



AMIGOS

Active Mobility Innovations for Green and safe city sOlutionS

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R	Document, report (excluding the periodic and final reports)	X
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DEC	Websites, patents filing, press & media actions, videos, etc.	
DATA	Data sets, microdata, etc.	
DMP	Data management plan	
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Project abstract

To reach carbon neutrality, cities must adopt new, more adapted energy models for urban mobility, relying on zero-emission and active mobility modes. The uptake of sustainable mobility solutions relies on their inclusivity, affordability, and safety, as well as their consistency with users' needs. Through co-creation activities and innovative digital tools, the AMIGOS project will identify present and future mobility challenges for 5 cities (living labs) and 10 urban areas (safety improvement areas).

The digital tools include a Mobility Observation Box (MOB) and an application for the collection of new mobility data, which will feed a big data platform for their analysis and digital twins to visualise mobility scenarios. They will allow urban stakeholders to identify mobility challenges and will serve as a basis for the co-development of adapted mobility solutions: towards reducing traffic, increasing public and active mobility modes, improving safety and cohabitation between different mobilities for the 5 cities, and towards increased safety for the 10 urban areas.

Therefore, key stakeholders such as public authorities and vulnerable users will be included in the definition of technological and policy mobility solutions which will be implemented in the cities. Their environmental, safety, economic and social impacts will be assessed, in addition to their medium- and long-term impact and their replicability, in view of their implementation in 5 twin cities.

Executive summary

Deliverable D1.2 addresses the objective of identifying and developing a stakeholder engagement strategy for the ten AMIGOS cities. The aim of this process is to identify, select and engage relevant city stakeholders and target groups based on the local context and intervention of each city. This will ensure that urban mobility interventions incorporate the voices and perspectives of both stakeholders and target groups, and promote an inclusive approach throughout the process.

The state of the art shows that when stakeholder engagement at the city level adopts an inclusive approach to co-design and develop innovative mobility interventions, the impact in terms of physical, digital and intangible¹ accessibility increases, while CO2 emissions decrease. Based on a human-centred approach, the methodology was applied to the cross-location analysis, where AMIGOS' stakeholder engagement strategy includes public participation of various local and institutional actors, living lab activities, as well as awareness campaigns aimed at involving local and urban actors during the project implementation.

The development of this engagement strategy is based, firstly, on a stakeholder and target group mapping process carried out in each of the AMIGOS cities, which has made it possible to identify and prioritise local stakeholders and target groups, recognising the barriers and needs that cities face in engaging with them. Secondly, an analysis of the existing channels and methods available in each city to reach and engage stakeholders was carried out, complemented by possible engagement methods and recommendations tailored to the specific needs of each city.

The identification and mapping of stakeholders and engagement channels in the ten AMIGOS cities and urban areas was carried out through several activities, during the World Café at the AMIGOS kick-off meeting, the follow-up workshop with the cities and urban areas later in September 2023, and the bilateral meetings between the CMO and each city organised between November and December 2023, with the participation of the LUT and TØI partners.

This information will form the basis for D 1.2 'Stakeholder engagement strategy and recruitment'. In addition, the local mobility contexts of the AMIGOS cities have been built on the data collected in the 'Context and stakeholder analysis'. After gathering existing data and identifying local mobility challenges, information and data on safety, mobility and accessibility, and travel behaviour for each of the AMIGOS cities were used to inform a broader analysis of each city's context, including its local interventions (see Annex 5).

This report presents the conclusions of the cross-location stakeholder analysis, identifying common types of stakeholders that are considered to play an important role in the successful implementation of mobility policies in different locations and the integration of active participants in co-creation activities. The AMIGOS Word Café, the follow-up workshop and the bilateral meetings between TOI and the cities and CMO and the cities have enabled the cities to identify the stakeholders they need to engage and with whom they want to develop sustainable and safe mobility policies locally. This, in turn, will strengthen the design of the implementation of measures in the Safety Improvement Areas themselves and their scaling up in the Living Labs.

¹ “Intangible accessibility” refers to a friendly and respectful environment within the public transport and public space where people feel welcomed and respected by their fellow users or service provider staff (EIB Lessons learnt, 2024).

According to the results, the exploration of channels for informing and involving target groups in the SIAs and LLs reflects the commitment of the participating cities to inclusiveness and public participation in the project activities. The cities' willingness to involve stakeholders, local communities and citizens is consistent with an empathetic and inclusive approach, a key aspect for achieving meaningful impacts. Recognising the importance of involving those most affected by local actions and interventions, the AMIGOS project emphasises a people-centred approach that directly benefits or impacts on specific population groups.

The outcome of the stakeholder engagement strategy will later contribute to: a) the organisation of the co-creation activities; b) the evaluation of the replicability potential of the co-created mobility intervention; c) and the launch of the Communities of Practice (CoPs) based on the knowledge and practices developed during the implementation of the SIAs and LLs actions. Each CoP includes city stakeholders and LL and SIA leaders associated with each city.

This work has been carried out by cambiaMO | changing MObility (CMO) in collaboration with city representatives in the ten sites and knowledge partners such as Transportøkonomisk institutt (TØI), Lappeenranta-Lahti University of Technology (LUT), European Integrated Projects (EIP) and Euroquality (EQY).

Glossary

Table 1. List of abbreviations and definitions

Abbreviation	Definition
AMIGOS	Active Mobility Innovations for Green and safe city Solution
CoP	Community of Practice: it is a safe space where a group of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.
EU	European Union
GA	Grant Agreement
GDPR	General Data Protection Regulation
IA	Innovation Action
LL	Living Lab: A Living Lab for public spaces innovation is a real-world, user-centred approach that integrates research and innovation processes within a public space by engaging all stakeholders (e.g. citizens, public authorities, companies, and researchers) in the co-creation, testing, and evaluation of new technologies, services, or solutions. In the case of the AMIGOS projects innovative human centred mobility solutions co-created with the stakeholders will be carried out to increase the safety, affordability, and sustainability of the cities involved.
MOB	Mobility Observation Box: Battery-operated box for mobility data collection and AI recognition of road users. It creates mode sensitive data, but only for the selected infrastructure element (in AMIGOS: intersection, small road-section) within the city.
SIA	Safety Improvement Area: Urban or peri-urban areas that will implement mobility solutions with a view to reduce road safety risks, reducing exposure to air and noise pollution and the perceived feeling of unsafety for pedestrians and cyclists.
SUMP	Sustainable Urban Mobility Plan: Plan applied by local and regional authorities to encourage a shift towards more sustainable modes of transport and to support the integration and balanced development of all modes.
BRT	Bus Rapid Transit
NGO	Non-Governmental Organisation
WPx	Work Package

Site abbreviations*:

HAM – Hamburg

GABR – Gabrovo

IST – Istanbul Metropolitan Municipality

LAPP – Lappeenranta

LROZ – Las Rozas

REYK – Reykjavik

JUR - Jūrmala

MCBO – Metropolitan city of Bologna

ANK – Ankara

NAZ - Nazareth

* These abbreviations are used within the scope of this deliverable and do not constitute the acronym for the local partners managing the city pilots.

1. Introduction

AMIGOS is an Innovation Action (IA) that has received funding from the European Union's Horizon Europe research and innovation programme under grant agreement No 101104268. The deliverable D1.2 'Stakeholder engagement strategy' is elaborated as part of the AMIGOS project WP1 Task 1.1 'Context and stakeholder analysis' led by TØI and Task 1.2 'Stakeholder engagement strategy and recruitment' with CMO as the lead beneficiary of the deliverable. The document will be submitted by month 10 of the project.

The aim of WP1 is to provide a better understanding of local mobility contexts, travel behaviour and preferences of local residents by collecting and analysing urban mobility data; it is also meant to identify stakeholder engagement strategies to create a safe space for interaction, where SIA measures are co-created and their means of implementation are identified. As a result, the D1.2 will identify and develop a strategy to engage and recruit key stakeholders for the AMIGOS co-creation and measures implementation activities.

Under this mission, the objective of Tasks 1.1.1 and T1.1.2 is to define and analyse the context of LLs, SIAs and stakeholders involved, through harvesting of existing data, with a special emphasis on mobility data, to identify mobility challenges project cities are facing (not only from an infrastructure point of view, but also from policy analysis and end-user perspectives). Data gathered informs deliverable D1.1 'Updated Fotefar mobile application', with mobility data collected through the travel behaviour tracking app Fotefar and an integrated stated preference survey. Finally, the task 1.1.3 oversees stakeholder identification to better understand which actors are most concerned by urban mobility issues in LLs and SIAs, which will be covered in the present document.

This part will determine the conditions preventing some users from equally benefitting from the urban mobility system, and the characteristics of such target groups. The identified actors and public authorities will be then invited to participate in co-creation activities as part of a wider sample of diverse participants, including groups of people in vulnerable situations, transport authorities, NGOs, and other, human-centred and active mobility modes, users.

Under Task 1.2.1 'Stakeholder engagement strategy', CMO with other co-author partners such as TØI, LUT, EIP and EQY will develop effective ways to engage relevant stakeholders and define approaches to incentivize them to participate. For this, the strategy will rely on current partners' contacts, relevant platforms, snowball effect, citizen associations, partnerships, and city contacts to reach out to stakeholders. It will be finalised in M10, to be used in T1.2.2 'Stakeholder recruitment' and T1.3.2 'Mobility behaviour data collection'.

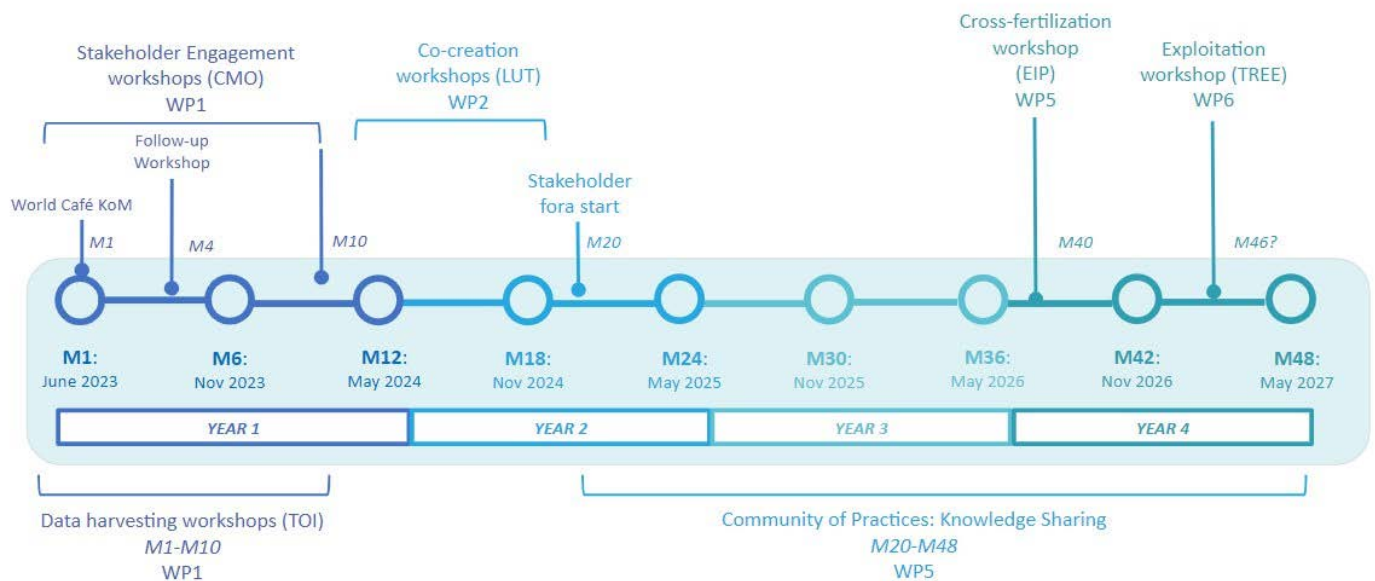
The first section of the document (Part A) covers stakeholder identification, needs and barriers, and provides an overview of the activities conducted to gather information directly from the city partners, with a special emphasis on the workshop event with representatives from local governments and research partners held in 2023 and the bilateral meetings carried out with each city for the data harvesting and stakeholder identification for each AMIGOS city. The main information coming from these bilateral meetings has been analysed and synthesized in the cities' factsheets included in Annex 5.

The second section (Part B) based on the outcomes of the workshop and the other activities held with cities, elaborates, and introduces the matrix and cross-city comparison of stakeholders and target groups. The analyses of information and inputs provided by city officials is instrumental to inform the Stakeholder Engagement

Strategy and the selection of suitable engagement strategies and channels for reaching out to and engaging stakeholders.

The Stakeholder Engagement Strategy is meant to support the involvement of stakeholders. Moreover, Figure 1 presents an overview of the of the Stakeholder Engagement timeline for the different phases of the project, including the stakeholder engagement workshop (CMO, EIP, MBE and EQY), the co-creation workshops with cities (LUT and CMO), the Cross-fertilization workshop (EIP) and the Exploitation workshop led by TREE. These workshops can be regrouped in three main AMIGOS activities, including the Data harvesting, the Co-creation process and the Communities of Practices for knowledge sharing. The co-creation stage of the AMIGOS project is introduced in Part C of this deliverable.

Figure 1. Timeline of stakeholders' engagement activities



PART A – Stakeholder Mapping

2. Stakeholder mapping

2.1 Methodology

Building-up on the consolidated approaches to the urban governance, the focus of this deliverable is how to engage a wide range of urban actors (*e.g. residents, community-based organized groups, business, organizations advocating for representing local citizens' needs e.g. NGOs*) in implementing human centred and inclusive mobility measures of the Safety Improvement Areas and facilitating the use of them by various target-groups, including children and youth, people living with disabilities, women and girls, and elderly people (Lefèvre, 1998; Bulanowski et al., 2022; Di Ciommo et al., 2023a, Marinelli E. and I. Perianez Forte, 2017).

A discussion on the future of urban governance, emphasizing the need for adaptable, resilient, and inclusive approaches to manage the complexities of current mobility issue need to be carried out with mobilising economic local actors in large enough projects to encourage new community-based approach. Finally, a shift in the territorial frame of reference leads us to believe that the micro-local and cities and metropolitan scales are intimately linked in order to establish the legitimacy and effectiveness of public mobility interventions in the AMIGOS cities and urban areas. Greater autonomy for cities vis-à-vis the State and the European Union should thus lead to a renewal of local governance. That said, the lack of safe spaces of discussion among stakeholders with different points of views, including both residents (i.e target-groups) and institutional actors determines that the cooperation among these diverse stakeholders is not yet sufficiently "effective" to envisage a real transformation of their institutional weight (Di Ciommo F., 2002).

In the context of the AMIGOS Innovation Action, a co-creation tool such as the Communities of Practices (CoPs) are formally defined in the WP5 when current SIAs and LLs cities are supposed to share their results in terms of measures implementation with the three twin cities of the project. However, after the initial stakeholders' mapping and based on the requests and inputs coming from the AMIGOS cities representatives, we propose to start creating a stakeholders' safe space where stakeholders and target-groups representatives can regularly meet and, building-up on their respective knowledge and experience, to propose solutions adapted to their needs and interests such as a Community of Practices (Wenger, McDermott, and Snyder (2002).

Established at each SIA, these Fora safe spaces will be facilitated by trained cities personnel, for various scopes, including the co-creation; the cross-fertilization and the evaluation of the potential replicability of the SIAs and LLs sustainable mobility measures implemented. The creation of this kind of space will be fundamental for enhancing cooperation among different actors, co-creating inclusive mobility solutions, and empowering the participants in using mobility services within the urban public space.

Discussions during cities' Fora sessions could potentially cover:

- Innovative Approaches: How these Fora can foster innovation in urban mobility through collaborative problem-solving (Sclavi, 2022; Resina & Güemes et al., 2019).

- Sustainability and Equity: The role of these spaces in promoting sustainable and equitable mobility solutions by integrating diverse perspectives and expertise, including the target-groups need-based approach (Di Ciommo et al., 2019).
- Knowledge Sharing: How CoPs facilitate the exchange of knowledge and best practices across different regions, socio-economic and cultural contexts and urban areas.
- Policy Development: The influence of CoPs on policy development and implementation by creating a bridge between research, practice, and decision-making (Di Ciommo et al. 2023b).

Methodologically speaking, the Stakeholders' engagement strategy, including workshops and diverse Fora organization, includes the **following steps**:

1. Carry-out bilaterals with the Cities representatives for understanding their needs in terms of stakeholders' engagement strategies and target-groups achievement. Questions discussed in the meetings include a description of city interventions and planned measures, identified stakeholders and target groups, and available or required channels for reaching out and engage them throughout project activities, particularly for their participation in co-creation activities.
2. Start co-creation activities with local stakeholders and target-groups users, supported by trained facilitators (Subtask 1.4.4) for contributing to the SIAs and LLs measures development and implementation. The co-creation activities, explained more in detail in Part C of this deliverable, will be further developed under the WP2, where different facilitation techniques for engagement will be used in workshops with stakeholders and target groups to ensure their views are included in final recommendations.
3. Prioritize the requirements of AMIGOS target-groups to make LLs and SIAs sustainable measures inclusive and supportive of daily live activities of people in situation of vulnerability. Following a needs-based, human-centred approach, target groups' perspectives of city interventions are thus given particular attention in the development of stakeholder engagement strategies and co-creation activities.
4. Promote a sense of sorority among practitioners and residents for tackling safe and sustainable security issues. Applied methods and techniques will aim to bridge the views and needs of both groups to promote a collaborative approach in the local development of solutions. In this sense, local spaces of discussion such as communities of practices (CoPs) will serve as platforms to facilitate knowledge sharing and reaching consensus, for the purposes of creating sustained relations among stakeholders to be maintained beyond the project's lifetime (Di Ciommo et al. 2023b).

Therefore, based on this four-step methodological path, the identification and mapping of stakeholders is taken from a combination of two sources: one from the practitioners operating in the mobility planning and transport sector (e.g. advisors and transport professionals, including knowledge partners in the AMIGOS consortium) and the other from discussions with cities and target-groups representatives of the ten AMIGOS sites. The guidelines for SUMP development provide best practices in stakeholder engagement for sustainable mobility solutions (Rupprecht consult, 2019). They are combined with the local knowledge which is specific to each city in the project (Cristea, 2023).

Following this approach, it was agreed to develop a stakeholder map per site. This enables the implementation of a tailored engagement strategy at the local level, founded on a comprehensive understanding of the characteristics specific to each urban area.

2.2 Cities selected measures and interventions.


This section introduces the Cities Selected Measures identified in WP1- Task 1.1, titled 'Context and Stakeholder Analysis'. This analysis serves as the foundation for tailoring stakeholder engagement strategies for each AMIGOS city. The completed factsheets that encompass the following key components are included in the annex 5:

- City context analysis and stakeholders' landscape
 - Mobility measures and interventions in the Safety Improvement Area
 - Target groups identification
 - Stakeholder identification
 - Outreach approaches and channels
 - Local challenges
- Context and accessibility
- Travel behaviour
- Safety issues

The primary objective of these fact sheets is to establish a connection between the stakeholder engagement strategy and the specific context of each city, as influenced by mobility factors such as accessibility. These factors, in turn, are intrinsically linked to travel behaviour and safety within the respective areas. A comprehensive understanding of the broader city context is essential to grasp the unique needs and challenges faced by the AMIGOS cities, thereby informing their stakeholder engagement strategies and serving as a starting point for the project.

Following these deep dive factsheets, the SIAs selected measures and interventions for each city are presented in Figure 2 below.

Figure 2. Cities selected measures and interventions menu

CITY	SIA MEASURES AND INTERVENTIONS	PICTURE
HAM	The intervention consists of the closure of a 60-metre section of a street (between Spengelweg and Grädenerstraße) for car traffic near the school zone. The aim is to address safety concerns related to conflicts involving pedestrians and cyclists, particularly children , and create a more secure environment around the school inspired by Barcelona's Superblocks and "Revuelta escolar" in Madrid.	

GAB Gabrovo aims to improve safety conditions around the school area where the Saints Cyril and Methodious Primary School is located, by **reducing parental driving** to and from the public school, increasing reliance on public transport and active mobility modes, and designing a new cycling infrastructure. Emphasis is placed on **enhancing traffic management and safety** to encourage walking and cycling, serving as a model for other schools in the vicinity.



LAPP The SIA focuses on the **Lauritsala school and kindergarten** in the city centre, with about 400 students using e-scooters, bicycles, and public buses mainly. This area has several locations with potential accidental risks. The city wishes to offer **safe traffic routes**, promote **cycling and walking**, and monitor traffic using digital solutions to avoid traffic jams and accidents. This requires new cycling routes, 4k-cameras, and mobility observation digital applications.



IST Istanbul has initiated **pedestrianisation** actions aligned with the 2021 Pedestrian Transportation Master Plan. The SIA is the **two-way road** named Bağdat Avenue, one of the main city roads which runs East-West in parallel to the coastline of the Marmara Sea. Measurements of noise and air quality will be conducted before and after the pedestrianisation. These assessments aim to evaluate improvements in the quality of life of residents, complemented by MOB measurements.



LROZ The Las Matas neighbourhood is currently isolated from the rest of the municipality by large highways. It houses a commuter train station for workers and visitors. The surrounding area requires improvements in **mobility and accessibility solutions** for residents. The project specifically targets **the vicinity and school** around the station and the public parking managed by Las Rozas Municipality. This is the location where the MOB is installed, and a **multimodal area** including bikes, scooters and e-vehicles will be created by the end of 2024.



JUR The SIA is situated in the school district including two public **high schools and two kindergartens**. The city aims to encourage the use of **public transport and active modes**, while reducing traffic congestion during peak drop-off and pick-up hours. Planned interventions include offering **free train usage** for Jūrmala's citizens, conducting **educational workshops** on alternative transport usage and safe traffic practices, implementing data-based traffic management and developing a city-wide mobility plan.



MCBO The SIA includes the tourist **Piccola Cassia** pedestrian and cycling route links and two new itineraries. To increase **accessibility and inclusivity** of trekking and cycling routes, the city will implement training and **awareness-raising** initiatives for public policy, promote accessibility at tourist information points, and adapt existing **information packages**. This involves disseminating information on accessibility to users and visitors with living with disabilities.



REYK The SIA is situated on the eastern periphery of the city centre, traversed by approximately 20,000 pedestrians daily. Interventions involve **a complete overhaul of the primary mobility hub, Hlemmur, coupled with its integration into a new Bus Rapid Transit line**. The goal is to devise solutions that enhance the safety of the hub, focusing on the improvement of walking, cycling, and micro-mobility infrastructure, while supporting diverse transportation modes.



NAZ The SIA is situated at the intersection of HaGalil and Paulus HaShishi streets in the city centre. The area serves as a **tourism hub**, in close proximity to Mary's Well, the Greek Orthodox Church of the Annunciation and the gateway to the Old City. Surrounded by hotels, schools, and eateries, it also functions as a public transport corridor. The interventions consist of **small-scale and localised changes in strategic urbanism**, which are endorsed by the Municipal Engineer.



ANK The entrance of the EGO Bicycle Campus, in the North-Western part of the city, currently lacks a pedestrian sidewalk and a dedicated bicycle lane at the exit. The high speed of vehicular traffic on the wide avenue in front of the entrance poses a safety risk for pedestrians and cyclists. Thus, a secure **connection road** will be established from the campus to the street, securing vehicle entrances and creating a **dedicated cycling lane on the intersection**. It will also install traffic signs and lights to enhance safety at the intersection.



2.3 Identification of stakeholders

Different activities have been conducted during the first months of the project to identify needs and barriers AMIGOS city partners are facing in their specific contexts, as well as the key stakeholders to be involved in the implementation of SIAs measures, to be scaled-up within the LLs and replicated in the twin AMIGOS cities of Gozo, UMM-al-Faham, Wiesbaden, Frankfurt, and Laval.

First, it is relevant to introduce a definition and clear out any doubts about who are the stakeholders, as multiple groups have different involvements and engagements in the project.

“A **stakeholder** is an individual, group or organisation that is affected by a proposed plan or project or that can affect the proposal and its implementation. This includes the general public (see citizen, community groups, and NGO), public authorities, businesses and research institutions” (Rupprecht Consult, 2019).

Stakeholders are individuals who either care about or have a vested interest in the project. They are the people who are actively involved with the work of the project or have something to either gain or lose because of the project. They might have different degrees of relevance for a project success and express conflicting interests. To help the discussions, we considered the following four categories:

Potential group of stakeholders
<p>Government / Authorities:</p> <ul style="list-style-type: none"> • Departments and project team within the same administration; • Different levels of government from municipal, provincial, regional to national. <p>Businesses / Operators:</p> <ul style="list-style-type: none"> • Service providers: e.g., Transport companies and companies providing mobility solutions. <p>Communities / Neighbourhoods:</p> <ul style="list-style-type: none"> • Representatives from communities and local neighbourhoods; • NGOs (e.g., people with disabilities, including physical, mental and sensorial ones, pedestrians, cyclists, environment protection, etc.); • Businesses (e.g., shop keepers, private companies, chamber of commerce etc.) <p>Other.</p>

In particular, among the general public (i.e. Communities and Neighbourhoods):

“**Target groups** are specific segments of the population that the project aims to benefit or impact directly.”

The target groups within the public who are most affected by a mobility measure commonly include residents of specific neighbourhoods, businesses relying on transportation infrastructure, and individuals with particular mobility needs. Target-groups include:

- Mobility groups: walking groups, cycling groups, micromobility users.
- Children and parents or caregivers.
- Persons living with disabilities: persons with reduced mobility, sensorial or cognitive or mental disability.
- Seniors, elderly people.
- Commuters, car drivers, van deliveries, etc.

Stakeholders have a broader perspective, involving those with various interests in the project, while target groups are specific segments of the population directly impacted by the project's outcomes. Both are essential to consider for successful planning, execution, and acceptance of a transport project.

The identification of stakeholders started in June 2023 at the project kick-off, with an interactive session with city partner representatives from the ten Safety Improvement Areas and five Living Labs. The 1-hour workshop in a World café format was led by beneficiaries CMO, EQY, and EIP. The activity aimed to spark ideas around the broader range of stakeholders in each city and set out some initial outreach strategies. The brainstorming session focused on the following three questions oriented to identify tools and strategies for stakeholders' identification, engagement, and recruitment:

1. *What are some strategies you already used to engage and recruit the necessary participants for the AMIGOS activities (e.g., AMIGOS WP2, Task 2.1 'Co-creation workshops' and the further knowledge transfer Community of Practice (CoP) for the Twin Cities)?*
2. *What are the bottlenecks and drivers for getting stakeholders in the co-creation and knowledge transfer processes?*
3. *How can we attract stakeholders' meaningful participation in the study?*

Concretely, in response to Question 1 about strategies, the engagement efforts of cities for the AMIGOS activities will involve various approaches. This includes leveraging partnerships with organisations like EIP, Mozgasserultek Budapesti Egyesulete(MBE), and CMO, as well as utilising relevant platforms such as offered by the European Cyclist' Federation (ECF), Walk21, CIVITAS, and 100 Carbon Neutral Cities.

The snowball effect and the involvement of citizens' associations will also play a role. City departments, NGOs, companies managing routes (for example in the Metropolitan City of Bologna), micromobility companies, and various civil society organizations have been identified as crucial entities to involve.

Regarding stakeholders, a diverse array has been recognised, ranging from business owners and end-users like pupils to groups impacted differently by the activities, traffic safety organisations, tourist offices, and environmental agencies. Consideration is given to factors like waste disposal, police/emergency services, and social spaces.

The engagement strategy shall emphasise understanding of the goals of different stakeholders, utilising bottom-up requests, relying on key individuals, and creating a safe space for dialogue. This includes a main space for broader discussions and a more focused "subspace" for specific groups. Methods such as focus group meetings, early engagement, hybrid social spaces (both in-person and online), and upvoting suggestions to ensure diverse voices are heard are highlighted.

Acknowledging bottlenecks for answering the question #2, the need to manage cultural differences and conflicts is recognised. The tools employed for engagement encompass letters, phones (including social media), and direct contact.

Drivers for engagement include awareness and capacity building, support from local NGOs, and the role of ambassadors. However, challenges such as the need for dedicated space, financial constraints, and a lack of data are acknowledged as potential bottlenecks.

In essence, the strategy shall involve a multifaceted approach to engage diverse stakeholders, considering their needs and potential barriers, while emphasizing meaningful involvement and addressing identified bottlenecks and drivers.

This question delved into the bottlenecks and drivers for involving stakeholders in co-creation and knowledge transfer processes. Key drivers included facilitation, inclusivity, gender-oriented facilitators, motivation for engagement, reliability, symbolic contracts, and the establishment of a safe space.

Bottlenecks involved technology accessibility, time constraints for commuters, city-specific challenges, difficulties in maintaining stakeholder focus, and the risk of misunderstanding expectations.

Tools and strategies for overcoming challenges included engaging vulnerable groups through social organizations, using trained facilitators, constructing city-specific narratives, and involving local representatives to compile expectations.

Overall, the strategies and challenges highlighted a comprehensive approach to stakeholder engagement in the context of AMIGOS activities.

Responses to Question 3 regarding how to attract stakeholders' meaningful participation in the study revealed a multifaceted approach. Stakeholders are enticed by the idea of meaningful cooperation for the benefit of the future of the city and the well-being of their own children and grandchildren. Intergenerational mechanisms and fostering a sense of sorority for safe traveling emerged as compelling motivators. A common understanding of current global issues, particularly those related to the planet, serves as an additional incentive.

Non-monetary incentives were highlighted, such as granting a shiny badge for social media sharing. Nudges, exemplified by TØI's approach of painting cyclist paths in red to inform and deter cars, were explored. It was acknowledged that nudges should be context-sensitive, considering factors like different access to technology among various demographic groups.

The use of persuasive technologies, particularly personalizing applications to meet individual needs, was underscored as a key proponent for meaningful engagement. Examples from TØI demonstrated the impact of nudges on mobility, including increased cyclist numbers and car avoidance.

Incentives included opportunities for self-expression, the value-based incentive of stakeholders contributing ideas to improve services and safety and linking the study to city or community objectives. The importance of addressing different levels, involving school directions, schools, and children, was emphasized.

