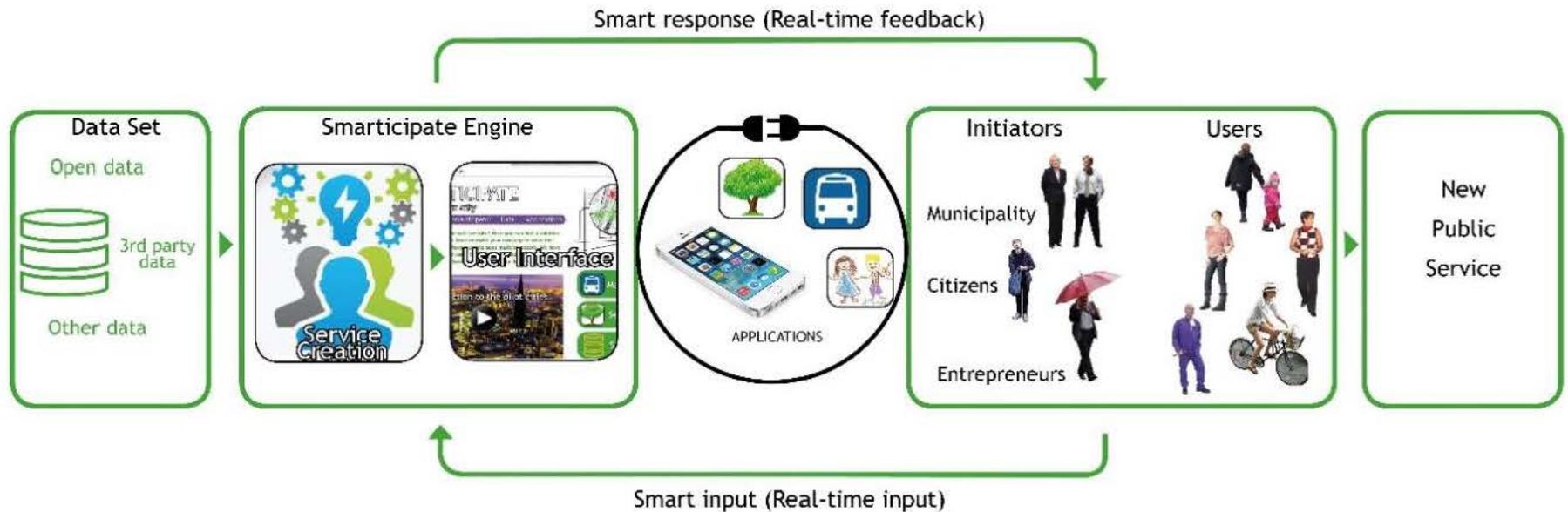


Understanding cities and citizens:

# Developing novel participatory development methods and public service concepts

Dipl.-Ing. Marek Vogt, WeLoveTheCity and Dr. Peter Fröhlich, AIT Austrian Institute of Technology

