlin, not in Hamburg. The feedback was negative in a sense that the companies were not willing to carry out such an event during winter, but were eager to repeat it during summer 2020, again within the street fair *altonale*. The pilot was a big success this year and the Borough of Altona is planning to organise another Sharing Day in June 2020, with the support of the Interreg Mobility Project HUPMOBILE.

3.5.2 Challenges

With respect to two other ideas: guarded bike parking and roofed bike parking, the Borough of Altona is not in charge. The City of Hamburg has hired a park and ride company to make a concept for guarded and roofed bike parking and this is underway, but outside the scope of Cities-4-people.

Similarly, for the idea to reduce unused bikes from parking spots, the Borough of Altona is not in charge. This task lies within the city's cleaning company (*Stadtreinigung*) which already fulfils this task, even if it could be done more often. The Borough of Altona has no influence on this process and cannot accelerate it.

Building parklets within the timeline of Cities-4-People was also ruled out because of the experience the Borough of Altona has made in the spinoff project car-free streets. Here, five parklets were built professionally to mark the five entry points to the car-free zone. The construction of such parklets needs to be professional so as to fulfil the security standards, and needs the support of landscape architects who get paid for their work. The construction itself also needs to be carried out professionally or under professional instruction and supervision. Either way, the costs for the planning process, the material and the supervision are high and the planning process takes more time than what is feasible within the Cities-4-People timeline. Outside the Cities-4-People timeline, the Borough of Altona has

professionally set up parklets in Altona, and in case the car-free zone will become permanent from March 2020 onwards, more parklets may be built towards spring and summer, involving citizens and hiring experts. This would require a big budget, which needs to be decided upon by the political representatives.

3.5.3 Successes

What was left as feasible scale-up pilot ideas was standard bike parking, cargo-bike parking, and the idea of do-it-yourself bike repair stations. In order to reduce frustration and disappointment in the community later on, the Cities-4-People team decided to only take those feasible ideas to the online voting process, which was complemented during the prototyping workshop in September 2019 with an additional offline voting process, where Quadruple Helix Stakeholders were well represented. All three ideas were popular, with the standard bike parking getting most votes in total (59), followed by cargo-bike parking (52) and Do-it-yourself repair stations (52).

During the prototyping workshop, the eagerness from the community and experts concentrated on creating and designing new cargo-bike parking spots. For this reason, the Borough of Altona decided to implement this pilot which has a high potential for community involvement. Depending on the further conceptualisation of the cargo bike parking and the location which will be chosen for implementation, it may be possible to also install more standard bike racks next to cargo bike parking racks.

The third idea with the DIY stations was dropped because the potential of community involvement during the implementation phase is lower and because the resources do not allow for implementing too many pilots at the same time.

Overall, the QHS selection process which took place in Hamburg-Altona was successful and involved the relevant stakeholders via phone calls, direct talks, involvement in the prototyping workshop and the online and offline voting, while also making sure the selection withstands the reality check and can actually be implemented.

4. Results from online voting and QHS workshops: selected concepts

This chapter summarises the results from the QHS workshops and the online voting. While in the case of Uskudar and Trikala, the final selection was actually made in the QHS workshop, the final decision for the concept to be scaled up and implemented was taken after the prototyping workshop and further feasibility checks within the District Office Altona. In the case of Oxfordshire, the final selection of which of the suggested service lines to be piloted will only be taken after further conversations with local transport representatives. Likewise, Budapest needed to carry out additional meetings with experts after the QHS process to finally determine feasibility.

The following tables summarise the results from the QHS process of the pilot cities with the selected concepts which were later in most cases subject to prototyping.

4.1 Oxfordshire – Selected concept

Table 3: List of concepts selected in QHS workshop – Oxfordshire

Concept Title	Description of concept and implementation	Next steps to be taken for implementation	Timeline (expected)	Stakeholders
Barton Transport to Supermarkets	This is the original intervention that was piloted in April 2019. A transport service that will connect Barton with nearby affordable supermarkets.	Improvements to this pilot will be prototyped in order to identify ideal journey times and destinations. Based on this prototyping, a service provider and destinations will be identified and scheduled. The pilot service will then be promoted.	Prototyping: October. Transport scheduling and procurement: November. Pilot promotion: December-February. Intervention piloted: January-February	OCC, Barton Community Association, PickMeUp/Oxford Bus Company
Otmoor Villages to Thornhill Park & Ride Connector	A community transport service that will connect the villages of Horton-cum-Studley, Horton, Stanton St John, Forest Hill, (all of which have no public transport) and the Barton neighbourhood with the villages of Wheatley, Asda, and Thornhill Park & Ride, providing public transport connections to Oxford, hospitals, London, and airports.	Prototype service to prepare scheduling and plan service details. Based on this, a service provider and service schedule will be developed. The service will then be promoted.	Prototyping: October. Transport scheduling and procurement: November. Pilot promotion: December-February. Intervention piloted: January-February	OCC, Otmoor Flyer Organising Group, West Oxfordshire Community Transport, local parish councils, Oxfordshire Neighbourhood and Village Trust