A combination of incentives, subsidies, tax reductions, meetings, and a focus on the greater good, particularly in terms of sustainability, was identified as a comprehensive approach. The responses underscored the need for a nuanced strategy that recognizes diverse motivations and tailored incentives to various stakeholder demographics and contexts.

This first exploratory stakeholders' project activity led to a first list of stakeholders split into the above categories, and some early reflections on the techniques and informational materials for the engagement of stakeholders (see Annex 1).

2.4 Understanding needs and barriers of stakeholders

The next step is to firm up the list of stakeholders and to assess each stakeholder for their level of power and interest in the urban mobility measures.

On 28 September 2023, city partners representing respectively AMIGOS Living Labs and Safety Improvement Areas, and knowledge partners attended online a 1-hour follow-up workshop on stakeholder identification to firm up the list of stakeholders they intend to approach and define some commonalities among the cities. The session was led by CMO, and co-moderated by EIP, (EQY) and MBE. Input from the city partners was collected through the Padlet interactive online tool in breakout rooms.

In the exercise, city partners were asked the following questions:

- *Question 1. Let's think about AMIGOS mobility measure(s) in my city. Who are the target groups likely to be affected?*
- *Question 2. What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?*
- *Question 3. How important is each stakeholder for the project? Scoring scale: 1-less important; 5-very important.*
- *Question 4. What are my needs with stakeholder engagement?*

Using the guiding questions, each organisation is given a point on a scale of 1 to 5 if they have low importance (in terms of power and interest) or high importance. This is a simplified version of the assessment of each stakeholder for their level of power and their level of interest in an urban mobility measure.

According to the responses regarding the list of stakeholders from public and private organisations, all AMIGOS cities are set out to engage with departments and offices within the public administration and other public agencies, such as planning, environmental and public health agencies, to secure buy-in from all interested parties and a smooth and timely project delivery. In cities, where the AMIGOS activities and mobility measures are localised around school areas and address children and household mobility needs, the engagement of education authorities and school principals is crucial, as they need to buy-in into the project by understanding the positive impact and benefits for the local community and children of school age, and the urban environments surrounding the schools in terms of traffic levels, air quality, safety and accessibility.

The engagement of relevant interest groups – such as cycling associations, environmental protection groups and advocacy groups in general, neighbourhood associations, associations of persons in vulnerable situations etc. – is common in a few cities (i.e., Lappeenranta, Istanbul, Las Rozas, the Metropolitan City of Bologna, Reykjavik) and is indicating a high degree of attention towards an inclusive planning process with people.

Private businesses operating new mobility services, such as electric kick-scooters, shared cars and bicycle schemes, rental services, are important allies to have along the project as they provide alternatives to private car use and can contribute to help repurpose the public space. A few cities (i.e. Lappeenranta, Las Rozas, Jūrmala, Reykjavik) are therefore keen on engaging these companies into the dialogue around the measures in their SIAs. See all results in Annex 2 and 3.

LLs is not still a common adopted concept among the five cities that should launch the Living Labs activities (Hamburg, Gabrovo, Lappeenranta, Istanbul, Las Rozas). During these first months of AMIGOS project Cities have mainly focused on the concrete measures and interventions related with SIAs. Further stakeholder engagement

activities will be oriented to work on building up a common understanding of LLs concept among the five AMIGOS cities in WP2.

The result is that each stakeholder is given a status depending on their relevance for the local SIA intervention and this helps to understand who should be fully engaged via the stakeholder mapping exercise.

The input gathered in the workshop event was used to create a more detailed map of specific stakeholders and available channels to contact them for each AMIGOS city partner. This information resulted in the creation of a stakeholder matrix (see Annex 4) which allowed for the conduct of cross-site analysis for those measures that have similar focus - i.e, improved traffic around the schools- and contributed to informing the tailored engagement strategies of cities.

2.5 Cross-sites stakeholder and target-groups analysis

A cross-site analysis is conducted showing where cities have similar organisations identified within the category of most important and somewhat important (4-5 points) as a high mix of their interest in and power to influence the local measure.

The common groups who are a priority to fully engage and consult regularly are identified in the below list and included in Table 2 from the ten sites:

- Local and regional governments, authorities (INDIGO);
- Public transport authorities (BLUE);
- Service providers and operators (YELLOW);
- Schools / education services (WHITE);
- Associations / civil society / groups defending rights of people with disabilities (GREEN).
- Other stakeholders identified as having high importance, but individual to a city include (GREY):
 - MCBO: Local tourist information;
 - LAP: Association of elderly people.

Table 2. Summary map: Common key stakeholders from the ten sites

HAM	Transport Ministry	Local administration	Police department	Head of schools	Borough Council			
GAB	District authority	Municipal authority for parking	Police department	Regional directorate of Education	Board of Trustees (Schools)	Sport department working with young people	Municipal Transport Company	
LAPP	City of Lappeenranta	Bus operators	Taxis and other transportation	Scooter company	City bikes	Cyclist association	Association supporting people with reduced mobility	Association of elderly people
IST	City government	Environmental agencies	Environmental groups	Disability rights groups	Business associations	NGOs		
LROZ	City Municipality	Rental services	Local companies / businesses	School	Local community neighbourhoods			
JUR	City departments and their experts	Mobility business and providers: e-scooters, car sharing	Schools and kindergartens	NGOs				
MCBO	Local municipalities working group for tourism DMO	Service providers / businesses	Associations (sports, culture)	Local tourist information				
REYK	City of Reykjavík, Department of environment and planning	Strætó, City Department of customer service	Agents in the mobility/transport business	Operating e-scooter services	Entrepreneurial Centre of the National Union of Disabled People	The Icelandic Disability Alliance	Accessibility advocacy group	Associations of people in vulnerable situations, including people with disabilities.
NAZ	Nazareth City Hall	National Road Safety Authority, Ministry of Transport	Hotels, restaurants, small businesses	Transit operators	Schools	Access Israel (people with disabilities and the elderly)	Pedestrian association	
ANK	Ankara Metropolitan Municipality	Neighbourhood representative (Mukhtar),	District Municipalities	Municipal company, small businesses	Neighbourhood associations			

In addition to the commonality of stakeholders between the AMIGOS cities, the follow-up workshop identified the more relevant stakeholders for each city, which may differ from city to city as highlighted in Table 3.

Table 3. Stakeholder categories

Cities	Stakeholder categories with high relevance/influence for each city

HAM	Local and regional governments, authorities
GAB	Good mix of authorities, practitioners and local actors
LAP	Majority of business and local actors with some local and regional government authorities
IST	Good mix of authorities and civil society actors and communities, with some businesses
LROZ	Equal mix of civil society actors and communities, local and regional governments and service providers and businesses
JUR	Majority of local and regional governments and mobility service providers
MCBO	Equal mix of local and regional governments, service providers and businesses, and civil society actors
REY	Majority local and regional governments and communities and civil society actors
NAZ	Equal mix local and regional governments, business and civil society actors, including tourist business
ANK	Majority of local and regional governments and local communities

Looking at the different stakeholder categories, AMIGOS cities show different stakeholder influence. For **Hamburg**, local and regional governments are the stakeholder group with higher influence or relevance on the local governance. For **Gabrovo**, **Istanbul**, **Reykjavik** and **Ankara**, local communities and civil society groups are also highly relevant along with local and regional governments. In the case of Ankara and Istanbul, this is also given by the fact that the Mukhtar² system of local governance is community-based. Finally, the cities of **Lappeenranta**, **Las Rozas**, **Jūrmala**, the **Metropolitan city of Bologna** and **Nazareth** have stressed the importance of also engaging with stakeholders from the private sector, i.e. mobility service providers and businesses related or not to mobility that are also affected by the AMIGOS mobility interventions. Additionally, five cities (HAM, GAB, LROZ, JUR, NAZ) include schools or educational services in their stakeholder map, which will be relevant for their engagement strategy, as explained in this deliverable, at section 3.5.1 'School areas'.

It is quite an interesting result to see that AMIGOS cities seem to attribute a quite high relevance to various stakeholder groups, including the NGOs and advocacy groups in their urban governance and policy action. This finding will support the SIAs measures implementation and evaluation (Reed et al. 2009).

² In the context of Istanbul and Ankara, as well as throughout Turkey, the term "Mukhtar" (Turkish: "Muhtar") refers to an elected official who serves as the lowest level of local government authority. A Mukhtar is responsible for a neighborhood (known as a "Mahalle" in Turkish) within cities or villages. This position is pivotal in the administrative structure of Turkey, bridging the gap between the local community and the municipal or government authorities.

The academic definition of a Mukhtar in Turkey emphasizes their role in local governance, community leadership, and as a primary point of contact for residents within their jurisdiction. The Mukhtar operates out of the "Muhtarlık," the office that serves as the local administrative hub for the neighborhood.

The identification of target-groups followed the same process such as the stakeholders. A cross-sites analysis is conducted showing where cities have similar target-groups identified within the category of most important and somewhat important (4-5 points) as a high mix of their needs and requirements in terms of mobility solutions to consider in the local measures' implementation. This deliverable adopts the same language used by cities representatives during the workshop and afterwards for finalizing the target-group list relevant for each city. The identified Target-groups are included in the following list:

- Children and young people (YELLOW)
- People walking (ORANGE)
- People cycling (LIGHT BLUE)
- Elderly people, people with disabilities / with reduced mobility (DARK RED)
- Residents (DARK BLUE)
- Commuters (GREY)
- Driving parents / car drivers / scooter riders (RED)
- Public transport users (GREEN)
- Tourists (TURQUOISE)
- Women and girls in all their diversity (PURPLE)*
- Store owners (DARK YELLOW)

Table 4. Summary map: Common target-groups from the ten sites

HAM	Small children (walking)	School children (walking and cycling)	People walking	People cycling	Commuters from further away				
GAB	Children and parents	Young people	People walking	People cycling	Public transport users	Car drivers (to/from industrial areas)			
LAPP	Small children (kindergarten)	School children							
IST	Children	Elderly people	People walking	People cycling	People with disabilities	Public transport users	Scooter riders	Residents of the related area	Stores / Store owners
LROZ	Residents (local)	Commuters	Tourists (mall customers)						

JUR	Children being driven to school	Driving parents	Residents (local)	Car drivers					
MCBO	Tourists	People with disabilities							
REYK	Children	Commuters	Local citizens	Tourists	People with reduced mobility				
NAZ	School children	Young girls	People with disabilities	Care givers	Women and girls in all their diversity				
ANK	Children	Schools	Local residents	Pedestrians	Cyclists	Commuters	Public transport users	Car drivers	Women and girls in all their diversity

The cities of Nazareth and Ankara have specified that women and girls in all their diversity are a target group for their interventions. Nevertheless, following the EU publication about the adoption of a gender approach in research and innovation (European Commission, 2020), a gender approach will be applied for implementing the interventions throughout the AMIGOS urban areas.

The stakeholders and target-groups identification are the baseline for selecting the more adequate engagement methods and initiating the stakeholders' recruitment activities for carrying-out the next-co-creation and replicability steps.

PART B – Selecting suitable engagement methods and tools

3. Stakeholder Engagement Strategy

3.1 Engaging selected stakeholders and increasing interest

Engaging stakeholder and target-groups as part of an engagement strategy can help to:

- Create active participation, interaction and engagement;
- Encourage open discussion and debate;
- Encourage ownership of the new public space design and mobility measures, and buy-in;
- Help to reach a consensus on possible mutual benefits;
- Help avoid competition or conflict with other service providers or business;
- Gather a range of ideas, issues, opinions, concerns and options;
- Draw on local knowledge;
- Attract hard-to-reach groups.

Particularly, the engagement of local stakeholders and target-groups at an early stage of the project is instrumental in supporting the recruitment of users for data collection on travel behaviour and stated preferences by filling out questionnaires and surveys (Task 1.3 ‘Data collection on travel behaviour and stated preferences’), participating in the co-design and development of innovative solutions (WP2), and testing and validating design solutions (WP3).

3.2 Overview of potential engagement methods

With stakeholders fully identified, it is now essential to engage them successfully. Table 5 provides a summary of several methods that may be appropriate to use in the involvement of stakeholders in an engagement process. Further detail of each is provided below. The information in the table is sourced from the experience of the UK Government in stakeholder management plan (SMP) processes.

Table 5. Methods and tools of engagement per stakeholders' typologies

Methods & tools	Comments	Targeted groups and stakeholder typologies
Invitation Letters	Useful in early stages of consultation to provide information regarding the project and the process and disseminate instructions on how to respond/get involved	Community members, businesses, and public officials.

<p>Questionnaires and Surveys</p>	<p>Structured way of obtaining basic information which can be easily analysed statistically.</p> <p>Able to reach a large number of people, they are convenient, economic and thus a good starting point.</p> <p>They need to be well structured and ensure that the questions are not misleading.</p>	<p>Community members, businesses, NGOs, and government departments.</p>
<p>Exhibitions and Road Shows</p>	<p>Useful way of presenting basic information and options to the public, especially local communities.</p> <p>Able to reach large numbers of people if well-advertised.</p> <p>Allows face-to-face feedback of information.</p>	<p>Community members, businesses, and the general public.</p>
<p>Public Meetings</p>	<p>Enable presentation of basic information to the general public.</p> <p>Allow large numbers of people to be involved in some limited discussion.</p> <p>Need to be carefully managed to ensure all views are heard.</p> <p>Cheaper than exhibitions and road shows.</p>	<p>Community members, businesses, NGOs, and public officials.</p>
<p>Use of full range of media</p>	<p>Engages large numbers of the population, through television, newspapers and radio.</p> <p>Useful at reaching those who may be more difficult to involve. Internet, websites, online questionnaires, chat rooms and notice boards have become increasingly popular ways of providing information and seeking feedback.</p> <p>Media can be used through the project.</p>	<p>The general public, community members, businesses, and organizations.</p>
<p>Structured Interviews</p>	<p>Useful for obtaining specific information and attitudes from wider stakeholders in the early stages of the project.</p>	<p>Individuals or representatives of organizations.</p>
<p>Semi-structured Interviews</p>	<p>Useful in exploring more complex issues from key stakeholders later in the project.</p> <p>Structured open questions allow for a compromise between a thorough exploration of issues and ease of analysis of responses.</p>	<p>Individuals or representatives of organizations.</p>
<p>Stakeholder Forum</p>	<p>Flexible in terms of representation, size, outcome and timing.</p> <p>Allows for open discussion.</p>	<p>Representatives from different stakeholder groups.</p>
<p>Focus Groups</p>	<p>Involves small groups (6-12) of people, which are asked questions by an experienced facilitator.</p> <p>Allows facilitator to probe emerging issues.</p>	<p>Community members, businesses, and specialized groups.</p>

	It is resource-intensive and may be more appropriately used later in the project.	
Community of Practice	<p>Built upon the underlying idea that knowledge is built through social interaction. Involves small groups (6-8) of people, which are asked questions by an experienced CoP facilitator.</p> <p>CoPs facilitate creative and consensus processes which imply sharing and exchanging with other participants to jointly build new ideas and eventually solve conflicts.</p>	Professionals, experts, and practitioners within a specific domain. Individuals from the general public and end-users.
Advisory Committee	Representative group of stakeholders, which can meet regularly throughout the project to provide advice.	Professionals, experts, and community representatives.
Workshops	<p>Structured group discussions designed to solve problems and identify ways forward.</p> <p>Useful in bringing different groups of experts together and require experienced facilitators as well as careful explanation to the attendees.</p>	Community members, businesses, and professionals.
Round Table Discussions	<p>Facilitated debates between groups with different views with the aim of reaching consensus.</p> <p>Useful for engaging special interests and single-issue groups.</p>	Representatives from different stakeholder groups.

The suite of engagement methods addresses the distinct needs of various stakeholders across project phases. For community members (i.e. local residents and people living and working in the area), public meetings, focus groups, and exhibitions serve as direct platforms for interaction, discussions, and presentations. Business representatives in the transport sector (i.e. public transport operators, mobility service providers, etc.) benefit from workshops, public meetings, and exhibitions, providing structured fora for contribution to decision-making and problem-solving. Public officials working across different city departments find engagement through public meetings, stakeholder fora, and structured interviews, facilitating broader communication with the local communities, open discussions, and efficient information gathering. Professionals and experts engage through semi-structured interviews, communities of practice, and advisory committees, allowing in-depth discussions, knowledge sharing, and ongoing advisory contributions. The general public and individuals are reached via a full range of media, invitation letters, and structured interviews, utilising media, personalised invitations, and targeted interviews for broad public involvement. Specialized groups, such as focus groups and round table discussions, enable more focused and in-depth conversations, making them suitable for specific interests. Overall, this diverse toolbox ensures a customised approach, recognizing the unique needs of each stakeholder group. The strategic combination of methods enhances the effectiveness of engagement throughout the project lifecycle.

3.2.1 Media and Communications

Capitalising on partners’ experience in both R&I projects on mobility (e.g. CIVITAS) and local stakeholder engagement practices, we are drawing some conclusions and recommendations on what could work best in the AMIGOS pilot sites.

The engagement strategy should be linked with media activities which can have a significant and rapid impact on connecting with groups and increasing interest. The first step in this regard was to find out if the ten cities have an existing structure to interact with these groups and develop a coordinated approach.

Inputs, comments and concerns from stakeholders should be carefully considered, as constructive criticism can improve the project.

It is important to provide feedback to individuals or groups of any changes made, based on their comments and suggestions, so that they feel engaged in the process and empowered by it. This is particularly important for public figures who may be approached for their opinions on the way the project is progressing.

Cities will need to adapt their engagement activities for different groups. For instance, the provision of press releases and offers to undertake interviews can be ways to approach the media, while engaging politicians can benefit from a personalised approach, which shows that the objectives of the mobility measure address policy areas that are of particular concern to them, too.

Figure 3. Stakeholders and target groups engagement strategies



Source: Own elaboration from Chart GPT creation for reflecting a more diverse group of people in the urban environment participation

3.3 Building the stakeholder matrix and engagement channels

This section presents the AMIGOS cities’ engagement strategies, drawing from bilateral meetings that the research teams conducted in November and December 2023 (Annex 3). The agenda of these meetings mainly focus on:

Overview of Engagement Spaces for Stakeholders:

- Discussion on whether there is a defined space for engaging relevant stakeholders in LLs and SIAs.
- Examples of current spaces or platforms used for engagement.

Stakeholder Outreach Strategies:

- Review of current outreach strategies to stakeholders.
- Planning future approaches for contacting stakeholders, including channels and methods (e.g., world cafes, assemblies, FORA, public presentations, and Q&A sessions).

Forecasting and Planning Interventions:

- Identification of forecasted interventions in LLs and SIAs.
- Updates or changes in LLs/SIAs and the implications for stakeholder engagement.

Case Study: Citizen Participation in Recent Projects:

- Presentation of a recent project that involved citizen participation.
- Discussion on how various stakeholders were involved, challenges faced, and successes achieved.

Effective Tools and Techniques for Facilitating Inclusive Participation:

- Sharing of effective tools or techniques for facilitating participation in city planning or similar projects.
- Example of how these tools or techniques were applied in a specific project to engage stakeholders.

Open Discussion and Q&A:

- Time for participants to ask questions, share insights, or propose new ideas for enhancing stakeholder engagement in LLs and SIAs.

These meetings have seen the attendance of project partners from TØI and LUT given the similarities in specific WP1 task objectives – stakeholder identification, recruitment, and co-creation activities – adopting a collaborative approach to avoid overlap of activities. Bilateral meetings have been the opportunity to better understand the SIAs measures and interventions in all cities, as well as the adjustments that some cities as Hamburg, Las Rozas, Ankara and Nazareth have introduced (see the Annex 3 and 5). The Metropolitan City of Bologna is also planning to broaden their SIA. There are several paths/trails in the identified urban area that cross the same part of the Metropolitan Area and go to suburban urban area. “Piccola Cassia” is one of the main paths, but the SIA is now looking at more paths in the same area. Bilateral meetings agenda included specific discussion points on the status of stakeholder engagement, and it remains an available channel for further guidance in later stages of the project.

Building on insights gathered from stakeholder identification activities, a Stakeholder matrix was created containing specific information on target groups, stakeholders and available engagement channels for every AMIGOS city (Annex 4). These channels involve the mechanisms and platforms that city representatives use in their interactions with identified stakeholders, which already exist and are available thanks to sustained relations, as well as instruments that have not yet been developed between city partners and their stakeholders but are necessary for the project activities, such as the creation of Communities of Practice (CoPs) in WP5 for replicating the implemented solutions in the twin cities and beyond.

Table 6. Overview of stakeholder engagement channels used by the AMIGOS' cities

Channels to engage stakeholders	HAM	GAB	LAPP	IST	LROZ	JUR	MCBO	REYK	NAZ	ANK
Stakeholder fora	X		X		X		X	X	X	X
World cafés & assemblies										
Round tables								X	X	
Formal meetings (In person / online)	X	X	X	X	X	X	X	X	X	X
E-mails	X	X		X		X		X	X	X
Phone calls	X	X		X		X		X	X	X
Social media / press / flyers					X		X	X	X	X
Others (as specific as possible)					X	X	X	X	X	

City partners show diversity in their willingness to employ various channels for stakeholder engagement. The channels outlined in the table are intended as adaptable tools for cities, tailored to their local methods or preferences.

For instance, **Reykjavik** is exploring a range of tools and is committed to use all available instruments, **Lappeenranta** prefers focusing on existing activities and planned channels, while **Jūrmala** is open to experimenting with new engagement channels, such as participatory labs, including the Community of Practice, to break free from old practices that might not achieve the desired scope. Likewise, the Metropolitan City of **Bologna** is utilizing participatory tools, such as the IO-Partecipo tool, which is a digital platform to foster citizen engagement and public consultation at regional level. **Nazareth**, on the other hand, relies on a fixed set of mechanisms involving Communities of Practice (CoPs) with local expert architects and engineers and informative/consultative practices. Nazaret is organizing round tables to engage stakeholders from the private sector, especially tourism, as well as NGOs, and is conducting panel meetings with high school representatives. Furthermore, additional channels can be incorporated into the list if deemed useful for engagement. For example, Jūrmala has introduced "Business Breakfasts," a specific type of meeting aimed at engaging the private sector through interactions between authorities and companies.

3.4 Engagement strategies

Planning processes involved in developing a street re-design measure or in its implementation are complex and require effective and meaningful stakeholder engagement and target-groups participation methods. Effective participation builds on the interactions among local governments, various institutional actors, business organizations, NGOs and advocacy groups, and citizens. When the conditions for effective engagement are met,

trust between relevant actors is built, the base of knowledge is increased, jointly developed visions and objectives can emerge, and innovative solutions are developed. A range of innovative engagement methods and scenario approaches are planned to explore the attitudes towards change, willingness to adapt, and likely behavioural responses. After an accurate stakeholders' identification, the development of strategies for stakeholder engagement, emphasizes the need for inclusive and participatory approaches. Effective engagement strategies can lead to more resilient and adaptive management of natural resources, a principle equally relevant to urban planning and mobility interventions projects (Reed et al., 2009). Discussing practical applications of stakeholder analysis methods in urban planning and mobility interventions, including challenges such as dealing with conflicting interests (i.e. car drivers vs. safety improvement for walking and cycling children around the schools) and ensuring meaningful participation. These insights are valuable for urban planners and policymakers who face similar challenges in engaging diverse stakeholder groups.

In the context of the AMIGOS project, the main goals concerning stakeholder and target-groups engagement include:

- Creating local platforms to take the strategy of engagement to a superior level of development and implementation, tailored to the specific contexts;
- Assessment of the efficiency of the methods applied and setting out building blocks for future engagement.

The development and implementation of street re-design measures are complex processes that imply a high level of cooperation, coordination, and consultation across different stakeholders. The process involves close cooperation between local authorities in the planning area, as well as exchanges with relevant authorities at other levels of government (e.g., region, national level). At the same time, the process requires cooperation with other sectors (such as mobility and transport, land use and spatial planning, social services, environmental policy, energy, health, education, tourism, enforcement agencies, data governance) in order to ensure consistency and complementarity. As we have experienced during the last decade, the coordination between public and private sector stakeholders is relevant (Innes & Booher, 2010; Franta et al., 2017). Engaging private businesses is crucial for creating new partnerships and business models. Citizen engagement is an essential element of street re-design measures. Participatory planning is a prerequisite for people to take ownership of the plan and the policies it promotes. Public involvement is fundamental to ensure the legitimacy and quality of the decision-making process, and local authorities often mention it as a key challenge in their activities (Boswell et al., 2023).

The cities' collaboration and interaction with stakeholders is seen as very important to preserve a high level of motivation in implementing new solutions. Some cities face problems in discussing with stakeholders and aligning their views; mainly because of the lack of knowledge and skills in engaging with stakeholders and citizens. In certain cases, their reticence in engaging with stakeholders has been referred as "fear to talk to stakeholders".

Innovative engagement methods used by city authorities and NGOs are helping to accelerate the uptake of sustainability principles and the development of new policies tailored to the needs of the community. Some examples of these innovative stakeholder engagement methods include:

- **Communities of Practice (CoPs).** This method is further developed in the present deliverable (see subsection 2.1 'Methodology' in section 2 'Stakeholder mapping') and refers to the process of creation and maintenance of a safe space where views from stakeholders from different backgrounds are represented to share knowledge and reach consensus for the development of solutions on a regular basis (Wenger et al., 2002).

- **Reciprocal listening.** This technique is used to facilitate interactions between stakeholders, including public authorities and local target groups, with the aim to approach their views and interest to reach an agreed outcome by promoting a sense of sorority and empathy among practitioners. The experience of the ‘Madrid Escucha’ initiative conducted in Spain is an example of this methodology (Resina & Güemes, 2019). Another example of active listening (in Italian “ascolto attivo”) comes from the experience of Italian sociologist Marianella Sclavi and The Seven Rules of the Art of Listening³:
 - Never be in a hurry to reach conclusions. Conclusions are the most ephemeral part of your research.
 - What you are seeing depends on your point of view. In order to see your point of view, you have to change it.
 - In order to understand what another person is saying, you must assume that he/she is right and ask him/her to help you to understand how come so it is.
 - The emotions are basic tools of knowledge if you understand that they speak a language of analogies and relationships. They don’t tell you what you are looking at, but how you are looking at it.
 - A good listener is an explorer of possible worlds. The signals which he or she finds most important are the ones that seem both negligible and annoying, both marginal and irritating, since they refuse to mesh with previous convictions and certainties.
 - A good listener is happy to accept the self-contradictions that come to the fore in personal thoughts and interpersonal communications. Misunderstandings are accepted as occasions for entering the most exciting field of all: the creative management of conflicts.
 - To become an expert in listening you must follow a humorous methodology. But when you have learnt how to listen, it is humour that will follow you.
- **Citizen engagement tools.** For instance, Climate assemblies and Living Labs are considered sustainable and effective tools to foster deliberative democracy in climate policymaking. This method is used in the EU CLIMAS project, which aims to provide an innovative problem-oriented climate adoption Toolbox, co-designed with stakeholders to integrate citizen deliberation into climate change governance. This method enables empowerment and engagement strategies that promote a society “resilient by design” (Boswell et al., 2023).

The development of technology and the analogical community-based methods such as the CoPs help the access to wider communities and gives a voice to those that do not usually engage. Developing specific knowledge and skills (or employ them through different forms of partnerships) will support cities to use a larger array of methods to achieve their goals.

The consultation of major actors and the involvement and engagement with the public since early stages of the project, will ensure a smooth implementation of AMIGOS at the local level. This is a major action to implement by cities, to avoid the adoption or implementation of plans that could not be accepted or useful for the targeted audience. By knowing very well the target-groups, their interests and particular needs, the cities will effectively use the available resources and funds. Cities that have a good practice and enough capacity to engage with their stakeholders have a better rate of acceptance (and usage) of their interventions. At this scope, it is key to create shared visions for sustainable futures, a process that requires deep engagement with a wide range of

³ The Seven Rules - Ascolto Attivo | Progettazione partecipata, facilitazione, gestione creativa dei. Ascolto Attivo | Progettazione Partecipata, Facilitazione, Gestione Creativa Dei Conflitti, Mediazione. <https://ascoltoattivo.net/en/the-seven-rules/>

stakeholders (Wiek & Iwaniec, 2014). Moreover, the funding agencies, irrespective of their nature, ask nowadays a very good knowledge of the stakeholders' opinions and views for the projects they will fund.

The local authorities should develop methods to work with different type of community groups. Some of the authorities, because of the lack of skills or resources are mainly reactive to the changes that can generate resistance or protest from the communities they are addressing. However, if they use methods to engage with wider groups of communities and if they encourage the co-creation and discussion of the current issues, it is expected to have a more immediate impact (Innes & Booher, 2010). This mobilises the concept of collaborative rationality as a method for public planning and policy-making in complex and contentious environments. It emphasizes the importance of engaging diverse community groups in the planning process to harness their collective wisdom, creativity, and capacity for action. Innes and Booher argue that through collaboration and co-creation, local authorities can more effectively address urban challenges and reduce resistance by fostering a sense of ownership and buy-in among stakeholders. It is also important that local authorities understand the characteristics of the communities involved in the dialogue or in the co-creation; not all of them have immediate interest or expertise to be part of it. Therefore, cities need to embrace the appropriate methods to ensure that all groups are involved in the dialogue, and they become catalysts for innovation and change.

3.5 City stakeholder clusters

The analysis of cities' context in their respective LLs and SIAs conducted under project task T1.1 has enabled the identification of commonalities that can be exploited through the creation of synergies between city and research partners, allowing for the increasing of efficiency of the AMIGOS project in terms of stakeholder engagement strategies.

3.5.1 School areas

Several city partners within the AMIGOS project have delimited their SIAs around or in proximity to school areas, and have defined children, minors, and schoolkids as relevant target groups in their context. The involvement of children and minors requires special attention in terms of inclusive and accessible participation, the use of specific ethics and privacy instruments, and the definition of stakeholders and other target groups involved, including school authorities, parent associations, and municipal governments.