# A participatory dialog system

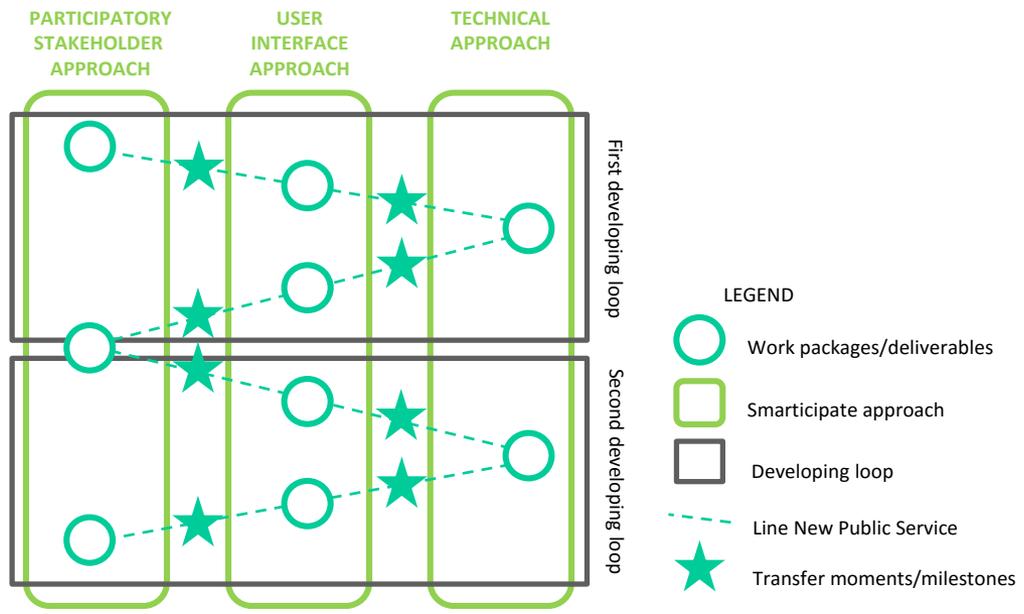


# Iterative process

~~What we don't do~~

## Concept development > piloting

What we do



## It's all about our partner cities



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**



**Freie und Hansestadt Hamburg**



**ROMA CAPITALE**

## DAY 1

### Collect local knowledge

- objectives & challenges
- open data and ICT systems
- planning policy, programs and projects

## DAY 2

### Sketching Urban Stories

- discussing scenarios
- developing urban stories
- defining requirement

## DAY 3

### Stakeholder mapping & interview

- issues, conflicts and roadblocks
- mobilization strategy
- planning exercise

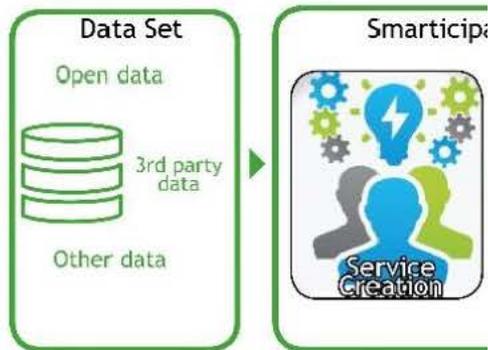
# Smarticipate makes the difference



These are the topics that come back in each pilot city and where Smarticipate has to contribute by improving existing processes.

- Space**                      There is constant pressure on limited urban spaces.
- Expectations**              Citizens are demanding fast responses to requests.
- Efficiency**                      Cities are under high pressure to deliver.
- Finance**                      Close link between planning process & financial resources.
- Trust**                              Key for collaboration with citizens.

# Urban Story design approach



# Urban Story design approach



# Urban Stories as the basis for what we do



Representatives of the city government, urban planning specialists and experts regarding open data together developed urban stories that describe typical workflows of citizens interacting with the proposed platform.

## **Real-time feedback**

Users receive instant digital feedback that is customized.

## **Broadening of participation**

Smarticipate opens spatial planning processes to all citizens.

## **Continuous useful activity**

Smarticipate provides continuous support and feedback.

## **New public service**

Supporting citizens in taking over or developing new services.

## **Data availability**

Data is available for use + transformed into useable information.

# Urban Stories: London

**Use Case Scenarios**

### 1. Planning Applications

Planning Applications are the backbone of urban services for planning departments. But they can also be a big burden for the applicants and the public in general.

**Use cases:**

- Application
- Check
- Decision
- Appeal
- Review

The entire cycle of SMARTICIPATE can be shown using the above flowchart. It can be used to show the entire cycle of SMARTICIPATE, from the application to the decision, and the appeal process to the review process.

**Use cases reports:**

Use cases reports are prepared for a particular business or the customer side of the smarticipate application. They are prepared for the business or the customer side of the smarticipate application. They are prepared for the business or the customer side of the smarticipate application.