Wheatley-Horspath-Cowley Connector*	A community transport service that will connect the villages of Wheatley, Littleworth, and Horspath with services in Wheatley, Asda, and Cowley Centre.	Prototype service to prepare scheduling and plan service details. Based on this, a service provider and service schedule will be developed. The service will then be promoted.	Prototyping: October. Transport scheduling and procurement: November. Pilot promotion: December-February. Intervention piloted: January-February	OCC, West Oxfordshire Community Transport, local parish councils, Oxfordshire Neighbourhood and Village Trust
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*Note: This concept may be independently developed outside of the C4P project. A continuing conversation is being had with local transport representatives to understand if there is a need to pilot a service, or if a long-term service can be established independent of project timelines and restrictions.

4.2 Budapest – Selected Concept

Table 4: List of concepts selected in QHS workshop -Budapest

Concept Title	Description of concept and implementation	Next steps to be taken for implementation	Timeline (expected)	Stakeholders
Mobility point in residential area	Ease the travel challenges of residents and provide appropriate micromobility solutions for first and last mile challenge.	<ol style="list-style-type: none"> 1. Site visit middle of October 2019, 2. Meeting to update 1st phase Cooperation agreement in-house by 14th October 2019, 3. Meeting with mobility service providers until the end of October 2019, 4. Prepare the Cooperation agreement with mobility service providers latest by 8th November 2019, 5. Receive the approval of the General Assembly of the mobility point latest by December 2019, 	February – March 2020	Selected mobility service providers

		<ol style="list-style-type: none"> 6. Have a signed Cooperation agreement, and Code of Conduct with mobility service providers by January 2020, 7. Get permissions from district governments if needed to set up the mobility points, 8. Physical implementation of the mobility points during January – February 2020 9. Strong offline and online communication February 2020 10. Opening of the newly established point by the end of February 2020 11. Update the site if needed during February 2020 12. February – March 2020 data collection and monitoring, 13. evaluate the intervention by end of March 14. write the report on the scale-up by April 2020 		
Mobility point at railway stations	Ease the travel challenges of daily commuters who come from the outskirts of Budapest.	same as above	February – March 2020	selected mobility service providers
Mobility point at campus area	Ease the travel challenges of college students who must visit more buildings/faculties on daily bases in Budapest.	same as above	February – March 2020	selected mobility service providers
Mobility point at shopping mall	Ease the travel challenges of families and young adults who may not have a car yet but live far from shopping malls.	same as above	February – March 2020	selected mobility service providers

Mobility point at a transport hub	Ease the travel challenges of tourists and locals with sharing mindset to ease heavy car and traffic problems.	same as above	February – March 2020	selected mobility service providers
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In Budapest, the QHS workshop did contribute to the selection of the pilots to be implemented, but further narrowing down the concepts for the 5 mobility points was necessary. To this end, the C4P team in Budapest used the prototyping workshop (see D.3.8) to select the three different urban types from the locations proposed for mobility points during the QHS workshop. It took another site visit and a Cities-4-people team meeting to further investigate the specific locations, check the feasibility and make the final choice for three implementation sites.

4.3 Trikala - Selected Concept

Table 5: Concept selected in QHS workshop –Trikala

Concept Title	Description of concept and implementation	Next steps to be taken for implementation	Timeline (expected)	Stakeholders
Another Wheelchair Scooter	This concept involves the purchase of one more scooter in order to serve more users. By having a second scooter, we can have more citizens using this, thus expanding the overall benefits of the pilot and not limiting it to one user per time.	A purchase will be made for a second scooter. Prices will be checked so that the best offer will be taken.	November 2019	e-trikala SA

4.4 Üsküdar - Selected Concept

Table 6: List of concepts QHS workshop -Üsküdar

Concept Title	Description of concept and implementation	Next steps to be taken for implementation	Timeline (expected)	Stakeholders
I Own My Garden	Nakkaştepe Green area lies between the two transportation points similar to the previous pilot area. Therefore the park will be improved to ease walking between two main transportation points.	There will be prototyping activities to test which concept ideas are feasible and which should be excluded. Then the chosen idea will be piloted in the pilot area.	The prototyping will start at October 2019 and the piloting will be between January – March 2020.	Üsküdar Municipality, İstanbul University, volunteering students from the mobility community, local representative