The five cities **Hamburg, Las Rozas, Gabrovo, Jūrmala, Lappeenranta and Nazareth** have delimited their SIA and/or LL around school areas, although the centrality of schools in their local context intervention varies across cities. In all of them, safety-related concerns arise from the conjunction of the presence of children and pedestrians around the area and the concentration of traffic formed by commuters and parents driving their children to school. This situation, accentuated at specific times of the day in line with school and working schedules, poses safety risks to pedestrians and children, but also to drivers and cyclists circulating in the area. While planned interventions defer across the cities, the focus remains on the promotion of safe walking and cycling routes, the facilitation of micro mobility modes and the reduction of car use around the area. All local partners will contact school representatives as part of their strategy, although their level of engagement is not the same.

For instance, the city of **Hamburg** has decided not to have the school authorities as primary contact, but the Borough Office (Planning authority) instead. While the possibility of contacting city authorities to reach out to schools has been considered, as they are not responsible for traffic safety, city partners prefer to avoid this option for fear that if they are not supportive it would be an important problem for the project. Instead, the Borough Office can be more helpful as it is in closer contact with residents. Regarding target groups, Hamburg has ongoing interaction with them, involving schools surrounding the area. There is public awareness of the project, and a very well-defined target group of parents to which the local partners have access for recruitment. Moreover, parents get direct information from schools. Regarding LL recruitment, there are no concerns as the SIA and the LL are similar.

On the contrary, city partners from **Gabrovo** are prioritising schools and the community of parents as the first contact in their strategy. Then, feedback and insights will be translated to municipal authorities and departments for measure implementation, through contacts in the Municipal Directorate of Education. For this reason, city partners will oversee these direct contact meetings with parents and translate meeting outcomes to AMIGOS research partners, including data collection partners. Regarding target groups, the Board of Trustees is identified as the main communication channel.

In **Jūrmala**, the city has also contacted the schools' directors to arrange meetings and explain the AMIGOS project to them. Moreover, the city and the schools want to involve and engage children, for example by organising classes with children on designing their home-school journey. Accordingly, one relevant identified stakeholder is the Youth Centre, which coordinates after-school activities, and belongs to the city planning department. This follows the need to reach young people in Jūrmala's context.

In **Nazareth**, the city has identified local schools as relevant stakeholders. As part of the engagement strategy, city partners will conduct panel meetings with high school representatives, in addition to the use of more traditional stakeholder engagement channels such as emails and phone calls. This will facilitate the promotion of a wider participation, which has been identified as a challenge for the city.

Finally, in the case of **Las Rozas**, the city wishes to better understand how pupils get to the school which is located a few kilometres away from the station, as well as the share of residents that send children to the district school and their ways of commuting. City partners have close relations with all main contacts in the district. While the physical intervention planned is already fixed, there is a need to understand school mobility also in the other 2-3 schools in the city. Therefore, there is room for co-creation elements, although specificities need to be discussed. For example, it is to be determined if and how school authorities will be involved in co-creation workshops.

The fact that these cities share a common interest in this regard may allow for the creation of clusters within the project for the development of common strategic objectives, the expansion of shared knowledge and cross-fertilization of ideas and resources among project cities involving children and school areas in their LLs or SIAs.

3.5.2 Public Sector - Engagement of authorities and decision-makers

All AMIGOS cities will require engagement of public authorities and institutions at various levels of government, from local municipalities to national ministries. While some cities have already established solid and sustained interaction channels with these institutions, e.g. building on previous interactions, other cities will need tailored engagement strategies for the creation of new channels or the start of new relations in the context of the project.

Istanbul and **Ankara** will require contact with Mukhtar governments (neighbourhood/local representatives) in the development of data collection activities. For **Istanbul**, political challenges including the upcoming local elections in Turkey in March 31st, 2024, and difficulties in coordination across different levels of governance institutions, the strategy envisages finding a *gatekeeper* – a contact of reference within high level authorities that can be supportive of the proposal, and conduct an exploratory interview with this contact. **Reykjavik** local partners are already in communication with the city agencies identified as stakeholders. It is not a challenge to connect with them, but to involve them in activities and co-creation projects. Therefore, the main obstacle is not reaching out, but effective engagement. For this, the *gatekeeper* strategy is also very useful. Agencies or groups for disabled people are also often sceptical of these types of projects as they fear their ideas will not be considered. Moreover, the city planning and environmental departments are already aware of the project, but there is a need to adapt and adjust their plans to AMIGOS.

In the **Metropolitan city of Bologna (MCBO)**, the project will involve the Municipality and tourist department, who inform the population of ongoing projects. There is a need to engage with the Board for Accessible Tourism, as they must be informed about the interventions in AMIGOS and be consulted on what their strategy and plan for the area is. According to conversations with city partners, bilateral meetings are the preferred option for stakeholder engagement.

3.5.3 Private sector - Business associations and service providers

Local businesses and service provider companies represent private sector positions regarding adopted measures in each of the AMIGOS' cities. However, the relevance of this group of stakeholders varies according to interest and capacity to influence across the project cities.

Following the stakeholder mapping exercise, five cities have identified the involvement of private sector stakeholders as relevant in their context (**Lappeenranta, Las Rozas, Jūrmala, MCBO, and Nazareth**). Generally, these actors are local businesses directly or indirectly affected by the intervention (e.g., the pedestrianisation of a street where businesses are located). However, private sector actors also include mobility companies, such as scooter, bike, car sharing or e-vehicle companies, which can be relevant to involve in the project, even in school areas. For instance, Jūrmala has contacted car sharing and scooters providers to gather micro-mobility data. Moreover, service providers may offer alternatives to car use that promote safe and active mobility modes and conditioning the travel behaviour of residents. Engagement strategies for private sector actors include the following guidelines:

- Contact with local businesses is to be made through business associations representing the local interests of businesses in the area.
- Identification of stakeholder influence in the project: positive/negative, high/low.
- Identification of stakeholder engagement channel. Organisations can be directly involved or be contacted to act as intermediaries. The latter would be the case for business associations to reach local businesses.

While generally small businesses and other stakeholders from the private sector may initially be categorised as secondary, depending on city context, it is crucial to include them as they may emerge as opponents to the project when influenced by its impact, or rather be contributing actors to engage in AMIGOS' activities, such as dissemination or recruitment.

3.5.4 Civil society organisations and citizen engagement

Involvement of citizens and civil society organisations is a crucial part of stakeholder engagement in AMIGOS. Looking at stakeholder mapping analyses, civil society organisations are entities representing the interests and perspectives of citizens and people in vulnerable situations. Therefore, they are crucial to promote the inclusivity and participatory character of the project's activities and outcomes and ensure that all voices are represented.

Civil society organisations in different AMIGOS cities are focused on representation of people with disabilities, women and children, and the elderly. Moreover, other associations and NGOs are pedestrian and cyclist associations, neighbourhood associations, and environmental, sports and culture organisations.

The involvement of these stakeholders in project activities is relevant to promote social empowerment and bring on board actors that can operate as multipliers. Multiplier stakeholders are those actors, organisations, or individuals, who recognize the added value of the project and are motivated to disseminate its benefits further. Indeed, they are considered in recruitment design as potential facilitators for survey implementation and recruitment process.

However, the ability of citizen and civil society engagement varies across cities, from being pivotal (e.g., **Reykjavik, MCBO**) to having a lower degree of influence (e.g., **Gabrovo**). Each city must then identify the role that civil society organisations have in their local context and adjust accordingly their engagement strategy. In the city of **Nazareth**, city partners have underlined a potential difficulty in bringing together a wide range of stakeholders for the co-design workshop, meaning they might need to focus on representatives of governing agencies exclusively rather than the broader public (see risk R9 in D7.1 - Quality Risk Management Plan).

3.6 Cross-fertilisation activities

For cities to exchange experiences on their engagement approach and on aspects revealed by the measures' implementation, a number of cross-fertilisation activities will be planned in WP5 T5.2, both at city level (pairs of cities) and at intervention level (all partner cities and, eventually, external ones from EU sister projects).

As cities have different characteristics, the same methods would have different impacts. Thus, cross-fertilization will be applied firstly to pairs of cities that implement similar AMIGOS approaches, facilitating the exchange of experience on engaging methods and good practices. The cross-fertilization will be done within interactive on-line workshops and carried out in two stages:

- **Stage 1 (hosted by City 1):** The focus of this first exercise is to exchange information on the process of how the AMIGOS engagement strategy has been implemented to date in each city, and which were the major barriers and factors of success.
- **Stage 2 (hosted by City 2):** The focus of this exercise is to exchange information on how successful the engagement strategy has been in each city in terms of its impacts.

CMO and EIP will facilitate these interactions through the building-up of a community of practices running on virtual platforms, if needed, in agreement with the cities. The specific timings of each cross-fertilisation exercise will be established based on the development of the concrete engagement strategy implementation.

Intervention-level cross-fertilisation exercise will facilitate the exchange of experience on their engagement strategies between all cities, irrespective of the local approaches they have implemented. This exchange of experience should be done within two interactive workshops that could be opened up to external cities. EIP will

develop this activity within the WP5 ‘Replication and scaling-up of solutions. The focus of these two workshops will be on:

- **Workshop 1:** Integration of relevant messages at local level
- **Workshop 2:** Actions and methods for implementing successful engagement exercises – the AMIGOS experience.

As highlighted in Figure 1 these workshops will happen around between months 36 and 40.

3.7 Monitoring stakeholder engagement

Effectively monitoring the involvement of key stakeholders in AMIGOS requires the establishment and careful tracking of relevant metrics. These metrics serve as tools for task leaders, providing insights into the dynamics of stakeholder relationships and the overall approach of the engagement process.

Table 7. Monitoring indicators of stakeholder engagement

#	Indicator	Target	Measurement
1	Setting up suitable communication channels with stakeholders in all cities: <ul style="list-style-type: none"> • Emails • Face-to-face meetings, • Virtual meetings 	100%	Proofs of emails sent and meeting agenda and minutes.
2	Number of stakeholder engagement meetings held in each city.	min. 3/year	Meeting agenda and minutes
3	Level of participation in meetings and events: <ul style="list-style-type: none"> • Stakeholders consistently attend meetings and events. • Actively contribute ideas, feedback, and suggestions. • Demonstrate a strong commitment to the project's success. 	Ensure at least 70% attendance at project meetings and events.	Attendance can be tracked using sign-in forms, meeting records, or attendance logs.
4	Percentage of co-creation workshops including both public authorities and people in vulnerable situations, (ref. objective indicator of Objective 1 in AMIGOS GA – Part B – 3/40).	100% Ensure a diverse representation of stakeholders in all meetings.	The diversity and mix of stakeholders can be tracked by using attendance lists.
5	Percentage of final recommendations approved by both public authorities and people in vulnerable situations for each LL or SIA (ref. objective indicator of Objective 1 in AMIGOS GA – Part B – 3/40).	Fulfil at least 50% of recommendations made by stakeholders.	Follow up on the list of recommendations made by stakeholders.
6	Regular stakeholder satisfaction surveys: <ul style="list-style-type: none"> • Stakeholders feel they are being heard, • They can freely express their ideas, • All stakeholders take the floor at least once during the meeting 	Maintain an average satisfaction score of 4.5 out of 5 in stakeholder surveys.	Stakeholder satisfaction can be tracked using a survey with a few questions handed out to all participants at the end of the meeting.

These targets serve as measurable goals, guiding the task leader and city partners toward successful stakeholder engagement by focusing on key performance indicators and desired outcomes. Cities shall track workshop

participation by keeping records of each meeting and co-creation workshop conducted, noting the participating stakeholders from public authorities, public and private organisations, NGOs, civil society groups and local community representatives. An observation template elaborated by CMO has been provided to city partners to monitor co-creation workshops (see Annex 6). Attendance levels can be tracked by maintaining attendance records for each workshop, documenting the presence of a diverse mix of participants including people in vulnerable situations.

The creation of a safe space for stakeholder engagement, shall encourage active listening and an inclusive environment by ensuring that meetings are conducted in a respectful manner, where stakeholders feel comfortable expressing diverse viewpoints without fear of judgment. Moreover, all stakeholders shall have the opportunity to contribute to discussions during meetings. Gauging the level of satisfaction of stakeholders involves refining survey questions to specifically address stakeholders' feelings of being heard, their ability to freely express ideas, and ensuring equitable participation during meetings.

Example of Stakeholder satisfaction Survey Questions:

- Question 1: "To what extent do you feel that your opinions and concerns are heard and valued during meetings?". Options: Not at all, Somewhat, Moderately, Very much, Extremely.
- Question 2: "How comfortable do you feel expressing your ideas and providing input during meetings?". Options: Not comfortable at all, Somewhat comfortable, Moderately comfortable, Very comfortable, Extremely comfortable
- Question 3: "Do you feel that all stakeholders have had the opportunity to contribute and share their perspectives during meetings?". Options: Strongly disagree, Disagree, Neutral, Agree, Strongly agree

The aim of analysing the survey outcome is to continuously monitor and adapt stakeholder engagement, and meeting practices based on stakeholder feedback to enhance satisfaction and participation levels over time

PART C – Stakeholder recruitment

4. Recruitment and co-creation activities

In the frame of WP1 subtask 1.2.2 ‘Stakeholder recruitment’, activities will commence upon the finalisation of the Stakeholder Engagement strategy. This process will be executed in collaboration with CMO and LUT, with the kick-off scheduled for M9-M10 (February/March 2024). During this phase, project partners will proactively approach stakeholders identified in the preceding stages, aligning with the established strategy.

Interested parties are encouraged to provide their contact information and background information on mobility. The selection of final participants will be carried out from the pool of registered entities, who will subsequently partake in activities focused on the co-design and development of innovative solutions (WP2).

Co-creation workshops are scheduled to be crafted and implemented from M12 (May 2024) through M18 (January 2025) within the project timeline.

Furthermore, recruitment activities for implementing the data collection survey and the Fotefar application will run concurrently with stakeholder engagement processes. According to the project’s timeline, the survey and application are scheduled to operate in February and March of 2024. The identification of stakeholders and target groups in the current WP1 task has informed the recruitment activities for the survey, which are planned to commence in January 2024.

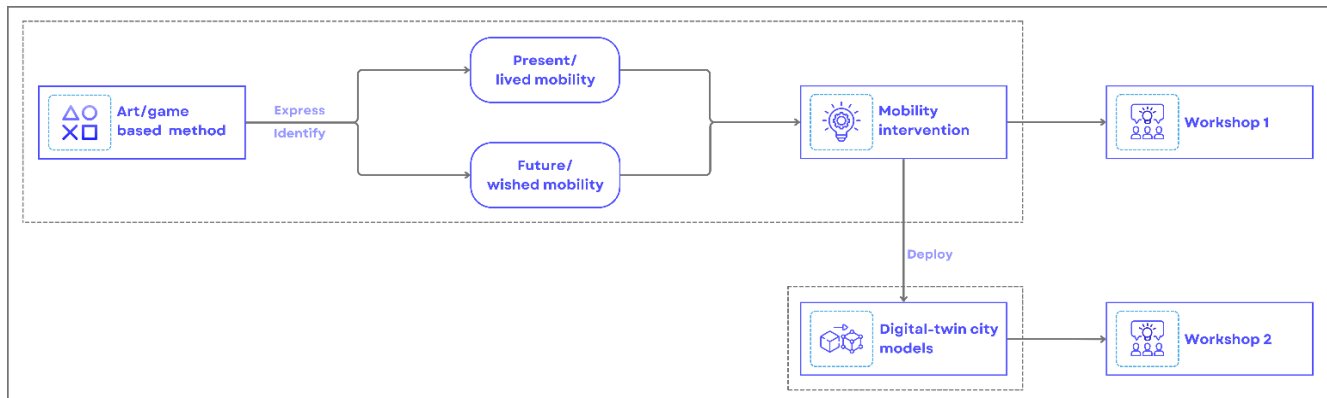
The recruitment activities will involve bilateral meetings between data collection partners and cities. Partners responsible for stakeholder engagement and co-creation activities, namely, CMO and LUT, have attended these meetings to maximize synergies between WP1 activities.

Stakeholders will be engaged using the methods and tools defined earlier in this document involving first contact and targeted engagement, specially through the Stakeholder Fora organization. These recurrent stakeholder meetings facilitate long-term, sustainable stakeholder engagement by the project partners. While co-creation activities strive for inclusivity, and recruitment involves local city partners, stakeholders are primarily recruited into co-creation activities from within these stakeholder Fora.

Once stakeholder Fora are established, they will be invited to accompanying the process of the implementation of mobility solutions in the Living Labs (LLs) and Safety improvement Areas (SIAs). The co-creation methodology, detailed in D2.1 and to be delivered in M12 (May 2024), involves presenting in this document how we envision the overall process between co-creation activities. Essentially, co-creation activities will employ art and game-based methods, enabling stakeholders from different backgrounds to express, recognise and conceptualise both their current and desired modes of mobility. After identifying desired mobilities and formulating potential solutions, a workshop will be held to evaluate and further develop these ideas. Tentative methods targeted for each city stakeholder group, that will be part of the overall methodology, are listed in Table 8.

Throughout the co-creation process, digital twin-compatible comprehensive city models will be used to help stakeholders visualise and evaluate urban mobility toolboxes. These toolboxes encompass solutions that cities are ready and able to implement. Figure 4 provides an overview of the co-creation activities.

Figure 4. Comprehensive overview of co-creation activities



4.1 Timeline

Recognising the importance of providing guidance to city partners in stakeholder engagement, a second round of short bilateral meetings with cities will be conducted by research partners from CMO and LUT from March 2024. These meetings aim to follow up on the engagement strategy's development once the recruitment phase has started and the survey is in operation. The insights gathered during these meetings will be synthesized to inform the subsequent stages in the AMIGOS roadmap, with a specific focus on the development of co-creation activities on the ground.

At this juncture, we will analyse the input received from cities, incorporating an overview of the status of their recruitment practices. The analysis will categorize cities into different phases, exemplified as follows:

1. No contact;
2. First contact was made (phone/email);
3. First meeting was held;
4. Regular meetings scheduled;
5. Ongoing discussion on how to recruit users;

Ongoing discussion on who will participate in the co-design workshops.

The initial engagement timeline is outlined in Table 8. The first two steps involve the identification of key stakeholders and the channels through which to approach them. Once these channels are identified, step 3 involves initiating contact with the stakeholders. Moving to step 4, stakeholders are briefed about their role, and a shared vision is collaboratively established. In step 5, stakeholders are provided with a provisional calendar of activities and information about AMIGOS user recruitment (survey) and co-creation activities. In addition, they are invited to engage in discussions and contribute to the planning of upcoming co-creation activities. Step 6 marks the execution of co-creation activities, where collaborative efforts take shape. Following this, in step 7, each city formulates a plan to sustain the stakeholder Fora, including the WP5 Communities of Practice (CoP) ensuring ongoing engagement and collaboration.

Table 8. Timeline of engagement phases for cities (planned)

#	Engagement phase	Activities	Status
1	Identification of main stakeholders and target groups	Follow-up workshop, bilateral meetings, readjustment after modifications in SIAs	<i>Completed</i>
2	Identification of existing channels to reach out to stakeholders	Bilateral meetings with project partners on existing channels for stakeholders, and channels for dissemination with target groups and needs	<i>Completed</i>
3	First contacts with stakeholders by cities	Use of identified engagement channels (phone calls/email, meetings). First feedback received	<i>Completed</i>
4	Regular meetings are scheduled	Discussions on project activities and user recruitment for to survey implementation and app use.	<i>On-going – February and March 2024</i>
5	Maintenance of stakeholder engagement	Ongoing discussions on participation in co-creation workshops.	<i>February and March 2024</i>
6	Establishment of new channels and engagement methods	CoPs (10 AMIGOS cities in WP5), assemblies, co-creation activities, other. Stakeholders' sign-up to the local CoPs.	<i>Co-creation activities from May 2024</i> <i>CoPs from January 2025 until the end 2027</i>
7	Further iterations; maintenance of the stakeholder engagement process	Cross-fertilization workshop around M40. Further iterations will be determined in each city context.	<i>From May 2026</i>

Table 9 outlines the co-creative methodologies planned for implementation across the partner cities. These methodologies have been carefully selected in accordance with the unique composition of stakeholders identified within each respective city. We tentatively will apply three design tools and methods in the first part of co-creation: Collaborative mapping, materialising (Pässilä et al., 2023), and photo diaries (Lucero et al., 2021). Collaborative mapping is a novel co-creative method based on user story mapping that visually composes a big picture from individual stories that result from the imagination and lived experience of stakeholders. It is a method derived from user story mapping (Patton & Economy, 2014), that frames mobility modes users' needs in a human-centric design. Materialising refers to a visual art method in which participants are encouraged to think a design solution to a problem and draw a prototype of their idea using crafting materials such as markers, paint or cardboards to give it shape. This method is useful to visualize ideas and stimulate discussion to engage

different participants. Photo diaries are a useful tool to document and build on stakeholder experiences through visual materials to construct new narratives and solutions.

Table 9. Co-creative methodologies across the partner cities

#	City	SIA stakeholder	LL stakeholder	Co-creation methods
1	Hamburg	Parents at school & residents	Parents at school	Collaborative mapping (adults); Materialising (children if any)
2	Nazareth	Residents (nearby shop owners, pedestrians and bus passengers), city government, NGOs, and schools	N/A	Collaborative mapping (residents, adults); materializing (children)
3	Gabrovo	Parents, residents, police office & board of trustees	Municipal public transport company & municipal parking company, police office & passengers & private car owners	Collaborative mapping (all), motorists (photo diary)
4	Reykjavik	Residents (local and whole capital area), tourists, hotels, local business, vulnerable groups (senses, mobility), youth (toddlers, children and teenagers)	N/A	Collaborative mapping (residents and business owners), photo diary (vulnerable groups and youth)
5	Lappeenranta	Parents at school, teachers (all employees), kindergarten (all employees), residents	Residents, students	Collaborative mapping (adults), kindergarten (materializing), photo diary (youth)
6	Jūrmala	Parents, residents, youth centre	N/A	Collaborative mapping (adults), photo diary (youth)
7	Metropolitan City of Bologna	Residents	N/A	Collaborative mapping
8	Las Rozas	Users of train station, users of public parking, residents	Residents, company employees, public transport users	Collaborative mapping, photo diary (by passers)

9	Istanbul	Local Mukhtar (local respected people), app users, residents	Cyclists	Collaborative mapping
10	Ankara	Campus employees, visitors, Ankara bicycle association, residents, school students	N/A	Collaborative mapping (adults), photo diary (youth)

4.2 GDPR Compliance, Ethics and Privacy matters

Stakeholder identification, reaching out and engagement activities in AMIGOS will be conducted in compliance with the General Data Protection Regulation (GDPR) regarding the collection and processing of personal data of stakeholders involved in the project (please refer to D7.3). Stakeholders will be provided with an Informed Consent Form on their participation in project-related activities and the use of personal data within the project. Regarding GDPR regulations, non-European cities involved in the project may need adaptation of the survey and other AMIGOS activities to their local context and regulations. For instance, Ankara may require consent forms and privacy notes to be adapted to local regulations for survey implementation. Partners from CMO have offered to provide support in this task as the project moves forward into the local recruitment process for survey implementation (see deliverable D1.1).

More details regarding GDPR regulations, ethics and privacy matters are provided in a separate deliverable (D7.3 ‘Data Management Plan’).

5. Conclusion

In the context of the current deliverable, the AMIGOS partners have successfully navigated various activities - World Café, online collaborative workshop, bilateral meetings with task leaders and cities representatives- culminating in the identification of key target groups, stakeholders and the establishment of effective outreach, communication and engagement channels with respect to measure implementation in the Safety Improvement Areas and Living Labs, where applicable. The mapping of stakeholders is also instrumental for data collection, co-creation activities, and the design and implementation of innovative solutions. At this stage, each city partner has distinctly delineated target groups and stakeholders, fostering a comprehensive understanding for upcoming engagement initiatives.

The analyses of existing engagement channels, as well as the identification of required methodologies have been conducted collaboratively with guidance and support from AMIGOS research teams. This progress sets the stage for the development of a robust stakeholder engagement strategy, ensuring the successful implementation of the AMIGOS activities.

The exploration of channels for informing and involving target groups and the public in Safety Improvement Areas and Living Labs reflects a commitment to inclusivity and public social participation in all project activities by the participating cities. Cities’ willingness to engage stakeholders, local communities and individuals aligns

with a sensitive and inclusive approach, a vital aspect for generating meaningful impacts. Recognising the importance of involving those most affected by the local AMIGOS measures, the project emphasises a human-centred approach, necessitating a focus on target groups, namely that specific segments of the population that the AMIGOS aims to benefit or impact directly.

In line with this approach, AMIGOS advocates for a methodology of reciprocal listening (in Spanish this would be called “escucha reciproca” (Resina & Güemes, 2019) and in Italian “ascolto attivo” (Sclavi, 2022)) between stakeholders, including local administrations and public authorities, and local target groups. Therefore, facilitation techniques that foster consensus become crucial in this collaborative process. While Deliverable 1.2 is due for submission in M10 (March 2024), stakeholder engagement remains a continuous process. Interactions between city partners and research teams on this specific aspect will persist, serving as a resource for ongoing consultations. This dynamic exchange will inform subsequent activities, including data collection, co-creation activities, and other tasks in later phases of the project.

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URBACT Stakeholders Analysis Table.

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Annex(es)

[Annex 1: World Café with cities \(June 2023\) - Agenda and Meeting minutes](#)

[Annex 2: Follow-up workshop with cities \(September 2023\) - Agenda and Meeting minutes](#)

[Annex 3: Bilateral meetings with the cities \(November-December 2023\) – Agenda and Meeting minutes](#)

[Annex 4: Stakeholder matrix](#)

[Annex 5: City fact sheets](#)

[Annex 6: Observation template for Co-creation Workshops](#)

Annex 1: World Café with cities (06/2023)

AMIGOS Kick-off Meeting, June 2023, Hamburg

WP1 Preliminary analysis and stakeholder engagement

World Café with cities

Meeting Minutes

Date, time:	02/06/2023, 12:00-13:00 CET
Login details:	Online / ZOOM:
Work package / Task:	WP1 / T1.1.3 Stakeholder identification – needs and barriers.
Note taker:	Alice Pease (EQY)
Facilitators:	Floriea Di Ciommo (CMO) and Lucia Cristea (EIP)

List of participants:

All consortium members

Meting minutes:

Question 1 - Strategies

What are some strategies you already used to engage and recruit the necessary participants for the AMIGOS activities (e.g. T2.1 co-creation workshops and the further knowledge transfer CoP for the Twin Cities)?

- Partners' contacts (e.g., EIP, MBE-UD, cambiaMO),
- Relevant platforms (ECF, Walk21, Civitas, 100 Carbon neutral cities)
- Snowball effect
- Involvement of citizens' associations
- Partnerships and city contacts to reach out to stakeholders.

Round 1: LUT, EIP, MCBO, DPO/MBE, TOI, Epigram

Who to involve:

- Departments of cities (communication department, department for tourism for MCBO);

- Department of public transport;
- NGO (Passodeltempo for MCBO, local or national organization for people with disabilities);
- Company managing routes (“Bologna Welcome” for MCBO);
- Micromobility companies (e.g. city bikes);
- Association of consumers (e.g. passengers organization)
- Civil society organisations: school parents organisations, neighbourhood clubs, elderly associations

Round 4: Gabrovo, Hamburg, ESTACA, SWOV, Ayalon Highways, Las Rozas, Jūrmala, Wiesbaden, Gozo, Lappeenranta

Stakeholders to engage:

- Business owners
- Users themselves (e.g. pupils)
- Different groups are impacted differently: indirectly through noise/air pollution, directly through their mobility
- Traffic safety organization
- Tourist office or direct contact with tourists
- Mobility and delivery services
- Transport companies
- Environmental agencies
- City council

Needs to consider:

- Waste disposal
- Police/ Emergency services
- Social spaces

Round 1: LUT, EIP, MCBO, DPO/MBE, TOI, Epigram

How to involve them:

- Understand the goals of the different stakeholders
- Use bottom-up requests
- Rely on key individuals, representatives
- Create a safe space:
 - Main space for dialogue with peers, target groups → more safe “subspace” that mixes less
 - Focus group meetings → six for dinner = 6 people can talk about something effectively
 - Underline the importance of their input;
 - Do it early
 - Panel as a house, a social space that is hybrid (both in person and online)
 - Guidelines
 - Upvoting suggestions to give a voice to those who do not want to speak
 - Facilitator = writer
- Community of practice
 - Continuous participation

- Clarify the goal
- Produce a narrative
- Meaningful involvement → acknowledgment of contributions, management of the frustration, set up a baseline/suggestions that are credible.

Bottlenecks:

- Making different cultures meet
- Need to manage conflict

Tools:

- Letters
- Phone (social media)
- Direct contact

Round 4: Gabrovo, Hamburg, ESTACA, SWOV, Ayalon Highways, Las Rozas, Jurmala, Wiesbaden, Gozo, Lappeenranta

Drivers:

- Awareness / capacity building
- NGOs
- Ambassadors

Bottlenecks:

- Need dedicated space
- Finance
- Lack of data

Question 2 - Recruitment

What are the bottlenecks and drivers for getting stakeholder in the co-creation and knowledge transfer processes?

- Facilitation
- Inclusive
- Genders- oriented facilitators
- Motivation for the Engagement
- Reliability
- Symbolic Contract
- Safe space

Round 2: Reykjavik, AIT, TOI, EIP, ESTACA, Istanbul, Epigram

Bottlenecks:

- Technology is not accessible for all target groups: biased data from Fotefar app and all other qualitative approaches that rely on user motivation (self-selection bias);
- Commuters will not want to stop in their tracks for a mobility project, they are in a hurry to go to work/home;

- Different approaches will have to be designed for the different cities because they differ in size, geography, issues;
- Hard to keep stakeholders focused on an issue when they meet municipality representatives;
- Hard to push stakeholders express themselves when they meet municipality representatives;
- Risk of misunderstanding/not meeting the expectations of the stakeholders: need to convince a wide variety of stakeholders with different expectations.
- Risk of “loud voices” overshadowing others: need to engage the “silent voices”

Tools:

- People in vulnerable situations:
 - Going to target groups through social groups and organisations, going to them and not asking them to come to us
 - Leaflets
 - Social evenings in their social clubs
 - Face recognition
 - Offering to spend money on charity of their choice
 - Social workers
- Facilitators: outsourced or trained
- Narrative construction (around stakeholder expectations): skeleton/framework adapted to each city
- Local “muhtar” that compiles the expectations of the neighbourhood in Istanbul

Question 3 - Incentives, nudges

How can we attract stakeholders’ meaningful participation in the study?