**Use Case Scenarios**

### 2. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 3. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 4. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 5. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 6. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 7. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 8. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 9. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 10. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 11. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

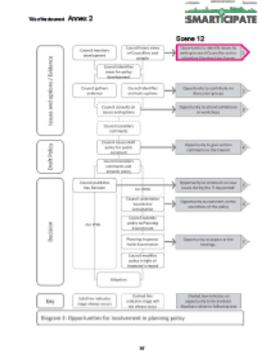
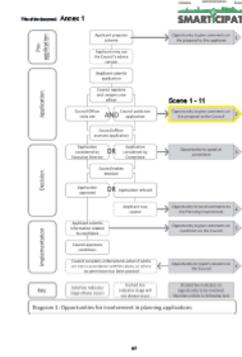
### 12. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 13. Aerial Views of Urban Assets

An aerial developer makes a 3D digital map of an area in the city of London. The map is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.



**Use Case Scenarios**

### 1. City Planning Level 1

City planning level 1 is the first level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 2. City Planning Level 2

City planning level 2 is the second level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 3. City Planning Level 3

City planning level 3 is the third level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 4. City Planning Level 4

City planning level 4 is the fourth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 5. City Planning Level 5

City planning level 5 is the fifth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 6. City Planning Level 6

City planning level 6 is the sixth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 7. City Planning Level 7

City planning level 7 is the seventh level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 8. City Planning Level 8

City planning level 8 is the eighth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 9. City Planning Level 9

City planning level 9 is the ninth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 10. City Planning Level 10

City planning level 10 is the tenth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 11. City Planning Level 11

City planning level 11 is the eleventh level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 12. City Planning Level 12

City planning level 12 is the twelfth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

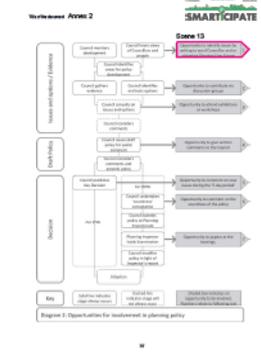
### 13. City Planning Level 13

City planning level 13 is the thirteenth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.

**Use Case Scenarios**

### 14. City Planning Level 14

City planning level 14 is the fourteenth level of the smarticipate application. It is used to show the location of the assets in the city of London. The map is used to show the location of the assets in the city of London.



## A local square at Kensal Gasworks



Automatic feedback to the proposal in relation to policy and goals.

March 22-24 | London Core Group meeting

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6

## Scene 6

He receives automatic feedback on his proposal. The addition of green space and the retention of the industrial monument fits the goals of the borough. But his proposal to reduce the number of houses from 1.000 to 500 and to transform them from market rate housing to social rent, conflicts with the starting point of the borough for the development.

*Technical note: Planning policy check to verify if the development would be permitted under existing policies and regulations.*

# Urban Stories: Hamburg

## Use Case Scenarios

### 5. Binding land-use planning when city Co creation between city and community

Hamburg is one of the leading cities in Europe when it comes to citizen participation. This is the key to the success of the Smarticipate project. The project is a joint effort between the city and the community to create a binding land-use plan for the city and community.



The main value of Smarticipate is to create a binding land-use plan for the city and community.

**Use Case Scenarios**  
The City of Hamburg is a leading city in Europe when it comes to citizen participation. This is the key to the success of the Smarticipate project. The project is a joint effort between the city and the community to create a binding land-use plan for the city and community.



**Scenario 1**  
The City of Hamburg makes a preliminary draft for the binding land-use plan for the city and community. The draft is published on the Smarticipate platform for the community to comment on.



**Scenario 2**  
The proposed land-use plan is published on the Smarticipate platform for the community to comment on. The community can provide feedback on the plan through the Smarticipate platform.



**Scenario 3**  
The community provides feedback on the preliminary draft. The City of Hamburg takes the feedback into account and makes adjustments to the plan.



**Scenario 4**  
The City of Hamburg makes a preliminary draft for the binding land-use plan for the city and community. The draft is published on the Smarticipate platform for the community to comment on.



**Scenario 5**  
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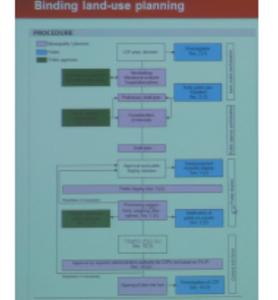
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## Annex 1 - Binding land-use planning

Planning steps in Hamburg, as presented by Dr. Holger Klose during the workshop in Hamburg, 20th of April 2016.