4.5 Hamburg-Altona - Selected Concepts

Table 7: List of concepts QHS workshop -Hamburg-Altona

Concept Title	Description of concept and implementation	Next steps to be taken for implementation	Timeline (expected)	Stakeholders
Cargo-bike parking	<p>Feedback from the Cities-4-people workshop has shown that there is a great need for adequate cargo-bike parking spots. The city of Hamburg has launched a program which subsidizes the purchase of cargo-bikes so as to promote sustainable mobility and provide incentives for using alternatives to private cars. Altona has the highest modal share with respect to cycling and cargo-bikes are becoming more and more popular.</p> <p>The Cities-4-people team has prototyped cargo-bike parking options with the mobility community. Based on these results, at least two cargo-bike parking spots will be implemented in the centre of Altona near supermarkets and other amenities.</p>	<ol style="list-style-type: none"> 1. Determine suitable spots for implementation 2. Get permission to use budget of Borough of Altona 3. Get permission from police 4. Produce design drafts for Logo and positioning of the special bike rack 5. Feedback workshop with cargo-bike experts and users, discussing the draft 6. Order special bike racks 7. Hire companies for installing the racks and for painting the logo 8. Implementation 	<p>Points 1-7: November – December 2019</p> <p>Implementation: January 2020</p>	<p>Borough of Altona, Police, HafenCity University, cargo bike users, Ministry of Transport Hamburg</p>
More bike parking	<p>More bike racks will be installed in the centre of Altona, especially in the area of the car-free streets, the spinoff project from Cities-4-People Altona.</p>	<ol style="list-style-type: none"> 1. Look at results from previous C4P workshops to find suitable spots 2. Get permission from police and road maintenance department 3. Hire company for installing the racks 4. Implementation 	<p>November – December 2019</p>	<p>Borough of Altona, Police, HafenCity University, cyclists</p>

5. General conclusions of the selection process and the concepts

The process leading to the selection of the concepts to be implemented in the second iteration round of Cities-4-People was successful in all pilot cities. With the exception of Budapest, which could not implement the online voting due to the elections, all cities carried out the online voting process. The feedback from this digital participation method was not as good in terms of numbers as the feedback from additional offline voting processes that were implemented by most pilot cities. This demonstrates that this feedback should be complemented with offline and face-to-face methods, which sometimes manage to attract more people, especially if placed in an already existing setting like the European Mobility Week as in the case of Budapest. Similarly, the offline voting in Hamburg, which took place in a popular outdoor prototyping event, managed to significantly increase the number of votes.

In terms of the QHS selection process, the pilot cities chose different ways for implementation. This varied from small, focused groups, as in the case of Trikala, to medium sized events (Oxfordshire, Üsküdar) to large outdoor events (Budapest, and partially Hamburg, as part of the prototyping workshop). Several cities could not make the final selection during the QHS workshop or process alone but needed more feasibility and reality checks prior to and after the QHS workshop format. All pilot cities managed to carry out a consultation process with the quadruple helix stakeholders and as a result come up with a selection of concepts which were or will be prototyped and later implemented.

The selected concepts and the challenges they address not only vary in scope but also according to the local context. Though the overarching common topic in the pilot cities is how to improve sustainable mobility, the local focus and perceived challenges are different from city to city.

In *Oxfordshire*, Cities-4-People addresses low connectivity of socially deprived neighbourhoods such as Barton and, in the second implementation round, also periurban communities without access to public transport by installing community-driven transport services to supermarkets and transport hubs. Better individual mobility, access to social, public and commercial infrastructure is likely to improve the social participation and reduce reliance on personal cars in these areas.

In *Budapest*, Cities-4-People aims at improve “last mile mobility” so as to set incentives for using other modes of transport than one’s own car. Central points such as the railway station, a mobility hub and university campus will be provided with more options for the last kilometres to the final destination offering shared e-cars, electric scooters, cargo city bikes and more.

Both Oxfordshire and Budapest have a very ambitious program for implementation during the second iteration round. It will be interesting to see if implementation within such a short time frame will be possible and how practical challenges will be overcome at such high speed.

In *Trikala* the focus remains on improving everyday mobility for disabled people by offering one more wheelchair scooter. The pilot was run successfully during the first implementation round and will therefore be expanded.

The main focus in *Uskudar* lies in improving the built environment for active mobility by improving walking paths in parks connecting two metro stations. If successful, this may also improve options for social encounters in parks and perceived quality of the neighbourhood.

The big topic in *Hamburg-Altona* addressed by Cities-4-People is the need for a better infrastructure for cyclists, especially for safe bike parking. Besides more standard bike racks, piloting cargo-bike parking spots may set new standards which could be multiplied in Altona and also other boroughs in Hamburg. Cargo-bikes with their big potential of transporting kids or goods are a real alternative to using one's own car, and improving the necessary infrastructure is an important contribution to supporting this sustainable mode of transport.