- Meaningfulness – cooperating for the benefit of the future of the city and their own kids, grandchild
- Intergenerational mechanisms
- Sorority for a safe traveling
- Common understanding of the current main Planet issues
- Non-monetary incentives (e.g., granting a shiny badge to share on social media)
- Nudges (e.g. small plate for eating less)
- Persuasive Technologies that is the ability to personalize an application to fit a person’s needs is a key proponent.

Round 3: Reykjavik, SWOV, TOI, Epigram, AIT

- Nudges are used for mobility: TOI wrote a paper about painting cyclist paths in red to inform and create mental maps and deter for cars. Impact is small: sometimes increases in cyclists, and more avoidance from cars. Other example: closer and close lines to slow cyclists down.
- Nudges need to be sensitive to context
- Different access to technology (e.g. children, elderly)
- Greater good as an incentive
- Opportunity to express themselves for those usually don’t have one
- Value-based incentive: their ideas can improve services and safety for them

- Link to city or community objectives: solutions for shared wishes, create a sense of community
- Combination of different levels (school direction, schools, kids)

Round 4: Gabrovo, Hamburg, ESTACA, SWOV, Ayalon Highways, Las Rozas, Jurmala, Wiesbaden, Gozo, Lappeenranta

Incentives

- Subsidies
- Tax reduction
- Meetings
- Greater good: sustainability

Annex 2: Follow-up workshop with cities (28/09/2023)

WP1 Preliminary analysis and stakeholder engagement

Follow-up workshop: stakeholder identification - needs and barriers

Meeting Minutes

Date, time:	28/09/2023, 12:00-13:00 CET
Login details:	Online / ZOOM:
Link to Padlet board:	https://padlet.com/Florinda_cambiaMO/amigos-stakeholders-identification-needs-and-barriers-lar6fdv57pjbryem
Work package / Task:	WP1 / T1.1.3 Stakeholder identification – needs and barriers
Note takers:	Attila Aba (MBE), Alice Pease (EQY), Isabel Jiménez and Florinda Boschetti (CMO)
Rapporteurs break-out rooms:	Group 1: Lucia Cristea (EIP) + Alice Pease (EQY) Group 2: Floridea Di Ciommo (CMO)+Attila Aba, Erzsébet Foldesi (MBE)

List of participants:

#	Name	Role	Organization
1	Floridea Di Ciommo	Host and moderator, Knowledge partner	CMO
2	Isabel Jimenez	Note taker, Knowledge partner	CMO
3	Florinda Boschetti	Note taker, Knowledge partner	CMO
4	Lucia Cristea	Moderator, Knowledge partner	EIP
5	Iolanda Moldoveanu	Knowledge partner	EIP
6	Alice Pease	Note taker, Knowledge partner	EQY
7	Attila Aba	Note taker, Knowledge partner	MBE
8	Erzsébet Földesi	Moderator, Knowledge partner	MBE

9	Stephanie Keßler	City - Hamburg	FHH
10	Desislava Koleva	City - Gabrovo	GABR
11	Nikolay Dimitrov	City - Gabrovo	GABR
12	Terhi Jantunen	City - Lappeenranta	LAPP
13	Terhi Koski	City - Lappeenranta	LAPP
14	Ümit Sezgi Pişkin	City - Istanbul	IMM
15	Ece Tumer	City - Istanbul	IMM
16	Cristina Alvarez	City - Las Rozas	LRZINN
17	Blanca Pastor	City - Las Rozas	LRZINN
18	Miriam Bellosillo	City - Las Rozas	LRZINN
19	Kristrún Th. Gunnarsdóttir	City - Reykjavik	REYK
20	Jekaterina Milberga	City - Jūrmala	JURMALA
21	Kristiāna Gau	City - Jūrmala	JURMALA
22	Marino Cavallo	City - Bologna	BOL
23	Valeria Stacchini	City - Bologna	BOL
24	Ari Cohen	City - Nazareth (representing)	AYALON
25	Sudki Dexa	City - Nazareth (representing)	AYALON
26	Isabela Erdelean	Knowledge partner	AIT
27	Tatiana Silva	Knowledge partner	TREE
28	Alejandro Gamez	Knowledge partner	TREE
29	Cristian Robledo	Knowledge partner	TREE
30	Lars Bocker	Knowledge partner	TØI

31	Torstein Storsveen Throndsen	Knowledge partner	TØI
32	Vibeke NENSETH	Knowledge partner	TØI
33	Antti Knutas	Knowledge partner	LUT
34	Jaap Oude Mulders	Knowledge partner	SWOV
35	Matin Nabavi Niaki	Knowledge partner	SWOV
36	Michelle Specktor	Knowledge partner	TECHNION
37	Avihai Degani	Knowledge partner	IPgallery
37	Ella	Knowledge partner	IPgallery

Meting minutes:

#	Description
1	Flordea Di Ciommo welcomed the participants and introduced the purpose of the meeting and objectives.
2	The participants were divided into two break-out groups. Each group was facilitated by a moderator, note takers took care of compiling information directly into the online interactive tool Padlet. The break-out work lasted 45 minutes.
3	<p>Each break-out group focused on the same four questions:</p> <ul style="list-style-type: none"> ● Q1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected? ● Q2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve? ● Q3-How important are each stakeholder for the project? Scoring scale: 1-less important; 5-very important. ● Q4-What are my needs with stakeholder engagement? <p>The moderators gave the floor to each city representative and guided them through the four questions. The responses were entered into the online Padlet tool either directly by the city representatives or the note takers in each of the break-out rooms.</p> <p>The detailed responses from the break-out rooms can be seen in the table in the annex.</p>

4	At the end of the break-out work sessions, the participants reconvened into a short closing plenary session. The rapporteurs from each of the break-out rooms summarised the key points from the break-out work that were discussed in their respective session.
5	The moderator closed the meeting.

Action Items:

#	Description
1	The input collected through the online Padlet tool will be collated into the meeting minutes and will serve as a basis to inform DEL1.2 Stakeholder engagement strategy.
2	Please cities complement and add more details about your stakeholders and the channels to contact them in the Excel spreadsheet available here on the AMIGOS Sharepoint (WP1.../Stakeholders identification and engagement).
3	Bilateral calls will be organised in the coming weeks between cambiaMO and, when possible, other partners such as EIP, EQY, MBE, and the cities who are requesting tailored support with stakeholders' identification and engagement strategy.

Workshop format:

Participants convened using the Padlet tool online. Padlet is a versatile platform where users can generate one or multiple digital "walls" to facilitate the exchange of ideas and comments on various topics. The facilitator established a central wall featuring four key questions to steer the interaction among participants, who were subsequently divided into two breakout groups.

Questions:

- Q1. Let's think about AMIGOS mobility measures(s) in my city. Who are the TARGET GROUP likely to be affected?
- Q2. What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?
- Q3. How important are each stakeholder for the project? Scoring scale: 1- less important; 5 – very important.
- Q4. What are my needs with stakeholder engagement?

Participants in the two breakout groups:

Group 1	Group 2	Role in AMIGOS
Hamburg	Lappeenranta	City pilot – Living Lab and/or Safety Improvement Area (SIA)
Gabrovo	Las Rozas	
Istanbul Metropolitan Municipality	Reykjavik	
Jūrmala	Metropolitan City of Bologna	
Ankara	AYALON/Nazareth	
<i>AIT</i>	<i>TØI</i>	Knowledge partners
<i>TREELOGIC</i>	<i>SWOV</i>	
<i>LUT</i>	<i>TECHNION</i>	
	<i>IPgallery</i>	
Moderators		
Lucia, EIP	Attila, MBE	Knowledge partners
Alice, EQY	Erzsebet, MBE	
Florinda, CMO	Floriea, CMO	
	Isabel, CMO	



Figure 1: Screenshots of the Padlet board, main wall (scale 100%).



Florinda_cambiaMO + 11 • 7d

AMIGOS Stakeholders identification, needs and barriers

1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

Example

Some target groups:

- Commuters: walking groups, cycling groups.
- Children and households.
- People with reduced mobility.
- Seniors, elderly people.
- Car drivers, van deliveries, etc.
- etc.

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

Example

Some categories of stakeholders:

- City councils, regional and national authorities.
- Transport companies and companies providing mobility solutions.
- Representatives from communities and local neighbourhoods or NGOs (e.g. pedestrians, cyclists, environment protection, etc.).
- Businesses (e.g. shop

3-How important are each stakeholders for the project? Scoring scale: 1-less important; 5-very important.

Example

A mix of relevance and interest in a measure:

- Public transport company: 2 (Less important, we can keep them informed.)
- Cycling association: 5 (Very important! We shall definitely engage them.)
- Parents association: 4 (Important. We shall inform them and engage them.)

4-What are my needs with stakeholder engagement?

Example

Please, indicate:

1. Specific city needs (e.g. training in stakeholder engagement, good practice examples, defining the right messages, marketing techniques, etc.)
2. Possible barriers in engaging stakeholders (e.g. hard to reach group, low attention for the project, etc.)
3. Some drivers (e.g. ongoing collaboration, promoters of the local measure. etc.)

Figure 2: Screenshots Padlet board, wall page 1.

Florinda_cambiaMO + 11 + 5mo
AMIGOS Stakeholders Identification, needs and barriers

1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

Example
Some target groups:

- Commuters; walking groups, cycling groups.
- Children and households.
- People with reduced mobility.
- Seniors, elderly people.
- Car drivers, van deliveries, etc.
- etc.

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

Example
Some categories of stakeholders:

- City councils, regional and national authorities.
- Transport companies and companies providing mobility solutions.
- Representatives from communities and local neighbourhoods or NGOs (e.g. pedestrians, cyclists, environment protection, etc.).
- Businesses (e.g. shop keepers, private companies, etc.)

3-How important are each stakeholders for the project? Scoring scale: 1- less important; 5- very important.

Example
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Example
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- Possible barriers in engaging stakeholders (e.g. hard to reach group, low attention for the project, etc.)
- Some drivers (e.g. ongoing collaboration, promoters of the local measure, etc.)

Figure 3: Screenshots Padlet board, wall page 2.

1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

Floridea Di Cio... 6mo
Welcome all of you at this workshop!

Anonymous 6mo
Michelle, Technion: :)
Add comment

Anonymous 6mo
Add comment

foldesierzsebe... 6mo
Erzsébet: pls make sure that inclusivity is very important :)
Add comment

Anonymous 6mo
I see it here
Add comment

Attila_MBE 6mo
Reykjavik - target group?
main stakeholder groups
- local citizens
- tourists
- commuters
- children
- PRM
- mobility hub
- closed for private cars
- area for pedestrians
Add comment

Alice PEASE 6mo
Gabrovo: measures and targets
- Not so developed cycling infrastructure & parking issues
- Need to integrate new mobility and transport modes

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

Anonymous 6mo
city hall
transportation companies
tourist company
Add comment

Alice PEASE 6mo
Gabrovo: stakeholders
- Schools
- Municipal transport company
- Regional Directorate of Education
- District authority
- Municipal authority for parking
- Sport department who work with young people for good biking infrastructure
- Police officers
- Architects
Add comment

valerastacchini 6mo
Metropolitan City of Bologna
Turistic itineraries - focus on accessibility for all
Local turist information office - 5
local municipalities working group for tourism DMO - 5
businesses providing services (accommodations, restaurants, ICT, etc.) - 4
associations (sports, cultural) - 4
public transport company - 3
rental services - 3

3-How important are each stakeholders for the project? Scoring scale: 1- less important; 5- very important.

Anonymous 6mo
Relevance of stakeholders RVK
All agents in the mobility/transport business - 4
Associations of cyclists and car-free life - 3
Associations of persons in vulnerable situations - 5
Add comment

Anonymous 6mo
City of Reykjavik - relevant divisions - 5
Add comment

Anonymous 6mo
Relevance of stakeholders Jümmala
- Schools and kindergartens 5
- NGO's 2
-Businesses providing mobility solutions 4
- City departments and their experts 4
Add comment

stephaniekess... 6mo
Relevance of stakeholders Hamburg
- Transport ministry (5)
- Ministry of education (5)
- Local administration (5)
- Police department (5)
- Head of schools (5)
Add comment

umitpiskin 5mo
İstanbul - Scoring Scale of the Stakeholders

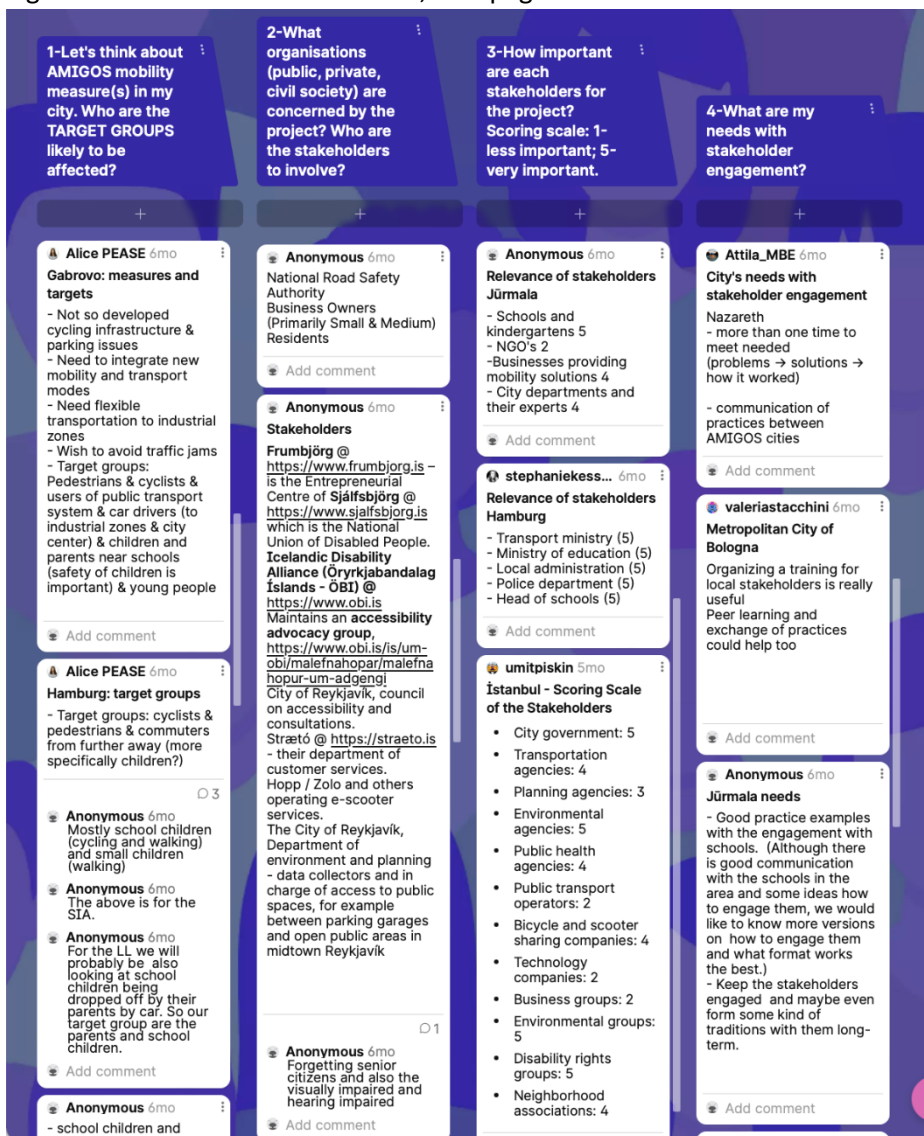
4-What are my needs with stakeholder engagement?

Anonymous 6mo
Needs with stakeholder engagement RVK
We would absolutely love to learn as much as possible from other cities and partners to AMIGOS to improve and maximise the potential of the engagement exercises
Add comment

Anonymous 6mo
This includes better understanding of barriers and drivers but also when it comes to marketing techniques and recruitment in general..
Add comment

Alice PEASE 6mo
Gabrovo: needs
Needs in general:
- Focus on e-mobility
- Traffic management
- Redesign biking lanes
- Combination of transport modes
- Urban mobility based on diversified transport modes with safety conditions for pedestrians and cyclists
Needs for engagement:
- Cyclists are a very wide group, not organised, difficult to reach/engage
- Parents and children
- Parking zones should work with car drivers to motivate them to use parking zones & not go through the city centre
Add comment

Figure 4: Screenshots Padlet board, wall page 3.



1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

- Alice PEASE 6mo**
Gabrovo: measures and targets
 - Not so developed cycling infrastructure & parking issues
 - Need to integrate new mobility and transport modes
 - Need flexible transportation to industrial zones
 - Wish to avoid traffic jams
 - Target groups: Pedestrians & cyclists & users of public transport system & car drivers (to industrial zones & city center) & children and parents near schools (safety of children is important) & young people
- Alice PEASE 6mo**
Hamburg: target groups
 - Target groups: cyclists & pedestrians & commuters from further away (more specifically children?)
- Anonymous 6mo**
Mostly school children (cycling and walking) and small children (walking)
- Anonymous 6mo**
The above is for the SIA.
- Anonymous 6mo**
For the LL we will probably be also looking at school children being dropped off by their parents by car. So our target group are the parents and school children.
- Anonymous 6mo**
- school children and...

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

- Anonymous 6mo**
National Road Safety Authority
Business Owners (Primarily Small & Medium) Residents
- Anonymous 6mo**
Stakeholders
Frumbjörg @ <https://www.frumbjorg.is> - is the Entrepreneurial Centre of Sjalftsbjörg @ <https://www.sjalftsbjorg.is> which is the National Union of Disabled People.
Icelandic Disability Alliance (Öryrkjabandalag Íslands - ÖBÍ) @ <https://www.obi.is>
Maintains an accessibility advocacy group, <https://www.obi.is/um-ob/maefnahopar/maefnahopur-um-adgeni>
City of Reykjavik, council on accessibility and consultations.
Strætó @ <https://straeto.is> - their department of customer services.
Hopp / Zolo and others operating e-scooter services.
The City of Reykjavik, Department of environment and planning - data collectors and in charge of access to public spaces, for example between parking garages and open public areas in midtown Reykjavik
- Anonymous 6mo**
Forgetting senior citizens and also the visually impaired and hearing impaired

3-How important are each stakeholders for the project? Scoring scale: 1- less important; 5- very important.

- Anonymous 6mo**
Relevance of stakeholders Jürjala
 - Schools and kindergartens 5
 - NGO's 2
 - Businesses providing mobility solutions 4
 - City departments and their experts 4
- stephaniekess... 6mo**
Relevance of stakeholders Hamburg
 - Transport ministry (5)
 - Ministry of education (5)
 - Local administration (5)
 - Police department (5)
 - Head of schools (5)
- umitpiskin 5mo**
İstanbul - Scoring Scale of the Stakeholders
 - City government: 5
 - Transportation agencies: 4
 - Planning agencies: 3
 - Environmental agencies: 5
 - Public health agencies: 4
 - Public transport operators: 2
 - Bicycle and scooter sharing companies: 4
 - Technology companies: 2
 - Business groups: 2
 - Environmental groups: 5
 - Disability rights groups: 5
 - Neighborhood associations: 4

4-What are my needs with stakeholder engagement?

- Attila_MBE 6mo**
City's needs with stakeholder engagement
Nazareth
 - more than one time to meet needed (problems → solutions → how it worked)
 - communication of practices between AMIGOS cities
- valerriastacchini 6mo**
Metropolitan City of Bologna
Organizing a training for local stakeholders is really useful
Peer learning and exchange of practices could help too
- Anonymous 6mo**
Jürjala needs
 - Good practice examples with the engagement with schools. (Although there is good communication with the schools in the area and some ideas how to engage them, we would like to know more versions on how to engage them and what format works the best.)
 - Keep the stakeholders engaged and maybe even form some kind of traditions with them long-term.

Figure 5: Screenshots Padlet board, wall page 4.



1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

- Anonymous 6mo**
- school children and tourists
- women and young girls
- Alice PEASE 6mo**
Jurmala: target groups
 - Target groups: children & their parents during drop-off and pick-up hours (not good use of public transportation) & residents → more specifically those who drive
- Anonymous 6mo**
Las Rozas
Target group - commuters & neighbours (safe routes from train stations to business areas)
- Anonymous 6mo**
Target groups
 1. Wider context, anyone who travels through the SIA on a daily bases or a few days a week.
 2. Tourists who are walking commuters and customers of the bus services and e-scooters.
 3. People who find themselves in vulnerable situations (in electric wheelchairs, visually impaired and more)
 4. Residents in the area heading to and from work - multiple mobility options

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

- Alice PEASE 6mo**
Hamburg: stakeholders
 - Transport ministry
 - Local administration
 - Police department
 - For the safety improvement area: Head of Schools
 - For the living lab: ministry for education
- Attila_MBE 6mo**
Stakeholders Bologna
Bologna
 - main stakeholder: tourist office
 - businesses in tourism (restaurants, accommodations, rental services, bike rental) associations
- Attila_MBE 6mo**
Las Rozas
 - rental services
 - municipality
 - neighbourhoods
- Attila_MBE 6mo**
Nazareth
 - city hall
 - transportation companies
 - NRSA (road safety)
 - business owners and residents of the

3-How important are each stakeholders for the project? Scoring scale: 1- less important; 5- very important.

- Anonymous 6mo**
Relevance of stakeholders Jürjala
 - Schools and kindergartens 5
 - NGO's 2
 - Businesses providing mobility solutions 4
 - City departments and their experts 4
- stephaniekess... 6mo**
Relevance of stakeholders Hamburg
 - Transport ministry (5)
 - Ministry of education (5)
 - Local administration (5)
 - Police department (5)
 - Head of schools (5)
- umitpiskin 5mo**
İstanbul - Scoring Scale of the Stakeholders
 - City government: 5
 - Transportation agencies: 4
 - Planning agencies: 3
 - Environmental agencies: 5
 - Public health agencies: 4
 - Public transport operators: 2
 - Bicycle and scooter sharing companies: 4
 - Technology companies: 2
 - Business groups: 2
 - Environmental groups: 5
 - Disability rights groups: 5
 - Neighborhood associations: 4

4-What are my needs with stakeholder engagement?

- stephaniekess... 6mo**
Hamburg needs
Convincing stakeholders of the benefits of the planned interventions; they will be sceptical and reluctant to dare something new.
- umitpiskin 5mo**
Needs for the stakeholder engagement
Understanding the needs and interests of each stakeholder: It is important to understand what each stakeholder wants to achieve from our project. (Also consulting with local experts and community leaders might help to find/identify additional stakeholders.)

Developing a communication plan: This plan should outline how we will communicate with each stakeholder group and what information we will share with them.

Creating opportunities for stakeholder engagement: This topic might include holding public meetings, workshops, or online surveys, etc (Additionally, a stakeholder advisory group may be created)

Analyzing and responding to stakeholder feedback: It is important to listen to stakeholder feedback and use it to improve the our project. (We can consider stakeholder feedback by looking for common themes and trends. Then, those information can be used to make changes to the project, to make it more agile.)

Figure 6: Screenshots Padlet board, wall page 5.



1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

- Anonymous 6mo: 5. not to forget those who come through on their own, e.g. elderly, youngsters
- Attila_MBE 6mo: Las Rozas
 - commuters
 - age/gender/needs
 - tourists (related to a mall)
- Attila_MBE 6mo: - safe routes for the pedestrians between business areas and residential areas of the city
- Attila_MBE 6mo: Lappeenranta
 - elderly people
 - teenagers
- SIA-public school, kindergarten
 - PT will be promoted
 - cycling and walking also promoted
 - e-mobility promotions
- Attila_MBE 6mo: Nazareth
 - woman
 - young girls
 - school children
- public safety
- accidents
- umitpiskin 5mo: Target Groups
 - Pedestrians

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

- Attila_MBE 6mo: Nazareth
 - city hall
 - transportation companies
 - tourist companies
 - NRSA (road safety)
 - business owners and residents of the neighbourhood
- Alice PEASE 6mo: Jurmala: stakeholders
 - Schools
 - Kindergartens
 - NGOs
 - Businesses providing mobility solutions: e-scooters, car sharing...
 - City departments and their experts
- Attila_MBE 6mo: Lappeenranta
 - PRM
 - association of elderly people
 - school children
- umitpiskin 5mo: Istanbul - Stakeholders
 - "Public"
 - City government
 - Transportation agencies
 - Planning agencies
 - Environmental agencies
 - Public health agencies
 - "Private"
 - Public transport operators
 - Bicycle and scooter

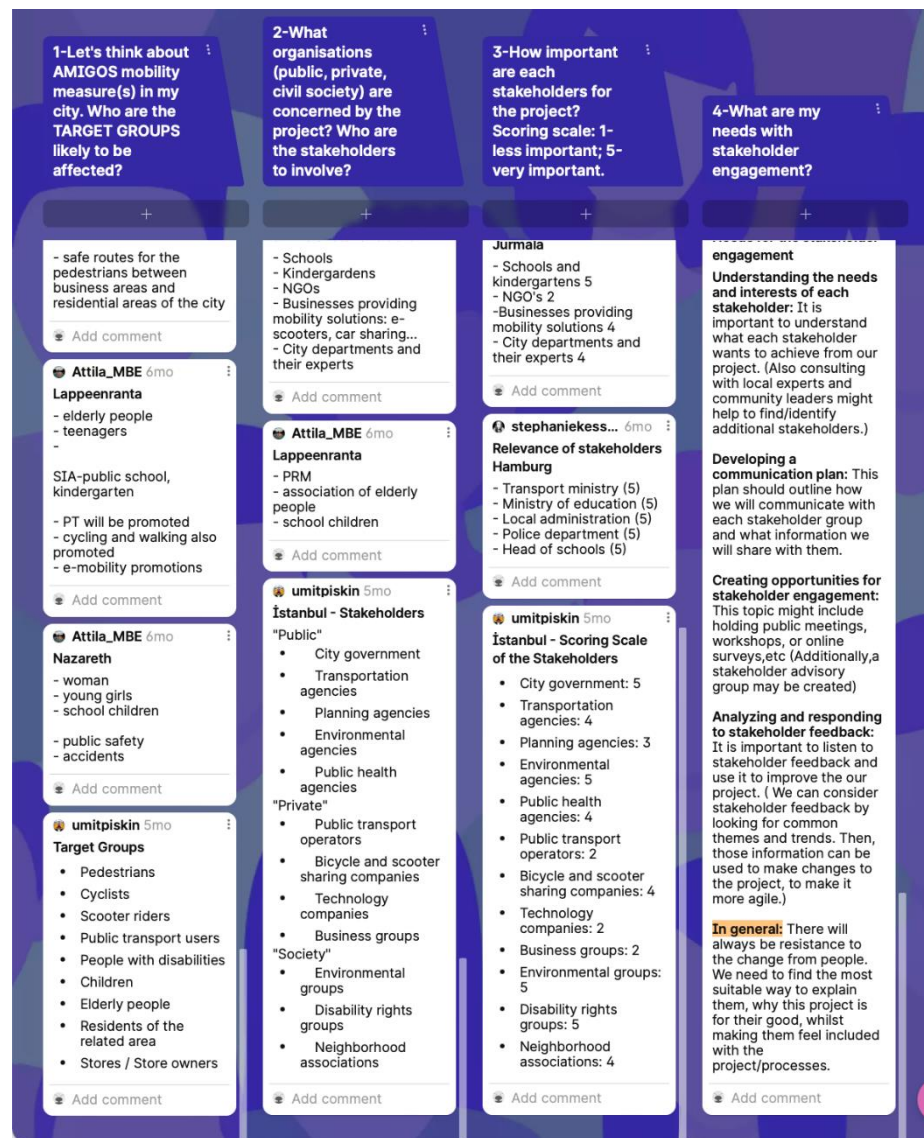
3-How important are each stakeholders for the project? Scoring scale: 1-less important; 5-very important.

- Anonymous 6mo: Relevance of stakeholders Jurmala
 - Schools and kindergartens 5
 - NGO's 2
 - Businesses providing mobility solutions 4
 - City departments and their experts 4
- stephanieekss... 6mo: Relevance of stakeholders Hamburg
 - Transport ministry (5)
 - Ministry of education (5)
 - Local administration (5)
 - Police department (5)
 - Head of schools (5)
- umitpiskin 5mo: Istanbul - Scoring Scale of the Stakeholders
 - City government: 5
 - Transportation agencies: 4
 - Planning agencies: 3
 - Environmental agencies: 5
 - Public health agencies: 4
 - Public transport operators: 2
 - Bicycle and scooter sharing companies: 4
 - Technology companies: 2
 - Business groups: 2
 - Environmental groups: 5
 - Disability rights groups: 5
 - Neighborhood associations: 4

4-What are my needs with stakeholder engagement?

- umitpiskin 5mo: Needs for the stakeholder engagement
 - Understanding the needs and interests of each stakeholder: It is important to understand what each stakeholder wants to achieve from our project. (Also consulting with local experts and community leaders might help to find/identify additional stakeholders.)
 - Developing a communication plan: This plan should outline how we will communicate with each stakeholder group and what information we will share with them.
 - Creating opportunities for stakeholder engagement: This topic might include holding public meetings, workshops, or online surveys, etc (Additionally, a stakeholder advisory group may be created)
 - Analyzing and responding to stakeholder feedback: It is important to listen to stakeholder feedback and use it to improve the our project. (We can consider stakeholder feedback by looking for common themes and trends. Then, those information can be used to make changes to the project, to make it more agile.)
 - In general: There will always be resistance to the change from people. We need to find the most suitable way to explain them, why this project is for their good, whilst making them feel included with the project/processes.

Figure 7: Screenshots Padlet board, wall page 6.



1-Let's think about AMIGOS mobility measure(s) in my city. Who are the TARGET GROUPS likely to be affected?