## Use Case Scenarios

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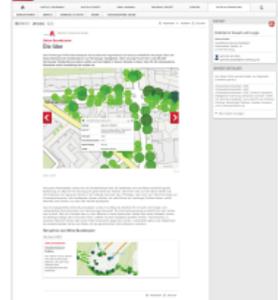
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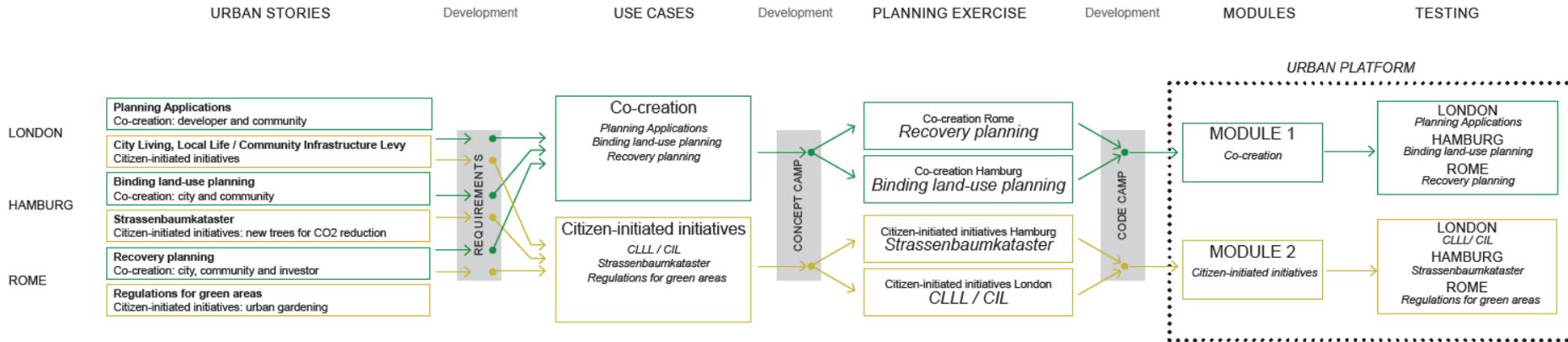
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## Annex 1 - Smarticipate when city Co creation between city and community

Smarticipate when city Co creation between city and community







## SIMILARITY BETWEEN BOTH USE CASES:

1. There is something real to get
2. Integrated > both process and system
3. Individual feedback fuels policy cycle

## SPECIAL FOR USE CASE 'CO-CREATION':

4. Design driven approach

## SPECIAL FOR USE CASE 'CITIZEN-INITIATED INITIATIVE':

5. Offering of alternatives

## **Kick-off requirement workshops**

Spring 2016

## **Stakeholder Meet & Greet**

Sommer 2016

## **Smartathon 1<sup>st</sup> round**

Autumn 2016

## **Smartathon 2<sup>nd</sup> round**

Sommer 2017

## **Ready!**

2018

## Kick-off requirement workshops

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Autumn 2016

## Smartathon 2<sup>nd</sup> round

Sommer 2017

## Ready!

2018

# Mobilisation Strategy & Planning Exercise



# Mobilisation Strategy & Planning Exercise



## *Success factors*

**1. Available Open Data**

**CHECK & DONE!**

**2. Relevant Urban Stories**

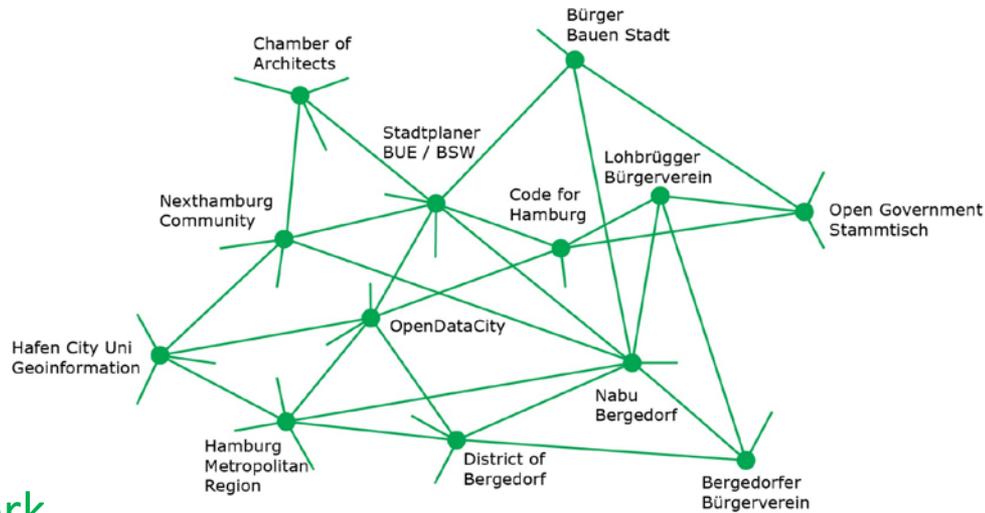
**CHECK & DONE!**

**3. Diverse Participant Group**



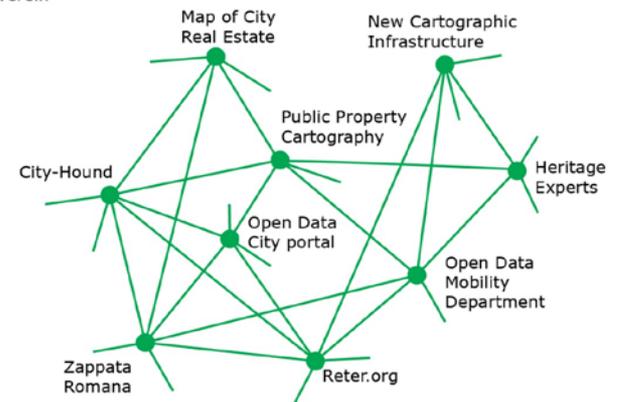
Diverse ...

## HAMBURG network



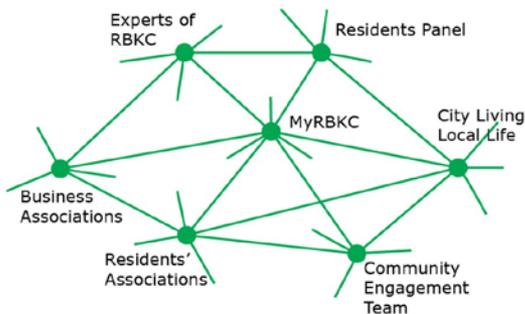
Diverse ...