- safe routes for the pedestrians between business areas and residential areas of the city
- Attila_MBE 6mo: Lappeenranta
 - elderly people
 - teenagers
- SIA-public school, kindergarten
 - PT will be promoted
 - cycling and walking also promoted
 - e-mobility promotions
- Attila_MBE 6mo: Nazareth
 - woman
 - young girls
 - school children
- public safety
- accidents
- umitpiskin 5mo: Target Groups
 - Pedestrians
 - Cyclists
 - Scooter riders
 - Public transport users
 - People with disabilities
 - Children
 - Elderly people
 - Residents of the related area
 - Stores / Store owners

2-What organisations (public, private, civil society) are concerned by the project? Who are the stakeholders to involve?

- Schools
- Kindergartens
- NGOs
- Businesses providing mobility solutions: e-scooters, car sharing...
- City departments and their experts
- Attila_MBE 6mo: Lappeenranta
 - PRM
 - association of elderly people
 - school children
- umitpiskin 5mo: Istanbul - Stakeholders
 - "Public"
 - City government
 - Transportation agencies
 - Planning agencies
 - Environmental agencies
 - Public health agencies
 - "Private"
 - Public transport operators
 - Bicycle and scooter sharing companies
 - Technology companies
 - Business groups
 - "Society"
 - Environmental groups
 - Disability rights groups
 - Neighborhood associations

3-How important are each stakeholders for the project? Scoring scale: 1-less important; 5-very important.

- Jurmala
 - Schools and kindergartens 5
 - NGO's 2
 - Businesses providing mobility solutions 4
 - City departments and their experts 4
- stephanieekss... 6mo: Relevance of stakeholders Hamburg
 - Transport ministry (5)
 - Ministry of education (5)
 - Local administration (5)
 - Police department (5)
 - Head of schools (5)
- umitpiskin 5mo: Istanbul - Scoring Scale of the Stakeholders
 - City government: 5
 - Transportation agencies: 4
 - Planning agencies: 3
 - Environmental agencies: 5
 - Public health agencies: 4
 - Public transport operators: 2
 - Bicycle and scooter sharing companies: 4
 - Technology companies: 2
 - Business groups: 2
 - Environmental groups: 5
 - Disability rights groups: 5
 - Neighborhood associations: 4

4-What are my needs with stakeholder engagement?

- Understanding the needs and interests of each stakeholder: It is important to understand what each stakeholder wants to achieve from our project. (Also consulting with local experts and community leaders might help to find/identify additional stakeholders.)
- Developing a communication plan: This plan should outline how we will communicate with each stakeholder group and what information we will share with them.
- Creating opportunities for stakeholder engagement: This topic might include holding public meetings, workshops, or online surveys, etc (Additionally, a stakeholder advisory group may be created)
- Analyzing and responding to stakeholder feedback: It is important to listen to stakeholder feedback and use it to improve the our project. (We can consider stakeholder feedback by looking for common themes and trends. Then, those information can be used to make changes to the project, to make it more agile.)
- In general: There will always be resistance to the change from people. We need to find the most suitable way to explain them, why this project is for their good, whilst making them feel included with the project/processes.

Data collected through the online Padlet board and organised per pilot city:

City	Q1-Target groups among the general public	Q2-Q3-Stakeholders among organisations (and level of relevance/interest on a scale from 1 to 5)	Q4-City needs with stakeholder engagement?
Hamburg (Germany)	SIA: People cycling People walking Commuters from further away Schools' children (walking and cycling) Small children (walking) LL: Children being driven to school Driving parents	Transport Ministry - 5 Local administration - 5 Police department - 5 SIA: Head of schools - 5 LL: Ministry of Education - 5	Convincing stakeholders of the benefits of the planned interventions; they will be sceptical and reluctant to dare something new.
Gabrovo (Bulgaria)	People walking People cycling Public transport users Car drivers (to/from industrial areas) Children and parents Young people	Schools Municipal transport company Regional directorate of Education District authority Municipal authority for parking Sport department working with your people Police officers Architects	Needs in general: - Focus on e-mobility - Traffic management - Redesign biking lanes - Combination of transport modes - Urban mobility based on diversified transport modes with safety conditions for pedestrians and cyclists Needs for engagement - Cyclists are a very wide group, not organised, difficult to reach/engage - Parents and children - Parking zones should work with car drivers to motivate them to use parking zones & not go through the city centre

<p>Lappeenranta (Finland)</p>	<p>Elderly people Teenagers</p> <p>SIA: School children Small children (kindergarten)</p>	<p>Government: City of Lappeenranta PT Savonlinja Scooter companies Cyclists' association City bikes Kaakau Persons with reduced mobility Association of elderly people School children</p>	<p>N.A.</p>
<p>Istanbul (Turkey)</p>	<p>Pedestrians Cyclists Scooter riders Public transport users People with disabilities Children Elderly people Residents of the related area Stores / Store owners</p>	<p>Public sector: City government - 5 Transportation agencies - 4 Planning agencies - 3 Environmental agencies - 5 Public health agencies - 4</p> <p>Private sector: Public transport operators - 2 Bicycle and scooter sharing companies - 4 Technology companies - 2 Business groups - 2</p> <p>Civil society: Environmental groups - 5 Disability rights groups - 5 Neighbourhood associations - 4</p>	<p>Understanding the needs and interests of each stakeholder: It is important to understand what each stakeholder wants to achieve from our project. (Also consulting with local experts and community leaders might help to find/identify additional stakeholders.)</p> <p>Developing a communication plan: This plan should outline how we will communicate with each stakeholder group and what information we will share with them.</p> <p>Creating opportunities for stakeholder engagement: This topic might include holding public meetings, workshops, or online surveys, etc (Additionally, a stakeholder advisory group may be created)</p> <p>Analyzing and responding to stakeholder feedback: It is important to listen to stakeholder feedback and use it to improve our project. (We can consider stakeholder feedback by looking for common themes and trends. Then, that information can be used to make changes to the project, to make it more agile.)</p> <p>In general: There will always be resistance to the change from people. We need to find the most suitable way to explain them, why this project is for their good,</p>

			whilst making them feel included with the project/processes.
Las Rozas (Spain)	Commuters Local residents Tourists (mall customers)	Rental services Municipality Local community neighbourhoods	N.A.
Jūrmala (Latvia)	Children being driven to school Driving parents Local residents' car drivers	Schools and kindergartens - 5 NGOs - 2 Mobility business and providers: e-scooters, car sharing - 4 City departments and their experts - 4	- Good practice examples with the engagement with schools. (Although there is good communication with the schools in the area and some ideas how to engage them, we would like to know more versions on how to engage them and what format works the best.) - Keep the stakeholders engaged and maybe even form some kind of traditions with them long-term.
Bologna (Italy)	Tourists	Local tourist information - 5 Local municipalities working group for tourism DMO - 5 Service providers/businesses (accommodations, restaurants, ITC, etc.) - 4 Associations (sports, culture) - 4 PT company - 3 Rental services - 3	Organizing a training for local stakeholders is really useful Peer learning and exchange of practices could help too

<p>Reykjavik (Iceland)</p>	<p>Local citizens Tourists Commuters Children Persons with reduced mobility</p>	<p>Frumbjörg, Entrepreneurial Centre of Sjúlförbætur, the National Union of Disabled People - 5 The Icelandic Disability Alliance (Öryrkjabandalag Íslands - ÖBI) - 5 Accessibility advocacy group -5 City of Reykjavík, council on accessibility and consultations - 5 Strætó, City Department of customer service - 5 Operating e-scooter services 4 Agents in the mobility/transport business - 4 City of Reykjavík, Department of environment and planning - 5 Associations of persons in vulnerable situations - 5 Associations of cyclists and car-free lifestyle - 3</p>	<p>We would absolutely love to learn as much as possible from other cities and partners to AMIGOS to improve and maximise the potential of the engagement exercises. This includes better understanding of barriers and drivers but also when it comes to marketing techniques and recruitment in general.</p>
<p>Nazareth (Israel)</p>	<p>People with disabilities Mobility care givers Women Young girls School children</p>	<p>City hall Transport company Tourist companies National road safety authority Business owners Local residents</p>	<p>- more than one time to meet needed (problems -> solutions -> how it worked) - communication of practices between AMIGOS cities</p>
<p>Ankara (Turkey)</p>	<p>N.A.</p>	<p>N.A.</p>	



Meeting Minutes

Date: 7 December 2023
Location: Online
Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting: **Hamburg**
Note taker: Isabel Jimenez (CMO)

Participants

Name	Organization / Location	Attendance
Floridea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Stephanie Keßler	Hamburg	yes
Martin Krekeler	Hamburg	yes
Lars Bocker	TØI	no
Tineke de Jong	TØI	no
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Hanne Sparre-Enger	TØI	yes
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
- Identification of forecasted interventions in the LLs & SIAs
- Changes in LLs / SIAs
- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?
- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

- 1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams.

Comments: *no comments*

2 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Hamburg.

Target groups were identified in the Matrix. They included mainly the public sector and citizens: residents, schoolteachers, parents. The Borough office (planning office) is a good contact as it is not a big road, and they have a working group which has been already established. There are no shops. The focus remains on families who live in that street mainly.

The city is mainly in contact with the Borough office (Planning Authority), the street of the intervention falls under their responsibility. However, partners will keep the Ministry in the loop (the City State).

Martin (Hamburg): what about the Metro Area Region?

Stephanie (Hamburg): this will be more involved in the Living Lab.

3 *Channels*

Florinda (CMO): How to reach out to target groups? Are there some priorities? Any synergies with similar target groups in other cities (e.g. parent associations, etc.)?

Martin (Hamburg): The school authority is not the primary stakeholder to contact. It will cause more problems for the project. However, it is important to contact children and families in the SIA. Not sure yet how the LL will look like. We do not know yet if this target group will be relevant. Important for recruitment.

Martin (Hamburg): District Council is more relevant for the recruitment process, as they are closer to the residents.

Stephanie (Hamburg): TØI's survey is carried out city-wide because it cannot be tailored to the SIA only.

Hanne (TØI): Informing the target group (the schools) about the project is important, and how much we involve them is important too but outside of TØI scope.

Roshan (LUT): Looking also at LL perspective as well. Is there any public involvement with the community already, how to reach out, a notice board, how to reach out at the high-level Board?

Stephanie (Hamburg): There is already a communication channel between the parties involved in this project even before AMIGOS. There will be events hosted by the Borough, regular meetings with more than 100 people.

Martin (Hamburg): There is also the Digital participation platform system used to collect input from the citizens, and they can interact with the project.

Jon Martin (TØI): How big is the school? How many people live in the intervention area?

Steph (Hamburg): It is a special primary school, year 1 to 6 / 600 people roughly. Regarding residents, we do not know how many, but it is a very populated area.

Florinda (CMO): engagement of citizens to design the street will be crucial for them to own the project and embrace the changes. Example of superbblock design in Barcelona.

4 *Identification of forecasted interventions in SIA*

Brief description of the SIA and changes:

Hamburg has defined a new SIA. Not far away from the old location. It is outside of the school area, but not in the “school cluster”, rather a bit away. The intervention consists of a permanent closure of the street for 16 m to cut off traffic, and putting up the MOB next week to collect data. There are lots of conflict situations between walking and cycling, young children being driven. But this is a larger problem in the city and in Europe. The specific measures have not been discussed yet, but there will be drop off zones for parents. This will be the street outside the school area. (Project similar or inspired by Barcelona’s *superblocks*).

6 *TØI / LUT intervention*

Aslak (TØI): How to reach out to residents, and parents? We will have another meeting with Hamburg on the recruitment strategy, on how many numbers of people, and who to recruit.

7 *Ethics and Privacy instruments*

Not covered

8 *Other remarks*

Martin (Hamburg): Monday 11 Dec the Steering Group meeting will take place: to discuss the WP1 timeline in light of the postponements in the city. Then he will inform the new PO. Discuss SIA changes in certain cities.

Action Items

1 Share meeting minutes (CMO)

2

3

4



Meeting Minutes

Date: 29 November 2023

Location: Online

Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting **Gabrovo**

Note taker: Isabel Jimenez (CMO)

Participants

Name	Organization / Location	Attendance
Floridea di Ciommo (FDC)	CMO	yes
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	no
Desislava Koleva (DK)	Gabrovo	yes
Nikolay Dimitrov	Gabrovo	yes
Lars Bocker,	TØI	no
Tineke de Jong,	TØI	no
Aslak Fyhri (AF)	TØI, partly	yes
Jon Martin Denstadli (JM)	TØI	yes
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
- Identification of forecasted interventions in the LLs & SIAs
- Changes in LLs / SIAs
- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?
- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

- 1** Floridea (CMO) introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams

Aslak mentions the stake of TØI on these meetings, as they need to define stakeholders and target groups to conduct the survey with. For now, they will only witness, but they are considering merging as there is an overlap between the stakeholder engagement bilateral meetings and the recruitment strategy for the survey, which is also on the side of LUT.

- 2** *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Gabrovo.

Floridea (CMO) comments on the possibility of defining an age group for children (target group) and having a representative of this group. Aslak (TØI) states that the survey will be for the parents' community, but not for children, who can be involved qualitatively. Desislava (Gabrovo) confirms it would not be a problem to have children present in interviews with parents or the main teachers. She clarifies that Gabrovo will organize the survey for parents and share it with TØI.

Regarding contacts. Gabrovo has as stakeholders the municipal authorities involved in mobility and urbanism. Desislava (Gabrovo) confirms that they have contact with deputy managers of these departments, such as that in charge of the general master plan for trafficking in Gabrovo. She confirms these stakeholders are already on board (previous relations in other projects).

Floridea (CMO) suggests thinking of other stakeholders that may be more indirect but negatively affected by the measures planned and therefore reluctant to them, e.g., small shops that can be affected by changes such as two-way roads converted into one-way roads. Desislava (Gabrovo) does not regard the proposed measures as highly disruptive to need this engagement, at least for the moment.

In summary: target groups are clear (children, driving parents and commuters by car), then municipality departments and authorities are also the main stakeholders, and then there is another group of stakeholder/target groups that is smaller or be indirectly affected, and can be left aside at least for now.

Regarding LL measures. Desislava (Gabrovo) argues that planned interventions are broader and do not directly link with the SIA, and stakeholder mapping is different.

-
- 3** *Channels*

For the SIA, Desislava (Gabrovo) proposes to develop a plan of action involving regular meetings (e.g. four per year, or monthly meetings. The idea is to prioritize first contact (with schools and parents) and then translate this to municipal authorities and departments for measure implementation (contacts in the Municipal Directorate of Education).

She argues that Gabrovo partners will oversee these direct contact meetings and discourages the attendance of other AMIGOS partners in digital format. In any case, Aslak (TØI) agrees that TØI and

other partners will need to talk or organize meetings with whoever is present in the meetings with parents.

Regarding target groups, the Board of Trustees is identified as the main communication channel.

4 *Identification of forecasted interventions in SIA*

Measures are more focused on traffic control and improvement rather than big infrastructural changes. In the SIA, security measures are important as this problem of children's safety with cars happens in other schools in the area. Aslak (TØI) comments that due to this similarity it can be useful to access data from these other schools for the survey implementation.

6 *LUT intervention*

Roshan (LUT) asks how exactly the citizens are involved and what are existing procedures. Desislav (Gabrovo) answers that everything is connected to internal regulations, therefore it is not a question for the city council, but there is a normal procedure by police office which is controlling the traffic, and schools also have regulations on what should be done. Regarding territorial planning, the city architects are involved, but Desislava (Gabrovo) does not consider such a major intervention would be needed, only safety measures and organization of traffic. For this reason, she argues the SIA should target students and parents driving cars and commuters by car in the area.

She notes that Gabrovo has a very proactive municipality, and it is important to raise awareness on proactivity, health issues, active mobility, etc. It is important to make sure that this is an opportunity for other initiatives. But for now, the objectives are two:

- Focus on improvement and control of traffic
 - Introduce safety measures in the school and other schools
-

7 *Ethics and Privacy instruments*

Not covered

8 *Other remarks*

- Aslak (TØI) shares a document of a TØI report that can be useful for Gabrovo. https://www.toi.no/getfile.php/1372398-1644926137/Publikasjoner/T%C3%98I%20rapporter/2022/1877-2022/1877-2022_Summary.pdf
 - Roshan (LUT) states that LUT would like to have more feedback on the mobility design process and suggests having another meeting or be able to attend in case other meetings are conducted on this matter.
-

Action Items

-
- 1** Share meeting minutes (CMO)

 - 2** Discuss how to organize upcoming meetings to avoid overlapping (TØI, LUT, CMO)

 - 3** TØI meeting with Gabrovo (11-15th December). Share details with CMO and LUT

 - 4** Possibility to organize meeting focused on mobility design (LUT)



Meeting Minutes

Date: 7 December 2023
Location: Online
Work package / Task: WP 1/ T1.1.3, 1.2 & 1.3 bilateral meeting **Lappeenranta**
Note taker: Isabel Jimenez (CMO)

Participants

Name	Organization / Location	Attendance
Flordea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Tehri Jantunen	Lappeenranta	yes
Tehri Koski	Lappeenranta	invited
Lars Bocker	TØI	no
Tineke de Jong	TØI	no
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	yes
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
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- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams

2 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Lappeenranta. The Matrix was well filled out and is complete.

City partners mention that other stakeholders can be identified, particularly the city Transport Department, and the need to add regional actors involved in the promotion of transport, as they oversee the main roads. The Council of the Region manages the regional transportation network.

3 *Channels*

Tehri (LAPP): Interesting to have a co-creation activity in the project. It would be nice to organize local events for stakeholders and make co-creation workshops. The city has already discussed with the local University, and had a meeting with them on Oct 23, about what they can do, and discussed common actions to accomplish within the project.

There are some working groups with stakeholders, they meet regularly and meet up in specific city areas. These meetings serve the transportation dept. No additional information is available for the moment. But other colleagues in the city department are part of this WGs.

Florinda (CMO): Question about the possibility to envisage multi-stakeholder engagement platforms (e.g. Community of Practice)

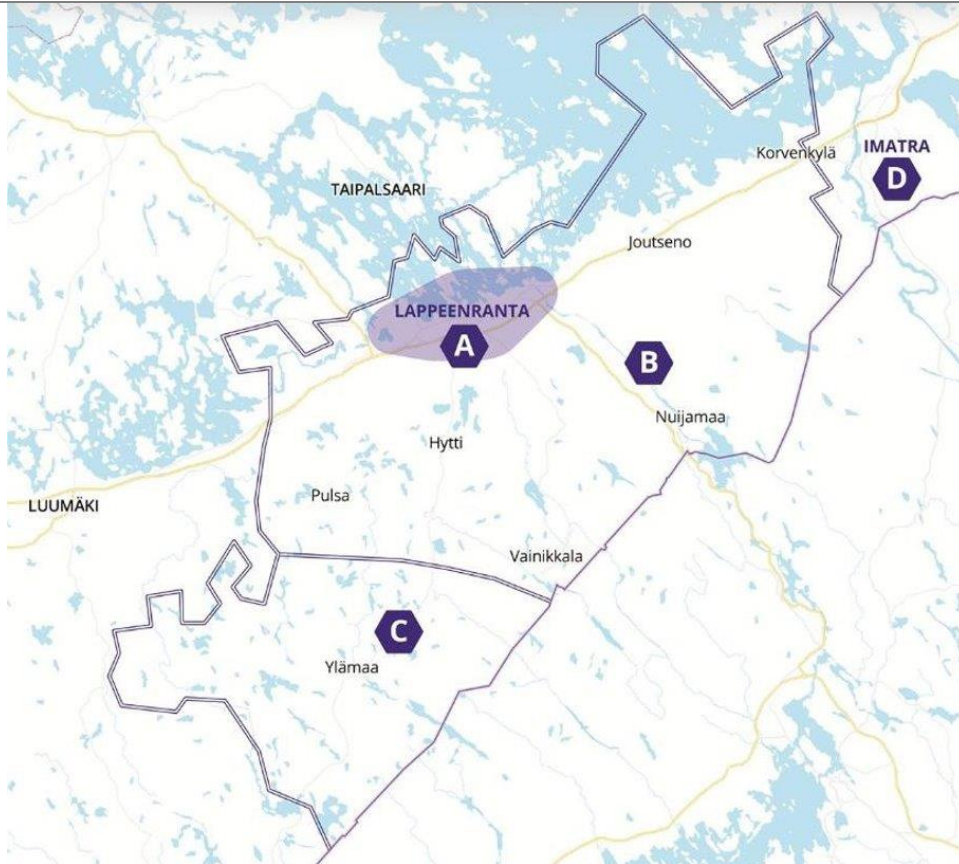
Tehri (LAPP): We focus on

- Improvement of existing activities
 - Need for especial engagement: for the survey
 - Not sure about creating something new
-

4 *Identification of forecasted interventions in SIA*

SIA description:

“Lappeenranta’s SIA is located around a public high school in the city centre with about 400 students using e-scooters, bicycles, and public buses mainly. The city wishes to offer safe traffic routes and to monitor traffic using digital solutions to avoid traffic jams and accidents. This requires new cycling routes, 4k-cameras, and mobility observation digital applications. The city has Street AI platform that consists of a Cloud based street and city traffic information system (speed display, traffic flow, parking, air quality and customer specific data sources). This information will be used to find appropriate safety solutions.” (source: AMIGOS DoA)



Follows a brief SIA description recap and illustration of any changes/adjustments:

The SIA in Lappeenranta comprises the school and kindergarten area in the Western part of the city. The MOB camera sensor is in place already. Lots of transportation vehicles are moving around in the area, and there are lot of children and parents. Moreover, there are also multiple bus services and vehicles circulating. There is a mixture of various kinds of users.

Other interventions: sustainable transport development. (i) Boost the use of renewable sources for fuels, the promotion of EVs, and a charging system in the city center. (ii) Promote cycling routes and walking in the city center. The city government has not decided on what the main intervention will be yet, but it will be around these sustainable transport solutions.

Challenges and barriers: The people commute long distances from where they live and this school district. The area develops along one side of the shoreline of a lake. And on the other side of the lake there are people living on the two sides of a main road along the shoreline. The bus system feeds the district and most of the buses go from the university to the city center, it is a very busy route. There is the urgency to provide transport solutions for other users too.

Lappeenranta suggest benchmarking other cities to draw some good practice and examples.

The city is also a Living Lab.

6 TØI / LUT intervention

Roshan (LUT): Question about how the city has identified this as being a busy route?

Tehri (LAPP): This is a major bus route, with a large number of students. There is big demand from the area and university, but also from the locals living in the area. Feedback is collected regularly from local people. Quite recently an open questionnaire was sent out to the citizens to answer aimed to collect opinions on routes and development ideas, and whether they were content with the service provided. It is an annual feedback collection.

Roshan (LUT): Question on whether the questionnaire was sent as a google form or if council meetings are organised?

Tehri (LAPP): The questionnaire is developed in a digital form and is shared online and via social media. But there are other means to collect feedback as well: sometimes there are also public events being organized.

Roshan (LUT): Question about the existence of any guidelines or formal meeting?

Tehri (LAPP): Do not know exactly how the questionnaires are designed. The Wilma app is widely used in Finland for sharing school related information. School and city information is sent to households. The city wishes to improve the current practice currently. There is a need for some special engagement with the Fotefar app. Would like to attract people to use the app. Need to think about if we need something special. But think about how to reach the stakeholders.

Roshan (LUT): Question on whether there is a tool in Finland that is already used on mobility, issues or another tool that you would like to import?

Tehri (LAPP): There are regular meetings for public transport operators, at least one per year and the city officials actively participate in them. There is already lots of collaboration with cities in the region, i.e. Lathi, aimed to find innovative ideas to adapt. The city is also active Europe-wide in ICLEI. and Covenant of Mayors, and NetZeroCities project and there are different channels to interact with other cities.

Jon Martin (TØI): Question on the number of students and their age?

Tehri (LAPP): Kindergarten 1-6 years, school 7-15yrs. Several hundred individuals for the recruitment. Type of area: not very densely populated, a suburb of the city, 5km from the center to the east. By the lake, a big population is living around the area. But people come from the west part. When the city was built there was no special attention to transport, but now it needs special attention. Need to check on car traffic.

7 *Ethics and Privacy instruments*

Not covered

8 *Other remarks*

N/A

Action Items

1 Share meeting minutes (CMO)

2 Add stakeholders to Matrix (Lappeenranta)

3



Meeting Minutes

Date: 22 December 2023
Location: Online
Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting **Istanbul**
Note taker: Isabel Jimenez / Floridea di Ciommo (CMO)

Participants

Name	Organization / Location	Attendance
Floridea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	no
Ümit Sezgi Pişkin	Istanbul	yes
Aslak Fyhri (AF)	TØI	no
Jon Martin Denstadli (JM)	TØI	no
Anne Sparre-Enger	TØI	no
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	no

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
- Identification of forecasted interventions in the LLs & SIAs
- Changes in LLs / SIAs
- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?
- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

- 1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams
-

Comments: *no comments*

- 2 *Identification of forecasted interventions in SIA and changes*

The intervention is 85-90% finalized. It is not clear however when it will be finished (elections in 3 months). MOB installation until the end of December.

- 3 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Istanbul.

[Floridea] (CMO): we need a clear idea of the SIA and LLs, and what they will do. Also, a clear idea of departments and actors involved. Umit (Istanbul) states that most departments of Istanbul are involved with regards to the installation of the MOB and noise measures. Civil society and NGOs are only informed.

[Floridea] (CMO): a good strategy can be developed for Istanbul by adopting 3 steps: inform (before implementation) catch-up (after first results) and engage in other activities. It is important to involve stakeholders from civil society and representing target groups.

There was a question on how to decide which NGOs to contact, and how to contact them. It depends on where the MOB is located. In this case, it is situated on a large road with traffic and businesses.

Floridea (CMO) has experience working with Mukhtar system (well-connected territorial system). She proposes starting by contacting them, through an exploratory interview. To overcome resistances, it is crucial to contact someone who is more in favor of the intervention as the first contact person. Also, commercial associations: there are many businesses in the SIA that can be contacted or interviewed.

Regarding the first contact person, cambiaMO can help prepare the questions. The idea is that once we have the data from the MOB, we have already prepared who we share it with.

Umit (Istanbul): In previous interventions we had Mukhtar involved. However, they do not like to have extra responsibility (conservative). There is a *governance problem* within the Istanbul Metropolitan area. Floridea (CMO) suggests identifying the less conservative person. Otherwise, we can think of business associations.

Also, other small measures regarding safety improvement in the SIA can be the installation of signals for crossing lights (e.g. 50 meters away). One of the safety issues is that pedestrians cross the streets far from the crossing paths, which is very risky.

- 4 *Channels*

- Interviews with authorities

-
- Interviews with business associations
 - Channels to inform and catch-up with civil society organizations and NGOs (Matrix)
 - The municipality is aware of the project (interventions in course)
-

5 *TØI / LUT intervention*

NA

6 *Ethics and Privacy instruments*

Not covered

7 *Other remarks*

NA

Action Items

1 Share meeting minutes (CMO)

2 Indicate district / departments contacted (Istanbul)

3 Complete details on the Stakeholder Matrix (Istanbul)

4



Meeting Minutes

Date: 13 December 2023
Location: Online
Work package / Task: WP 1/ T1.1.3, 1.2 & 1.3 bilateral meeting: **Las Rozas**
Note taker: Isabel Jimenez / Florinda Boschetti (CMO)

Participants

Name	Organization / Location	Attendance
Floriea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Nuria Blanco Caballero	Las Rozas	yes
Blanca Pastor	Las Rozas	yes
Cristina Alvarez	Las Rozas	yes
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	yes
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
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- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

#	Description
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- | | |
|---|--|
| 1 | CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams. |
|---|--|
-

Comments: *no comments*

2	<i>Identification of forecasted interventions in SIA and changes</i>
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The SIA has changed compared to what was written in the AMIGOS project proposal. Please refer to the PPT presentation shared by Las Rozas on 13 Dec 2023.

New SIA description:

“Las Matas neighborhood is in the north part of Las Rozas. It is a small neighborhood separated from the rest of the municipality by important highways. It has a commuter station where workers and visitors arrive in Las Rozas. Also, the neighbors living in the area need improvements in the mobility solutions (more improvements in sustainable mobility, accessibility etc.).

In the project we will focus on the surroundings of the commuter station and the public parking managed by Las Rozas Innova in order to improve the safety in the area for Las Matas neighbors and the visitors.”



Follows a brief SIA description made by city officials and illustration of any changes/adjustments:

The new SIA is close to Las Matas train station. The planned intervention is to change the public car park into a multimodal hub and improve accessibility, improve parking safety in the surrounding area as there are two additional parkings belonging to the train station and a commercial centre. Improve also cycling accessibility as the bike lane stops suddenly. It is difficult for people in a wheelchair to access the area.

The city wishes to conduct a survey and know more about how pupils get to the school which sits opposite the station a few km away. The city would like to know what the share of residents in the district is who send children to the district school and how do they commute.

The physical intervention planned for this area is already fixed, but there is a need to understand school mobility also in the other 2-3 schools in the city. There is room for co-creation elements but this needs to be discussed.

3 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Las Rozas.

The stakeholders have not changed despite the change of SIA. Not sure about having Rental services (bikes, scooters). Add to the Matrix a list of companies/business located in the area, and understand their employees' mobility needs. Currently these companies are providing a shuttle service from the station. Add to the matrix the school located in the district, though this is a bit far off the station, however the school accessibility is affected by the station accessibility.

4 *Channels*

For co-creation the municipality knows and has close relations with all main contacts. Try to organize meetings and present the project and invite them to the co-creation workshop.

The project for the SIA was already done by the Municipality, and Las Rozas Innova. Before intervention, a survey was circulated among users of the public parking (e.g. Introduce e-cars, and charging facilities?). In the SUMP a survey was circulated among visitors, and residents and the mobility preferences were explored.

No fixed methodology. More manual work to collect data and contacts.

5 *TØI / LUT intervention*

[Roshan] (LUT): Is survey the specific method used to reach out to the public? The use of the parking is on rotation, a database contact list exists. For the SUMP survey: physical surveys in the station, form on webpage, LinkedIn, webpage of city Council, published in local monthly magazine. Organised a mobility fair to disseminate the survey and gave incentives to respondents.

Users' needs were collected through different methodologies.

Jon Martin (TØI): asks to explain the SIA.