## ROME network

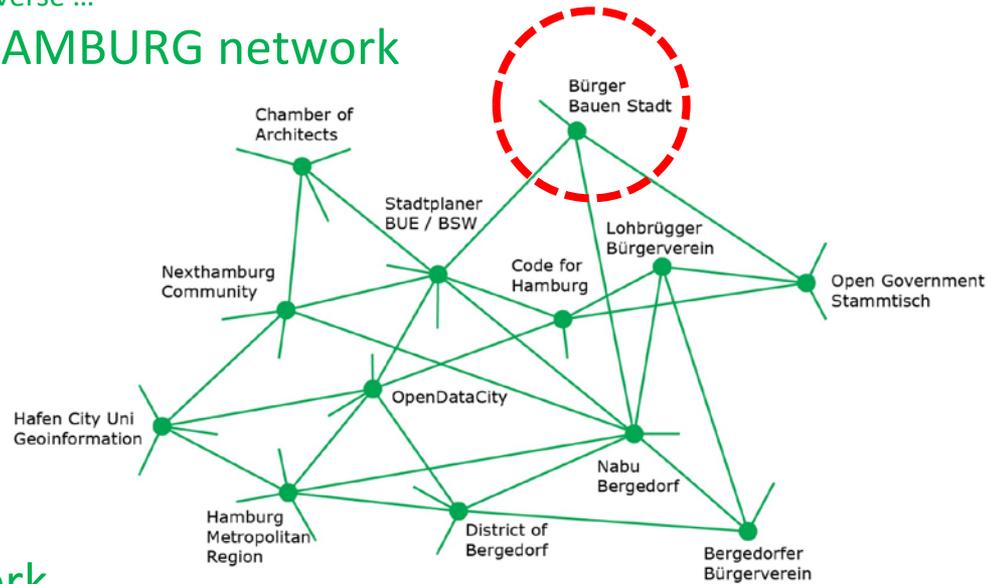


Diverse ...

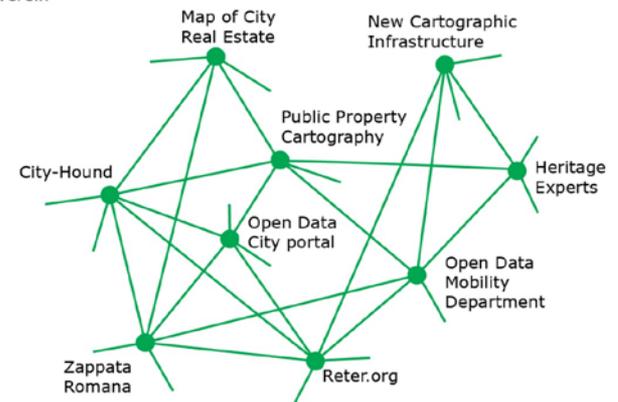
## LONDON network



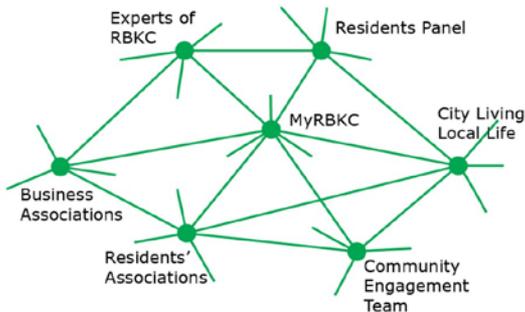
## Diverse ... HAMBURG network



## Diverse ... ROME network



## Diverse ... LONDON network



# Mobilisation Strategy & Planning Exercise

## AgendaSetters

Good listener and good speaker. Knows how to communicate and how to set priorities.



## SolutionMachines

Step-by-step thinker. Works with a hands-on mentality.



## DataSetters

Is able to built an app in 5 minutes. Believes in the power of technological innovation.



## ProcedureSharks

Manager leaving nothing to chance. Knows how to apply planning and regulations.

## FinanceGurus

Smart calculator. Sees, understands and controls money flows.





## Co-creation



## I would...

- ... grasp these Open Data!
- ... elaborate the Urban Story in this way!
- ... try these Essential Features!

# Mobilisation Strategy & Planning Exercise





Short Questionnaire

Name: .....

Sex: .....

Age: .....

Education: .....

Organisation, if relevant. ....

Who do you resemble to? \*choose 2

- AgendaSetter
- SolutionMachine
- DataExpert
- ProcedureShark
- FinanceGuru

What do you bring to the event?  
.....

What do you expect?  
.....

# Mobilisation Strategy & Planning Exercise





... can add another topic.

... can change tables.

... can start a new table.



★ HELPDESK teams ★



Information and support about ...

- ... Open Data.
- ... Urban Story.
- ... Essential Features.



Extensive Questionnaire

What did you think of the available Open Data?  
.....

What did you think of the Urban Story?  
.....

Which Essential Features did you like?  
.....

Are you willing to share your own data for Smarticipate?  
.....

Do you want to join the next event in 2017?  
.....

## Kick-off requirement workshops

Spring 2016

## Stakeholder Meet & Greet

Sommer 2016

## Smartathon 1<sup>st</sup> round

Autumn 2016



## Smartathon 2<sup>nd</sup> round

Sommer 2017

## Ready!

2018

**[www.smarticipate.eu](http://www.smarticipate.eu)**  
opening up the smart city