6 *Ethics and Privacy instruments*

Not covered

7 *Other remarks*

NA

Action Items

1 Share meeting minutes (CMO)

2

3

4



Meeting Minutes

Date: 7 December 2023
Location: Online
Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting: **Jūrmala**
Note taker: Isabel Jimenez (CMO)

Participants

Name	Organization / Location	Attendance
Flordea Di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Kristiāna Gau	Jūrmala	yes
Lars Bocker	TØI	no
Tineke de Jong	TØI	no
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
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- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?
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Minutes

Description

- 1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams
-

Comments: *no comments*

2 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Jūrmala.

The city confirms the target groups and stakeholders in the matrix.

In addition, another stakeholder to engage is the **Youth Centre (after school activities)**, which is part of the city planning department.

The office wants to involve the city planning dept, and ICT dpt. They are the most important stakeholders right now. They have already contacted and informed them about the AMIGOS project.

Private sector: reached out to car sharing and scooters providers, and were re-directed to one organization which collects data in the Baltic region (collects all data on micro-mobility tools). The city will get hold of the data on micro mobility services on 1 January 2024 and have access to data throughout 3 months.

3 *Channels*

The city is currently stuck with more traditional ways of engaging citizens and is looking for new ways and channels. So, this would be welcome to hear from other cities, and look at good practices.

Roshan (LUT): As there are online channels in use already, it would be good to hear from Jūrmala about past input received on projects.

Kristiana (Jūrmala): There are no specific technical tools that we use. We get citizen input from announcements mainly, where citizens can send their opinion. Also, we conduct in-person meetings open to the public. The city was successful in reaching also older people but there is a need to reach other types of groups, especially the young people. The feedback the city receives is 50-50 (mentions Youth Center), there is also negative feedback, but this helps to think about what the citizens really need. The city often looks also at social media and comments posted online; this is working as valuable feedback for the city council. But this meeting has sparked some new ideas about what could be done next with stakeholder engagement.

For instance, they are open to ideas such as virtual participatory laboratories or communities of practice. They feel they are stuck in classic ways of citizen engagement.

4 *Identification of forecasted interventions in SIA*

Brief description of the SIA:

The SIA comprises two public high schools and two kindergartens. The pupils' age ranges from 7 to 18. There are around 300 students in each school. These are 2 out of 10-12 schools in Jūrmala.

The city has contacted the schools' directors to arrange meetings and explain the AMIGOS project to them. The city and the school want to involve the children and engage them, for example by doing classes with children on designing their home-school journey. The city has also discussed the technical part of the project: a survey was posted on the portal ECOS (?) where the parents and kids see the schedule. This platform reaches a wider audience.

Aslak (TØI): we may be interested on inviting everyone for the second / follow-up meeting, regarding the survey (in January).

6 *TØI / LUT intervention*

Roshan (LUT): what is the communication channel? Is this a one way or two-way communication?

Kristiana (Jūrmala): there are no tech tools used. To get citizen input the city usually makes an announcement on the civic web portal, and citizens can send their opinion on the problem. Lately, the city hosted meetings in person with interested people to catch their interest and continued engagement.

Roshan (LUT): Are there any guidelines or internal policy on how to engage with the stakeholders, or is the approach more informal?

Kristiana (Jūrmala): There are no strict regulations to announce new projects to stakeholders.

7 *Ethics and Privacy instruments*

Not covered

8 *Other remarks*

N/A

Action Items

1 Share meeting minutes (CMO)

2

3

4



Meeting Minutes

Date: 7 December 2023
Location: Online
Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting: **Metropolitan City of Bologna**
Note taker: Isabel Jimenez (CMO)

Participants

Name	Organization / Location	Attendance
Floridea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Marino Cavallo	Bologna (MCBO)	yes
Francesca Ferrero	Bologna (MCBO)	yes
Valeria Stacchini	Bologna (MCBO)	yes
Lars Bocker	TØI	no
Tineke de Jong	TØI	no
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	yes
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
- Identification of forecasted interventions in the LLs & SIAs
- Changes in LLs / SIAs
- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?

- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

#	Description
1	<p>CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams</p> <hr/> <p>Comments: <i>no comments</i></p>
2	<p><i>Stakeholder engagement strategy</i></p> <p>Review of Stakeholder matrix answers by Bologna. They confirm the list stakeholders identified earlier. Local residents are a target group.</p> <p>The Metropolitan City of Bologna and its tourist dept. are informing the population on ongoing projects. Engage with the Board for accessible tourism, they should be informed about the interventions in AMIGOS, there is a need to consult what their strategy and plan for the area is.</p> <p>People with reduced mobility: MCBO received a proposal from a local foundation to work with them, they ensure the ability of people to do outdoor activities. They will be both a target group and stakeholder.</p> <p>Keep informed the Local Committee of public transport users (proposal).</p> <p>Engage with the Board of the Metro Area for public transport.</p>
3	<p><i>Channels</i></p> <p>Newsletters are a good tool to reach a high number of citizens. Social media. Webpage.</p> <p>Bilateral meetings are the preferred option for meeting with stakeholders.</p> <p>[Roshan] (LUT): Question about how do they collect info/feedback from residents? How do you listen to the public?</p> <p>Francesca (MCBO): There are participatory projects and tools at regional level (e.g. IO-PARTECIPO , https://partecipazione.regione.emilia-romagna.it/iopartecipo), used to communicate on regional policies with the Emilia-Romagna Region. In addition, there are public consultations launched to ask feedback on specific issues from local public bodies, including the Metropolitan city of Bologna (MCBO) and the municipalities belonging to the Area.</p>
4	<p><i>Identification of forecasted interventions in SIA</i></p>

For the purpose of AMIGOS, MCBO is considering broadening the SIA compared to the SIA described in the project proposal.

Brief description of the SIA:

The city is mapping the walking and cycling paths going up in the hills of Bologna. The objective is to improve inclusivity and accessibility of some info points which are located in the SIA and provide accessible info to different types of people with various types of impairment. There is a need to work with info points. Enlarge the target users who can access the area.

The SIA was enlarged, the portion of land overlaps with both the sub urban area, and partially the urban area. There are several paths/trails in the area that cross the same part of town and go to suburban urban area. "Piccola Cassia" is one of the main paths, but the SIA is now looking at more paths in the same area. There are info points which are already there. Need to work with info points: which one is more convenient, accessible and more user friendly to people with different types of impairments?

The SIA aims at improving the quality and level of information for users and impaired mobility users.

6 *TØI / LUT intervention*

Alask (TØI): We need to recruit 750 people: who should we bring around the table? Keep this in mind for the next meeting in January 2024. How many people from different target groups do we need to recruit, e.g. Comms dept., have an idea about relevant comms channels.

Francesca (MCBO): There were earlier discussions on the project budget for the survey and app distribution. Maybe smaller cities in the project don't have to reach the same number of respondents.

Aslak (TØI) replies we cannot have this argument for Bologna. Struggling to find a good solution.

Valeria (MCBO): The numbers are challenging to reach in a medium-sized city. Unless the city can involve a company specialized in the distribution of that kind of survey. It is important to be able to involve a company working in that respect. The city has previous experience with that size of respondents and is aware of the challenge.

Timing: TØI is planning a meeting in January 2024 with the city to discuss about the recruitment strategy. The survey will be discussed in the Steering group and the survey will run in March 2024. The final text will be developed soon.

Marino (MCBO): Question about when will the final survey be ready? It is important to share the survey early on and provide feedback.

7 *Ethics and Privacy instruments*

Not covered

8 *Other remarks*

N/A

Action Items

1 Share meeting minutes (CMO)

2

3

4



Meeting Minutes

Date: 13 December 2023
Location: Online
Work package / Task: WP 1/ T_1.1.3, 1.2 & 1.3 bilateral meeting **Reykjavik**
Note taker: Isabel Jimenez / Florinda Boschetti (CMO)

Participants

Name	Organization / Location	Attendance
Flordea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Kristrún Th. Gunnarsdóttir	Reykjavik	yes
Harpa Sif Eyjolfsdottir	Reykjavik	yes
Aslak Fyhri (AF)	TØI	no
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
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- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

- 1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams
-

Comments: *no comments*

- 2 *Identification of forecasted interventions in SIA and changes*

SIA is an eastern boundary of the city centre, a mobility hub, and has always been very busy.

- 3 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Reykjavik. Good overview of stakeholders who are considered relevant for the project. Accessing these people: this is a very small society. Agencies are already in communication with the city. Not a challenge to connect with them, but to involve people in activities, co-creation projects. The obstacle is not reaching out, but engagement.

Union of disabled people: delay in bringing Attila in, difficult to get them in together with city council. They are interested to know that there is a diff committee in the council. Group of disabled people are often skeptical about this type of projects, that their ideas will not be taken into account.

Public sector: planning and environment departments are already aware of the projects, but need to adapt and adjust their plans to AMIGOS

Hiring a new project manager for WP1 and WP2 until the end of the project. New contact point for Stakeholder Engagement Strategy and co-creation.

- 4 *Channels*

Gatekeepers are really important. Reaching out is not an issue. Nothing unusual in actually recruiting. In what sense does stakeholders come into play? Are there any other private sector that we are engaging in other cities and we have a strategy? The city depends a little on the partners to receive the methods.

Gatekeepers is a universal terminology used in social sciences. Those who are very vocal about the issue.

- 5 TØI / LUT intervention

Jon Martin (TØI): we will invite the city to a bilateral meeting at the beginning of January to discuss the implementation of the survey. Most people will know the hub? Kristrun (Reykjavik): with the users, this is a different survey, not the one built in the app. For both, the city wanted to approach people who live in the area, who walk through, or catch a bus, it depends on how many participants

are foreseen. They are interested in recruiting people only if people come through every day. 20,000 people on foot daily in the area, also try to approach them, might be relevant for the app when these people are in town.

Existing method for involvement in city planning: no. But mainly electronic communication, people in the district need to be informed. Grassroots organizations in participation, a few people engaged. Tool My Neighborhood, leftover money to spend in the district, a pool of ideas and voting, but this is separate.

People in the district must be consulted (“District councils”). However, there is not a tool as such, except the tool “My Neighborhood” (pool of ideas, annual consultation which opens for a limited period of time for feedback).

Regular meetings: not much about exchanging ideas, but diff division in city department have regular meetings in city hall or other locations, but is more for duty to inform. <https://reykjavik.is/en/my-neighborhood>

Kristrun (Reykjavik): what kind of co-creation methodology are LUT proposing? Gaming? This is crucial for the strategy for recruiting, depending on the activity. Regarding existing regulations, there are procedures and policies in place that we have to follow.

Roshan (LUT) replies that depending on the outcome of the interviews with cities, LUT will propose a suitable strategy.

6 *Ethics and Privacy instruments*

Not covered

7 *Other remarks*

Proposal to arrange a meeting in January between CMO and the new contact person for the city of Reykjavik working on WP1 and WP2.

Action Items

1 Share meeting minutes (CMO)

2

3

4



Meeting Minutes

Date: 13 December 2023
Location: Online
Work package / Task: WP 1/ T1.1.3, 1.2 & 1.3 bilateral meeting **Nazareth/AYALON**
Note taker: Isabel Jimenez / Florinda Boschetti (CMO)

Participants

Name	Organization / Location	Attendance
Flordea di Ciommo (FDC)	CMO	no
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Rebecca Shlisselberg	AYALON	yes
Ari Cohen	AYALON	no
Aslak Fyhri (AF)	TØI	yes
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	yes
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
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Minutes

#	Description
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1	CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams
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2	<i>Identification of forecasted interventions in SIA and changes</i>
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The SIA has changed compared to what was written in the AMIGOS project proposal. Please refer to the PPT presentation shared by AYALON at the AMIGOS General Assembly on 13 Nov 2023.

New SIA description:

The new site choice (Mary's Well Intersection) is the intersection of HaGalil and Paulus HaShishi streets in the city center. A major tourism hub with several services in the area: Hotels, schools, Eateries. The SIA was Endorsed by Municipal Engineer Dept. The area sits along a Public Transport Corridor.



Safety data records near misses more than fatal accidents.

3 *Stakeholder engagement strategy*

Review of Stakeholder matrix answers by Nazareth/AYALON.

Rebecca (AYALON): Try to have some more physical meetings, and face-to-face interaction. For example, do an on-site visit, with architects and civil engineers, to merge both professional and residents' perspective (previous experiences in this regard). With respect to creating a Community of Practice: try to have a discussion with school bodies. Easier to get them. Also, panel discussion with student associations, teachers... Community work with entities.

There is a specific survey unit in the AYALON team.

Status now: AYALON is currently working with some companies and would like to continue work with them for company involvement. Contract these companies with their standard as they might come up with new ideas.

Generalized public participation is not the current practice. Can try. See what works or not.

Work on brief documents about the intervention in the SIA for community people.

Workshops on the near horizon:

- CoP with local architects & engineers
- Open-invite Town Hall with a focus on residents
- Professional round table with private-sector stakeholders (e.g. tourism)
- High school panel meetings
- NGO roundtable meeting

4 Channels

[Rebecca] (AYALON): No channels established. There is no deployment of online tools in use, but AYALON are open to it as well.

5 TØI / LUT intervention

AYALON has a fully dedicated unit for recruitment and travel habit surveys.

Roshan (LUT): Citizen engagement is not a common practice. Question about whether the city takes inputs for localized interventions?

Rebecca (AYALON): Held meetings with community leadership, with professionals who help with problem identification. They could have ideas on what can be done and can be improved with co-creation. In the past the city conducted workshops with 2-3 design alternatives and collected feedback from people. Not done much with online tools, but can do something in that aspect.

In Israel citizen participations is limited to statutory planning. There is no formalised procedure to do co-creation. Tel Aviv is a leader in meeting with the general public, schools and community centres, and send out invite to brainstorm. But this is very limited to Tel Aviv. There is no standard procedure in Nazaeth.

Information on new projects is provided through newspaper ads. Or individuals on site to explain.

Regarding channels: In Israel city has very little impact, much is held by National Government. Everything is very centralized. The city was not very engaged in the processes.

6 Ethics and Privacy instruments

Not covered

7 *Other remarks*

Importance of subjective perspective of unsafety in the city, even if “hard data” does not support the argument.

Action Items

1 Share meeting minutes (CMO)

2 Prepare briefs (Hebrew) and slides in English for each to share with AMIGOS team (Rebecca)

3

4



Meeting Minutes

Date: 13 December 2023
Location: Online
Work package / Task: WP 1/ T1.1.3, 1.2 & 1.3 bilateral meeting: **Ankara**
Note taker: Isabel Jimenez / Florinda Boschetti (CMO)

Participants

Name	Organization / Location	Attendance
Floriea di Ciommo (FDC)	CMO	yes
Isabel Jimenez	CMO	yes
Florinda Boschetti	CMO	yes
Isa Çoşkun	Ankara (EGO)	no
Mehmet Firuz Kılavuz	Ankara (EGO)	yes
Zuhal Nalçakar	Ankara (EGO)	yes
Aslak Fyhri (AF)	TØI	no
Jon Martin Denstadli (JM)	TØI	yes
Anne Sparre-Enger	TØI	yes
Antti Knutas	LUT	no
Roshan Devullapalli	LUT	yes

Questions for discussion

- Do you have a defined space to engage relevant stakeholders in your LLs and SIAs?
- Are you reaching out to these stakeholders already?
- How do you (plan to) contact stakeholders? Through which channels?
- E.g. through active modality such as world cafes or assemblies, CoPs, or public presentation and Q&A sessions
- Identification of forecasted interventions in the LLs & SIAs
- Changes in LLs / SIAs
- Can you describe a recent project where you involved citizens to participate? How did you involve various stakeholders, and what were some of the challenges and successes of this approach?
- What tools or techniques do you find most effective for facilitating participation in city planning? Can you give an example of how these tools or techniques were used in a specific project?

Minutes

Description

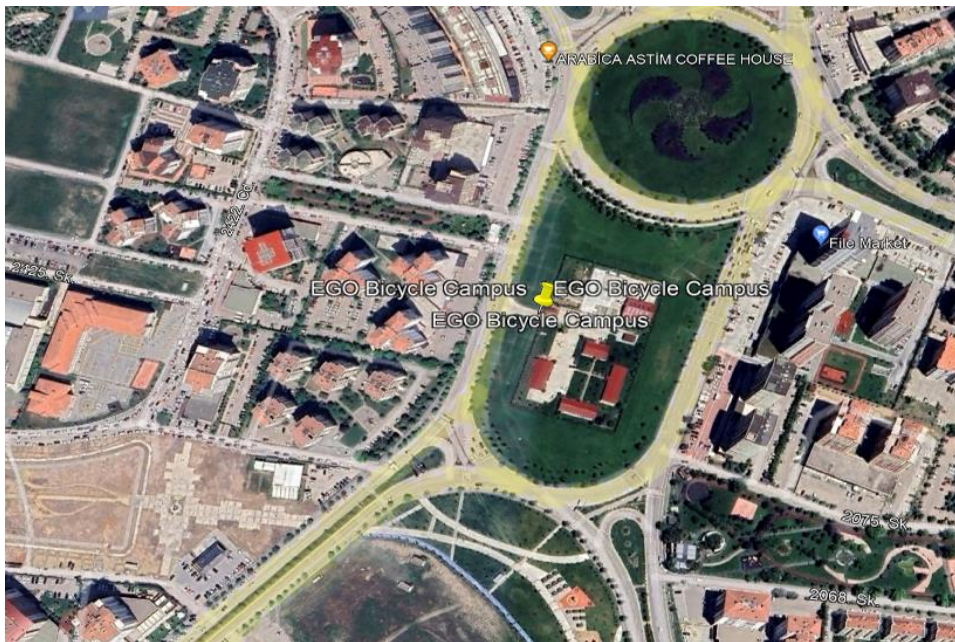
- 1 CMO introduces the agenda and purpose of the meeting, and the participants from TØI and LUT teams
-

2 *Identification of forecasted interventions in SIA and changes*

The SIA has changed compared to what was written in the AMIGOS project proposal. Please refer to the PPT presentation shared by EGO on 13 Dec 2023.

New SIA description:

“The new SIA (EGO Bicycle Campus) will serve as the management center for an electric bicycle sharing system and will function as the park and maintenance center for all electric bicycles under the sustainable transportation project we refer to as SMART Ankara. Due to its role as the management center for the SMART Ankara Project, it is anticipated that pedestrian and bicycle traffic will increase at the entrance of this point. However, there is no signaling or pedestrian sidewalk at this location. Furthermore, the vehicular traffic on the wide avenue in front of it flows much faster compared to the old location. Moreover, due to the land belonging to our institution, we can swiftly implement the infrastructure changes in this area.”



Florida (CMO): Is there any plan to build a bike lane?

Zühal (Ankara): The cycling network construction was stopped. Hope to continue but political will is lacking.

Martin (Project coordinator): For the data collection task in AMIGOS, there is a need to find a suitable location. Moreover, there is a need for flexibility in designing the intervention after data was collected.

Zühal (Ankara): Confident that can pull off something depending on the type of the project, and have some political support, though it might be difficult, even putting a pedestrian crossing.

3 Stakeholder engagement strategy

Review of Stakeholder matrix answers by Ankara. The Matrix was well filled out and is complete.

Zühal (Ankara): The city has contact with many schools, and central government representatives. Bike associations contacts, organize EMW events together.

Ankara can prepare a specific list of stakeholders (primary and secondary). NGOs are very important as well. We are not at citizen engagement phase yet, but we will work on that.

Do many training events for children and women on cycling. Floridea (CMO) remarks that this is important to empower such collectives.

However, there is a need to improve contact with citizens, especially the people that live nearby the area. The campus is located in the central area in a neighborhood, everybody sees it but do not know what happens. Therefore, they would like to bring people from the neighborhood to campus and use the facilities for cycling training.

Bring together different users and identify their needs and challenges. E.g. how to reach the metro station, how to cross the major roads. It is not clear if the data collected could be enough to support proposals, or manual data collection might be needed.

4 Channels

Zühal (Ankara): The city of Ankara participates actively in European Mobility Week (EMW), SMART Ankara platforms for stakeholders reach out. Bicycle awareness is very limited. Starting an e-bike sharing scheme in Ankara. The location of EGO and this roundabout is important for the city.

Floridea (CMO) states the importance of empowering children and young people and establishing a cycling culture and awareness.

Zühal (Ankara): EGO has an internal Service Improvement branch which has prepared a document for stakeholder engagement. Therefore, there are a few existing methodologies prepared for stakeholder engagement. Citizen engagement has not started for other projects yet, but the city partners will prepare the methodology that will be also used for AMIGOS and share it with us.

5 TØI / LUT intervention

Roshan (LUT): Question on whether there is a methodology on how to reach out to the public?

Zühal (Ankara): Do not have a plan now, and other projects (funded by national government and European projects) have not started yet. We will probably start a methodology and use it across a

few projects. Digital tools are cheaper and faster. There is a need to hire more senior officials to conduct stakeholder engagement, which is also problematic. We want to go hand in hand with other projects. Many events are taking place to showcase cycling.

Broadcasting info: there is a separate media channel for the project (LinkedIn, Instagram). Intend to merge the tools across projects and invite people to attend joint public events.

Roshan (LUT): Question about the use of any guidelines or regulations?

Zühal (Ankara): Branch called Service Improvement; EGO will follow their suggestions. CRM programs for citizen engagement.

6 *Ethics and Privacy instruments*

Not covered

7 *Other remarks*

Martin (Project coordinator): We are in the data collection phase right now. We want to see that data collection has an effect on the improvement of the SIA.

Martin (Project coordinator): reminds Ankara to contact AIT to discuss data collection matters.

Action Items

1 Share meeting minutes (CMO)

2

3

4

Annex 5: City Fact Sheets

This annex illustrates the local context of the ten AMIGOS cities and various dimensions relevant to the stakeholder engagement strategy. The introductory section introduces, for each site, the Selected Measures to be implemented in a specific city, identified in WP1- Task 1.1, titled 'Context and Stakeholder Analysis'. This section also contains the mapping of stakeholders and target groups for each city. The first section is followed by data on mobility and accessibility, travel behaviour, and safety conditions. The brief data analysis serves as the foundation for tailoring stakeholder engagement strategies for each AMIGOS city, as presented in deliverable D1.2 Stakeholder Engagement Strategy. The structure of the factsheets includes the following sections:

- City context analysis and stakeholders' landscape
 - Mobility measures and interventions in the Safety Improvement Area
 - Target groups identification
 - Stakeholder identification
 - Outreach approaches and channels
 - Local challenges
- Context and accessibility
- Travel behaviour
- Safety issues

The primary objective of these fact sheets is to establish a connection between the stakeholder engagement strategy and the specific context of each city, influenced by mobility factors such as accessibility. These factors, in turn, are intricately linked to travel behaviour and safety within the respective areas. A comprehensive understanding of the broader city context is essential to grasp the unique needs and challenges faced by AMIGOS cities, thereby informing their stakeholder engagement strategies and serving as a starting point for the project.

Following these deep dive factsheets, the SIAs selected measures and interventions for each city are provided in the below menu-list.

HAMBURG (Germany)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. Hamburg has designated a Safety Improvement Area in front of a primary school in the borough of Eimsbüttel in Rellinger Straße. The measure involves the closure of a 60-metre section of the street between Spengelweg and Grädenerstraße for car traffic. A MOB had been installed to gather data on recurring conflicts between cars and school traffic (pedestrians and bike). This street has been identified as a location with multiple conflicts involving pedestrians and cyclists, particularly those including small children. In a co-creation workshop on 15 February 2024, which brought together representatives from the public authority, parents, children, and local communities, the planned new space has been discussed, and participants were able to bring forward their ideas for designing the closed street. This measure aims to address safety concerns and create a more secure environment for pedestrians and cyclists, inspired by the implementation of Superblocks in Barcelona.

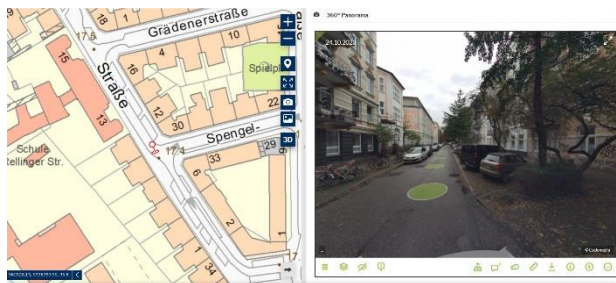


Figure 1: SIA Rellinger Straße, Hamburg

The LL will be deployed in the school surroundings and integrated into an ongoing national project: Reallab in Hamburg Metropolitan Region, focusing specifically on safety aspects. The AMIGOS project brings its added value by emphasising inclusivity.

Target groups encompass both the public sector and citizens, including residents, teachers, and parents. The area lacks commercial establishments, with only families residing in the intervention street. Hamburg shall delineate which groups will participate in the data collection process, and how this aligns with other activities within the project.

Stakeholders landscape. Key entities to involve are the Borough Office (planning authority), the Transport Ministry, the local administration, the police department and the head of school. Additionally, parents'

representatives (*Landeselternrat*) have been recognised as relevant stakeholders in this project.

Outreach approaches and channels. The city has initiated contact with the Borough Office, as the street under intervention falls within its jurisdiction. A functioning working group has already been established. Moreover, Hamburg is committed to keeping the Ministry, representing the City State informed and engaged throughout the project. While the school authority is not the primary stakeholder due to potential opposition that could adversely impact the project, it remains crucial to establish communication with children and families in the SIA. The Borough Office plays a vital role in the survey users' recruitment process, being closer to the residents. It is also recommended involving citizens in the street design, encouraging them to embrace the change. A robust communication channel has been set up among stakeholders, predating the AMIGOS project. Scheduled events hosted by the Borough, along with regular meetings involving more than 100 participants, provide additional fora for interaction. The Digital Participation Platform system facilitates citizen input, enabling active engagement with the project. Lastly, a neighbourhood newsletter, curated by a communications and public engagement agency, has been published to disseminate project updates and information to the community.

Challenges. General delays arised due to changes in SIA and unpredictable weather conditions which interfered with the data collection process, delaying the MOB use. Fortunately, no specific challenges are foreseen with stakeholder engagement.

MOBILITY AND ACCESSIBILITY

In Hamburg, access by car to attractive destinations is evenly spread throughout the city, following a monocentric pattern. Public transport access is relatively high in the city center and along the metro and railroad lines.

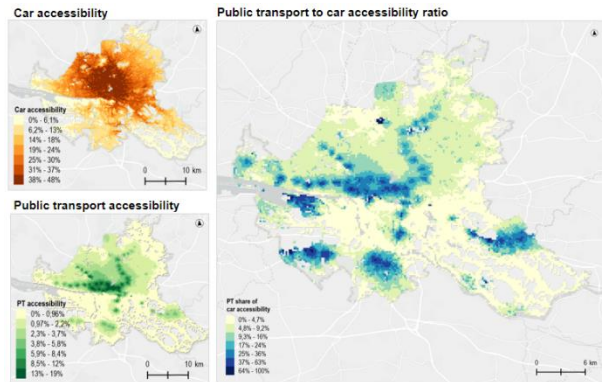


Figure 2: Accessibility of car, public transport and public transport to car ratio

TRAVEL BEHAVIOUR

In 2022, public transport passengers amounted to 685.3 million, representing a decrease from previous years, with exceptions for 2020 and 2021. The per capita car ownership in Hamburg reached 43 cars per 100 inhabitants in 2022. Notably, in Germany in 2019, slightly over half of all trips were conducted by car or motorcycle. The public transport options in Hamburg encompass buses, metros, trains, and ferries.



Figure 3: Number of private cars in Hamburg per 100 inhabitants¹

SAFETY ISSUES

The traffic accident mortality rate in Hamburg, at 13 fatalities per million inhabitants, is significantly lower than the national average of 33 for Germany. From 2013 to 2022, both fatalities and injuries remained stable, experiencing a dip during the COVID-19 pandemic and subsequently recovering to pre-pandemic levels. Mortality rates decreased from 18.4 to 12.3, and injury rates decreased from 528 to 480 over the same period.

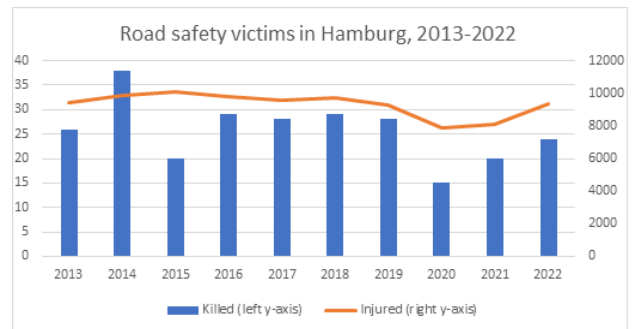


Figure 4: Road safety victims in Hamburg, 2013-2022

Mode of transport for road fatalities 2022

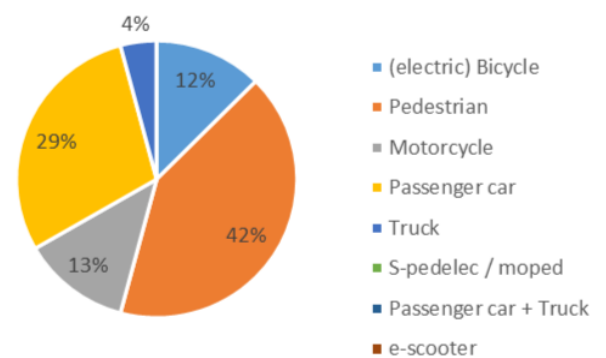


Figure 5: Mode of transport for road fatalities 2022, Hamburg

The number of registered cycling crashes increased from 3500 to 4300 between 2019 and 2022, attributed to a 33% rise in bicycle traffic. E-scooter incidents also surged, with accidents involving e-scooters rising to 858 in 2022, resulting in 558 injured riders. In 650 cases, the e-scooter rider was responsible for the accident.

In 2022, children aged 0-14 constituted 4% and 5% of traffic accident fatalities and injuries, respectively, though they comprised only 1% of all accidents, indicating a comparatively high involvement rate. The injury rate for children is notably higher, ranging from 60-70%. For the elderly (65+ years), they accounted for 50% of fatalities and 9% of injuries in 2022, despite being involved in 20% of accidents. Most injured elderly were cyclists (50%) or pedestrians (14%). There was a concerning increase in alcohol-related crashes in 2022, with the number of fatalities involving alcohol reaching a five-year high. Additionally, the number of impaired cyclists involved in crashes tripled compared to 2019.

¹ <https://www.statistik-nord.de/search?q=pkwt>

GABROVO (Bulgaria)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. Gabrovo is cutting down emissions from road transport, striving to achieve carbon neutrality by 2030. The city's strategy involves reducing traffic congestion through enhanced traffic management and control, alongside promoting the use of public transport and active mobility modes.

The living lab outlines ambitious plans, envisioning the development of up to 20 km of new biking lanes integrated into the road infrastructure. Additionally, it includes traffic analyses for 11 crossroads with optimization of intersections, improvements in public urban transport through the implementation of e-ticketing and new bus stops, and the procurement of 25 new e-buses and accompanying charging stations.

In the SIA, the city aims to improve safety conditions for students in the school area, where the MOB was installed for data collection. The proposed measures aim to **reduce parental driving** to and from the public school, increase reliance on public transport and active mobility, and design a new cycling infrastructure. Emphasis is placed on **enhancing traffic management and safety** to encourage walking and cycling in the area, serving as a model for other schools in the vicinity.



Figure 1: Saints Cyril and Methodius Primary School, school area in the SIA, Gabrovo

Target groups encompass residents, commuters, car drivers, children, teenagers, parents' associations, pedestrians, and cyclists.

Stakeholders landscape. The identified stakeholders within the **public sector** comprise district authorities, municipal transport companies, the regional Directorate of Education, schools, sport departments and police offices. In the **private sector**, city architects are recognised as key stakeholders.

Planned interventions for the living lab are extensive and not directly connected with the SIA, the stakeholder mapping will be distinct and developed separately.

Outreach approaches and channels. Gabrovo maintains communication with the deputy heads of the municipal departments responsible for mobility and urbanism, overseeing the development of the general Master Plan for traffic in Gabrovo.

The city aims to formulate an action plan, incorporating **regular meetings** with stakeholders. The primary focus is on initiating contact with schools and parents, prioritising their feedback for translation to municipal authorities for measure implementation. This involves **consultation** with the city's Directorate of Education. A meeting with the Board of Trustees of the school was organised in November 2023, and engagement with the main stakeholders (parents) started at the end of January 2024.

Secondary stakeholders or target groups considered less relevant or indirectly affected (e.g. small businesses), are currently not addressed in the strategy.

Challenges. Gabrovo, characterised by considerable distances to the center, shows widespread private car ownership considered as an indicator of social status. Compounded by limited traffic management and control, and an underdeveloped cycling infrastructure, risk areas around schools exist, contributing to parents' perception of these areas as potentially dangerous for children.

MOBILITY AND ACCESSIBILITY

The access² by car to attractive destinations for citizens in Gabrovo is heavily influenced by the proximity to other

² Accessibility measures the extent to which destinations can be reached within a transport network. In these maps, accessibility is based on the proportion of points of interest (sourced from OpenStreetMap) that are reachable within a 30-

minute travel time by car and by walking (lack of GTFS data is reason to no estimations for public transport). Data sources: OpenStreetMap, Global Human Settlement Layer, Esri, TomTom, Garmin, Foursquare, FAO, METI/NASA, USGS

towns and cities South and Northeast of Gabrovo. Likewise, citizens' access to destinations by walk is heavily influenced by proximity to the city center of Gabrovo.

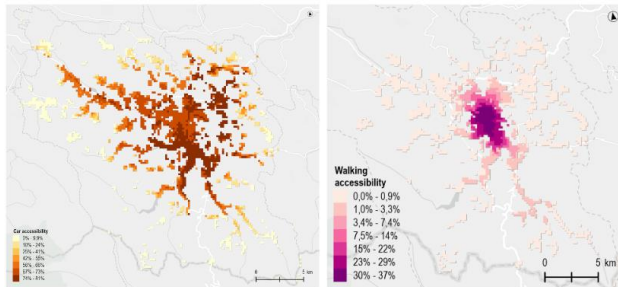


Figure 2: Car and walking accessibility, Gabrovo

TRAVEL BEHAVIOUR

In Bulgaria in 2022, the number of passengers/km by bus and coach was 5,536 million. The number of buses in Bulgaria in 2022 was 17,534³.

In 2021, the number of cars per capita was 41 per 100 inhabitants in Bulgaria⁴.

Public transport available in Gabrovo includes bus and train.

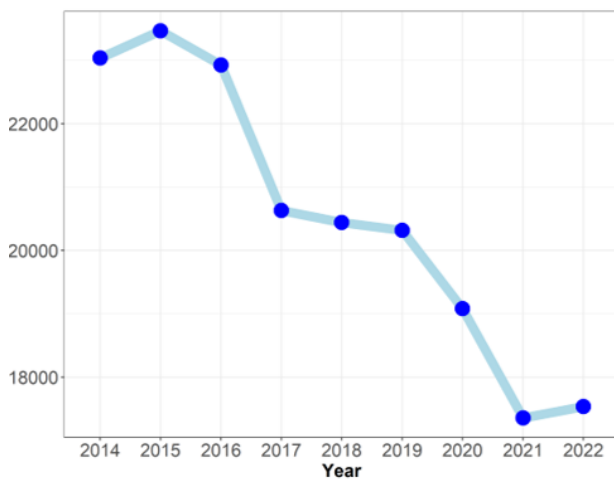


Figure 3: Number of buses in Bulgaria



³ Bulgaria Number of Vehicles: Buses | Economic Indicators | CEIC (ceicdata.com)

Figure 4: Number of private cars per 100 inhabitants in Bulgaria

SAFETY ISSUES

With 5 road fatalities and 54 road injuries, the Gabrovo region exhibits a slightly better-than-average performance in terms of mortality and injury rates compared to other regions in Bulgaria. The mortality rate for road fatalities in Gabrovo is 73 per million people, while the injury rate is 12 per 10,000 people. In contrast, the national averages for Bulgaria are 82 and 13, respectively.

The primary demographic affected in Gabrovo comprises vehicle occupants, with vulnerable road users accounting for 14% of fatalities and 25% of injuries in traffic, slightly below the national averages of 18% and 19%, respectively. Driver errors are a common factor in all registered crashes in Bulgaria, most frequently linked to improper speeds or alcohol usage (27%), improper maneuvers (23%), and failure to yield or give priority to other traffic (26%).

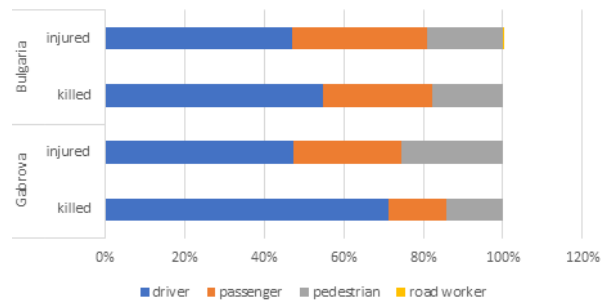


Figure 5: Road victims in Gabrovo and Bulgaria, by mode type.

Within the age group of 65 and over, Gabrovo witnesses 29% of fatalities and 24% of injuries in traffic, slightly surpassing the national averages of 27% and 16%, respectively. Interestingly, no particular age group stands out, and children are most frequently injured as vehicle passengers.

⁴ Bulgaria: Passenger car stock | Statista

LAPPEENRANTA (Finland)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. The city of Lappeenranta is committed to reducing emissions, with the overarching goal of reaching carbon neutrality by 2030. The planned interventions encompass the modernisation and deployment of ticket and payment systems, enhancements to cycling and walking conditions, the incorporation of on-demand traffic within the ticket and payment system and public transport services, and the development of urban sustainable mobility. The SIA focuses on the Lauritsala school and kindergarten, where the MOB was installed for data collection. This area has been identified as having several locations with potential accidental risks.



Figure 1: Lauritsala school, Lappeenranta

Target groups encompass local residents, commuters, children, driving parents, car drivers, pedestrians, cyclists, public transport users, elderly people and people with reduced mobility.

Stakeholders landscape. In the public sector, key stakeholders include Regional Public transportation (Lappeenranta and Imatra), city bus operators, as well as taxis and other transport modes. From the private sector, the main stakeholders identified are the scooter company Tier and city bikes company Kaakau. Civil society actors include cyclist associations, an association of elderly people, and an association supporting people with reduced mobility.

Outreach approaches and channels. Local partners express interest in co-creation activities within AMIGOS's local events for stakeholders and co-creation workshops. In October 2023, the city held a meeting with the local

university to explore options and common actions for the project. Regular working groups with stakeholders from the transport department are in place. The strategy for Lappeenranta emphasises the enhancement of existing activities and channels, along with the definition of a survey recruitment strategy. Currently there are no plans to introduce new methodologies.

Challenges. Lappeenranta, being an elongated city with considerable distances to the city centre and a limited population, faces unique challenges.

MOBILITY AND ACCESSIBILITY

Residents throughout the municipality of Lappeenranta enjoy relatively uniform access to destinations by car, while public transport offers a viable alternative in the central parts of the city.

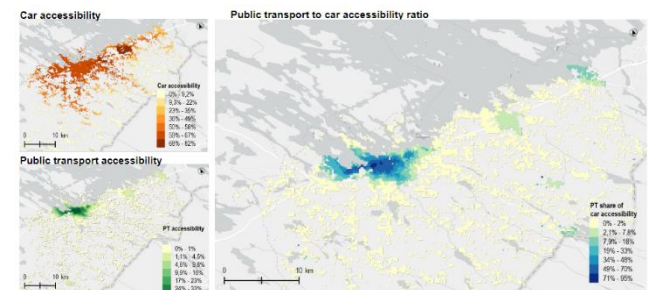


Figure 2: Car accessibility, public transport accessibility and public transport to car accessibility ratio, Lappeenranta

TRAVEL BEHAVIOUR

The average number of daily trips in both major cities and small towns and municipalities in Finland experienced a slight decrease between 2016 and 2022. In 2022, the per capita number of cars in Lappeenranta stood at 52 per 100 inhabitants. Similar to global trends, public transport usage in Lappeenranta took a significant hit during the Covid-19 pandemic, as illustrated in the figure to the right. However, a swift return to pre-pandemic levels is evident, with the number of public transport trips in 2022 nearly matching those of 2017-2018. The primary mode of available public transport is the bus.

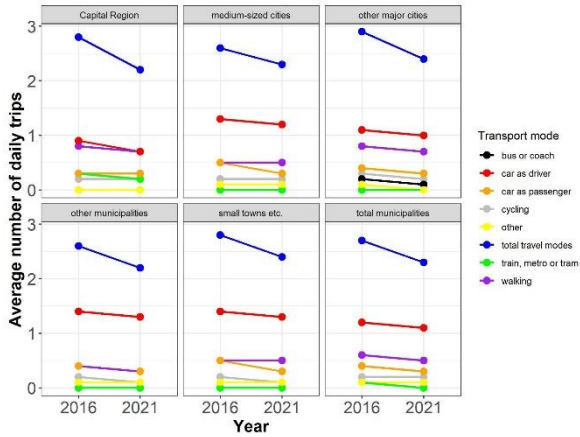


Figure 3: Average number of daily trips in different types of areas in Finland



Figure 4: Number of local public transport trips

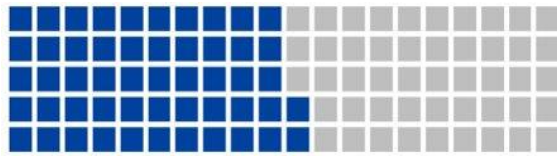


Figure 5: Number of private cars per 100 inhabitants in Lappeenranta⁵

SAFETY ISSUES

Over the past decade, road safety in Lappeenranta has witnessed fluctuations, with 2016 standing out as a particularly challenging year—marking 6 fatalities and 76 injuries. In recent years, the numbers have decreased, with the latest available data from 2022 showing 2 fatalities and 35 injuries. Given the low annual fatality figures, even a single incident can significantly impact the statistics.

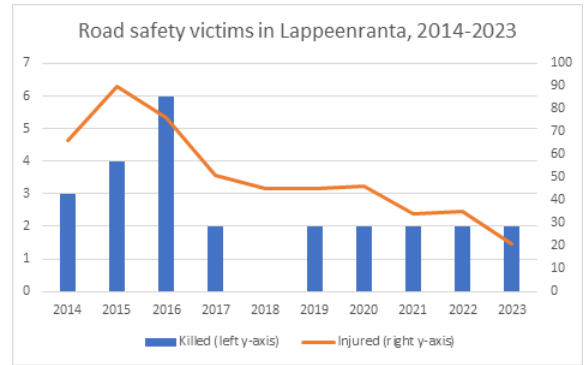


Figure 6: Road safety victims in Lappeenranta, 2014-2023

With approximately 73,000 inhabitants in Lappeenranta, the road safety mortality rate since 2019 averages 27 fatalities per million inhabitants per year, lower than the national figure for Finland at 40. A comparison of transport modes for fatalities in Lappeenranta with Finland at large reveals a higher percentage of pedestrian and cyclist fatalities, accompanied by a lower share of car drivers and passengers.

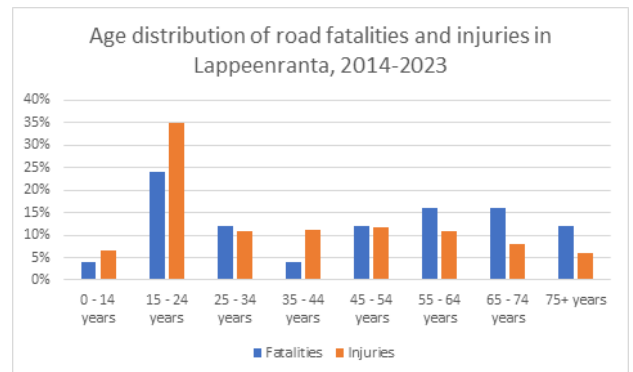


Figure 7: Age distribution of road fatalities and injuries in Lappeenranta, 2014-2023

Regarding age demographics, road fatalities in Lappeenranta skew younger than the Finnish average. Over the last decade, 28% of Lappeenranta's 25 road fatalities were under 25 years old, particularly concentrated between 15 and 24 years old, in contrast to the 18% recorded nationally. Adolescents and young adults (aged 15 to 24) also constitute 35% of traffic injuries in Lappeenranta over the same period.

⁵ Vehicle stock by area by Area, Vehicle class, Traffic use, Year and Information. PxWeb (stat.fi)

ISTANBUL (Turkey)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. Istanbul, a city characterised by high urban mobility volumes, witnesses the majority of daily activities undertaken on foot. Especially in the city centre, daytime population density can soar to almost ten times that of nighttime. This situation results in a complex interplay of both vehicular and pedestrian traffic. In response, the city has initiated **pedestrianisation actions** aligned with the 2021 Pedestrian Transportation Master Plan.

The chosen area for intervention is a **two-way road** (Bağdat Cad.), where measurements of noise and air quality will be conducted both before and after the pedestrianisation in the SIA. These assessments aim to evaluate improvements in the quality of life, complemented by MOB measurements.



Figure 1: SIA and MOB location in Bağdat Cad. street, Istanbul

Target groups encompass local residents, with special focus on vulnerable individuals (children, the elderly, and people with disabilities), as well as public transport users, car drivers, cyclists and pedestrians, and local businesses.

Stakeholders landscape. Key stakeholders are a range of entities, including city government and local governments (Mukhtar), environmental agencies, business groups, civil society organisations including environmental groups, neighbourhood associations, and associations for people with disability or reduced mobility.

Outreach approaches and channels. Recognising potential opposition from representatives of the local

governments, leads to identifying a gatekeeper – a key contact within the entity who can support the proposal – and conducting an exploratory interview. Civil society organisations and business groups are also informed and consulted regarding the intervention.

Challenges. Ensuring inclusiveness in stakeholder engagement. In terms of public participation, the metropolitan area of Istanbul involves citizens in the planning processes.

MOBILITY AND ACCESSIBILITY

The opportunity to reach attractive destinations by car is relatively high through large parts of Istanbul, particularly in the central parts on both sides of the Bosphorus Strait.

Public transport services provide the best accessibility in the city center of Istanbul with slightly better accessibility on the European side.

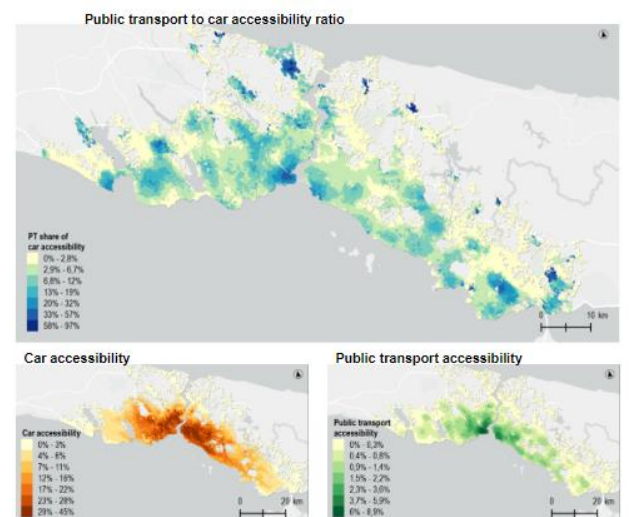


Figure 2: Public transport to car accessibility ratio, car and public transport accessibility, Istanbul

TRAVEL BEHAVIOUR

In 2020, 45% of travels were done by bicycle. Public transport accounted for 25% of travels; car for 23% and 1% were made on foot⁶. The types of public transport available in Istanbul include the bus, metro, tram, rail,

⁶ [Istanbul GlobalCityMobility WEB \(deloitte.com\)](https://www.deloitte.com/uk/en/issues/cities/global-city-mobility-web.html)

cable car and ferry. In 2019, the number of bus passengers was approximately 1.4 billion⁷. Additionally, the number of cars in 2023 was 22 per 100 inhabitants⁸.

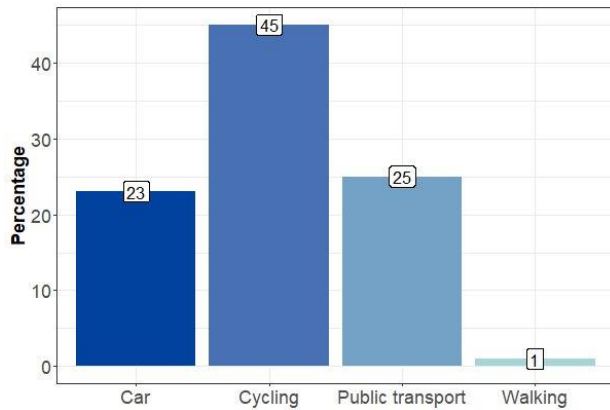


Figure 3: Modal split among trips made in 2020

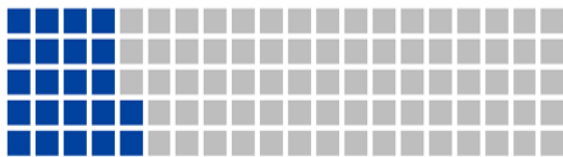
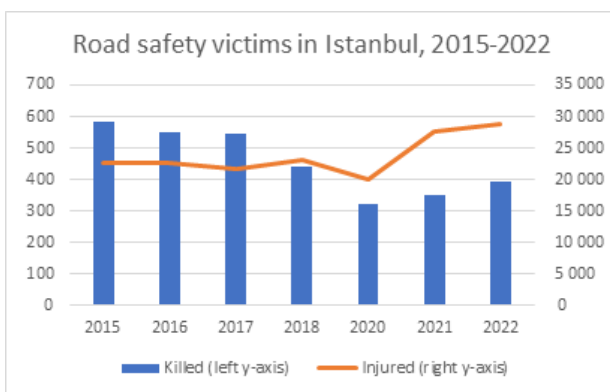


Figure 4: Number of private cars per 100 inhabitants

SAFETY ISSUES

The annual count of road fatalities and injuries in the Istanbul province from 2015 to 2022 reveals a declining trend in fatalities, dropping from 582 in 2015 to 322 in 2020, with a subsequent increase to 392 in 2022. The dip in 2020 can be attributed, in part, to COVID-19-related mobility restrictions. Nevertheless, the 2022 figure is significantly lower than the 2015 count. In contrast, road injuries remained relatively stable around 23,000 per year until a notable increase to over 28,000 in 2022.



⁷ Istanbul: number of people used buses 2021 | Statista

⁸ TÜİK Kurumsal (tuik.gov.tr)

Figure 5: Road safety victims in Istanbul, 2015-2022

Examining the transport modes of traffic fatalities in Turkey for 2022, it's worth noting that the data may be somewhat skewed due to the unconfirmed transport modes of 1662 fatalities listed as 'passengers.' While likely comprising a significant portion of car occupants, this uncertainty complicates a precise analysis. Among confirmed cases, pedestrians constitute the largest share, with motorcycle riders contributing proportionally more fatalities compared to other countries.

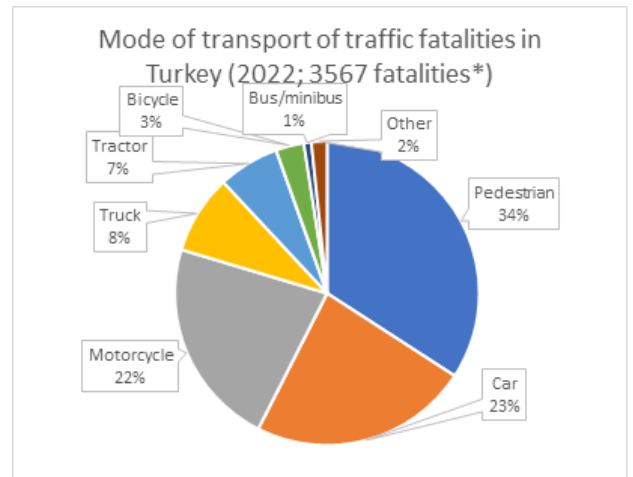


Figure 6: Mode of transport of traffic fatalities in Turkey, 2022⁹

However, it's crucial to recognize that the statistics on transport modes of road fatalities are collected at State level (i.e. Turkey) and might partially represent the situation in the province or the city of Istanbul.

⁹ 1662 road fatalities indicated as 'passengers' are not taken into account in this graph.

LAS ROZAS (Spain)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. In the living lab, the city is committed to enhancing mobility solutions for residents, employers and visitors, with a specific emphasis on **optimising bike and pedestrian routes to schools, and commuter trips**. Additionally, it aims to refine the mobility planning process by conducting an inventory of the transport and mobility infrastructure and enhancing understanding of the mobility needs of residents and visitors.

In the SIA, Las Rozas is focused on establishing sustainable and accessible routes for residents within the SIA neighborhood. To achieve this, plans include **setting up large centres for personal mobility vehicles, creating multimodal mobility areas, improve bike lanes and exploring new mobility solutions**. The chosen area for intervention is the Las Matas neighbourhood, which is currently isolated from the rest of the municipality by large highways. It houses one of the three commuter train stations of the city. The surrounding area requires improvements in mobility and accessibility solutions for residents. The project specifically targets **the vicinity** around the station and the public parking managed by Las Rozas Municipality. This is the location where the MOB is installed, and a multimodal area is slated for creation by the end of 2024.



Figure 1: Parking and station surroundings in Las Matas neighborhood, Las Rozas

Target groups include local residents, people with disabilities including people with reduced mobility, visitors, commuters and drivers.

Stakeholders landscape. The identified stakeholders include the local municipality (**public sector**), rental services and companies in the area (**private sector**), and the local community. The district school is also recognised as being a key stakeholder, given that train station accessibility affects school accessibility.

Outreach approaches and channels. Las Rozas has already engaged with key contacts to present the project and prepare invitations for a co-creation workshop. Prior to this, two separate surveys were conducted to gather **mobility preferences** of residents and visitors, along with user preferences of public parking. The survey was conducted through various channels, including online forms on the city council and Las Rozas Innova website, social media, and posts in local magazines.

Challenges. Currently, the primary challenges revolve around data collection, specifically the low quality of air quality data from sensors in Las Rozas, and the integration and automatization of the CCTV.

MOBILITY AND ACCESSIBILITY

In Las Rozas, the access by car and public transportation is influenced by the municipalities' proximity to the capital of Spain, Madrid, in the Southeast. The rail connection makes public transport a viable option in the most centric parts of Las Rozas.

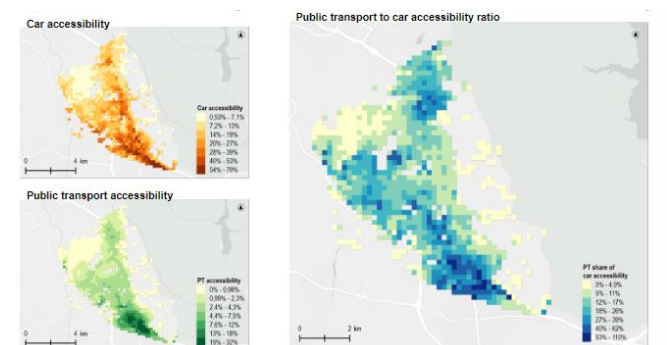


Figure 2: Car, public transport and public transport to car ratio accessibility, Las Rozas

TRAVEL BEHAVIOUR

Private cars in Las Rozas are extensively used. In 2022, the number of passenger cars per capita was 54 per 100 inhabitants¹⁰. Additionally, the available public transport modes are the bus and the train.



Figure 3: Number of private cars per 100 inhabitants, Las Rozas

SAFETY ISSUES

Las Rozas shows a low fatality rate, with no fatalities recorded from 2016 to 2018, and later years until 2022 have seen 1 or 2 fatalities per year. However, the number of road injuries in accidents per year is much higher. While it seems to have declined from 290 in 2016 to 160 in 2020, it has risen since then. Every year, between 5 and 13 injuries are severe enough for transportation to the hospital.

The mortality rate is 9 on average over the years, which is much lower than the Spanish average (29). This is however influenced by the years where there were no road fatalities.

Road fatalities by transport mode (2016-2022; 6 fatalities)

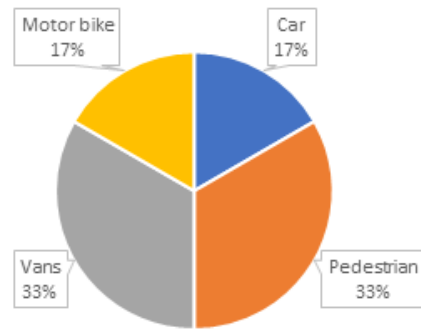


Figure 4: Road fatalities by transport mode, 2016-2022

Looking at different road users, road fatalities since 2016 have mainly involved pedestrians (33%), and motorized vehicles (33% vans, 17% motorbikes, and 17% cars). However, with such a low absolute number of fatalities, this distribution may not be representative of the everyday risks in Las Rozas roads. Moreover, no transport modes of injured people were available in the registries. Also, no other individual information such as age or sex was available in the registries.

¹⁰ [Municipal file data 1277 6 \(comunidad.madrid\)](https://datos.madrid.es/portal-web/interfazConsultaDireta.do)

JURMALA (Latvia)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. Jūrmala has chosen to develop a SIA around a school district. The city endeavours to encourage the use of public transport and active modes, while reducing traffic congestion during peak drop-off and pick-up hours. Planned interventions include offering free train usage for Jūrmala's citizens, conducting educational workshops on alternative transport usage and safe traffic practices, implementing data-based traffic reorganisation and developing a city-wide mobility plan.

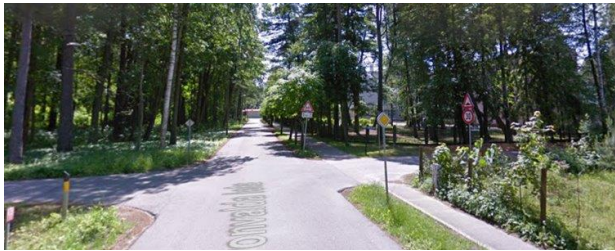


Figure 1: MOB location at intersection in the SIA, Jūrmala

Target groups encompass local residents, children, driving parents and car drivers.

Stakeholders landscape. In the public sector, stakeholders include city departments, schools and kindergartens, and the Youth Centre, which operates under the city planning department. From the private sector, stakeholders include e-scooters and car-sharing services, while NGOs and neighbourhood associations are identified as the main civil society stakeholders.

Outreach approaches and channels. The city initiated contact with key stakeholders such as the city planning department and the ICT department. Additionally, meetings with high schools representatives affected by the project are underway, with plans to involve children and kindergartens in the engagement process, and the development of specific methodologies. Jūrmala has also engaged with private sector stakeholders, specifically regarding the availability of micro-mobility data.

Current engagement channels encompass virtual communication such as online meetings, phone calls and emails. Meetings with business groups and in-person sessions with civil society groups are also employed.

Challenges. The city faces the challenge of changing inhabitants' behaviour and overcoming stigmas associated with mobility. Effectively reaching out to young people and employing innovative citizen engagement

methods is a crucial task. Currently, the city relies on traditional methods for citizen engagement and is actively seeking new methodologies. Jūrmala is open to learning from other cities' best practices, including ideas such as virtual participatory laboratories and communities of practice.

MOBILITY AND ACCESSIBILITY

Both access by car and public transport, especially trains, in Jūrmala to essential destinations are influenced by the city's proximity to Riga, located 30-40 minutes to the east.

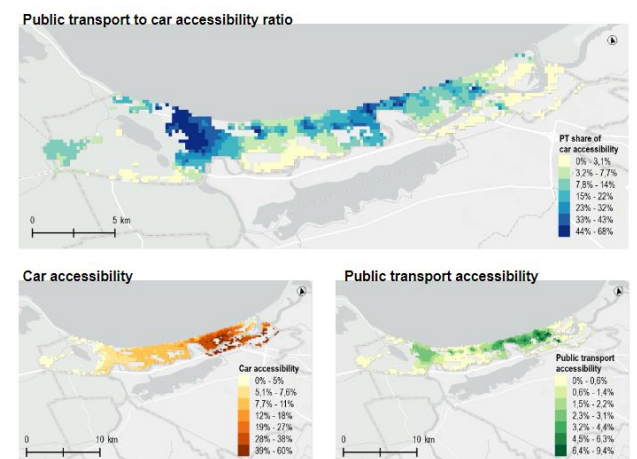


Figure 2: Accessibility of car, public transport and public transport to car accessibility ratio, Jūrmala

TRAVEL BEHAVIOUR

Information on travel behavior in the city of Jūrmala will be completed with data obtained from the AMIGOS' survey and that provided by the city.

SAFETY ISSUES

Over the past decade (2013-2022), the number of road safety victims, encompassing both fatalities and injuries, in Jūrmala has displayed no clear trend. With an average of 2.3 road fatalities annually, the impact of one or two incidents becomes significant due to the relatively low numbers, necessitating a focus on the long-term trend. In a city with around 51,000 inhabitants, the mortality rate, averaging 45 road fatalities per million inhabitants, stands notably lower than Latvia's national average of 73, the second-highest in the EU. Despite Latvia's considerable improvement in road safety since 2001, when the mortality rate was approximately 245, Jūrmala maintains a relatively stable number of road injuries, averaging about 120 per year. The fluctuation observed in 2020 can be attributed to reduced mobility amid COVID-19 restrictions.

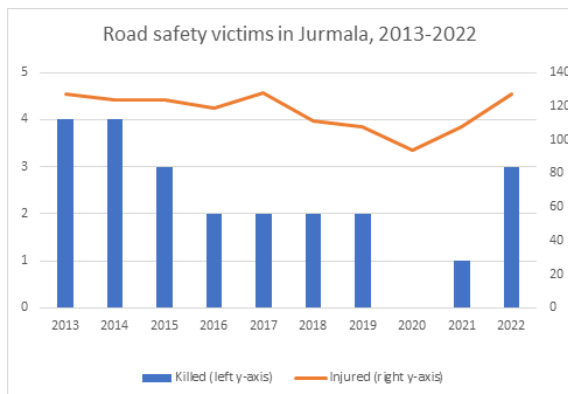


Figure 3: Road safety victims in Jūrmala, 2013-2022

A broader examination of road safety in Latvia reveals a noteworthy prevalence of pedestrian fatalities, contrasting with a comparatively low percentage of fatalities among powered two-wheeler riders. In terms of age distribution, around 50% of road fatalities in Latvia are aged 50 and above, aligning closely with the EU average.

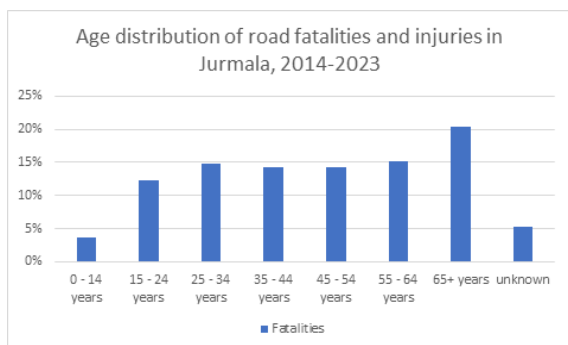


Figure 4: Age distribution of road fatalities and injuries in Jūrmala, 2014-2023

METROPOLITAN AREA OF BOLOGNA (Italy)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. The Metropolitan Area of Bologna (MCBO) is expanding the original SIA, the Piccola Cassia pedestrian and cycling route links launched in 2022, introducing two new itineraries. The primary objective is to enhance services along these routes, promote increased accessibility and inclusivity for all. The city seeks to improve local policies by implementing training and awareness-raising initiatives directed at public stakeholders. This effort will foster the adaptation or elimination of architectural barriers, by promoting accessibility at tourist information points and Points of Interest situated along the routes. The city's goal is to tailor existing information packages to guarantee the safety and inclusivity of trekking and cycling routes. This involves disseminating information on accessibility to users and visitors with different types of impairments.



Figure 1: The Piccola Cassia main route and the two new CREATURE's itineraries, Bologna

Target groups encompass tourists, people with reduced mobility and people with disabilities, and the elderly.

Stakeholders landscape. Stakeholders encompass local tourism information and local municipal working groups on tourism, rental services and service providers, and sports and culture associations.

Outreach approaches and channels. MCBO has initiated contact with key stakeholders to introduce the AMIGOS project. In December 2023, the city undertook preliminary consultations with the Tourism department and a local foundation focusing on outdoor accessibility, which is also identified as a target group. Moreover, the city is in the process of engaging the Local Committee of public transport users and the Board of the Metro Area for public transport. Engagement channels include newsletters, social media, and the website, alongside bilateral meetings with stakeholders. Moreover, participatory tools and apps (IO-PARTECIPO¹¹) are employed by the citizens to communicate with the local council.

¹¹ ioPartecipo application: <https://partecipazione.regione.emilia-romagna.it/iopartecipo>

Consultations have been initiated to gather feedback on specific issues.

Challenges. There is a recognised need to enhance the knowledge and competencies of both private and public stakeholders and tourism operators to provide improved services and enhance accessibility, particularly by increasing route safety.

MOBILITY AND ACCESSIBILITY

Car accessibility in the municipality of Bologna is primarily influenced by the excellent highway connections in the northern part of the city, facilitating efficient access to the broader region. Meanwhile, public transport accessibility follows a monocentric pattern due to the presence of the central station in the heart of the city.

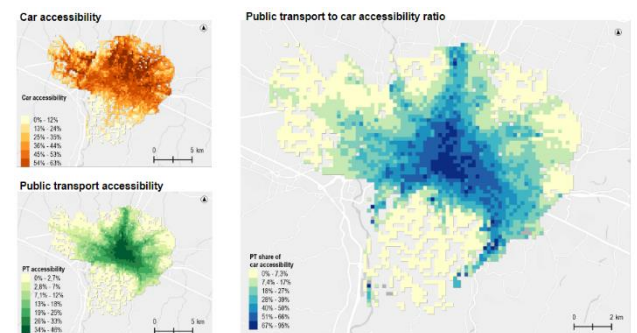


Figure 2: Car accessibility, public transport accessibility and public transport to car accessibility ratio

TRAVEL BEHAVIOUR

Until 2019, a total of 138 million passengers utilised public transport in the city of Bologna, with the number increasing each year. However, there was a significant drop during the COVID-19 pandemic. In 2022, the number of private cars per capita was 53 per 100 inhabitants. The available public transport options encompass buses, trains, metros, trams, and cable cars.



Figure 3: Number of private cars per 100 inhabitants, Bologna¹²

¹² [Tabella Parco veicolare | Atlante Metropolitano di Bologna \(inumeridibolognametropolitano.it\)](https://www.atlante-metropolitano.it/Tabella-Parco-veicolare)

SAFETY ISSUES

Examining traffic fatalities since 2010 reveals a significant variation in the number of road deaths each year. No clear trend emerges to indicate whether traffic fatalities are on the rise or decline over time. Instead, there is a noticeable fluctuation between years. In contrast, road injuries exhibit a relatively more stable pattern, marked by four peaks in 2012, 2019, 2021, and 2022.

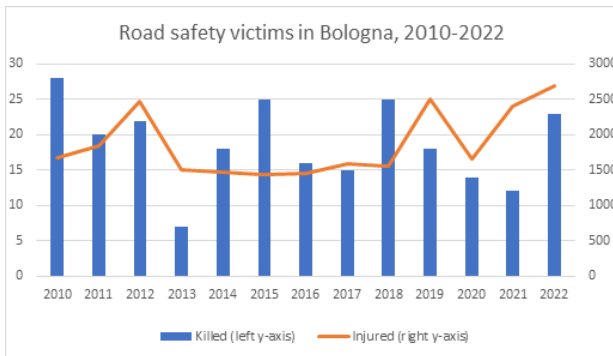


Figure 4: Road victims in Bologna, 2010-2022

The analysis of road fatalities and injuries among diverse road users from 2010 to 2022 unveils distinctive patterns. Notably, pedestrians accounted for the highest proportion of fatalities (31%), while motorcycle riders faced the highest proportion of injuries (34%). In comparison, cyclists experienced fewer fatalities (15%) and injuries (13%) than occupants of passenger cars.

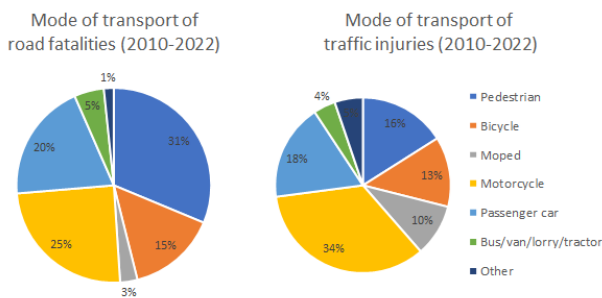


Figure 5: Road fatalities and traffic injuries in Bologna, 2010-2022

These patterns may be influenced by recent changes in Bologna's traffic policies, particularly the introduction of a 30km/h speed limit. In the initial two weeks of Città 30 (January 15 to January 28, 2024), Bologna recorded 94 accidents—63 with injuries and 31 without injuries, with no fatalities. Contrastingly, during the same period in 2023, there were 119 accidents, with 77 injuries, 41 without injuries, and one fatality. This reflects a -21% decrease in total accidents, an -18.2% decrease in injuries, a -24.4% decrease in accidents without injuries, and one less fatality (0 in 2024 compared to 1 in 2023). Notably, according to the municipality of Bologna, pedestrian involvement in accidents also decreased by 27.3%, from 22 in 2023 to 16 in 2024.



Figure 6: BOLOGNA CITTÀ' 30, www.bolognacitta30.it

REYKJAVIK (Iceland)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. The City of Reykjavik is committed to redirecting private cars away from central areas and repurposing public spaces. The overarching objective is to establish a comprehensive multimodal mobility infrastructure that prioritises inclusivity and aligns with carbon-neutrality targets. At the heart of these efforts is the Safety Improvement Area (SIA) situated on the eastern periphery of Reykjavik's city centre, traversed by approximately 20,000 pedestrians daily. Planned interventions involve **a complete overhaul of the primary mobility hub, Hlemmur, coupled with its integration into a new Bus Rapid Transit line.** The ultimate goal is to devise solutions that enhance the safety of the hub and its environs for all, focusing on the improvement of walking, cycling, and micro-mobility infrastructure, while concurrently supporting a diverse range of transportation modes.



Figure 1: MOB location in Safety Improvement Area, Reykjavik

Target groups encompass a diverse range of individuals, including local residents (including children and young people, people with reduced mobility, and the elderly), tourists, commuters, pedestrians, cyclists, scooter riders, public transport users, and business owners.

Stakeholders landscape. The identified stakeholders within the **public sector** consist of the Accessibility Advocacy Group, city departments responsible for accessibility and consultation, customer service, and environmental considerations, along with mobility agents. On the **private sector** front, stakeholders include operators of e-scooter services, tourism services, and businesses such as shops, hotels, and hospitality services. **Civil society stakeholders** comprise organizations representing individuals with disabilities, such as the National Union of Disabled People and the Icelandic Disability Alliance. The city aims to actively involve both private and public stakeholders in consultations regarding future decisions related to the SIA. Their objective is to

engage a broad spectrum of commuters and residents, comprehensively understanding their needs and expectations while gathering innovative ideas.

Outreach approaches and channels. Reykjavik is committed to leveraging all available channels for engaging stakeholders. The Reykjavik strategy underscores the significance of **gatekeepers** and does not identify outreach as a challenge but emphasizes active engagement in activities such as co-creation. In the frame of AMIGOS, the city has conducted meetings with the accessibility officer and the designers of *Hlemmur* square to discuss project actions. Additionally, the neighbourhood association and the local council were approached for their collaboration. Information is predominantly communicated **electronically** to involve the public. Residents of the neighbourhood can provide feedback through the **'My Neighbourhood' application** and are consulted through 'District Councils.' The project actively engages with **grassroots organisations**.

The city designed flyers for stakeholders and presented the project at the Accessibility Committee meeting on 15 February 2024. Contacts with stakeholder organisations were scheduled during the meeting. Other planned activities include outreach to residents and stakeholders, as well as finalising the preparation for the travel behaviour and stated preference survey tailored to the city.

Challenges. Reykjavik confronts challenges such as entrenched car dependency, a culture favouring cars, public transportation stigma, and limited inclusivity in design. The city's accessibility issues significantly influence travel behaviour, and the focus is on identifying the factors with the highest impact on safety. In terms of stakeholder engagement, a key challenge is actively involving stakeholders in co-creation activities.

MOBILITY AND ACCESSIBILITY

Access by car to opportunities is extensive throughout most of the urban area in the municipality of Reykjavik. Meanwhile, the bus network offers a practical alternative, particularly in the central parts of the city.

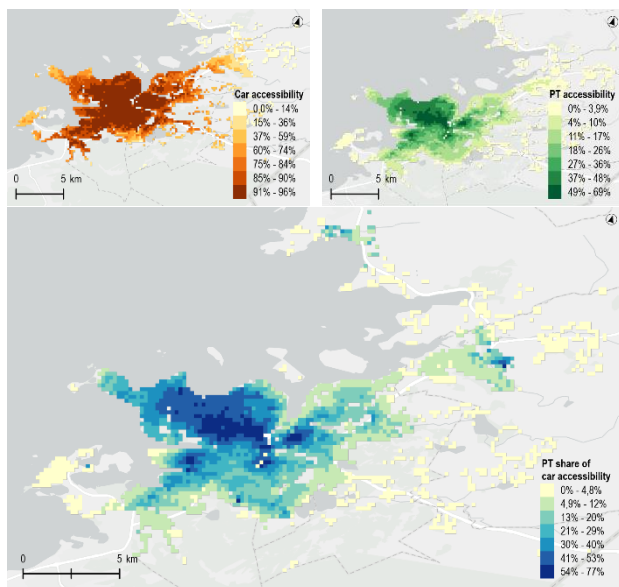


Figure 2: Car accessibility, public transport accessibility, and public transport share of car accessibility, Reykjavik

TRAVEL BEHAVIOUR

Cars are overwhelmingly the most commonly used mode of transportation in Reykjavik, with 94% of trips made by car in 2019. Additionally, there is a correlation between the distance of residents from the city center and their reliance on cars for daily travel. In Reykjavik, the number of private cars per capita is higher, standing at 71 per 100 inhabitants, compared to the national average of 60 per 100 inhabitants.



Figure 3: Private cars per 100 inhabitants¹³

SAFETY ISSUES

Iceland has a transparent database of road accidents, containing location, severity of the crash, and some basic characteristics of the accident.¹⁴

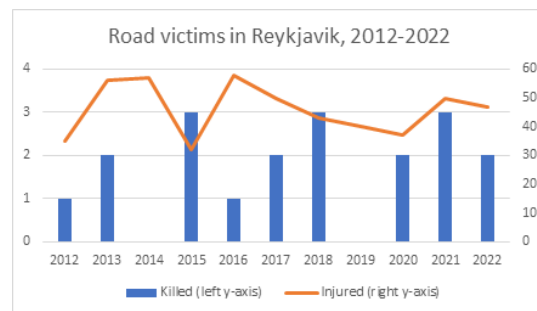


Figure 4: Road victims in Reykjavik, 2012-2022

The figure displays the number of road victims, both fatalities and injuries, in Reykjavik in the years 2012-2022. The number of road fatalities in Reykjavik varies between zero and 3 per year, while the number of road injuries is between 30 and 60.

There is no clear trend over time in the number of road victims in Reykjavik since 2012. Of course, with such low numbers of victims per year, yearly fluctuations in the number of victims are to be expected. 68% of road fatalities and 91% of road injuries happen within the city limits of Reykjavik, whereas the rest happens outside of the city.

The mortality rate (the number of road fatalities per million inhabitants; based on 139.175 inhabitants in 2023) is about 12 on average from 2012 to 2022. This is lower than Iceland as a whole, which had a mortality rate of 22 in 2020¹⁵. Iceland as a whole, and Reykjavik in particular, are very safe in comparison with other European countries.

While examining transport modes associated with road fatalities and injuries from 2012 to 2022, it is evident that a majority of victims are car occupants, comprising over half of road deaths and nearly half of road injuries. This trend aligns with the broader pattern observed across Iceland. Unfortunately, age and gender data for the analysed road victims were unavailable.

However, national Iceland data reveals that approximately half of road fatalities are individuals below the age of 50, with minimal occurrences among children and teenagers. The remaining half of fatalities involves individuals over the age of 50. In terms of gender, the data from 2020 indicates that 88% of road fatalities in Iceland were male, surpassing the European average of 75% male fatalities.

¹³ <http://tolur.reykjavik.is/>

¹⁴ <https://map.is/samgongustofa/>

¹⁵ https://road-safety.transport.ec.europa.eu/system/files/2023-02/erso-country-overview-2023-iceland_0.pdf

NAZARETH (Israel)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. The SIA in Nazareth is situated at the intersection of HaGalil and Paulus HaShishi streets in the city centre. The area serves as a **tourism hub**, in close proximity to Mary's Well, the Greek Orthodox Church of the Annunciation and the gateway to the Old City. Surrounded by hotels, schools, and eateries, it also functions as a public transport corridor. The interventions consist of **small-scale and localised changes** in strategic urbanism, and are endorsed by the Municipal Engineer.



Figure 1: Intersection of HaGalil and Paulus HaShishi streets, Nazareth

Target groups encompass a diverse range of individuals, including local residents, comprising children, teenagers, people with reduced mobility and the elderly. Other target groups comprise tourists, car drivers, pedestrians and public transport users.

Stakeholders landscape. Stakeholders within the **public sector** are the City Hall (Municipal Engineer), the National Road Safety Authority, the Ministry of Transport and local schools. Stakeholders from the **private sector** consist of hotels, restaurants, small business owners and transport operators. **NGOs and organisations** related to accessibility and active mobility are also stakeholders.

Outreach approaches and channels. Primary engagement channels include phone calls, email, flyers and meetings. In addition, local partners have planned various workshops and activities, including a **CoP** with local architects and engineers, an **Open-invite Town Hall** focusing on residents, a **Professional round table** with private-sector stakeholders (e.g. tourism sector), High school panel meetings, and a roundtable **meeting with NGOs**.

The city designed flyers for stakeholders and presented the project at the Accessibility Committee meeting on 15 February 2024. Contacts with stakeholder organisations were scheduled during the meeting. Other planned activities include outreach to residents and stakeholders, as well as finalising the preparation for the travel behaviour and stated preference survey tailored to the city.

Challenges. These include past difficulties in GPS-based travel journal data collection in Nazareth due to public resistance, and current unlikelihood of MOB Data collection due to the ongoing war in the region. The conflict is disrupting the routines and behaviour of residents. Furthermore, there is a challenge in ensuring inclusivity in stakeholder engagement, due to limited public participation capacity.

MOBILITY AND ACCESSIBILITY

The opportunity to reach attractive destinations by car in Nazareth is heavily influenced by the proximity to Highway 75, which goes through the southern parts of the city and encapsulates it in the East.

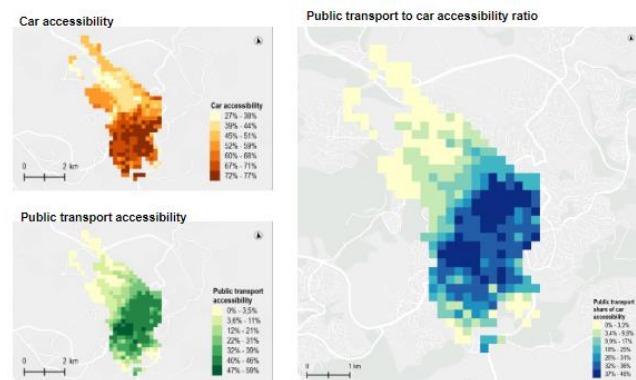


Figure 2: Car, public transport, and public transport to car accessibility ratio, Nazareth

TRAVEL BEHAVIOUR

Private cars are by far the most used mode of transport in Nazareth. In 2022, about 4 in 5 vehicles were private cars, and the number of cars per capita was 39 per 100 persons. In Israel, the number of cars per capita was 38 per 100 persons, and 79% of the kilometers traveled in 2021 were done by private car. On the other hand, the bus is the main public transportation available.

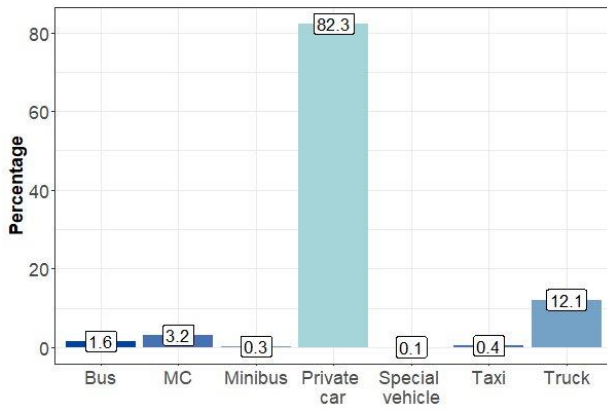


Figure 3: Share of vehicle types in Nazareth, 2022¹⁶

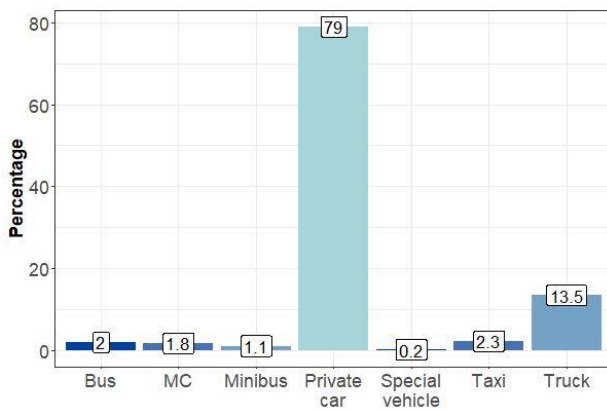


Figure 4: Modal share, percentage of kms traveled in Israel, 2021¹⁷



Figure 5: Number of private cars per 100 inhabitants¹⁸

SAFETY ISSUES

Over the 5-year period from June 2018 to June 2023, Nazareth recorded 2,761 road crashes, resulting in 9 fatalities, 53 severe injuries, and 4,144 mild injuries. The average yearly mortality rate is 23 deaths per million inhabitants, notably lower than Israel's overall average of 39 in 2019.

While the exact annual breakdown is not evident from the aggregated data, the average of 1.8 fatalities and 10.6 severe injuries per year suggests potential fluctuations annually. Due to data aggregation, identifying a clear trend in road crash victims is challenging.

Examining distribution by transport modes and age groups, a large majority of 85% of victims in Nazareth are car occupants. Though the precise percentage may vary, it is likely that the percentage of car occupants among road fatalities is lower and higher for vulnerable road users. In contrast, Israel reported 36% of road fatalities being car occupants in 2019.

Regarding age, almost three out of four road victims in Nazareth fall between ages 20 and 64. While data limitations prevent a comprehensive analysis, it appears that a relatively small percentage of road victims in Nazareth are above age 65, though specific percentages could not be determined due to aggregated data and missing age distribution information.

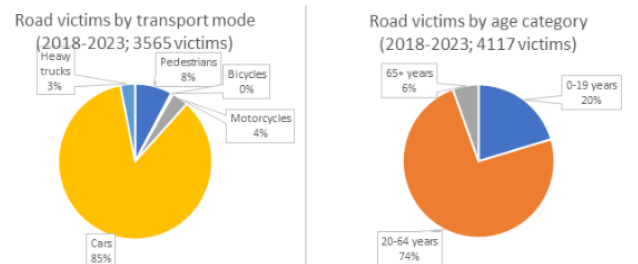


Figure 6: Road victims by transport mode and age category, Nazareth

¹⁶ [Settlements - Regional Statistics \(cbs.gov.il\)](https://cbs.gov.il) 2022

¹⁷ [t01.pdf \(cbs.gov.il\)](https://cbs.gov.il)

¹⁸ [Settlements - Regional Statistics \(cbs.gov.il\)](https://cbs.gov.il)

ANKARA (Turkey)

CITY CONTEXT ANALYSIS AND STAKEHOLDERS

Mobility measure. The location of the Safety improvement Area is at the entrance of the **EGO Bicycle Campus**. This campus will be the management centre for an electric bicycle sharing system and the park and maintenance facility for all electric bicycles, operating under the sustainable transport project known as SMART Ankara. As a consequence, an increase in pedestrian and bicycle traffic in the vicinity is anticipated. Despite this, the entrance currently lacks a pedestrian sidewalk, and there is no dedicated bicycle lane at the campus exit. The high speed of vehicular traffic on the wide avenue in front of the entrance poses a safety risk for pedestrians and cyclists.

The proposed intervention aims to address the safety concerns by establishing a **secure connection road** from the bicycle campus to the street. This involves securing vehicle entrances to the EGO Bicycle Campus and creating a **dedicated lane for cycling** on the intersection road. It will also include the installation of traffic signs and lights to enhance safety at the intersection.



Figure 1: View of the EGO Bicycle Campus, Ankara

Target groups include local residents, with a specific focus on women and children, commuters, car drivers, pedestrians, cyclists, scooter riders, and public transport users.

Stakeholders landscape. In the **public sector**, key stakeholders are the Ankara Metropolitan Municipality, the Neighborhood representative (Mukhtar), district municipalities and the EGO (the Public Transport Authority). From the **private sector**, stakeholders involve the municipal company, and small businesses. **Civil**

society stakeholders include neighbourhood associations, NGOs and cyclists' associations.

Outreach approaches and channels. Engagement channels consist of emails, official letters and flyers, along with social media platforms and meetings. The list of stakeholders and associated communication strategy has been developed by the city drawing on previous experiences within the SMART Ankara project.

Challenges. A significant challenge is the establishment of a dedicated lane for cycling on the intersection road. The absence of a divided area for turning into the campus site compels vehicles entering the campus to make sudden turns in the flow of traffic.

MOBILITY AND ACCESSIBILITY

The access to attractive destinations by car in Ankara follows a monocentric pattern due to all the destinations being located in the city center. For pedestrians, city areas with higher access by walking are also associated with destinations located in the city center.

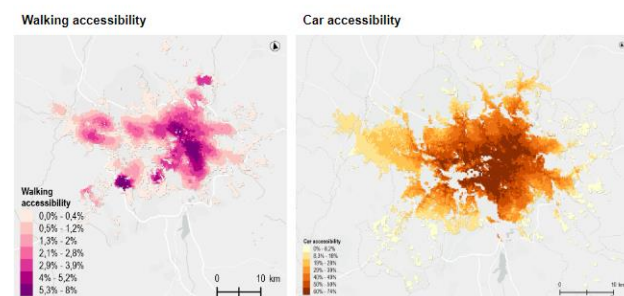


Figure 2: Walking and car accessibility, Ankara

TRAVEL BEHAVIOUR

In 2019, more than half of the trips in Ankara were made by public transport or private buses¹⁹. The number of passengers traveling with EGO buses in 2019 was 431.1 million, whereas the number of buses was 1,562²⁰. Public transport available includes bus, train, metro, tram and cable car. Private car use is also frequent. In 2023, the number of cars per capita in Ankara was 34 per 100 inhabitants²¹.

¹⁹ UITP UCLG-MEWA Urban Mobility Report 2020.pdf

²⁰ Microsoft Word - 417682_EN_C3_Ankara Bus Project_Final_NTS_202207.docx (ego.gov.tr).

²¹ Ankara, Turkey: Your Public Transit Guide (moovitapp.com)

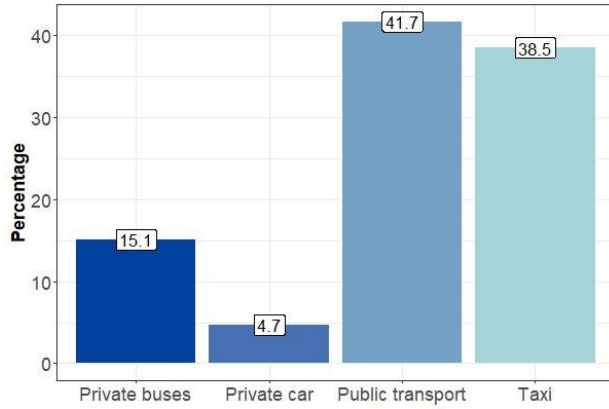


Figure 3: Modal split among trips made in 2019, Turkey

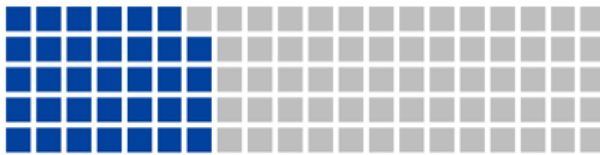


Figure 4: Number of private cars per 100 inhabitants, Turkey

SAFETY ISSUES

Safety-related data in the city of Ankara will be completed from information obtained from the AMIGOS' survey and that provided by the city.



Co-creation WS Observation template

First session WS - City Name

Meeting Details

Location	XXX
Date and time	XX/XX/20XX
Host	XXX
Work package	WP1/...

Attendance

Invited	Present (Y/N)	Expected preparation

Agenda

Time	Topic
10.30 – 11.00	Welcoming and purpose of the session
11.30 - 12.00	Working in groups

12.00 14.00	–	Small groups_ grouping (I)
15.30 16.30	–	Small groups_ grouping (II)
17.00 18.30	–	Wrap-up

Minutes of meeting

For your comments and notes please consider items such as: content presentation (clarity, accuracy...), facilitation work (effective communication, inclusivity...), AMIGOS methodology matching (co-creation, inclusivity...), general organization, observation conditions, etc.

1.1. Welcoming & recap (10.30-11.00)

1.2. Working in fact groups (11.30 - 12.00)

1.3. Small groups_theme grouping (I) (12.00 – 14.00)

1.4. Small groups_theme grouping (II) (15.30 – 16.45)

1.5. Wrap-up (16.45 – 17.30)

→ **PLENNARY SESSION: Delivery of recommendations from/to the stakeholders**

Main findings / summary

1. [...]
2. [...]
3. [...]

Conclusions / Learnings

4. [...]

5. [...]
6. [...]

Next steps

7. [...]
8. [...]
9. [...]

Action points

Action point	Work packages	What	Partner